REF: CWWDA/AFD/G1/2023/ (21)

DATE: 22nd November, 2023

TO: ALL BIDDERS,

RE: CONTRACT NAME: SUPPLY, INSTALLATION, IMPLEMENTATION & SUPPORT OF AN INTEGRATED WEB-BASED ENTERPRISE RESOURCE PLANNING SYSTEM (ERP), ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS) AND COMPUTERS:

CONTRACT NUMBER: CWWDA/AFD/G1/2023

Clarification No. 3

The above subject matter refers.

Please find attached herewith clarifications addressing issues raised by some bidders.

Yours Sincerely,

Eng. DAVID KANUI
for: **Ag. CHIEF EXECUTIVE OFFICER**

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Database	What is the current overall size of the database, considering that the entire database will be copied to the backup repository?	Refer to clarifications No.1 and 2.
Backup	Backup -What is the recommended retention period for keeping backups in the backup repository?	Refer to the Standard Government of Kenya regulations though it can be customized from time to time according to CWWDA policies.
	Additionally, should our proposal account for backups of physical or virtual machines? If so, please provide details on the capacity requirements associated with these backups.	Refer to the technical specifications, all required information is there and the vendor should give recommendations on best practices.
Page No. 170>>Section VII. Schedule of Requirements >> Point No. 47 Page No. 171>>Section VII. Schedule of Requirements >> Point No. 50 The system must be a one unified platform feeding many business processes and each department should have its own documents and processes. The system must include a rule-based workflow builder / modeler to enable definition of approvals levels of work and routing of electronic paper documents to different users within the organization.	Kindly provide an overview on each of the processes currently in place for documents processing. Please confirm if these linear processes or not. Please layout the number and types of steps falling within each process.	All required information is found in the bid document and clarifications No.1 and 2 in the website. The processes should be flexible. Vendor should propose a solution with best practices with no limitations.
Page No. 167>>Section VII. Schedule of Requirements>> Point No. 9 The project concerns the management of all types of documents including but not limited to Section VII. Schedule of Requirements166 documents emails, forms, contractor files, payment order, voice, images, video, etc.	Please specify the various types of content or documents in different formats types that will undergo scanning and subsequent storage within the system.	Refer to the technical specifications and Clarification no.1 and no.2.
Page No. 168>>Section VII. Schedule of Requirements>> Point No. 20 The system should be able to manage physical files or enable loan out of files and keep track	Please elaborate this point especially with respect to "enable loan out of files" part.	These refer to files which are borrowed by staff for reference purposes.

of physical files including media type, record format and physical location.		
Page No. 169>>Section VII. Schedule of Requirements>> Point No. 24 The system should have the capability to use a separate document server or File server for better management of records. The system MUST come with option of defining storage controllers where the documents will be stored with option of Mirror pools and digital signatures for stored images.	Please elaborate this point wrt mirror pools & digital signatures.	This is self explanatory
Page No. 170>>Section VII. Schedule of Requirements >> Point No. 42 The system should provide facilities for linking/cross referencing of related records by use of reference object keys or hyperlinks.	Please elaborate the requirement.	This is self explanatory
Page No. 171>>Section VII. Schedule of Requirements >> Point No. 51 The system must enable automatic saving of documents of the word processor or spreadsheet directly from Microsoft office applications.	Kindly elaborate the process of automatic saving with some examples.	This is self explanatory
Page No. 172>>BUSINESS PROCESS MANAGEMENT>>5 The system shall provide a facility to see complete track sheet and note sheet.	Please explain the requirement with respect to note sheet.	This is self explanatory
General-Initiation Channels	Kindly mention all the initiation channels that will be used to input documents into the EDMS. e.g. Email, Scanning, Fax etc.	Self explanatory. Should follow Standard EDMS requirements.
General-Document Size	Kindly, confirm on size of each document & how much yearly increment in the document size is expected so that software & hardware can be proposed accordingly.	Unlimited
	Kindly mention the volume of documents and no of pages per document/record being processing in the organization per day/month/year on an average?	Unlimited

	How many documents will be uploaded per day, either from scanning, attachment or user upload? Kindly, confirm on size of each document & how much yearly increment in the document size is expected so that the system software & hardware can be proposed accordingly.	Unlimited
General-Branches	Kindly assist us by sharing the total number of units or branches where DMS will be implemented.	Refer to Clarification No.1 and 2 and go through the technical specifications carefully.
General-Users	Please mention the total no. of users that will require EDMS access.	Refer to Clarification No.1 and 2 and the bid document
	Please specify the count of concurrent users who need simultaneous access to the system?	Refer to Clarification No.1 and 2 and the bid document
	Please confirm upon the no. of users that would require access to Records Management System for retention & disposal of documents.	Refer to Clarification No.1 and 2 and the bid document
General-Integrations	Kindly list down all third-party/existing application with which the system would be required to integrate.	Refer to Clarification No.1 and 2 and go through the technical specifications carefully.
General- Environments	Apart from production, what are the other environments that are needed viz. UAT, Development, Disaster Recovery?	Not applicable.
	Will clustering be needed? If yes would it be in active active mode or active passive mode?	Vendor should propose the best practises.
General-Scanners	Kindly confirm total number of scanners present or will be there in future to scan, index and upload physical documents present in various departments that would be scanning the documents.	Refer to Clarification No.1 and 2 and the vendor should go through the technical specifications carefully.
General-OCR Scalability	How many pages approximately will be scanned in a day? Any use case for OCR? If Yes, please confirm upon the no. of templates that'll require OCR.	Refer to Clarification No.1 and 2 and go through the technical specifications carefully.
General-Migration	Do you have any existing DMS platform from where migration of documents are required into new DMS platform? If Yes, Please mention the volume and format of these documents.	We do not have an Existing EDMS.