

Technical Requirement:	Detailed Requirements
<b>a) Member/Customer Relationship Management module</b>	<p>1.Access Member Statement including biodata (Membership number,Salutation, Name, age, gender, ID,phone, image, signature,email,kra pin,staff no, DOB, Name of employer, work station, designation, bank details, next of kin, retirement date, employment date, status, terms of service, address (Physical/Post),</p> <p>2. View member balances of loans by type, share capital, savings, repayment history and statement on loan guarantee;</p> <p>3. Initiate request for withdrawal from the Sacco including providing a platform for relieving</p> <p>4. Generate variety of standard and customizable reports in various formats (e.g. csv, pdf, xls, docx)</p>
<b>b) Saving Management</b>	<ul style="list-style-type: none"> <li>• Supports all account types: savings, term deposits, demand deposits, shares,</li> <li>• Should be able to set withdrawal limits (amounts, number of operations) and either block and impose fees on withdrawals. The system should also be able to apply penalties or reduced interest rates for premature withdrawals (on term deposits),</li> <li>• The system should be able to automatically roll over post-matured fixed deposits and possibly updated interest rate,</li> <li>• The system should be able to set the minimum balance for each of the accounts</li> <li>• Parameter setting (Maturity time,Interest rate, nok) should be enabled for all the saving products.</li> <li>• The system should be able to calculate interest daily, based on 30 days/month. Optionally also 365 days/year or 52 weeks/year should be supported</li> <li>• The system should support additional payment frequencies so that interest can be paid out on daily, weekly, bi-weekly, every four weeks, semi-monthly etc. User-defined periods can be set.</li> <li>• The system should allow customer have many different accounts and account types, and</li> <li>• The system should be flexible to allow addition, modification and removal of products from the online portal.</li> </ul>

<p><b>c) Loan Management module with delinquency management capabilities</b></p>	<p><b>(a) Loaning</b></p> <ul style="list-style-type: none"> <li>❖ General: <ul style="list-style-type: none"> <li>• It should accommodate different Lending Methodologies like individual and group lending,</li> <li>• It should allow different loan repayment types,</li> <li>• The system should capture details of the loans offers with other attributes e.g.KPI</li> <li>• The system should be able to attach scanned documents received by the applicant and assign it to the record created in the system,</li> <li>• The system should allow for guarantors to be attached if a loan has gone for a specified duration in arrears,</li> <li>• Should be able to show the loan status for each application, and</li> <li>• Integration to CRB.</li> <li>• Integration to IPRS</li> </ul> </li> <li>❖ <b>Loan Processing</b></li> </ul> <p><b>Loan appraisal and registration</b></p> <ul style="list-style-type: none"> <li>• This entails capturing of data into the system i.e. Member number, product, amount applied, period, loan purpose and guarantors.</li> <li>• The system should be able to capture all the details from the Loan Form (online form or submitted form)</li> <li>• The system should display and print loan schedules as per the credit policy</li> <li>• Members and guarantor’s confirmation via OTP or other verifiable means</li> <li>• It should allow for capturing of all data necessary for appraisal e.g. Salary, cashflows, deductions, deposits, outstanding loans and qualify the member</li> <li>• The system should generate a loan appraisal report</li> <li>• The system should display loan schedules</li> </ul> <p>Give a report on loans registered but not approved, loans appraised, loans disbursed and rejected loans.</p> <ul style="list-style-type: none"> <li>• It should allow generation of Loan numbers and queuing report . Should allow timeout for loans. Members should not have more than one loan at the</li> </ul> <p><b>Loan approval - CAPTURED APPRAISAL - CREDIT COMMITTEE</b></p> <ul style="list-style-type: none"> <li>• The levels of rights should be specific such that the officer approving cannot be the appraiser/registering at the same time.</li> <li>• Approver should be able to check the registered loans to approve or reject (with reasons) and revert for appraisal and registration.</li> <li>• The system should have internal credit scoring mechanism including the 1/3rd net take home rule for salaried customers</li> <li>• The system should give an approval report</li> <li>• Maker checker effectiveness.</li> </ul> <p><b>Loan disbursal</b></p> <ul style="list-style-type: none"> <li>• The levels of rights should be specific such that the officer posting/disbursing cannot be the approver at the same time.</li> <li>• Able to detect loans with errors, reject and revert for approval</li> <li>• System should display the amount applied, approved, disbursed, charges levied, net payable and the account to be credited.</li> </ul> <p><b>Loan defaults auto recovery</b></p> <ul style="list-style-type: none"> <li>• All loan arrears to be recovered automatically in real time basis when funds are available in FOSA accounts.</li> <li>• Should allow for instances of refinancing and restructuring.</li> </ul>
--	---

**Check-off system loans**

- The system should be able to upload data from various standard formats and capture interest automatically
- Should allow for generation of the expected repayment report.

**❖ Guarantor Management**

- Allow for value and number based guarantee.
- During recovery from guarantors the system to prorate according to amount guaranteed.
- Prorated release of guarantors upon payment.
- Change of color once loan is fully guaranteed.
- Once the loan is fully guaranteed, the system should lock.
- Enhanced guarantor verification:
- Guarantor is not dormant or inactive,
- Has not defaulted on any of his/her current loans, and

<b>d) Finance &amp; Accounts</b>	<ul style="list-style-type: none"> <li>• Tracking of cash-flow, revenues and expenses by profit/cost centers, should be possible,</li> <li>• The system should have user-definable chart of accounts.</li> <li>• The system should be able to perform cost and profitability analysis by product</li> <li>• The system should be able to Calculate and post the necessary loan provisions,</li> <li>• The system should be able to permit back valued transactions and transaction reversal with accordance to interest recalculations,</li> <li>• The system should have Asset and Liability Management facilities,</li> <li>• The system should support as per SASRA regulatory requirement</li> <li>• The system needs to have provision for bank auto reconciliation</li> <li>• The system should have Payroll, HR, CRM,</li> <li>• The system should be able to provide full range of standard financial reports e.g. trial balance, ledgers statements, cashbook, budget performance balance sheet, income statement, cash flow.</li> </ul>
<b>e) Internal Electronic Document Management System (EDMS) &amp; Registry Module</b>	<ul style="list-style-type: none"> <li>a) Access and Sharing of board and staff documents;</li> <li>b) Preparation of board documents including minutes, notices and reports using inbuilt templates</li> <li>c) Variety of standard and customizable reports in various formats (e.g. csv, pdf, xls, docx)</li> <li>d) capturing of share certificate and share transfer</li> </ul>
<b>f) Mobile banking (USSD &amp; App) Solution,</b>	<ul style="list-style-type: none"> <li>• Deposits and withdrawals,</li> <li>• Payments of bills and loan repayments,</li> <li>• Electronic transfer of funds,</li> <li>• Account balance enquiries,</li> <li>• Collection of know your customer (KYC) information,</li> <li>• Open an account through the alternative channels,</li> <li>• Apply to become a member of the SACCO,</li> <li>• Offer limits to the banking services that the service can offer,</li> <li>• Apply for loans</li> <li>• Secure customer's information confidential data.</li> <li>• MPESA integration that allows direct receipting to the system</li> <li>• Access status of loan application. Alerts (email and SMS) should be sent at various stages of processing to both the applicant and the relevant Sacco managers;</li> <li>• Guarantee members loans</li> </ul>

<b>g) Reporting module,</b>	<ul style="list-style-type: none"><li>• It should support the current required SASRA reports</li><li>• Reports should be consolidated e.g. by product as well as separate,</li><li>• The system should be able to report on budget versus actual expense &amp; income,</li><li>• The system should be able to provide graphical reports,</li><li>• The system should provide ratios and trend/comparative analysis reports, calculations of the ratios should be adjustable, clear and understandable,</li><li>• Allow for period defined reports with comparative figures</li><li>• The system should be able to print reports on wide variety of printing devices, can utilize various paper formats,</li><li>• The system should be able to print the Audit trails,</li><li>• The system should come with management dashboard containing various predefined and customizable reports on business and staff performance and statistical analysis.</li><li>• The system should allow for generation of customizable reports,</li><li>• Interest accruals account should be separate from interest received/paid accounts,</li><li>• The system should be able to cease to accrue interest on late loans i.e deceased and based on cutoff dates. The user should be able to deactivate</li><li>• Savings and loans interest should be accrued on user-defined period basis and posted to interest income/expense accounts, and</li></ul>
-----------------------------	---

<p><b>h) System administration Module</b></p>	<p><b>Security</b> • User levels (or groups) should user-definable, can be edited. Each level should be assigned access right to specific menu items, functions, reports,</p> <ul style="list-style-type: none"> <li>• Access rights to database should be defined both by fields and subset of records,</li> <li>• The system should include automated tools to check for database consistency,</li> <li>• The system should be able to define rights to post, reverse and cancel transactions,</li> <li>• The system should be able to define limits for transactions,</li> <li>• The system should be able to require passwords change frequently (e.g. fortnight, monthly) be complex and store them in encrypted format,</li> <li>• The system should be able to record all security violation attempts,</li> <li>• The system should be able to provide means for off-site storage of records by allowing backups of all data to external removable media,</li> <li>• Time-of-day or terminal access restrictions should be available in the system,</li> <li>• The system should only allow users to select accounts related to the Member being processed during loan creation, disbursement, repayment, Fixed on backup and recovery:</li> <li>• The system should have end of day processing that checks database for any corruption, and provides notifications about errors,</li> <li>• The system should be able to support both full and incremental backups, with remote sync</li> <li>• The system should be able to maintain the Status of each user,</li> <li>• Fault tolerance and robustness,</li> <li>• System should support off-line functions in case of communications failure.</li> </ul> <p><b>End of period processing</b></p> <ul style="list-style-type: none"> <li>• The Period duration should be user-definable,</li> <li>• Interest should be processed, accrued and posted at proper intervals</li> <li>• Late fees, penalties should be calculated and posted.</li> <li>• The system should automatically close the end of period and forward the balance e.g daily, monthly and yearly.</li> </ul> <p><b>Support Infrastructure, Maintenance and Upgrade Strategy</b></p> <ul style="list-style-type: none"> <li>• Support should be provided on a 24/7 basis.</li> <li>• The provision of a Service Level Agreement for the maintenance, support and upgrade of the Sacco Management Information System. Kindly Note, the provider shall be expected to provide a one year free support and maintenance after commissioning of this system (Provide sample SLA)</li> <li>• A ticketing tracking system should exist to ensure all complaints are resolved,</li> <li>• The Vendor should be able to provide manuals for end-users, administrators, for training purposes, and</li> <li>• There should be a documented change request procedure in place that staff can use to place their requests.</li> </ul> <p><b>Technical Specification</b> The system should have the following technical requirements:</p> <ul style="list-style-type: none"> <li>• The system should be web-based,</li> <li>• The system should be able to run on widespread hardware platforms and use standard operating systems (MS Windows, Mac OS, Unix etc.),</li> </ul> <p>The system should have no obscure restrictions on operating system/database versions,</p>
---	--

	<p>Source code control shall be clearly stipulated in the Escrow agreement and available to the client in case of adverse system downtimes.</p> <p>There should be clearly stated performance limits depending on number of accounts, transactions or concurrent users,</p> <p>Disk space requirements should be clearly stated,</p> <ul style="list-style-type: none"><li>• The system should have an open architecture and standard file formats to allow integration with other systems such as a document management system.</li></ul>
<b>i) Executive Dashboards feature (BI)</b>	<ul style="list-style-type: none"><li>• The system should come with management dashboard containing various predefined and customizable reports on business and staff performance and statistical analysis.</li></ul>

<b>j) Members web portal.</b>	<ul style="list-style-type: none"> <li>• Member personal and next of kins details</li> <li>• Member personal account dashboard,</li> <li>• Detailed Shares and Deposit statement</li> <li>• Loans statement</li> <li>• Guarantorship status</li> <li>• Loan and dividends/interest on deposits calculator</li> <li>• Dividends/interest on deposits statements</li> <li>• Publicity communication</li> </ul>
<b>k)help desk</b>	<p>The system should be able to capture the following details in the customer complaint register:</p> <ul style="list-style-type: none"> <li>• Names of member making the complaint (optional),</li> <li>• Member number (optional),</li> <li>• Description of complaint,</li> <li>• Deadline (based on the service level agreement), The system should be able to assign complaints to customer care staff or escalate to other officials within the SACCO.</li> </ul> <p>The system should be able to evaluate the turnaround time in addressing the customer's complaints per customer care officer.</p> <ul style="list-style-type: none"> <li>• The system should be able to generate a report on the Customer complaints received per customer care officer with the following details: issue category, number of issues, resolved issues, escalated issues, pending issues, average Turn Around Time (TAT) per category.</li> <li>• The system should be able to provide a report of the received, resolved and pending requests (per customer care officer, per time period e.t.c.)</li> <li>• The system should be able to provide a report of any overdue/escalated complaints.</li> </ul>
<b>l)Bank Reconciliation</b>	<ul style="list-style-type: none"> <li>• The system needs to have provision for bank auto reconciliation</li> <li>• The system should be able to capture details of: • Bank Account Statement, and Cash Book</li> <li>• The system should enable the user to create customizable user fields that will capture additional information not specified above.</li> <li>• The system should be able to attach scanned documents received (if any) and assign it to the record created in the system.</li> <li>• System should be able to import the bank account statement</li> <li>• The system should be able to compare the bank account statement with the cash book</li> <li>• The system should have standard codes for repayments e.g. loan repayments</li> <li>• The system should have proper controls to ensure that all the postings are done correctly e.g. no savings are debited</li> <li>• The period close and opening should be adjustable by an approved staff.</li> <li>• The system should allow for online viewing and approval of a reconciliation report.</li> <li>• The system should allow periods to be closed to reduce cases of back dating receipts and ensure historical reports remain accurate.</li> </ul>



<b>Communication</b>	<ul style="list-style-type: none"> <li>. Bulk sms for marketing</li> <li>. Transaction prompted sms</li> <li>. Customized sms</li> </ul>
<b>Scope of work</b>	<ul style="list-style-type: none"> <li>• The supply, installation, implementation, testing and commissioning of an integrated Sacco ICT Core Banking System &amp; Management Information system</li> <li>• Setup of necessary IT security measures all aspects of the integrated Sacco information system.</li> <li>• Supply and installation/setup of the appropriate client software, licenses, kits etc.</li> <li>• Training of the users and administrators</li> <li>• Provision of warranty after successful commissioning (go-live) of system.</li> <li>• Provision of support after go live.</li> <li>• Preparation and timely submission of project reports.</li> </ul>
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• Inception report giving a detailed understanding of the assignment.</li> <li>• Project charter.</li> <li>• A detailed work plan.</li> <li>• Risk management report</li> <li>• Functional Requirements Design</li> <li>• Infrastructure suitability report</li> <li>• Data migration plan</li> <li>• Weekly status reports</li> <li>• Training of administrators and end users</li> <li>• Signoffs for key milestones</li> <li>• Installed and commissioned system</li> <li>- compliance to data protection act, NDA requirements</li> <li>• Final project report</li> <li>• Service level agreement (SLA)</li> <li>• Updated user manual for the software and administrator guide both online and physical</li> <li>• Developed systems Source code</li> </ul>