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ADDENDUM NO. 1

TENDER NO. CBK/RFP/045/2014-2015, REQUEST FOR PROPOSAL FOR UPGRADE OF T24 CORE BANKING, IMPLEMENTATION OF EDMS & DATA WAREHOUSE SYSTEM FOR CENTRAL BANK OF KENYA

In reference to the tender notice that appeared in the Nation and Standard newspaper and in the IFMIS website on 30th April, 2015, the Central Bank of Kenya notifies the prospective bidders that the closing date for the above tender is hereby extended from **18th May, 2015** to **26th May 2015 at 10.30 am.**

The following are response to the issues raised by some prospective bidders that will be construed to form part of the Request for proposal document:

General Guidance

1. The title of the tender should read "RFP *for Consultancy Services for Upgrade of Temenos T24 Core Banking System, Implementation of EDMS & Data Warehouse & BI Systems for Central Bank of Kenya*"

2. **SECTION III: -Terms of Reference**

   Is amended/rephrased as follows:

   3.3. Scope of Consultancy work

(Vii) The consultant shall study the current processes and business requirements in each business unit in the Bank and thereafter, together with the relevant business units develop/review specifications for the envisaged solutions. (Note: The Bank has systems in its Head Office which are accessed and used in 3 Branches, 3 Currency Centres and a School).

x) A note is appended as follows:

> **NOTE:** *The consulting firm shall not be eligible to tender for implementation of the anticipated solutions*

xi) - Is deleted

3.5 Electronic Document Management system (EDMS) implementation – *is rephrased to read:*

"3.5 Electronic Document Management system (EDMS) implementation Consultancy"

> 3.5. (i) New words inserted as underlined below
>
> **In reference to the above, the successful Consultant shall undertake;**
> **i. A comprehensive study of the current processes of receiving, processing, archival, storage and retrieval of documents, emails, etc in all the business units and <u>together with business units and ICT</u> develop recommended best practice models, specifications and a request for proposal to be used to procure the right solution.**

3.6 Data Warehouse and Business Intelligence

(i)   DW & BI consulting services - is hereby deleted

3.9 Specific Terms and Conditions

> ii. Delivery of main responsibilities as per section 3.4 above. – is amended to read
> *ii. Delivery of main responsibilities as per section 3 above.*

VENDOR QUESTIONS AND CLARIFICATIONS

	Questions / Clarifications	CBK Responses
1.	Is this requirement for selection of Consulting firm to write RFP and to do Project management during implementation (bid specification development and vendor selection processes) OR Implementation of above modules – After reading the RFP, it seems this document is for the selection of Consulting firm who can write detailed RFP for implementation of T24 Upgrade, DW/BI, Electronic Document Management system and later running project management office with Central Bank during implementation. (Conflicting statement in Page 3 Section 1 and	*The Consulting Firm will provide Project Management services and oversight for the Procurement and Implementation phases of the three projects: Upgrade of Temenos T24 Core Banking System, Electronic Document Management System (eDMS), and Data Warehouse and Business Intelligence (BI).* *However, the Consulting Firm will NOT do implementations of modules*
2.	As CBK is planning for both Consulting and Implementation separately, **Can Bidders bid for both (Consulting and Implementation)?**	*The Consulting Firm will NOT be invited to provide implementation services since it will amount to conflict of interest.*
3.	Request for extension of submission deadline. **CBK requested to provide minimum 2 weeks extension for submission.**	***The closing date of the Request for proposal is hereby extended from 18th may, 2015 to 26th May, 2015 at 10.30am.***
4.	What will be the overall duration for Implementation project	*3 years as stated in 3.3*
5.	Pg 21 – iv To review and advise on the business cases for each of the three streams. *Question / Clarification:* *In some sections of the RFP, it is eluded that the consultant will prepare the business case. Please confirm the consultant's role*	*The Consulting Firm will ONLY review the business case already developed by CBK. They will therefore NOT develop the business cases.*
6.	Pg 21 – iv - The consultant shall study the current processes and business requirements in each unit in the Bank (including branches and currency centers) and thereafter, together with the relevant business heads of partments develop detailed specifications for the envisaged solutions. (Note: The bank has systems in its Head Office which are accessed and used in 3 Branches, 3 Currency Centres and a School).	*Refer to amendment above in 3.3 (vii)*

	Question / Clarification: *Provide a high level documentation / information of the Bank's organization i.e. organogram and how it is related to the Currency centres and School operationally. This allows us to understand the effort required for the exercise*	
7.	Pg 23 - In reference to the above, the successful Consultant shall undertake; A comprehensive study of the current processes of receiving, processing, archival, storage and retrieval of documents, emails, etc in <u>all the business units</u> and develop recommended best practice models, specifications and a request for proposal to be used to procure the right solution. **Question / Clarification:** *Provide information on the organogram. Does this include the branches, currency centers and the school?*	*Refer to amendment above in 3.3 (vii)*
8.	Pg 23 - 3.6 Data Warehouse and Business Intelligence Prior to implementation of Project SIMBA, the Bank's computerized business operations were supported by various disparate and stand-alone applications. The legacy data scattered across these systems needs to be extracted and consolidated into one centralized data repository for controlled access and eliminate the need for proprietary systems as the only means to access the data. As planned then, old data was left in the legacy environment to be migrated at a later time. With changes in technology and reduction of the skills sets to maintain these systems, this project is now required to migrate the data to modern systems to be implemented. This data must be availed in the new environment dubbed: Data Warehouse and Business Intelligence system, in a legacy acceptable form for retrieval, historical reference and analytics (business intelligence). **Question / Clarification:** *Does this work stream include Quality Assurance over data migration?*	*Yes, work stream include Quality Assurance over data migration*

9.	Pg 24 - Backed by vast technology, industry and business process expertise, the Consultant shall facilitate the Bank create analytics solutions across platforms embedding intelligence into the fabric of the Bank's business processes. This shall include development of "to-be-processes" that aim at creating business excellence in internet banking, human resource management review and performance analytics/ reports, cloud computing. EAC integration, Treasury Mobile Direct (TMD) application, bank supervision, financial sector stress testing & stability analysis and analysis of data from credit reference bureaus. *Questions / Clarifications:* 1. *Will it be the role of the Consultant to develop the "to-be" processes?* 2. *What are the current platforms that the bank is currently using?* 3. *Is the data from the credit reference bureaus currently available in CBK or will the constant need to get this independently?*	*The Consulting Firm will ONLY review the "to-be" processes NOT develop the processes*
10.	Please clarify whether CBK expects a (technical upgrade) version upgrade of T24 from release 9 to release 12 only, or in addition to this a (functional upgrade) re-implementation of T24 core banking processes within the 3year period	*Refer to the scope in section III-Terms of Reference*
DATA WAREHOUSE AND BUSINESS INTELLIGENCE		
1.	Apart from four line items mentioned in page 24 of RFP, does the Business Intelligence (BI) consulting include the following? 1. High level roadmap for BI implementation 2. BI readiness assessment from people, process, and technology perspective 3. RFP /compliance questionnaire preparation for product vendor selection (only technical portion)	*Refer to the scope in section III-Terms of Reference*
2.	What are the key business drivers for the BI-DW Program?	*Refer to the scope of the tender*
3.	What are your business and technical pain areas that you wish BI consulting to address?	*Refer to the scope of the tender*
4.	Can you give us an approx. break-up of operational/ tactical/ strategic users who will be accessing the BI application? We	This is Part of the outputs of the consultancy

	want to know the functional break-up of users based on the LOBs you're considering for BI implementation?	
5.	Depending on the areas you wish BI to address, are you looking for a Phased or Big Bang approach?	This is Part of the outputs of the consultancy
6.	Kindly let us know all your Source Systems (Applications) which will feed the data into the Warehouse?	This is Part of the outputs of the consultancy
7.	How do you currently generate different kinds of operational & analytical reports? Any tools used or are they in Excel?	This is Part of the outputs of the consultancy
8.	How many source system are in scope for data integration?	This is Part of the outputs of the consultancy
9.	Type of data sources (Ex Oracle RDBMS, CSV files, XLS files, text files, copy books, XML files,etc)	This is Part of the outputs of the consultancy
10.	Number of Source Tables?	This is Part of the outputs of the consultancy
11	Is there any historical data to be loaded.If YES, what is the source type for historical data (Ex RDBMS, tape, file system etc) and the Volume	This is Part of the outputs of the consultancy
12	Are there any data quality issues in the source systems which need to be looked into as part of this DWH project	This is Part of the outputs of the consultancy
13	What will be the proposed retention period to store the data?	This is Part of the outputs of the consultancy
14	Which are the different data points/subject areas(FIN,HR, Etc) for which reporting needs to be generated?	This is Part of the outputs of the consultancy
15	What is the current reporting/BI tools used?	This is Part of the outputs of the consultancy
16	Any preference for any specific BI tool for DB, ETL, and Reporting?	This is Part of the outputs of the consultancy
17	Total number of Reports/ Dash Boards required?	This is Part of the outputs of the consultancy
18	How many Total users and concurrent users?	This is Part of the outputs of the consultancy
19	Is adhoc Reporting in scope ?	This is Part of the outputs of the consultancy
20	What kind of data mining/analysis is being done today?	This is Part of the outputs of the consultancy

21	What level of data mining/analytics would CBK want to perform (data summarization, identify patterns and trends, etc or advanced analytics)?	This is Part of the outputs of the consultancy
22	Is there any predictive analysis which need to be performed? Is so, please elaborate on the requirement?	This is Part of the outputs of the consultancy
23	Is application support part of the scope..? how many months of post-production warranty support expected	This is Part of the outputs of the consultancy
24T24 Upgrade		
25	What is the current GUI used by the bank users (i.e. T24™ Classic/Desktop/Browser)?	This is Part of the outputs of the consultancy
26	What are the different modules used in T24™? (FT, LD, TT, MM, FX etc)	This is Part of the outputs of the consultancy
27	Which systems resources are close to reach full utilization in your current configuration?	This is Part of the outputs of the consultancy
28	How many satellite systems are you interfaced with and what kind of traffic is generated to and from these systems	This is Part of the outputs of the consultancy
29	Are there any technical constraints attributed to the database?	This is Part of the outputs of the consultancy
30	Explain the type of connectivity maintained with these satellite systems (MQ, TCIP blocking non-blocking etc)	This is Part of the outputs of the consultancy
31	Number of Concurrent Users(Present & Future- 5 years)	This is Part of the outputs of the consultancy
32	Number of Branches(Present & Future- 5 years)	This is Part of the outputs of the consultancy
33	From the tender document, we understood that there is no system present for DMS and DW and records are maintained in paper formal, how many years of records present and approximate volume, maximum size of each documents and images in kbps.	This is Part of the outputs of the consultancy
34	It is mentioned that three applications to be implemented by three years. Any tentative date in rolling out system on parallel activity or phased activity or fixed timeline?	This is Part of the outputs of the consultancy

35	Does bank have workflow document on current processes and business requirements for EDMS?	This is Part of the outputs of the consultancy
36	Being a Consulting and System Integrator company, can we be a consulting and implementing company as we have capability for both? This is would enable us to leverage our expertise and bring best-fit solution and services for bank.	This is Part of the outputs of the consultancy
37	For DW and BI scope, we would like to know the database & technology details of disparate, stand-alone and legacy systems.	This is Part of the outputs of the consultancy
Electronic Document Management System		
1	How many number of users are required for EDMS?	This is Part of the outputs of the consultancy
2	How many users will need access to the system in parallel i.e. at any given point in time?	This is Part of the outputs of the consultancy
3	DMS is required for how many departments?	This is Part of the outputs of the consultancy
4	Number of users for Record Management System?	This is Part of the outputs of the consultancy
5	Integration is required only with T24 or with other systems as well? Please specify the systems in case there are more integration.	This is Part of the outputs of the consultancy
6	RFP says "automated workflow of content based on business rules". Do they need Business Process Automation (BPM Solution) as well or only basic document movement is asked for?	This is Part of the outputs of the consultancy
7	Do they need digitalization of backlog documents as well or that shall be done by the bank itself, using our platform?	This is Part of the outputs of the consultancy
8	Document says that "the consultant shall facilitate development of Request for Proposal (RFP)". Does this mean that a separate EDRMS RFP shall be released even after this?	This is Part of the outputs of the consultancy

Ag. DIRECTOR

DEPARTMENT OF PROCUREMENT & LOGISTICS SERVICES