# MUKI SACCO SOCIETY LTD

# TENDER DOCUMENT

## FOR PROCUREMENT OF INTERNAL AUDIT SOFTWARE

**Tender No.:** MS/IAS/1/2026

**Tender name:** Procurement of internal audit software

**Procuring Entity:** MUKI SACCO LTD

**Date of Issue: 25/6/2026**

**Closing Date and Time:**16/7/2026 at 12 noon

# INVITATION TO TENDER

MUKI SACCO SOCIETY LTD invites sealed tenders from eligible and qualified firms for the Supply, Installation, Configuration, Commissioning, Training, Support and Maintenance of Internal Audit Software.

The procurement shall be conducted through tender in accordance with the provisions of the Public Procurement and Asset Disposal Act, 2015 and the Public Procurement and Asset Disposal Regulations, 2020.

Interested eligible candidates may download tender documents from Muki Sacco website www.mukisacco.co.ke .

**Procuring Entity:** ____________________________

**Physical Address:** ____________________________

**Postal Address:** ____________________________

**Email Address:** ____________________________

**Telephone Number:** ____________________________

Completed tender documents enclosed in plain sealed envelopes clearly marked with the Tender Number and Tender Name shall be deposited in the Tender Box located at MUKI house, first ($1^{st}$) floor or be addressed to:

THE CHIEF EXECUTIVE OFFICER,

MUKI SACCO SOCIETY LTD,

P.O. BOX 398 NORTH KINANGOP

so as to be received on or before 16/7/2026 at 12 noon.

Tenders will be opened immediately thereafter in the presence of tenderers or their representatives who choose to attend.

Late tenders shall be rejected.

Authorized by:

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Chief Executive Officer

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# SECTION I – INSTRUCTIONS TO TENDERERS

## 1. Eligible Tenderers

1.1 This tender is open to all eligible tenderers registered in Kenya.

1.2 Tenderers shall provide proof of legal existence through:

- Certificate of Incorporation/Registration;
- Valid Tax Compliance Certificate;
- CR12 or equivalent firm ownership documentation;
- Valid Business Permit;
- PIN/VAT Registration Certificate.

1.3 Tenderers shall comply with all requirements of the Public Procurement and Asset Disposal Act, 2015.

## 2. Cost of Tendering

The tenderer shall bear all costs associated with the preparation and submission of its tender.

## 3. Clarification of Tender Documents

A prospective tenderer requiring clarification may notify the Procuring Entity in writing not later than seven (7) days before the tender closing date. Addressed to;

THE CHIEF EXECUTIVE OFFICER,

MUKI SACCO SOCIETY LTD,

P.O. BOX 398 NORTH KINANGOP

0711 794 957

## 4. Amendment of Tender Documents

At any time prior to the deadline for submission of tenders, the Procuring Entity may modify the tender documents through addenda.

## 5. Language of Tender

The tender and all correspondence shall be written in English.

## 6. Tender Prices

The tenderer shall indicate the total tender price inclusive of all applicable taxes, duties, licenses, implementation costs, training costs, annual support, maintenance charges and any other relevant cost.

## 7. Tender Validity Period

Tenders shall remain valid for a period of one hundred and twenty (120) days from the tender closing date.

## 8. Submission of Tenders

Tenderers shall submit:

- One (1) original tender document;
- One (1) copy;

All pages shall be serialized.

## 9. Deadline for Submission of Tenders

Tenders must be received not later than the date and time specified in the Invitation to Tender.

## 10. Opening of Tenders

Tender opening shall take place immediately after the closing time in the presence of bidders who choose to attend.

## 11. Tender fee

Payment of Ksh.1000 non-refundable fee in cash or bankers cheque to the SACCO shall apply before closure of the tendering period.

## 12. Confidentiality

Information relating to examination, evaluation and comparison of tenders shall not be disclosed to tenderers.

## 13. Corrupt or Fraudulent Practices

The Procuring Entity requires compliance with the Anti-Corruption and Economic Crimes Act and the Public Procurement and Asset Disposal Act.

Any attempt to influence the procurement process shall result in disqualification.

# SECTION II – TENDER DATA SHEET

| Item | Description |
|---|---|
| Procuring Entity | ____________________________ |
| Tender Number | ____________________________ |
| Tender Name | Procurement of Internal Audit Software |
| Procurement Method | Open Tender |
| Tender Validity Period | 120 Days |
| Currency | Kenya Shillings (KES) |

# SECTION III – EVALUATION AND QUALIFICATION CRITERIA

## Stage 1 – Preliminary Evaluation (Mandatory Requirements)

Tenderers must submit copies of the following mandatory documents:

| No. | Requirement |
|---|---|
| 1 | Certificate of Incorporation/Registration. |
| 2 | Valid Tax Compliance Certificate. |
| 3 | Valid Business Permit. |
| 4 | CR12/CR13/ or equivalent document issued within the last 12 months. |
| 5 | Duly completed Form of Tender. |
| 6 | Tender Security. |
| 7 | Serialized Tender Document. |
| 8 | Signed Confidential Business Questionnaire |
| 9 | Self-Declaration Form on Anti-Corruption. |

| No. | Requirement |
|---|---|
| 10 | Audited Financial Statements for the last three (3) years. |

11.Data controller/processor certificate.

Only bidders who pass preliminary evaluation shall proceed to technical evaluation.

# Stage 2 – Technical Evaluation

| No. | Technical Requirement | Maximum Score |
|---|---|---|
| 1 | Company Experience in Internal Audit Software Implementation | 15 |
| 2 | Proposed System Functionalities | 25 |
| 3 | Technical Architecture and Security | 15 |
| 4 | Implementation Methodology | 10 |
| 5 | Staff Qualifications and Certifications | 10 |
| 6 | Training and Knowledge Transfer Plan | 10 |
| 7 | Support and Maintenance Capability | 10 |
| 8 | References/recommendations from Similar Assignments (At least 3 SACCOs) | 5 |
| Total | | 100 |

The minimum technical score shall be 70%.

# Stage 3 – Financial Evaluation

Financial evaluation shall be conducted on bidders who attain the minimum technical score.

The lowest evaluated responsive bidder shall be recommended for award.

# SECTION IV – SCOPE OF REQUIREMENTS AND TECHNICAL SPECIFICATIONS

## 1. Background

The Procuring Entity intends to acquire a modern Internal Audit Software solution to automate and enhance internal audit processes, risk management, compliance monitoring, audit planning, reporting, issue tracking and follow-up.

## 2. Objectives

The objectives of the procurement are to:

- Automate internal audit functions;
- Improve audit planning and execution;
- Enhance risk assessment and management;
- Improve compliance monitoring;
- Strengthen reporting and analytics;
- Ensure secure document management and audit trails.

## 3. Scope of Supply

The successful bidder shall:

- Supply the Internal Audit Software;
- Install and configure the system;
- Customize the software where necessary;
- Integrate the audit software with core banking system
- Conduct user acceptance testing;
- Train users and system administrators;
- Provide documentation and manual;
- Offer post-implementation support and maintenance.

# 4. Functional Requirements

The proposed system should support:

### 4.1 Audit Planning

- Annual audit planning;
- Risk-based audit planning;
- Audit scheduling;
- Resource allocation.

### 4.2 Audit Execution

- Electronic working papers;
- Audit checklists;
- Evidence management;
- Automated workflows;
- Findings management.
- Trend analysis for recurring issues.
- Continuous monitoring capability – Automated controls testing running daily across all processes and flag off exceptions requiring investigation.
- Issues tracking - Automated tracking of remediation efforts and follow-up closure controls.

### 4.3 Risk Management

- Enterprise risk registers;
- Risk scoring and ranking;
- Risk monitoring dashboards.
- Automated alerts and notifications.
- Ability to flag off exceptions, identify patterns and outliers.

### 4.4 Compliance Management

- Regulatory compliance tracking;
- Policy compliance monitoring;
- Compliance reporting.
- Built in alignments with frameworks e.g. ISO 27001 and 2025 IIA Global Internal Audit Standards.

### 4.5 Reporting and Analytics

- Automated audit reports;
- Dashboards and analytics; - Real time dashboard showing audit status and performance.

- Export to PDF, Word and Excel;

- Real-time customizable and automated reporting.

- Automated data extraction and analytics.
- AI Powered capabilities that analyze 100% of data rather than samples.

### 4.6 User Management and Security

- Role-based access control;
- Multi-factor authentication;
- Audit logs;
- Data encryption;
- Password policies.

### 4.7 Integration

- Integration with Core banking system.
- API support.

## 5. Technical Requirements

The solution shall:

- Be on premise
- Support secure remote access;
- Have disaster recovery capabilities;
- Provide backup and recovery functionality;
- Support scalability and high availability.
- Real time immutable audit trails – A permanent time stamped log of every document version, user comment and approval.
- Mobile and Offline access – Ability for auditors to capture data and perform inspections on – site without an internet connection, with automatic syncing later.
- Ease of use – An intuitive interface to ensure fast adoption by the team and minimize the learning curve.

## 6. Training Requirements

The successful bidder shall provide:

- End-user training;
- Administrator training;
- Technical documentation;
- User manuals.

# 7. Support and Maintenance

The bidder shall provide:

- Minimum twelve (12) months warranty;
- Technical support;
- System updates and patches;
- Helpdesk services.

# 8. Delivery Schedule

The project implementation period shall not exceed 60 days from the date of contract signing.

# SECTION V – GENERAL CONDITIONS OF CONTRACT

## 1. Definitions

In this Contract, the following terms shall have the meanings assigned to them unless the context otherwise requires.

## 2. Applicable Law

The contract shall be governed by the laws of Kenya.

## 4. Delivery and Completion

The supplier shall deliver and complete implementation within the agreed timelines.

## 5. Inspection and Acceptance

The Procuring Entity shall inspect and test the software upon delivery and implementation.

## 6. Payment Terms

Payments shall be made as follows:

- 0 % upon contract signing and successful installation;
- 25 % upon user testing;
- 75 % after final acceptance.

## 7. Liquidated Damages

Failure to deliver within the specified period shall attract liquidated damages of 5% of the contract price.

## 8. Termination

The Procuring Entity may terminate the contract for default, insolvency, corruption or convenience.

## 9. Intellectual Property Rights

The supplier shall indemnify the Procuring Entity against claims relating to intellectual property infringement.

## 10. Dispute Resolution

Disputes shall be resolved amicably and where necessary through arbitration in Kenya.

# SECTION VI – SPECIAL CONDITIONS OF CONTRACT

| Clause | Special Condition |
|---|---|
| Implementation Site | Muki Sacco Ltd____________________________ |
| Support Period | Minimum 12 Months |
| System Availability | Minimum 99.5% |
| Data Hosting | Kenya and or approved jurisdictions |
| Data Ownership | Data shall remain property of the Procuring Entity |

# SECTION VII – STANDARD FORMS

## FORM OF TENDER

Date: ____________________________

Tender No.: ____________________________

To: ____________________________

We, the undersigned, declare that:

1. We have examined and have no reservations to the Tender Documents.
2. We offer to supply and deliver the Internal Audit Software in conformity with the Tender Documents.
3. Our tender shall remain valid for a period of 120 days.
4. We understand that you are not bound to accept the lowest or any tender.

Authorized Signature: ____________________________

Name and Title: ____________________________

Company Name: ____________________________

Company Stamp:

## CONFIDENTIAL BUSINESS QUESTIONNAIRE

1. Company Name: ____________________________
2. Physical Address: ____________________________
3. Postal Address: ____________________________
4. Directors/Partners:
   - 
   - 
5. Nature of Business: ____________________________

## SELF-DECLARATION FORM

We declare that we have not been debarred from participating in public procurement proceedings and have not engaged in corrupt or fraudulent practices.

Authorized Signature: ___________________________

# SECTION VIII – CONFIDENTIALITY AND DATA PROTECTION REQUIREMENTS

The successful bidder shall comply with:

- The Data Protection Act, 2019;
- Cybersecurity and ICT regulations applicable in Kenya;
- Confidentiality obligations relating to audit information.
- Various guidelines from SASRA in respect to SACCO software.

The bidder shall:

- Ensure secure handling of all data;
- Prevent unauthorized access;
- Maintain confidentiality of audit records;
- Notify the Procuring Entity of any data breach within 24 hours.

# SECTION IX – SERVICE LEVEL AGREEMENT (SLA)

## 1. Service Availability

The system shall maintain uptime of not less than 99.5%.

## 2. Incident Response Time

| Severity Level | Response Time | Resolution Time |
|---|---|---|
| Critical | 1 Hour | 4 Hours |
| High | 2 Hours | 8 Hours |
| Medium | 4 Hours | 24 Hours |
| Low | 8 Hours | 72 Hours |

## 3. Maintenance

Scheduled maintenance shall be communicated at least 48 hours in advance.

## 4. Escalation Matrix

The supplier shall provide an escalation matrix for technical support.

# APPENDICES

## Appendix I – Technical Compliance Form

| Requirement | Complied (Yes/No) | Comments |
|---|---|---|
| Audit Planning Module | | |
| Risk Management Module | | |
| Compliance Monitoring | | |
| Reporting Dashboard | | |
| User Management | | |
| API Integration | | |
| Multi-factor Authentication | | |

# Appendix II – Price Schedule

| Item Description | Quantity | Unit Price (KES) | Total Price (KES) |
|---|---|---|---|
| Software Licenses | | | |
| Installation & Configuration | | | |
| Customization | | | |
| Training | | | |
| Support & Maintenance | | | |
| Total | | | |

# Appendix III – Manufacturer's Authorization Form

(To be completed by the software manufacturer where applicable)

# IMPORTANT NOTES

1. The Procuring Entity reserves the right to accept or reject any tender in whole or in part in accordance with the law.
2. Canvassing shall lead to automatic disqualification.
3. Tenderers are encouraged to familiarize themselves with the Public Procurement and Asset Disposal Act, 2015 and related Regulations.

Prepared in accordance with:

- The Constitution of Kenya, Article 227;
- The Public Procurement and Asset Disposal Act, 2015;
- The Public Procurement and Asset Disposal Regulations, 2020;
- The Data Protection Act, 2019.