

**Comprehensive Rehabilitation Services for People with Disability in  
Uganda-CoRSU**

**TENDER DOCUMENT**

**Method of Procurement:**

Open Bidding Method

**Procurement Reference Number:**

CoRSU/SVCS/2021/001

**Place of Issue:**

Plot 125 Kisubi, Entebbe

**Date of Issue:**

Thursday, 20<sup>th</sup> May 2021

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## BID NOTICE UNDER OPEN BIDDING METHOD

**20<sup>th</sup> May 2021**

### Procurement of Enterprise Resource Planning (ERP) services- CoRSU/SVCS/2021/001

1. CoRSU has allocated funds to be used for the acquisition of procurement of Enterprise Resource Planning (ERP) services.
2. CoRSU invites sealed bids from eligible bidders for the provision of the above mentioned services.
3. Bidding will be conducted in accordance with open bidding procedures and is open to all bidders.
4. Interested eligible bidders may obtain further information and inspect the bidding documents at the address given below at 7(a) from 9:00 to 4:00pm daily or on the CoRSU website: [www.corsuhospital.org](http://www.corsuhospital.org)
5. Bids must be delivered to the address below in 7 (a) and 7(c) at or before 11<sup>th</sup> June 2021, 4:00pm.
6. There shall be a site visit at CoRSU on the dates indicated in the proposed schedule in this notice.
7.
  - (a) Documents will be inspected at: CoRSU Hospital Administration Reception
  - (b) Documents will be issued from: CoRSU Hospital Administration Reception
  - (c) Bids in hard copy must be delivered to: CoRSU Hospital Administration Reception
  - (d) Bids in soft copy with a maximum size of 40MB in pdf shall be delivered on email: [procurement.bids@corsuhospital.org](mailto:procurement.bids@corsuhospital.org)
  - (e) Address of Bid Opening: CoRSU Hospital Premises
8. The planned procurement schedule (subject to changes) is as follows:

<b>Activity</b>	<b>Date</b>
a. Publish bid notice	Thursday, 20 <sup>th</sup> May 2021
b. Site Visit	Friday 28 <sup>th</sup> May 2021 April 2021
c. Bid closing date	Thursday, 11 <sup>th</sup> June 2021
d. Evaluation process	<i>(Within 20 working days from bid closing date)</i>
e. Display and communication of best evaluated bidder notice	<i>(Within 5 working days from Award of contract)</i>
f. Contract Signature	<i>(After expiry of at least 10 working days from display of the best evaluated bidder notice)</i>

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## Section 1. Instructions to Bidders

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## **Section 1. Instructions to Bidders (ITB)**

### **A. General**

#### **1. Scope of Bid**

- 1.1 CoRSU invites bids for the provision of Services specified in Section 6, Statement of Requirements to commence on the date indicated on the BDS.
- 1.2 The Instructions to Bidders (ITB) should be read in conjunction with the Bid Data Sheet. The subject and procurement reference number and inputs to be provided by CoRSU are provided in the Special Conditions of Contract (SCC).
- 1.3 Throughout this Bidding Document:
  - (a) the term "in writing" means communicated in written form with proof of receipt;
  - (b) if the context so requires, singular means plural and vice versa; and
  - (c) "day" means working day,
- 1.4 Procurement will be undertaken in compliance with the CoRSU's procurement policy.

#### **2. Funding for the Procurement**

- 2.1 CoRSU has allocated funds towards the cost of the procurement. CoRSU intends to use these funds to place a contract for which this Bidding Document is issued.
- 2.2 Payments will be made directly by CoRSU and will be subject in all respects to the terms and conditions of the resulting contract placed by CoRSU.

#### **3. Corrupt Practices**

- 3.1 It is CoRSU's policy as well as Bidders and Providers, observe the highest standards of ethics during procurement and the execution of contracts. In pursuit of this policy, CoRSU;
    - (a) defines, for the purposes of this provision, the terms set forth below as follows:
      - (i) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value, to influence the action of a CoRSU official in the procurement process or in contract execution; and
      - (ii) "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
      - (iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
      - (iv) "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
    - (b) will reject a recommendation for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract;
    - (c) will suspend a Provider from engaging in any CoRSU procurement proceeding for a stated period of time, if it at any time determines that the Provider has engaged in corrupt or fraudulent practices in competing for, or in executing, a CoRSU contract.
  - 3.2 Furthermore, Bidders shall be aware of the provision stated in Clause 2.2, 2.3 and 14.1(g)-(h) of the General Conditions of Contract.
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- 3.3 In pursuit of the policy defined in Sub-Clause 3.1, CoRSU may terminate a contract or be ordered to cancel a contract if it at any time determines that corrupt, fraudulent, collusive or coercive practices were engaged in by representatives of CoRSU or of a Bidder or Provider during the procurement or the execution of that contract.
  - 3.4 In pursuit of the policy defined in Sub-clause 3.1, the requires representatives of both CoRSU and of Bidders and Providers to adhere to the relevant codes of ethical conduct. The Code of Ethical Conduct for Bidders and Providers as provided in the bidding forms shall be signed by the Bidder and submitted together with the other bidding forms.
  - 3.5 In pursuit of the policy defined in Sub-clause 3.1, CoRSU may suspend a provider from engaging in any future CoRSU procurement process for a period determined by management.
  - 3.6 Any communications between a Bidder and CoRSU related to matters of alleged fraud or corruption must be made in writing and addressed to the Chief Executive Officer-CoRSU.

#### **4. Eligible Bidders**

- 4.1 A Bidder, and all parties constituting the Bidder, shall meet the following criteria to be eligible to participate in the procurement:
    - (a) the bidder has the legal capacity to enter into a contract;
    - (b) the bidder is not:
      - (i) insolvent;
      - (ii) in receivership;
      - (iii) bankrupt; or
      - (iv) being wound up
    - (c) the bidder's business activities have not been suspended;
    - (d) the bidder is not the subject of legal proceedings for any of the circumstances in (b); and
    - (e) the bidder has fulfilled his or her obligations to pay taxes and social security contributions.
  - 4.2 A Bidder may be a natural person, private entity, government-owned entity, or any combination of them with a formal intent to enter into an agreement or under an existing agreement in the form of a joint venture (JV), consortium, or association. In the case of a joint venture, consortium, or association, all parties shall be jointly and severally liable. For bids submitted by an existing or intended JV, a nominated Representative shall have the authority to conduct all business for and on behalf of any and all the parties of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.
  - 4.3 A Bidder, and all parties constituting the Bidder including sub-contractors shall have the nationality of an eligible country, in accordance with Section 5, Eligible Countries. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country. This criterion shall also apply to the determination of the nationality of proposed Joint Consultants for any part of the Contract.
  - 4.4 A Bidder shall not have a conflict of interest. All Bidders found to be in conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if they:
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- (a) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of CoRSU regarding this bidding process; or
- (b) submit more than one bid in this bidding process.
- 4.5 A bidder that is under a declaration of suspension by the any procurement regulatory Authority, at the date of the deadline for bid submission or thereafter before contract signature, shall be disqualified.

## **5. Qualification of the Bidder**

- 5.1 To establish its qualifications to perform the Contract, the Bidder shall complete and submit:
- (a) the Qualification Form provided in Section 4, Bidding Forms; and
- (b) the information and documents stated in Section 3, Evaluation Methodology and Criteria (Under Eligibility Criteria).
- 5.2 The qualifications of the best evaluated Bidder will be assessed as part of a post-qualification in accordance with ITB Clause 36.

## **B. Bidding Document**

### **6. Contents of Bidding Document**

- 6.1 The Bidding Document consists of Parts 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any addenda issued in accordance with ITB Clause 8.

#### **PART 1 Bidding Procedures**

- Section 1. Instructions to Bidders
- Section 2. Bid Data Sheet
- Section 3. Evaluation Methodology and Criteria
- Section 4. Bidding Forms
- Section 5. Eligible Countries

#### **PART 2 Statement of Requirements**

- Section 6. Statement of Requirements

#### **PART 3 Contract**

- Section 7. General Conditions of Contract (GCC) for the Procurement of Enterprises Resource Planning (ERP) Services at CoRSU
- Section 8. Special Conditions of Contract (SCC)
- Section 9. Contract Forms

- 6.2 The Bidder is expected to examine all instructions, forms, terms, and requirements in the Bidding Document. Failure to furnish all information or documentation required by the Bidding Document may result in the rejection of the bid.
- 6.3 Where an electronic copy of the bidding document is issued, the paper or hard copy of the bidding document is the original version. In the event of any discrepancy between the two, the hard copy shall prevail.

### **7. Clarification of Bidding Document**

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- 7.1 A prospective Bidder requiring any clarification of the Bidding Document shall contact CoRSU in writing at the address indicated in the BDS. CoRSU will respond in writing to any request for clarification, provided that such request is received no later than the date indicated in the BDS. CoRSU shall forward copies of its response to all Bidders who have acquired the Bidding Document directly from it, including a description of the inquiry but without identifying its source. Should CoRSU deem it necessary to amend the Bidding Document as a result of a clarification, it shall do so following the procedure under ITB Clause 8.

## **8. Amendment of Bidding Document**

- 8.1 At any time prior to the deadline for submission of bids, CoRSU may amend the Bidding Document by issuing addenda.
- 8.2 Any addendum issued shall be part of the Bidding Document and shall be communicated in writing to all who have obtained the Bidding Document directly from CoRSU.
- 8.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, CoRSU may, at its discretion, extend the deadline for the submission of bids, pursuant to ITB Clause 8.

### **C. Preparation of Bids**

## **9. Cost of Bidding**

- 9.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, including any negotiations with or visits to CoRSU. CoRSU shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## **10. Language of Bid**

- 10.1 The medium of communication shall be in writing.
- 10.2 The bid, as well as all correspondence and documents relating to the bid exchanged by the Bidder CoRSU, shall be written in English.
- 10.3 Supporting documents and printed literature that are part of the bid shall be prepared in English.

## **11. Preparation of Bids**

11.1 Bidders are required to prepare and submit a single bid containing both technical and financial information (one stage one envelope) i.e. bidders shall submit all technical and financial bids in a single envelope.

- 11.2 A pre-bid meeting will be held where indicated in the BDS. Attendance at the pre-bid meeting is optional.

## **12. Documents Comprising the Bid**

- 12.1 The bid shall comprise the following:
- (a) the Bid Submission Sheet, in accordance with ITB Clause 13, 14 and 15;
  - (b) written confirmation authorising the signatory of the bid to commit the Bidder, in accordance with ITB Sub-Clause 20.2;
  - (c) documentary evidence in accordance with ITB Clause 16 establishing the Bidder's eligibility to bid;
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- (d) documentary evidence in accordance with ITB Clause 5 establishing the Bidder's qualifications to perform the contract if its bid is accepted;
  - (e) The Code of Ethical Conduct for Bidders and Providers in accordance with ITB Clause 3.4; and
  - (f) any other document(s) required in the BDS.

### **13. Bid Submission Sheet and price schedules**

13.1 The Bidder shall submit the Bid Submission Sheet using the form provided in Section 4, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested, which includes:

- (a) the Procurement Reference Number of the Bidding Document and the number of each addenda received;
- (b) a brief description of the Services offered;
- (c) the total bid price;
- (d) the period of validity of the bid;
- (e) a commitment to submit any Performance Security required and the amount;
- (f) a declaration that the Bidder is eligible to participate in CoRSU procurement;
- (g) a declaration of nationality of the Bidder
- (h) a commitment to adhere to the Code of Ethical Conduct for Bidders and Providers;
- (i) a declaration that the Bidder, including all parties comprising the Bidder, is not participating, as a Bidder, in more than one bid in this bidding process;
- (j) confirmation that the Bidder has not been suspended any procurement regulating Authority;

an authorised signature.

13.2 The Bidder shall submit the Price Schedule for Services, using the format provided in Section 4, Bidding Forms. The Price Schedule shall include, as appropriate:

- (a) a brief description of the Services to be performed;
- (b) the unit prices where applicable;
- (c) local taxes paid or payable in Uganda;
- (d) the total price per line item;
- (e) subtotals and totals per Price Schedule; and

### **14. Bid Prices**

14.1 The price to be quoted in the Bid Submission Sheet, in accordance with ITB Sub-Clause 13.1(c) shall be the total price of the bid, excluding any discounts offered.

14.3 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and shall be rejected, pursuant to ITB Clause 31.

### **15. Currencies of Bid**

15.1 Bid prices shall be quoted in Uganda Shillings.

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## **16. Documents Establishing the Eligibility of the Bidder**

16.1 To establish their eligibility in accordance with ITB Clause 4, Bidders shall complete the eligibility declarations in the Bid Submission Sheet, included in Section 4, Bidding Forms and submit the documents required in Section 3, Evaluation Methodology and Criteria.

## **17. Documents Establishing the Qualifications of the Bidder**

17.1 To establish its qualifications to perform the Contract, the Bidder shall submit the evidence indicated for each qualification criteria specified in Section 3, Evaluation Methodology and Criteria.

## **18. Period of Validity of Bids**

18.1 Bids shall remain valid until the date specified in the BDS. A bid valid for a shorter period shall be rejected by CoRSU as non-compliant.

18.2 CoRSU will make its best effort to complete the procurement process within this period.

18.3 In exceptional circumstances, prior to the expiration of the bid validity period, CoRSU may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.

## **19. Bid Securing Declaration**

The Bidder shall furnish as part of its bid a Bid-Securing Declaration.

19.1 The Bid Securing Declaration shall be submitted using the forms included in Section 4, Bidding Forms and shall remain valid until the date specified in the Bid Data Sheet (BDS).

19.2 Any bid not accompanied by a substantially responsive Bid Securing Declaration, shall be rejected by CoRSU as non-compliant.

## **20. Format and Signing of Bid**

20.1 The Bidder shall prepare one original of each of the documents comprising the bid as described in ITB Clauses 11 and 12 and clearly marked "ORIGINAL". In addition, the Bidder shall submit copies of the bid, in the number specified in the BDS and clearly mark each of them "COPY". In the event of any discrepancy between the original and the copies, the original shall prevail.

20.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorised to sign on behalf of the Bidder. The name and position held by each person signing the authorisation must be typed or printed below the signature. All pages of the bid, except for unamended printed literature, shall be signed or initialled by the person signing the bid.

20.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialled by the person signing the bid.

## **D Submission and Opening of Bids**

### **21. Sealing and Marking of Bids**

21.1 The Bidder shall enclose the original and each copy of the bid, in separate sealed envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." These envelopes containing the original and the copies shall then be enclosed in one single plain envelope securely sealed in such a manner that opening and resealing cannot be achieved undetected.

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21.2 The inner and outer envelopes shall:

- (a) bear the name and address of the Bidder;
- (b) be addressed to CoRSU in accordance with ITB Sub-Clause 22.1;
- (c) bear the Procurement Reference number of this bidding process; and
- (d) bear a warning not to open before the time and date for bid opening.

21.3 If all envelopes are not sealed and marked as required, CoRSU will assume no responsibility for the misplacement or premature opening of the bid.

## **22. Deadline for Submission of Bids**

22.1 Bids must be received by CoRSU at the address and no later than the date and time indicated in the BDS.

22.2 CoRSU may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Document in accordance with ITB Clause 8, in which case all rights and obligations of CoRSU and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

## **23. Late Bids**

23.1 CoRSU shall not consider any bid that arrives after the deadline for submission of bids, in accordance with ITB Clause 22. Any bid received by CoRSU after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

## **24. Withdrawal and Replacement of Bids**

24.1 A Bidder may withdraw or replace its bid after it has been submitted at any time before the deadline for submission of bids by sending a written notice, duly signed by an authorised representative, which shall include a copy of the authorisation in accordance with ITB Sub-Clause 20.2. Any corresponding replacement of the bid must accompany the respective written notice. All notices must be:

- (a) submitted in accordance with ITB Clauses 21 and 22 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL" or "REPLACEMENT" and
- (b) received by CoRSU prior to the deadline prescribed for submission of bids, in accordance with ITB Clause 22.

24.2 Bids requested to be withdrawn in accordance with ITB Sub-Clause 24.1 shall be returned unopened to the Bidder.

24.3 No bid may be withdrawn or replaced in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Sheet or any extension thereof.

24.4 Bids may only be modified by withdrawal of the original bid and submission of a replacement bid in accordance with ITB Sub-Clause 24.1. Modifications submitted in any other way shall not be taken into account in the evaluation of bids.

## **25. Bid Opening**

25.1 CoRSU shall conduct the bid opening in the presence of Bidders` designated representatives who choose to attend, at the address, date and time specified in the BDS.

25.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding withdrawal notice

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- contains a valid authorisation to request the withdrawal and is read out at the bid opening.
- 25.3 All other outer envelopes including those marked "REPLACEMENT" shall be opened and the technical bids within them opened. Replacement bids shall be recorded as such on the record of the bid opening.
- 25.4 All bids shall be opened one at a time, reading out: the name of the Bidder; the total bid price and any discounts; and any other details as CoRSU may consider appropriate. No bid shall be rejected at the bid opening except for late bids, in accordance with ITB Sub-Clause 23.1.
- 25.5 Only envelopes that are opened and read out at the bid opening shall be considered further.
- 25.6 CoRSU shall prepare a record of the bid opening that shall include, as a minimum: the name of the Bidder, whether there is a withdrawal and/or replacement, the bid price. The Bidders' representatives who are present shall be requested to sign the record. The omission of a Bidder's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to Bidders within five (5) working day from the date of the bid Opening.

### **E. Evaluation of Bids**

Evaluation of bids shall be evaluated as per the criteria in Part 1: Section 3: Evaluation Methodology and Criteria

### **26. Confidentiality**

- 26.1 CoRSU shall not disclose to a bidder or to any other person who is not involved in the preparation of the solicitation documents, the evaluation process or the award decision, any information relating to-
- (a) solicitation documents, before the solicitation documents are officially issued;
  - (b) the examination, clarification, evaluation and comparison of bids before the best evaluated bidder notice.
- 26.2 Any effort by a Bidder to influence CoRSU in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.
- 26.3 Notwithstanding ITB Sub-Clause 26.2, from the time of bid opening to the time of Contract award, if any Bidder wishes to contact CoRSU on any matter related to the bidding process, it should do so in writing.

### **27. Clarification of Bids**

- 27.1 To assist in the examination, evaluation, comparison and post-qualification of the bids, CoRSU may, at its discretion, ask any Bidder for a clarification of its bid. Any clarification submitted by a Bidder that is not in response to a request by CoRSU shall not be considered. CoRSU's request for clarification and the response shall be in writing. The request for clarification shall be copied to all bidders for information purposes. No change in the price or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by CoRSU in the evaluation of the financial bids, in accordance with ITB Clause 29.4.

### **28. Compliance and Responsiveness of Bids**

- 28.1 CoRSU's determination of a bid's compliance and responsiveness is to be based on the contents of the bid itself.
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- 28.2 A substantially compliant and responsive bid is one that conforms to all the terms, conditions, and requirements of the Bidding Document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
- (a) affects in a substantial way, the scope of services or the performance of the services to be procured;
  - (b) is inconsistent with the bidding document and which may in a substantial way, limit the rights of CoRSU or the obligations of the bidder under the contract;
  - (c) if corrected would unfairly affect the competitive position of the other bidders whose bids are administratively compliant and responsive; or
  - (d) impacts the key factors of a procurement including cost, risk, time and quality and causes -
    - (i) unacceptable time schedules, where it is stated in the bidding document that time is of the essence;
    - (ii) unacceptable alternative technical details, such as design, specifications, standards or methodologies; or
    - (iii) unacceptable counter-bids with respect to key contract terms and conditions, such as payment terms, price adjustment, liquidated damages, sub-contracting or warranty.

28.3 If a bid is not substantially compliant and responsive to the Bidding Document, it shall be rejected by CoRSU and may not subsequently be made compliant and responsive by the Bidder by correction of the material deviation, reservation, or omission.

## **29. Nonconformities, Errors, and Omissions**

- 29.1 Provided that a bid is substantially compliant and responsive, CoRSU may waive any non-conformity or omission in the bid that does not constitute a material deviation.
- 29.2 Provided that a bid is substantially compliant and responsive, CoRSU may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the bid. Failure of the Bidder to comply with the request may result in the rejection of its bid.
- 29.3 Provided that a bid is substantially compliant and responsive, CoRSU shall rectify nonmaterial nonconformities or omissions. To this effect, the bid price shall be adjusted, for comparison purposes only, to reflect the price of the missing or non-conforming item or component.
- 29.4 Provided that the bid is substantially compliant and responsive, CoRSU shall correct arithmetic errors on the following basis:
- (a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of CoRSU there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
  - (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
  - (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
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29.5 If the Bidder that submitted the best evaluated bid does not accept the correction of errors, its bid shall be rejected.

### **30. Preliminary Examination of Bids – Eligibility and Administrative Compliance**

30.1 CoRSU shall examine the legal documentation and other information submitted by Bidders to verify the eligibility of Bidders in accordance with ITB Clause 4.

30.2 If after the examination of eligibility, CoRSU determines that the Bidder is not eligible, it shall reject the bid.

30.3 CoRSU shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 12 have been provided, and to determine the completeness of each document submitted.

30.4 CoRSU shall confirm that the following documents and information have been provided in the bid. If any of these documents or information is missing, the offer shall be rejected.

- (a) the Bid Submission Sheet, including:
  - (i) a brief description of the Services offered;
  - (ii) the price of the bid; and
  - (iii) the validity date of the bid;
- (b) the Price Schedule;

### **31. Detailed Commercial and Technical Evaluation**

31.1 CoRSU shall examine the bid to confirm that all terms, conditions and requirements of the bidding document have been accepted by the Bidder without any material deviation or reservation.

31.2 If, after the examination of the terms, conditions and requirements, CoRSU determines that the bid is not substantially responsive in accordance with ITB Clause 28, it shall reject the bid.

### **32. Conversion to Single Currency**

32.1 For evaluation and comparison purposes, CoRSU shall convert all bid prices expressed in amounts in various currencies into a single currency, using the BOU selling exchange rate on the deadline of the bids submission.

### **33. Margin of Preference**

33.1 A margin of preference shall **NOT** apply.

### **34. Financial Comparison of Bids**

34.1 CoRSU shall financially evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially compliant and responsive.

34.2 To financially evaluate a bid, CoRSU shall only use the criteria and methodologies defined in this Clause and in Section 3, Evaluation Methodology and Criteria. No other criteria or methodology shall be permitted.

34.3 To financially compare bids, CoRSU shall:

- (a) determine the bid price, taking into account the costs listed in Section 3, Evaluation Methodology and Criteria;
  - (b) correct any arithmetic errors in accordance with ITB Sub-Clause 29.4;
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- 
- (c) make adjustments for any nonmaterial nonconformities and omissions in accordance with ITB Sub-Clause 29.3;
  - (d) convert all bids to a single currency in accordance with ITB Clause 32;
  - (f) determine the total evaluated price of each bid.

### **35. Determination of Best Evaluated Bid(s)**

35.1 CoRSU shall compare all substantially compliant and responsive bids to determine the best evaluated bid or bids, in accordance with Section 3, Evaluation Methodology and Criteria.

### **36. Post-qualification of the Bidder**

36.1 CoRSU shall determine to its satisfaction whether the Bidder that is selected as having submitted the best evaluated bid is qualified to perform the Contract satisfactorily.

36.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 5, to clarifications in accordance with ITB Clause 27 and the qualification criteria indicated in Section 3, Evaluation Methodology and Criteria. Factors not included in Section 3 shall not be used in the evaluation of the Bidder's qualifications.

36.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event CoRSU shall proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

## **F. Award of Contract**

### **37. Award Procedure**

37.1 CoRSU shall issue a Notice of Best Evaluated Bidder within five (5) days after the decision of the contracts committee to award a contract, place such a Notice on its notice board for a prescribed period, copy the Notice to all Bidders and share the same on its website.

37.2 CoRSU shall award the Contract to the Bidder whose offer has been determined to be the best evaluated bid, provided that the Bidder is determined to be qualified to perform the Contract satisfactorily and subject to satisfactory negotiations.

### **38. CoRSU's Right to Accept or Reject Any or All Bids**

38.1 CoRSU reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract signature without thereby incurring any liability to Bidders.

### **39. Signing and Effectiveness of Contract**

39.1 On expiry of the ten (10) working day period after the display of the Best Evaluated Bidder CoRSU shall sign a contract with the successful Bidder.

39.2 Failure by the successful Bidder to sign the contract shall constitute sufficient ground for annulment of the contract award.

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39.3 Effectiveness of the contract shall be subject to submission of a satisfactory Performance Security where applicable and any other conditions specified in the Contract.

#### **40. Debriefing**

40.1 Debriefing of unsuccessful bidders will be conducted at an appropriate date and time to be communicated by the client

#### **41. Performance Security**

41.1 Bidders will not be required submit a performance security

#### **42. Advance Payment and Security**

42.1 CoRSU will provide an Advance Payment of 20% (twenty percent) on the contract price. This Payment shall be in the same currency as the Contract Payment and shall be made in accordance with the GCC. The performance security shall be issued by a Bank located in Uganda or a foreign Bank through correspondence with a Bank located in Uganda.

#### **43. Administrative Review**

43.1 Bidders may seek an Administrative Review by the Chief Executive Officer in if they are aggrieved with the decision of CoRSU.

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## Part 1: Section 2. Bid Data Sheet

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### Section 2. Bid Data Sheet (BDS)

Instructions to Bidders Reference	Data relevant to the ITB
<b>A. General</b>	
<b>ITB 1.1</b>	<b>The Procuring Entity is:</b> Comprehensive Rehabilitation Services In Uganda (CoRSU)
<b>ITB 1.2</b>	<b>Subject:</b> The subject of the procurement is: Procuring of Enterprise Resource Planning (ERP) Services at CoRSU
<b>ITB 1.2</b>	<b>Reference:</b> The Procurement Reference Number is: CoRSU/SVCS/2021/001
<b>B. Bidding Document</b>	
<b>ITB 7.1</b>	<b>Clarification:</b> For clarification purposes only, CoRSU' s address is: Attention: Procurement Office, CoRSU Hospital, Plot 125 Kisubi-Entebbe Road P O Box No:46 Kisubi Country: Uganda Email: <a href="mailto:procurement.bids@corsuhospital.org">procurement.bids@corsuhospital.org</a> CoRSU will respond to any request for clarification provided that such request is received not later than 11 <sup>th</sup> June 2021, 4:00pm
<b>ITB 10.1</b>	<b>Medium:</b> The medium of communication shall be in writing.
<b>ITB 10.2</b>	<b>Language:</b> The language for the bid is English.
<b>ITB 11.2</b>	<b>Site Visit:</b> A site visit shall be held; <b>Date:</b> 28 <sup>th</sup> May 2021 <b>Time:</b> 9:00am <b>Address for the Site Visit:</b> CoRSU Hospital Premises-Plot 125 Kisubi-Entebbe Road. An online meeting shall be scheduled with the potential bidders. <b>Country:</b> Uganda
<b>ITB 12.1(f)</b>	<b>Additional bid information:</b> Additional information required in the bid includes: <ul style="list-style-type: none"><li>• Certificate of Registration or Incorporation</li><li>• A copy of the bidder's Trading licence or equivalent</li><li>• Registered powers of attorney</li><li>• Evidence of fulfilment of obligations to pay taxes and social security contributions</li><li>• Any other relevant documentation</li></ul>

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## Part 1: Section 2. Bid Data Sheet

<b>Instructions to Bidders Reference</b>	<b>Data relevant to the ITB</b>
<b>ITB 14.3</b>	<b>Prices:</b> The prices quoted by the Bidder shall be: Uganda Shillings/ United States Dollars
<b>ITB 15.1</b>	<b>Currency:</b> The currency of the bid shall be: Uganda Shillings/United States Dollars.
<b>ITB 18.1</b>	<b>Validity Period:</b> Bids shall be valid until 10 <sup>th</sup> December 2021.
<b>ITB 19.1</b>	A Bid Security shall not be required. A Bid Securing Declaration shall be required
<b>ITB 20.1</b>	<b>Number of copies:</b> In addition to the original of the Bid, the number of copies required is: <b>3</b>
<b>D. Submission and Opening of Bids</b>	
<b>ITB 22.1</b>	<b>Bid Submission:</b> For bid submission purposes only, the Procuring and Disposing Entity's address is: Attention: The Procurement Office Street Address: Plot 125 Kisubi-Entebbe Road Country: Uganda The deadline for bid submission is: Date: 11 <sup>th</sup> June 2021 Time (local time): 4:00pm
<b>ITB 25.1</b>	<b>Bid Opening:</b> The bid opening shall take place at: CoRSU Hospital Street Address: Plot 125 Kisubi Country: Uganda Date: 11 <sup>th</sup> June 2021 Time (local time): 4:30pm
<b>E. Evaluation of Bids</b>	
<b>ITB 32.1</b>	<b>Conversion to Single Currency:</b> The currency that shall be used for financial comparison purposes to convert all bid prices expressed in various currencies into a single currency is: The source of exchange rate shall be: Bank of Uganda. The date for the exchange rate shall be: Date of bid submission deadline
<b>ITB 33.1</b>	A margin of preference shall not apply.
<b>F. Award of Contract</b>	
<b>ITB 42.1</b>	The Advance Payment shall be limited to 20% percent of the Contract Price.

**Section 3. Evaluation Methodology and Criteria**

**Procurement Reference Number:** CoRSU/SVCS/2021/001

**A Evaluation Methodology**

**1. Methodology Used**

1.1 The evaluation methodology to be used for the evaluation of bids received shall be the Technical Compliance Selection (TCS) methodology.

**2. Summary of Methodology**

2.1 The Technical Compliance Selection methodology recommends the lowest priced bid, which is eligible, compliant and substantially responsive to the technical and commercial requirements of the Bidding Document, provided that the Bidder is determined to be qualified to perform the contract satisfactorily.

2.2 The evaluation shall be conducted in three sequential stages –

- (a) a preliminary examination to determine the eligibility of bidders and the administrative compliance of bids received;
- (b) a detailed evaluation to determine the commercial and technical responsiveness of the eligible and compliant bids; and
- (c) a financial comparison to compare costs of the eligible, compliant, responsive bids received and determine the best evaluated bid.

2.3 Failure of a bid at any stage of the evaluation shall prevent further consideration at the next stage of evaluation. Substantial responsiveness shall be considered a pass.

**B Preliminary Examination Criteria**

**3. Eligibility Criteria**

3.1 The eligibility requirements shall be determined for eligible Bidders in accordance with ITB Clause 4.

3.2 The documentation required to provide evidence of eligibility shall be: -

- (a) a certificate of registration or a copy of the Bidder's Trading licence or equivalent
  - (b) a statement in the Bid Submission Sheet that the bidder meets the eligibility criteria stated in ITB 4.1;
  - (c) a declaration in the Bid Submission Sheet of nationality of the Bidder;
  - (d) a declaration in the Bid Submission Sheet that the Bidder is not under suspension by any procurement regulating Authority;
  - (e) fulfilment of obligations to pay taxes and social security contributions in Uganda where applicable.
-

## Part 1: Section 3 Evaluation Methodology and Criteria

### 4. Administrative Compliance Criteria

- 4.1 The evaluation of Administrative Compliance shall be conducted in accordance with ITB Sub-Clauses 30.3 and 30.4.

### C Detailed Evaluation Criteria

### 5. Commercial Criteria

- 5.1 The commercial responsiveness of bids shall be evaluated in accordance with ITB Clause 31. The criteria shall be acceptance of the conditions of the proposed contract;

### 6. Technical Criteria

- 6.1 Technical responsiveness shall be evaluated in accordance with ITB Clause 31.
- 6.2 The Terms of Reference detail the minimum technical requirements. Responsiveness is determined by comparison of the specification offered to the specification required in Section 6 and the evaluation is conducted on a pass/fail basis. Substantial responsiveness shall be considered a pass.
- 6.3 The bidder shall be expected to meet at least 80% degree of fit from the responses to the defined ERP system requirements.
- 6.4 Bidders who meet the recommended degree of fit in (6.3) above shall be required to do a demonstration of the proposed ERP solution.
- 6.5 The technical proposals shall be awarded scores out of the maximum numbers of points indicated below for each of the following criteria:

No	Criteria	Process in scope	Weight	Points
1.	<b>Understanding the Terms of Reference and Functionality requirements</b> The firm shall show it's understanding of the terms of reference and conformity of the proposed solution to the defined system requirements	Procurement	8	60
		Finance	8	
		IT Requirements for incident management	3	
		Human Resource Management	3	
		Hospital reception	3	
		Doctor's Consultation	3	
		Laboratory testing	3	
		Theatre process	3	
		Nursing	3	
		Radiology	3	
		Rehabilitation	3	
		Social works	3	
		Pharmacy	3	
		Grant Management	3	
Risk Management	3			
	Non-functional requirements	5		

## Part 1: Section 3 Evaluation Methodology and Criteria

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2.	<b>Team Qualification</b> The bidder shall submit the curriculum vitae and qualification documents of all key personnel defined in the personnel requirements section in the statement of requirements.			20
3.	<b>Approach and Methodology</b> The firm shall submit a methodology of doing the assignment within the timelines set forth by CoRSU with a proper workplan of time execution of all activities.			20

### D Financial Comparison Criteria

#### 7. Costs to be included in Bid Price

- 7.1 The financial comparison shall be conducted in accordance with ITB Clause 34. The costs to be included in the bid price bid are:
- (a) the unit and total rates in the Price Schedule; This should include a breakdown of the costing for P1 and P2 requirements
  - (b) Licensing requirements to be included in the bid price
  - (b) taxes, duties and levies;

#### 8. Determination of Best Evaluated Bid or Bids

- 8.1 The bid with the lowest evaluated price, from among those which are eligible, compliant and substantially responsive shall be the best evaluated bid.

### E Post-qualification

CoRSU shall undertake a post qualification on the Best Evaluated Bidder to confirm whether the best evaluated bidder has the capacity and financial resources to execute the procurement.

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# Part 1: Section 4 Bidding Forms

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## Section 4. Bidding Forms

### Table of Contents

<b>Standard Bid Forms</b>	
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<b>4. Price Schedule.....</b>	<b>29</b>
<b>5 Qualification Form .....</b>	<b>31</b>

## Part 1: Section 4 Bidding Forms

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*[This Bid Submission Sheet should be on the letterhead of the Bidder and should be signed by a person with the proper authority to sign documents that are binding on the Bidder. It should be included by the Bidder in its bid]*

### 1. Bid Submission Sheet

Date: *[insert date (as day, month and year) of bid submission]*

Procurement Reference No: *[insert Procurement Reference number]*

To: *[insert complete name of Procuring and Disposing Entity]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Document, including Addenda No.: *[insert the number and issuing date of each Addenda]*;
- (b) We offer to provide the services in conformity with the Bidding Document for the *[insert a brief description of the Services]*;
- (c) The total price of our Bid is: *[insert the total bid price in words and figures, indicating the amounts and currency]*; This amount is exclusive of local taxes which we have estimated at *[insert amount in words and figures]*;
- (d) Our bid shall be valid until the date specified in ITB Sub-Clause 18.1 and it shall remain binding upon us and may be accepted at any time before that date;
- (e) If our bid is accepted, we commit to obtain a Performance Security in accordance with the Bidding Document where required in the amount of *[insert amount and currency in words and figures of the performance security]* for the due performance of the Contract;
- (f) We, including any Joint Consultants or providers for any part of the contract resulting from this procurement process, are eligible to participate in CoRSU procurement in accordance with ITB Clause 4.1;
- (g) We, including any associates or Joint Venture partners for any part of the contract, have nationals from the following eligible countries; *[Insert details]*
- (h) We have signed and undertake to abide by the Code of Ethical Conduct for Bidders and Providers attached during the procurement process and the execution of any resulting contract;
- (i) We are not participating, as Bidders, in more than one bid in this bidding process;
- (j) We, including any Joint Consultants, do not have any conflict of interest as detailed in ITB Clause 4.4;
- (k) We, our affiliates or subsidiaries—including any Joint Consultants or Providers for any part of the contract—have not been suspended by CoRSU or procurement regulating authority from participating in procurement;
- (l) Our Bid is binding upon us, subject to modifications agreed during any contract negotiations;
- (m) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive;

Name: *[insert complete name of person signing the Bid]*

In the capacity of *[insert legal capacity of person signing the bid]*

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## Part 1: Section 4 Bidding Forms

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Signed: *[signature of person whose name and capacity are shown above]*

Duly authorised to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

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## Part 1: Section 4 Bidding Forms

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### CODE OF ETHICAL CONDUCT IN BUSINESS FOR BIDDERS AND PROVIDERS

#### 1. Ethical Principles

Bidders and providers shall at all times-

- (a) maintain integrity and independence in their professional judgement and conduct;
- (b) comply with both the letter and the spirit of-
  - i. the laws of Uganda; and
  - ii. any contract awarded.
- (c) avoid associations with businesses and organisations which are in conflict with this code.

#### 2. Standards

Bidders and providers shall-

- (a) strive to provide works, services and supplies of high quality and accept full responsibility for all works, services or supplies provided;
- (b) comply with the professional standards of their industry or of any professional body of which they are members.

#### 3. Conflict of Interest

Bidders and providers shall not accept contracts which would constitute a conflict of interest with, any prior or current contract with CoRSU. Bidders and providers shall disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

#### 4. Confidentiality and Accuracy of Information

- (1) Information given by bidders and providers in the course of procurement processes or the performance of contracts shall be true, fair and not designed to mislead.
- (2) Providers shall respect the confidentiality of information received in the course of performance of a contract and shall not use such information for personal gain.

#### 5. Gifts and Hospitality

Bidders and providers shall not offer gifts or hospitality directly or indirectly, to staff of CoRSU that might be viewed by others as having an influence on a government procurement decision.

#### 6. Inducements

- (1) Bidders and providers shall not offer or give anything of value to influence the action of a CoRSU official in the procurement process or in contract execution.
- (2) Bidders and providers shall not ask a CoRSU official to do anything which is inconsistent with the Regulations, Guidelines or the Code of Ethical Conduct in Business.

#### 7. Fraudulent Practices

Bidders and providers shall not-

- (a) collude with other businesses and organisations with the intention of depriving CoRSU of the benefits of free and open competition;
  - (b) enter into business arrangements that might prevent the effective operation of fair competition;
  - (c) engage in deceptive financial practices, such as bribery, double billing or other improper financial practices;
  - (d) misrepresent facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring and Disposing Entity; or utter false documents;
  - (e) unlawfully obtain information relating to a procurement process in order to influence the process or execution of a contract to the detriment of CoRSU; and
  - (f) withholding information from CoRSU during contract execution to the detriment of the CoRSU.
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## Part 1: Section 4 Bidding Forms

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I ..... agree to comply with the above code of ethical conduct in business.

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**AUTHORISED SIGNATORY**

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**NAME OF BIDDER/PROVIDER**

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## Part 1: Section 4 Bidding Forms

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[Use Bidder's Letterhead]  
[Name of Bidder]  
[Physical Address of Bidder]

### 2. Bid-Securing Declaration

Date: *[insert date (as day, month and year)]*  
Procurement Reference. No.: *[insert Procurement Reference Number]*

To: *[insert complete name of Procuring and Disposing Entity]*

We, the undersigned, declare that:

1. We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.
2. We accept that we may be suspended by CoRSU from being eligible for bidding in any contract with CoRSU, if we are in breach of our obligation(s) under the bid conditions, because we:
  - (a) have withdrawn our bid during the period of bid validity specified by us in the Bid Submission Sheet or
  - (b) having been notified of the acceptance of our bid by CoRSU during the period of bid validity (i) fail or refuse to execute the Contract if required or (ii) fail or refuse to furnish the Performance Security in accordance with ITB Clause 41; or (iii) fail or refuse to accept the correction of our bid by CoRSU, pursuant to ITB Clause 29;
3. We understand this Bid Securing Declaration shall remain valid and including *[insert date in accordance with ITB Clause 19.3]*

Signed: *[insert signature of person whose name and capacity are shown]* In the capacity of *[insert legal capacity of person signing the Bid Securing Declaration]*

Name: *[insert complete name of person signing the Bid Securing Declaration]*

Duly authorized to sign the bid securing declaration for and on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

Corporate Seal (where appropriate)

[Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid.]

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## Part 1: Section 4 Bidding Forms

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*[This Price Schedule should be signed by a person with the proper authority to sign documents for the Bidder. It should be included by the Bidder in its bid. The Bidder may reproduce this in landscape format but is responsible for its accurate reproduction].*

### 3. Price Schedule

Date: *[insert date (as day, month and year) of bid submission]*

Procurement Reference No: *[insert Procurement Reference number]*

Name of Bidder: *[Insert the name of the Bidder]*

#### **Breakdown the Pricing for P1 and P2 requirements costing**

##### **Professional Service fees**

<b>Activity</b>	<b>Input Qty</b>	<b>Unit of measure</b>	<b>Unit Price</b>	<b>Total Price</b>
Local Taxes				
<b>Total bid price</b>				

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## Part 1: Section 4 Bidding Forms

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### Implementation costs

Item	Quantity	Unit of measure	Unit Price	Total Price
<b>Total Cost</b>				

### Infrastructure/Hardware Costs

Item	Quantity	Unit of measure	Unit Price	Total Price
<b>Total Cost</b>				

Signed:  
*below*

*[signature of person whose name and capacity are shown below]*

Name:  
*the bid*

*[insert complete name of person signing the bid]*

In the capacity of  
*the bid*

*[insert legal capacity of person signing the bid]*

Duly authorised to

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## Part 1: Section 4 Bidding Forms

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sign the bid for  
and on behalf of:  
*name of Bidder*

*[insert complete*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

### Qualification Form

*[This Qualification Form should be submitted by the Bidder. The form should be on the letterhead of the Bidder and should be signed by a person with the proper authority to sign. It should be included by the Bidder in its bid, if so stated in Section 3.*

*The information will be used for purposes of post-qualification. This information will not be incorporated in the Contract. Attach additional pages as necessary.*

*Refer to Section 3, Evaluation Methodology and Criteria for details of the criteria to be met and information to be completed].*

### 5. Qualification Form

<b>Name of Bidder:</b>	
------------------------	--

1. The work performed providing Services of a similar nature and value over recent years is: *[List also details of Services under way or committed, including expected completion date.]*

No	Name of Client and Contact Person	Type of Work Performed	Duration and Dates of Contract	Value of contract

2. The qualifications and experience of key personnel proposed for administration and execution of the Contract are: *[Attach biographical data.]*

Position	Name	Years of Experience (general)	Year of Experience in proposed position

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**Part 1: Section 4 Bidding Forms**

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4. Banks that may provide references if contacted by CoRSU are: *[State name, address and telephone, telex and facsimile numbers]*

5. Additional qualification information is attached, as required.

We, the undersigned, declare that the information contained in and attached to this form is true and accurate as of the date of bid submission:

or *[delete statement which does not apply]*

Signed: *[signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the Qualification Form]*

In the capacity of *[insert legal capacity of person signing the Qualification Form]*

Duly authorised to sign  
the Qualification Form

for and on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

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## **Part 1: Section 5 Eligible Countries**

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### **Section 5. Eligible Countries**

#### **Procurement Reference Number:**

All countries are eligible except countries subject to the following provisions.

A country shall not be eligible if:

- (a) as a matter of law or official regulation, the prohibits commercial relations with that country, provided that the is satisfied that such exclusion does not preclude effective competition for the provision of services required; or
  - (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the prohibits any import of Services from that country or any payments to persons or entities in that country.
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## **Part 2: Section 6. Statement of Requirements**

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### **Section 6. Statement of Requirements**

Procurement Reference Number: CoRSU/SVCS/2021/001

#### **Contents**

##### **1. Specifications**

- a) Technical Specifications
  - b) Personnel Requirements
  - c) Specific Firm experience
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-

## Part 2: Section 6. Statement of Requirements

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### 1. Specifications

#### a) Technical Specifications

##### **Description of the required features of the ERP System**

As a minimum, the ERP system should perform the functions described below. The solution should be fully adaptable and allow for inclusion of new functionalities for future additional requirements. The system should incorporate data sharing standards and protocols. It should provide for the possibility to interact with other standard systems and not be a proprietary or locked system. The ERP solution should be tailored to CoRSU's procedures and workflows. These functions are further enumerated below.

##### **1. Information storage and retrieval**

The ERP system should provide for the centralized storage of all information generated in the interaction between CoRSU and its patients. The system should provide a robust database for the retrieval of information as and when required by various users. Information submitted periodically by users shall be stored and automatically processed by the system.

It is envisaged that the proposed integrated ERP system will integrate all CoRSU forms and templates to the database which will automatically store data submitted using the forms and templates. In addition to storing data it is envisaged that the system design will allow for powerful database search and report generation mechanisms that will ensure effective retrieval of data by all authorized users as required.

##### **2. Information processing and tracking**

The proposed integrated ERP should aid in the processing and analysis of information submitted by the authorised system users regarding patient records and. The system should possess inbuilt rules, functions, formulae and/or models that are able to for example compute tariffs based on data submitted, automatically consolidate and categorize data, validate submitted data, check submissions for completeness etc. It is envisaged that the ERP system should provide inbuilt workflow process monitoring in order to track the management of information submissions.

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## Part 2: Section 6. Statement of Requirements

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### 3. Dissemination of system information

The proposed ERP system should provide an intuitive mechanism for disseminating information to various stakeholders. It should provide dashboard views for statistics and key performance indicators relating to departments/functions.

### 4. Deliverables

The bidder is expected to produce the following deliverables:

#	Deliverables	Requirements
1.	Project Inception Report	<ol style="list-style-type: none"><li><b>ERP Project Implementation plan:</b> The plan will detail how the project will be implemented based on the project methodology as outlined in the vendor proposal and contract. It will outline which resources will be deployed in the project and when.</li><li><b>Detailed outline of the project scope:</b> The vendor will document the outline of the project's scope and confirm with CoRSU the detailed scope posts the clarification during the inception period</li><li><b>Resource deployment plan:</b> This plan will outline how the project resources will be deployed during the project and confirmation of the project resources and the time expected on the project.</li><li><b>Project Quality Plan:</b> This plan will outline the quality standards to be followed in the project and will document the quality standard based on best practice and expectations from CoRSU. This quality plan will be followed throughout the delivery of the project.</li><li><b>Project Progress report template:</b> To be used for reporting: The vendor will develop a project status report template that they shall follow in reporting to the project stakeholders. The standard project status report will be Weekly and Monthly.</li><li><b>Project governance structure:</b> The vendor will be expected to document a project structure of reporting of their team and will have representative at project implementation level and steering committee level.</li><li><b>Risk Management plan:</b> The vendor will develop a risk management plan that they shall use to manage risk</li></ol>

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## Part 2: Section 6. Statement of Requirements

#	Deliverables	Requirements
		<p>throughout the project. The plan should include a risk and issues log.</p> <p><b>8. Action Log:</b> The Vendor will be expected to maintain an action plan recording all agreed actions with CoRSU, this plan will be reconciled with the overall project plan for the project.</p>
2.	Training Plan	<p>The detailed training plan should include the training approach or methodology to be used by the vendor to conduct the training, the scope of the training, the intended audience, any training pre-requisites. The training plan will also outline the functional and technical training to be deployed during the implementation of the project as a minimum the training should have the following;</p> <ol style="list-style-type: none"> <li>1. Overview of the vendor solution this should be conducted before or during the requirement gathering sessions it will include functional and technical users.</li> <li>2. Training of the ERP solution before testing. This ERP solution would be based on Solution Design documentation. This system will be to the functional users of the project.</li> <li>3. Training of Trainers: This will be training to the CoRSU teams that will be part of the CoRSU project team on functional and technical requirements of the ERP solution. This training should ideally be conducted after testing.</li> <li>4. Training manuals: Detailed and accurate training manuals showing every navigation/step on the system should be availed to all users prior to commencement of the training. The functional users will be able to refer to this document as and when required until they master the system.</li> <li>5. End User Training: This training will be conducted to all CoRSU staff; this will be a functional training.</li> <li>6. Training feedback: An evaluation of the training by the participants will be carried out at the end of each training for both the functional and technical training. This will also be included as part of the training plan.</li> </ol>

## Part 2: Section 6. Statement of Requirements

#	Deliverables	Requirements
		<p>7. Technical Training: This training will be targeting the CoRSU staff that will be responsible for support and maintenance of the ERP solution. This shall be in line with the Support Delivery plan for the ERP system.</p> <p>8. The Consultant will be expected to conduct the trainings in accordance with the training plans developed.</p>
3.	Support Delivery plan	The vendor will be expected to develop a Support delivery plan for warranty period and post warranty period and this plan will be monitored during the project implementation.
4.	Solution Requirements documents	<p>The bidder is expected to outline and confirm the user requirements for the ERP system as outlined in the Solutions Design and Requirements Definition Report including elaborating of the requirements to ensure there is a clear documentation of the ERP system requirements based on the vendor's participation. The vendor will be expected to perform the following</p> <ol style="list-style-type: none"> <li>1. Review of the ERP Solutions Design and Requirements Definition Report document developed by CoRSU.</li> <li>2. Review supporting internal documentation and include CoRSU staff in Interviews and workshop in-order to confirm the requirements.</li> <li>3. Documentation of the user requirements to be implemented in the ERP solution based on the functional areas.</li> <li>4. The above shall be in consultation with the CoRSU Staff including input from the Quality Assurance consultant.</li> </ol>
5.	Solution Design for the ERP System (Blueprinting)	<ol style="list-style-type: none"> <li>1. The vendor is expected to develop the solution design report based on the solution requirements documents.</li> <li>2. The solution report will be aligned based on how the functional requirements will be mapped into the modules of the ERP solution.</li> <li>3. This document will outline how the following will be implemented in the ERP system;               <ol style="list-style-type: none"> <li>a. Outline of the process steps required to complete a process. For each process step, it should include the</li> </ol> </li> </ol>

## Part 2: Section 6. Statement of Requirements

#	Deliverables	Requirements
		<p>description of the process, input and outputs to the process.</p> <p>b. Statement on if the system will address the function as default/customized/ default-customized /manual/Gap.</p> <p>c. Expected navigation in the system.</p> <p>d. Workflows</p> <p>e. Triggers</p> <p>f. Approvals</p> <p>g. Navigation</p> <p>h. Reports</p> <p>i. Alerts</p> <p>j. Controls</p> <p>k. Key performance indicators</p> <p>l. Field type and expected behavior</p> <p>m. Error Handling</p> <p>n. Integrations with internal and external Systems.</p> <p>o. The bidder will be expected to provide the optimum hardware specification requirements based on their proposed solution. The bidders need to specify the capacity requirements needed to run the system. Attached is the form that can be included in the bid to make capacity requirements specifications. <b>Appendix 2</b> document will be used for scoping together with any additional information.</p> <p>p. Audit trail</p>
6.	Development of the ERP Solution	<p>The Vendor Shall Develop the ERP solution based on the;</p> <ol style="list-style-type: none"> <li>1. ERP Solution Document</li> <li>2. Mandatory Functional and Technical Requirements</li> <li>3. Systems Requirements</li> <li>4. Solution Design Documents</li> </ol>
7.	Technical Architecture documentation	<p>The Vendor will be expected to develop documentation of the ERP Solution outlining the following.</p> <ol style="list-style-type: none"> <li>1. Detail System Architectural Designs of the Solution <ol style="list-style-type: none"> <li>a. Application Architecture</li> </ol> </li> </ol>

## Part 2: Section 6. Statement of Requirements

#	Deliverables	Requirements
		<ul style="list-style-type: none"> <li>b. Database Architecture</li> <li>c. Integration Architecture</li> </ul> <p>2. Details System Configuration Files and Source code of the ERP Solution to cover.</p> <ul style="list-style-type: none"> <li>a. ERP application</li> <li>b. ERP database</li> <li>c. ERP Integration</li> </ul> <p>3. Note that all the technical architecture documentation shall be reviewed and approved by CoRSU and shall become the property of the CoRSU upon approval and sign-off</p>
8.	Configuration of the Production and Test Environment:	<p>1. Once the System is designed the vendor will be expected to configure the Production and test environment for the ERP system.</p> <p>2. Test environment should be configured and ready for UAT. During UAT the test environment will not be updated for changes without approval from CoRSU.</p> <p>3. The Vendor environment will be audited for security once set up.</p>
9.	Data Migration:	<p>1. The vendor shall be expected to Develop a data migration plan.</p> <p>2. <b>Data conversion:</b> Since there would be significant difference between existing database table structures and database table structures of new application, mapping shall be performed between existing tables and proposed tables and data be made compatible for migration and migrated into new tables.</p> <ul style="list-style-type: none"> <li>– Perform data cleansing for incorrect/ incomplete data</li> <li>– Perform validation of digitized / scanned records</li> <li>– Obtain sign off on migrated data</li> </ul> <p>3. <b>Data Mapping:</b> A comprehensive data mapping exercise must be undertaken before embarking on data migration. A good data map will detail an in-depth cross-referencing of all mutual fields across the source system and the target system.</p>

## Part 2: Section 6. Statement of Requirements

#	Deliverables	Requirements
		<p>4. Vendor will ensure complete data cleaning and validation for all data migrated from the legacy systems to the new application.</p> <p>5. The following Legacy Systems Data will be migrated into the ERP Solution <b>See Appendix 1</b></p>
10	Testing	<p>The vendor shall co-develop a Testing plan of the ERP system with CoRSU and the Quality Assurance Consultant.</p> <ol style="list-style-type: none"> <li>1. The Vendor shall prepare a Factory Acceptance Testing of the System before User Acceptance Testing and After Regression Testing Before Go-Live. The tests conducted, and the results will be share with CoRSU for approval.</li> <li>2. The Vendor will be expected to resolve all defects identified during UAT before Go-Live.</li> <li>3. The UAT shall be signed off in live with Key Performance indicators identified and documented in the Testing Plan.</li> <li>4. CoRSU with Support from the Quality Assurance consultant shall review and approve the testing plan. Furthermore, CoRSU and the Quality Assurance consultant shall be responsible for developing User Acceptance Testing, test scripts and procedures including the qualification and pass criteria of the system. The vendor will be expected to review and comply with the criteria once it is signed off.</li> </ol>
11	Go -Live	<ol style="list-style-type: none"> <li>1. Declaration of "Go Live" – the system will be declared "Go Live" when the following tasks/activities are accomplished satisfactorily               <ol style="list-style-type: none"> <li>a) Acceptance testing</li> <li>b) Installation and commissioning of Software</li> <li>c) Data migration</li> <li>d) Training</li> <li>e) User creation / role identification</li> </ol> </li> </ol> <p>The Final Go Live will be after completion of stabilization period.</p>
12	Warranty	<ol style="list-style-type: none"> <li>1. On successful completion of the implementation or the Final Go Live, the Vendor must extend Post Implementation Support (including warranty) till the end of the contractual period which is 12 months from the date of Final Go Live.</li> </ol>

## Part 2: Section 6. Statement of Requirements

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#	Deliverables	Requirements
		2. Provide Annual Technical Support (ATS) for all the licensed software
13	Post Go-Live Stabilization Support	1. The vendor shall provide post Go-Live support, as part of this scope; by continuing the deployment of the same technical and functional consultants at site for full 6 months after implementation and Go-Live. During the stabilization period the vendor shall help CoRSU users to correct any errors/bugs incurred while executing transactions, generating reports, handholding. The vendor shall update the user manuals and configuration manuals accordingly.
14	Hardware	1. The Vendor shall be expected to assess the existing hardware at CoRSU and its compatibility to the ERP solution and shall propose additional hardware that will be included in this bid. 2. There vendor shall use the attached form in <b>appendix 2</b> to scope for the hardware capacity and that form will be submitted as part of the bid together with any additional information.

### 5. Personnel

The bidder is expected to propose a suitable team that will be able to deliver this assignment. The team must also meet the requirements under **c) Personnel Requirements**

### 6. Contributions of CoRSU

CoRSU will support the implementation pro-actively and avail relevant staff for the various phases of its implementation. CoRSU will also provide a workplace for deployed personnel during the on-ground phases of this consultancy.

### 7. Duration

The ERP implementation project is expected to be completed over a period of 6 months.

### 8. Details of functionality to be implemented

This section contains the information that constitutes the requirements as proposed by CoRSU for eligible bidders to submit their bids.

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## Part 2: Section 6. Statement of Requirements

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The information contained in this Bidding Document is subject to updating, expansion, revision and amendment at the sole discretion of CoRSU. Each party must conduct its own analysis of the information contained in the document, to correct any inaccuracies therein and is advised to carry out its own research into the proposed ERP solution project, all matters pertinent to this project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project.

**Bidders are required to make use of the following for their responses for each of the requirement specifications below in the 'Response' column**

**Standard** - Functionality available as a standard package feature including Supporting the requirements via modifications (screen configurations, reports, GUI tailoring, etc.)

**Customization** - Functionality not available as a standard package but would be customized to meet the requirements i.e. changes to source code

**Not Supported** - Functionality not supported

**Third party integration** - Functionality available through third party proven integration (mention the software/utility where possible)

### Priority Key (Phases)

Priority	Description
P1	High Priority
P2	Medium Priority

**Note: By responding to the requirements specifications below, the bidder agrees that they have read the Solutions Design and Requirements Definition Report and understood all the processes and required solutions.**

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## Part 2: Section 6. Statement of Requirements

### Functional Requirements specifications

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
1.	Vendor selection and procurement of goods, works or services	The system should enable a user to capture the requisition details and submit for approval	P1		
2.	Vendor selection and procurement of goods, works or services	The system should notify the procurement team regarding the bids submitted online	P1		
3.	Vendor selection and procurement of goods, works or services	The system should enable the procurement team to capture the bid details for bids submitted in hardcopy	P1		
4.	Vendor selection and procurement of goods, works or services	The system should notify the authorised department head regarding the submitted requisition for approval and the procurement head for approval and the procurement team for further processing	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
5.	Vendor selection and procurement of goods, works or services	The system should maintain a list of all vendors and their details	P1		
6.	Vendor selection and procurement of goods, works or services	It should be able to notify PD regarding deadlines for the submission of bids	P1		
7.	Vendor selection and procurement of goods, works or services	The system should be able to capture the expected terms and conditions	P1		
8.	Vendor selection and procurement of goods, works or services	The system should be able to generate department procurement plans	P1		
9.	Vendor selection and procurement of	The system should be able generate a report on the consolidated procurement plan	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
	goods, works or services				
10.	Vendor selection and procurement of goods, works or services	The system should be able to generate a report of evaluated bidders based on the evaluation criteria for any given procurement under consideration	P1		
11.	Vendor selection and procurement of goods, works or services	The system should maintain profiles of all contracted suppliers, contract durations etc.	P1		
12.	Vendor selection and procurement of goods, works or services	The system should notify the procurement department on supplier contracts due to expire in the following three (3) months	P1		
13.	Vendor selection and procurement of goods, works or services	The system should support the approval level in the process	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
14.	Vendor selection and procurement of goods, works or services	The system should be able to capture the procurement method for a given procurement for user to select from	P1		
15.	Vendor selection and procurement of goods, works or services	The system should be able to notify successful bidders with instructions of next steps and a notification to the unsuccessful bidders	P1		
16.	Merging requisitions of	If the department receives requisition from multiple other departments, then there should be a provision in the system to merge these into one	P1		
17.	Converting requisitions to quotes	If the goods are not in stock, the requisition should have a provision for it to be converted to a quote or order	P1		
18.	Quote analysis	The system should have a provision for quote analysis so that the terms and conditions offered by each potential vendor are captured for evaluation	P1		
19.	Parameters for quote analysis	System should have a provision to perform a supplier evaluation based on certain set criteria and store this	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
		information, e.g. credit terms			
20.	Upload of vendor price lists	System should have a provision for the user to upload price lists for vendors that provide them, and maintain each new upload in chronological order by date	P1		
21.	Viewing of supplier evaluation form	Before a supplier is approved after evaluation, the HOP, HOD and the budget holder need to view the supplier evaluation form within the system	P1		
22.	Capturing of new suppliers	The system should support creation of a supplier in the system by the procurement team and approval should be done by the procurement head	P1		
23.	Viewing of system balances on requisition	Once the Store Manager/HOP receives the merged requisition, they should be able to view the current system balances for those items; the system should then provide information for those items that need to be replenished and then suggest these for an order to be placed to a vendor	P1		
24.	Notification on stock levels	System should be able to send out notifications /system alerts for items that come close to, or come	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
		to the minimum quantity levels so that the HOP can decide on whether to make an order for these or not			
25.	Raising of a purchase quote	Store Manager/HOP should be able to generate a Purchase Quote for the items that need to be replenished, and a quote analysis will ensue as mentioned before	P1		
26.	Capturing of stock allocations	When generating a PO, the system should have a provision to indicate the allocation of the requested items, so that when these goods are received, it is easy for the Stores team to issue the goods if the information is maintained on this document	P1		
27.	Raising of purchase quotes	The system should have a provision to require the user to generate a Purchase quotation if potential order exceeds a certain pre-determined amount of money as per the budget. This should apply to fixed assets	P1		
28.	Archiving of purchase orders	The system should be able to archive any changes made to an LPO. A batch job should be designed to delete archived purchase order versions exceeding a	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
		year			
29.	Linking of purchase documents	User should be able to capture/upload supplier documents e.g. sales invoice/delivery note, and these should be linked to the PO	P1		
30.	Generation of GRN	A user should be able to generate a GRN for full or partial orders received, and the inventory balances should be adjusted with this	P1		
31.	Handling of returned goods	System should have a provision for the user to generate a Goods Returned Note, that has a provision to capture the reason for the return, and any other narrations	P1		
32.	Purchase Credit Memo	There should be a provision for a Purchase Credit Memo	P1		
33.	Issuing of items	When issuing items, the storekeeper should be able to generate a Goods Transfer Note to individual departments that request the different items. Signatories should be added to the transfer note	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
34.	Monitoring of departmental stock levels	Each department should be able to maintain its own stock levels; have a provision to capture their location/shelf.	P1		
35.	Tagging usage of items	When tagging usage of the items it has in stock, each department should be able to mark this as either for consumption, or for re- sale; the appropriate accounts should be adjusted accordingly, as well as consumption/sales vouchers	P1		
36.	Item usage report	There should be a track of all the usage of the items, and the user should be able to generate a report on this	P1		
37.	Report showing closed item requisitions	There should be a report of open vs closed item requisitions per unit, and this should also calculate the time period between request and receipt of drugs	P1		
38.	Report showing item additions, deletions	There should be a report that shows the addition/deletion of an item from the item list per period, per user ID.	P1		
39.	Supplier evaluations report	There should be a report that shows the supplier evaluations performed in the system	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
40.	Purchase requisitions	The system should be able to show all purchase requisitions received per department, per period	P1		
41.	Register showing status of items	The user should be able to show the register of items that are damaged/expired/outdated.	P1		
42.	Report showing return of goods	The system should be able to show a report for the goods returned per vendor, per period, per reason	P1		
43.	Handling of imports	For import purchases, the system should have a provision for the user to scan and upload all related documents, and also apply any related payments (charge items) as appropriate, per category, e.g. freight, port charges, clearing & forwarding agent, insurance	P1		
44.	Preparation of departmental procurement plans	The system should support approval of the procurement plans by the CEO and Procurement committee	P1		
45.	Preparation of departmental procurement plans	The system should integrate with the budgeting process in Finance	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
46.	Preparation of departmental procurement plans	The system should be able to capture the procurement plan template with the plan details	P1		
47.	Preparation of departmental procurement plans	The system should notify the CEO and procurement committee regarding the completed procurement plans by the departments	P1		
48.	Preparation of departmental procurement plans	The system should notify the department head when a plan has been approved and returned/rejected with comments	P1		
49.	Preparation of departmental procurement plans	The system should maintain a list of all commonly used items in the department	P1		
50.	Preparation of departmental procurement plans	The system should be able to capture the expected terms and conditions (A form to be filled) for goods, works and services to be procured	P1		
51.	Preparation of departmental procurement plans	The system should be able to generate department procurement plans	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
52.	Preparation of departmental procurement plans	The system should be able to link the department plans to the department budgets	P1		
53.	Consolidating hospital procurement plans	The system should consolidate all procurements related in terms of categories	P1		
54.	Consolidating hospital procurement plans	The system should be able to capture procurements that fall in the same procurement period for the different departments.	P1		
55.	Consolidating hospital procurement plans	The system should be able to capture the related terms and conditions	P1		
56.	Consolidating hospital procurement plans	The system should be able to link the department plans to the consolidated hospital plan.	P1		
57.	Consolidating hospital procurement plans	The system should be able to link the hospital budget to the consolidated procurement plan.	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
58.	Consolidating hospital procurement plans	The system should enable approval of the consolidated plan by the procurement committee and the CEO	P1		
59.	Procurement initiation	The system should link procurement requisitions to the department and hospital procurement plans	P1		
60.	Procurement initiation	The system should be able to maintain a history of past procurements for similar requisitions	P1		
61.	Procurement initiation	The system should be able to categorise items selected for requisitioning	P1		
62.	Procurement initiation	The system should enable the HOD to verify if the item to be requisitioned is on the budget/plan before initiation	P1		
63.	Procurement initiation	All requisitioned items outside the plan/budget, should be approved by the procurement committee and CEO	P1		
64.	Procurement initiation	The system should notify the PD regarding the received quotations	P1		
65.	Procurement initiation	The system should notify the PD, Procurement committee and the CEO upon approval and	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
		recommendation from the department heads			
66.	Procurement initiation	The system should be able to capture the different donor requirements e.g. method of procurement, the period of the grant in respect to a procurement	P1		
67.	Integration with Inventory	The system should integrate with stores/inventory	P1		
68.	Bid Evaluation	It should be able to notify PD regarding deadlines for the submission of bids	P1		
69.	Bid Evaluation	The system should be able to capture the evaluation criteria against which bidders shall be assessed	P1		
70.	Bid Evaluation	The system should be able to generate a report of evaluated bidders based on the evaluation criteria for any given procurement under consideration	P1		
71.	Bid Evaluation	The system should support approval of the evaluation report by the procurement committee and the CEO	P1		
72.	Contracting	The system should be able to generate a report of evaluated bidders based on the evaluation criteria for any given procurement under consideration	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
73.	Contracting	The system should maintain profiles of all contracted suppliers, contract durations etc.	P1		
74.	Contracting	The system should notify supplier contracts due to expire in the following three (3) months	P1		
75.	Contracting	The system should standardise contract terms for related procurements	P1		
76.	Contracting	The system should support collaboration on the contract terms by the different department head/Technical teams for their input and comments	P1		
77.	Evaluation or vendor performance	The system should maintain a performance matrix for the different categories of suppliers	P1		
78.	Evaluation or vendor performance	It should be able to score and rank suppliers in a given category over a given period of time.	P1		
79.	Evaluation or vendor performance	The system should be able to generate a report on the performance of all the contracted suppliers/ vendors	P1		
80.	Evaluation or vendor performance	The system should maintain profiles of all contracted suppliers, contract durations etc	P1		

## Part 2: Section 6. Statement of Requirements

Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
81.	Reporting	The system should maintain a list of all vendors and their details	P1		
82.	Reporting	The system should be able to generate department procurement plans	P1		
83.	Reporting	The system should be able generate a report on the consolidated procurement plan	P1		
84.	Reporting	The system should be able to generate a report of evaluated bidders based on the evaluation criteria for any given procurement under consideration	P1		
85.	Reporting	The system should generate supplier/vendor performance reports	P1		
86.	Reporting	The system should generate periodic activity reports e.g. ongoing processes, completed, pending etc	P1		
87.	Reporting	The system should enable PD to capture the procurement committee meeting minutes in a standardised format and generate a report on the same	P1		
88.	Reporting	The system should be able to identify pending procurements over a given period	P1		

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Procurement			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
89.	Reporting	The system should be able to generate a report on the status of procurements	P1		
90.	Reporting	A report of actual vs budget expenditure	P1		

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
	<b>Billing</b>				
1.	Patient registration	The system should be able flag duplicate patient information	P1		
2.	Patient registration	The system should enable registration of unlimited number of patients	P1		
3.	Patient registration	The system should be support online registration	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
4.	Patient registration	The system support user rights assignment	P1		
5.	Patient registration	The system maintains an audit trail of all activities of the billing assistant	P1		
6.	Patient registration	The system should support editing and updating of patient details by authorised personnel	P1		
7.	Patient registration	Editing of patient details should be reserved for specific users	P1		
8.	Patient registration	The system should support categorisation of patients during registration i.e. cash, insurance, organization, walk in, first visit or review	P1		
9.	Pro-forming	The system should support viewing of prescription notes	P1		
10.	Pro-forming	The system should support input of all services offered by the hospital	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
11.	Pro-forming	The system should enable assignment of service fees to the input services	P1		
12.	Pro-forming	The system should support maker-checker for input and approval of service fees	P1		
13.	Invoicing	The system should support generation of prescription notes	P1		
14.	Invoicing	The system should support input of all services offered by the hospital	P1		
15.	Invoicing	The system should enable assignment of service fees to the input services	P1		
16.	Invoicing	The system should support maker-checker for input and approval of service fees	P1		
17.	Invoicing	The system should be able to apply subsidies and waivers for partner organizations, insurance	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		companies and vulnerable patients when generating quotations			
18.	Invoicing	The system should support flagging of invoice amount outstanding	P1		
19.	Invoicing	The system should support flagging of age of the patient	P1		
20.	Invoicing	The system should support aging of debtors i.e. 30, 60, 90 and above 120 days	P1		
21.	Invoicing	The system should be able to capture accounting entries for payment made in advance by patients/caretakers	P1		
22.	Credit approval	The system should support assessment by social workers	P1		
23.	Credit approval	The system should support approval of credit by management	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
24.	Credit approval	The system should support maker-checker for input and approval of credit	P1		
25.	Payment and receipting	The system should support daily reconciliation of bank transactions	P1		
26.	Payment and receipting	The system should support different classification of income	P1		
27.	Payment and receipting	The system should support maker-checker for input and approval of daily reconciliations	P1		
28.	Agency banking	The system should support transactions that involves exchange rate for foreign currency translations	P1		
29.	Agency banking	The system should support daily reconciliation of bank transactions	P1		
30.	Agency banking	The system should support different classification of incomes	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
31.	Agency banking	The system should support maker-checker for input and approval of daily reconciliation	P1		
32.	Daily reconciliation	The system should support segregation of duties, reviews and approval of reconciliations	P1		
33.	Daily reconciliation	The system should support daily reconciliation processes (Invoicing and receipting)	P1		
34.	Placement of details on documents	The system should show the user, date and time of printing on the invoice/receipt/any finance document	P1		
35.	Bank details on invoice	The hospital invoices should all bear the possible/applicable payment advice details for the hospital i.e. bank account details	P1		
36.	Reversal of transactions	The system should allow authorized users to reverse a transaction	P1		
37.	Blocking of inactive accounts	Inactive accounts should be blocked from receiving any service; there should be a notification if a user attempts to post anything to the said account; there should also be a provision for the reason as to why	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		it is blocked; we should have a dropdown list of options, and a narration field for manual input			
38.	Searching for patient details	The system should have a provision that forces the Admin Assistant to search for names before they put in new patient details so that the risk of creating duplicate patient accounts is minimized	P1		
39.	Viewing of open invoices	The user should be able to view the list of open invoices according to patient, department, doctor, diagnosis, billable amount range etc.	P1		
40.	Reason codes and comments on credit memos	The system should have a standard set of reasons that the user will select from a dropdown, for easy tracking/reporting, and then also make a provision for a description to be written in by whomever generates the credit memo, so as to provide a more detailed narration of the reason for this	P1		
41.	Customer statement	The system should have a provision for the user to generate a customer/patient statement at any point so as to show how much the customer/patient owes the hospital for the selected period, services received, the department/unit, per mode of	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		payment.			
42.	Capture of costs and revenue for treatment areas	When the above revenues are recognized, their corresponding costs should be captured as well	P1		
43.	Capture or payment related information	The system should be able to allow the Head of Finance/Accountant from Finance to choose between the different methods of payments i.e. cash, cheque, EFT.; there should be a provision to scan and upload cheques; there should be a provision to enter cheque details	P1		
44.	Receipt	When a receipt is printed, the method of payment used should show on the actual printed receipt; it should have a bar code(Combination of receipt number and patient number) as well, a watermark, show whether it is an original or duplicate, and the time/date of printing and the name of person who printed it; there should also be a counter of how many times the receipt has been printed; The first receipt should be the original receipt every subsequent receipt generated should indicate	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		'Duplicate'			
45.	Default payment method	There should be a provision for a customer/ patient/ organization/ insurance company to have a default method of payment tagged to their card, but a biller/cashier should be able to select any of the other methods for a particular payment	P1		
46.	Invoice splitting	In the same manner as the above point, the system should have a provision that allows the biller to split an invoice into more than one payment method, and have the amounts adjusted as such amount-wise, or percentage-wise; this should only be allowed for acceptable payment options; the user should be able to add as many options as possible; the options for splitting should be dynamic for each patient/customer	P1		
47.	Record of invoice splitting	When payments are split, there should be a record of the split, but the bills and receipts generated should be linked to each other and be trackable as such	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
48.	Monitoring of cashier User IDs	The system should have a provision to maintain a record of all cashier user IDs that are logged on to receive cash for each particular station (cash receipt point of sale)	P1		
49.	Attaching of payments to queues to receipts	Cashiers should be able to select entries to make receipts for from their appropriate queues e.g. consultation queue, pharmacy queue and this service should show on the receipt; these queues should be from registration at reception for consultation queues, doctor's consultation/registration at reception for laboratory/radiology/pharmacy queues.	P1		
50.	Payments from multiple points	System should have a provision to receive payments from multiple billing points, e.g. care café, kitchen sales, disposal of assets	P1		
51.	Auto generation of receipt numbers and other receipt details	The system should have auto-generated receipt numbers for each receipt generated; this should bear the system date, time and the user who generated the receipt; this should also bare the CoRSU watermark in the background	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
52.	Missing receipt numbers	The system should not be able to discard receipt numbers; there should be a provision for any "lost" receipt numbers so that the user can analyse these to gauge why the receipt number has left a gap in the sequence	P1		
53.	Receipt details	Cash receipts should show the reason for the receipt, i.e. have a receipt type category that the user can select; this should show up on the receipt; the receipt should have two fields for the "Received with thanks from" and "Being payment for" fields: these should both have a provision manual input or auto-populate if required	P1		
54.	Posting of cash receipts	Cash receipts should only be posted to the current period, unless specifically permitted by the appropriate personnel in the system, and there should be an audit log trail of this; the system should show the date the receipt was posted, and by whom	P1		
55.	Cash Receipt details	The receipt should show the name of the patient/customer/organization/insurance company	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		that the money has been received from			
56.	Cash Receipt details	The receipt should show the type of cash payment accepted, i.e. cash, cheque, EFT or credit/debit card	P1		
57.	Conversion of currencies	Cashiers should be able to receive foreign currency and the system should show the conversion in UGX for that day so that the cashier is able to provide the appropriate change in UGX; the rate of conversion used should reflect on the receipt and amount of the conversion in UGX should show as well	P1		
58.	Amount from Co-payments	For receipts concerning co-payments, the system should be able to calculate the concerned organization's/insurance company's co-payment and then auto-populate the amount owed by the customer	P1		
59.	Calculation of balance owed	The system should have a provision to calculate balanced owed to the customer so that the cashier is able to count out the correct change to give back	P1		
60.	Calculation of fees due from client	In case the customer gives less money than what is owed, the system should also be able to calculate the difference so that the cashier can claim this from	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		the customer			
61.	Reflection of amounts owed	For OPD patient, if the cashier posts a receipt for an amount received that is less than what is owed, the remaining amount owed should be reflected on the receipt; if this patient is waiting to get sent to a queue for a different type of service, the system should prevent this from happening until the full total amount due is received and reflected as such in the system	P1		
62.	Application of payments to invoices	The receipt should be applied to an entry for a service received within the hospital, and as such the invoice that was generated for that service; partial application of invoices when payments are being made should be acceptable	P1		
63.	Capturing of receipt comments	The receipt should have a provision for payment notes for the cashier to make a detailed narration where necessary	P1		
64.	Notification on collection of large amounts	When large amounts of cash are reflected as received in the system (Mode of Payment - Cash and Method of Payment - Cash), up to a certain decided	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		amount that can be put in by the appropriate user, the system should send a notification to the concerned party so that that cash is taken out of that location's/department's cashbox			
65.	Cash receipts status	Once cash receipts are reflected in the system against the entries that these have been applied to, the status of the entry should change to PAID and then move on to the next destination; before a payment is received, the status should read PENDING PAYMENT and these should be visible by all persons who view the respective queues	P1		
66.	Cash Collection report	Cashier should be able to generate a report of shift cash collections and this should be submitted to the Accountant at the end of the shift; this should be per method of payment, currency type, etc...system should also have a record of any unposted receipts	P1		
67.	Monitoring of discrepancies	Any discrepancies between the actual cash in the box and shift cash report should be recorded in the system and the reason as to why there is a difference whether greater or less than the expected amount.	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		The accountant should be able to generate a report for this			
68.	Actual vs expected report	A user should be able to generate a report of all noted expected (the cash that the system says should be in that department's cashbox) vs actual (what is reported by the cashier) cash collection discrepancies by amount, by percentage, by date, by user, by location/department.	P1		
69.	Recording of cash collections from billers	There should be a provision in the system for the Accountant/ Head of Finance to record how much money is received from each biller/department/location at any point	P1		
70.	Tracking of banking from cash	When cash is ready to be banked, it should be deducted from the cashbox and marked as such; the system should have a provision to record the date and time of this, and also have scanned copies of the deposit slips uploaded	P1		
71.	Capturing of Insurance claims	The system should be able to capture the details of the serial number on an insurance claim form for record and reference purposes for that patient's	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		entire visit, on their invoice; the user should be to query this number in a list of entries			
72.	Capturing of card details	For customers that are invoicing patients and use cards for identification, the system should have a provision for the user to record that identification number, and any other corresponding details, especially the limits available per individual patient; this should be mandatory; the member number should be reflected on the invoicing screen and on the invoice print out.	P1		
73.	Notification on document type at payment	For each mode of payment, the system should have a provision to generate a pop-up informing the user of what kind of treatment authorizing document to expect	P1		
74.	Pre-authorization on billing	For services that require pre- authorization, the system should have a provision for the in-charge to indicate whether pre-authorization has been received; if a biller attempts to clear an invoice that does not have pre- authorization ticked, where necessary, they should get a notification for	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		this			
75.	Recording of receipt of preauthorization	For services that require pre- authorization, the system should have a provision for the user to record when pre-authorization is received; this should have a time stamp on it and automatically record user ID details	P1		
76.	Recording of details on pre-authorization	For services that require pre- authorization for invoicing companies, the system should have a provision for the user to record when pre-authorization is sought; this should have a time stamp on it and automatically record user ID details	P1		
77.	Report on pre- authorizations	There should be a report of the number of pre- authorizations expected vs those received/rejected, the number of pre- authorizations whose time elapsed and are now liable for payment should show up by department/unit.	P1		
78.	Recording of details on pre-authorization	To indicate the receipt of pre- authorization, the user should be able to enter certain details like the date, time, and name of the invoicing company's representative who gave the pre- authorization; the	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		user's ID should be automatically captured by the system, and there should be a provision to upload corresponding forms to the system			
79.	Communication to invoicing company	When sending communications to the invoicing company about a patient, the billers should be able to do this right from the card, and this should have certain details captured automatically	P1		
80.	Consolidation of invoices for single visit	The system should be able to consolidate the various invoices into one with the same mode of payment, e.g. all Jubilee invoices for patient P0098 can be merged into one, for a single visit, but not for multiple visits; the provision to merge should be optional	P1		
81.	Uploading of forms on patient card	Where applicable, for invoicing companies that require patients to fill out forms, there should be a provision for these to be scanned and uploaded to the patient's card	P1		
82.	Notification on patient overdue payments	When invoicing for a new service for a patient, a biller should get a notification if the patient's bill	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		from a previous visit is not cleared, especially if it was supposed to be cleared using cash; the notification should be as follows, for cash patients if the earlier bills was not paid. For invoicing if the invoice was not ticked as submitted			
83.	Notification on uncleared bills	There should be a provision for the Reception to get a notification if a patient's bill is not cleared from a previous visit (this is for cash patients).	P1		
84.	Tracking of changes on unposted invoices	The system should automatically keep a record of the user ID of the biller who edits any invoice at any point when that invoice is open and not yet posted	P1		
85.	Tracking of changes on unposted invoices	The Billing assistant should be able to make amendments to unposted invoices where necessary, and a log of this should be maintained; edits for unposted ones, and reversals for posted ones	P1		
86.	Reversals	There should be a record of reversals; these should include a dropdown and free text menu to indicate the reason for reversal.	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
87.	Report showing invoices to the invoicing company	The system should be able to generate a report that shows the group of all invoices to be sent to the same invoicing company together, and send this across, along with the actual invoices and their other supporting documents; these should show up per date, insurance company, organization, per organizations under different insurance companies	P1		
88.	Handling of invoices for insurance companies	There should be a provision in the system for the due dates of receipt of payment from the dispatch of the above- mentioned invoices to be entered, and then a notification to pop-up when the payment is due - the notification can be disabled when the payment is received; the due dates should be picked from the payment terms agreed upon and stated on the customer card; otherwise, these should be overridden in case of any changes and the user should be able to generate a report of this	P1		
89.	Tracking of invoices to insurance companies	There should be a provision to keep track of invoices to be sent to insurance companies/organizations;	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		there should be a field that shows the status of these, by indicating whether it has been dispatched to the insurance company/organization, whether it has been paid, if there it is under full dispute or partial dispute, pending payment, whether the pendency is with Billing or Credit Control, for each status, the system should maintain a record of who updates the status			
90.	Communication to patients with uncleared bills	There should be a batch job that runs to send notifications to patients whose bills have not been cleared/have been disputed; there should be a record of when these communications are sent out	P1		
91.	Segregation of invoices	The system should be able to differentiate invoices according to whether the patient was an IPD or OPD and show this on the invoice	P1		
92.	Indication of department on invoice	The system should also show the department that is invoicing the patient, and this should also be stated on the upper right corner of the document	P1		
93.	Closing of open consultations	For OPD, after 24hrs, the system should be able to send a notification to finance so as to close off any	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		open consultations, by their consultation number; the system should not do this automatically, but notify the user to do so, so that any required follow-up is conducted before the consultation is closed; there should be an approval process for this, and a reason code as well whether to keep it open or not			
94.	Handling of patient reviews	There should be a provision for REVIEW consultations in the system whereby any consultation tagged as "review" is billed at a pre-determined rate; these should be posted to a separate account	P1		
95.	Tracking of credit/debit card payments	For customers who pay using credit/debit card, when this option is selected, there should be a provision to record the name on the card, the type of card (VISA, AMERICAN EXPRESS, UNIONPAY) and the last four digits of the card, for record purposes	P1		
96.	Recording of identification details	For customers that are prepaid patients and use cards for identification, the system should have a provision for the user to record that identification number, and any other corresponding details,	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		especially the limits available per individual patient			
97.	Identification of patients that can pay by cheque	The system should have a checkbox for customers/patients/organizations to be tagged as allowed to pay via cheque; the rights for this should lie with the Billing Manager	P1		
98.	Checklist of requirements for cheque payments	There should be a provision for a user to maintain a checklist of the requirements to be fulfilled before approval is given for a customer to pay via cheque; the date of approval and the user ID of the person that gave the approval should be maintained as well	P1		
99.	Handling of patients who want to pay through cheques	If a customer/patient/organization attempts to pay via cheque and they have not been tagged as such on their card. The system should bring a notification for the biller and an alternative option should be used until approval is granted by the billing manager	P1		
100.	Report to Insurance Company	The system should be able to generate a report for the insurance company that indicates the number of OPD/IPD patients per period, per department, per doctor, per diagnosis	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
101.	Shift Report	The system should be able to generate a biller shift report that shows all invoices that have been verified/cleared by the biller, and those that have not per mode of payment, the respective amounts for each mode	P1		
102.	Filtering of invoices	The user should be able to filter posted invoices by visit number, consultation number and patient number, per service type e.g. consultation, pharmacy	P1		
103.	Exchange rates	The Accountant should have a provision to input foreign exchange rates for the different acceptable currencies, and there should be a record of all these	P1		
104.	Use of foreign currency	There should be a provision for the cashier to receive acceptable foreign currency in the system; the exchange rate should reflect automatically, and the payment should be applied to a particular entry	P1		
105.	Categorization of visits	The system should be able to categorize open visits in multiple ways e.g. according to the mode of payment, the type of consultation, department visited, organization attached to.	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
106.	Invoice report	The phrase "WITHHOLDING TAX EXEMPTED" should appear as a watermark on all CoRSU invoices for WHT exempted payments	P1		
107.	Classification of organizations	The system should be able to show all the organizations that have arrangements with the hospital, the validity period of their arrangement, a list of all eligible members under the plan	P1		
108.	Indication of validity period for insurance companies	The system should be able to show all insurance companies the hospital deals with, the validity period of their arrangement, a list of all eligible members under the plan, the details of the scheme.	P1		
109.	Capture of billing system on patient cards	The system should have a provision to capture the 3-tier billing system on patient cards as well	P1		
110.	Price list for 3-tier based billing system	The system should have a provision for a price list based on the 3-tier billing system	P1		
111.	Handling of credit on invoices	For invoices, there should be a provision to credit resources in situations where we want to give a discount to an already posted invoice	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
112.	Report showing issued credit memos	There should be a report of all sales credit memos issued and all purchase credit memos received per period, per department, per reason	P1		
113.	Application of payments	A biller should be able to view a running list of each service given to the patient so as to bill and apply payment receipts to these entries appropriately; Invoice should list services and items separately	P1		
114.	Customer statement report	A biller should be able to generate a report (customer statement) for the patient to show how much is owed as of that particular time, and show the appropriate currency as well	P1		
115.	Billing of in patients	Each item that is consumed by the patient in the ward, including all sundries that are tagged to the patient should be billed and their remainder levels should be reflected on the appropriate item card departments/locations	P1		
116.	Recognition of in-patient revenue	Revenues should be recognized appropriately in the in-patient units per either department or location or both	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
117.	Consolidation of invoices	At the time of discharge, a biller should be able to consolidate all the patient's invoices into one report so as to show the progression for the duration of the patient's stay	P1		
118.	Posting treatments to prior dates	There should be a provision for users to post treatments to prior dates, but only with specific approvals	P1		
119.	Discharge chit	At the time of discharge, once the patient is cleared by the biller, i.e. cash payment for cash patients, payment guarantee for insurance patients, the biller should be able to generate a discharge clearance chit for the patient to show at exit; details of the time, date and user ID should all be reflected on this chit	P1		
120.	Handling of payments on discharge	For payments that are not received in full at discharge, the system should have a provision to enter expected collection dates; there should be a notification sent out when these dates are approaching; there should be a narration field for the user to state why client was discharged without	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		full payment; there should be approvals for these			
121.	Viewing of insurance companies under an organization	The system should allow for a user to view all the insurance companies attached to any single organization, and likewise, all the organizations covered by a single insurance company	P1		
122.	Default mode of payment for new patients	For all new patient/customer cards, there should be a default mode of payment, which would be CASH	P1		
123.	Editing of unposted invoices by doctors	Before receipting and posting, doctors should be allowed to make amendments to the bills forwarded to the billing window in case changes have to be made to prescriptions or investigations; edit rights should not lie with the billers at all	P1		
124.	Approvals for cancelling receipts	Approvals should be set up for authorised users to cancel a receipt in the system	P1		
125.	Insured patients statistical Report	There should be a report that shows the average cost of visits per insurance company showing number of patients, amount spent, per department,	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		per diagnosis, IPD or OPD,			
126.	Batch number for insurance submissions	For invoices that are dispatched to insurance companies, there should be a batch number for these so that these can be tracked as per that batch number; a number series should be set up for this	P1		
127.	Application of merged invoices	For merged invoices, there should be a provision for the appropriate user to select the applications to make	P1		
128.	Periodic notifications of payments due	For IPD, the system should have a provision to send periodical patient bills to the insurance companies showing how much admitted patients owe so far in their admission, in order for them to make a decision on whether to continue covering the patient, or not	P1		
129.	Scheduling of notifications of payments to Insurance companies	There should be a notification from the scheduling server that sends the above information out to the insurance companies periodically	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
130.	Audit trail of exchange rate changes	There should be an audit change log to show any users who make edits to exchange rates	P1		
131.	Ward Report	The ward report which will show where the clients are, company to pay, diagnosis and amount accumulated.	P1		
<b>Payments</b>					
132.	Raising payment requests	The system should support communication among finance, procurement and stores	P1		
133.	Raising payment requests	The system should enable a user to fill a payment request form to initiate a payment request	P1		
134.	Raising payment requests	The system should notify the approvers when a payment request is submitted	P1		
135.	Raising payment requests	System should allow initiation of refund process at department level	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
136.	Approval of payment requests	The system should support approval of payments requests	P1		
137.	Raising payment vouchers	The system should support online raising of vouchers	P1		
138.	Approval of payment vouchers	The system should support checking and approval of payment vouchers	P1		
139.	Determining the payment mode	The system should support input of daily currency rates	P1		
140.	Determining the payment mode	The system should support foreign exchange translations	P1		
141.	Upload of payment on the bank portal	The system should be able integrate with external banking portals to enable upload of payment files	P1		
142.	Written cheques	The system should support a complete bank reconciliation process including the matching of outstanding and cleared cheques with issued cheques	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
143.	Posting of payment transactions	The system should be able to capture the CoRSU chart of accounts	P1		
144.	Posting of payment transactions	The system should support posting of completed and approved transactions to the chart of accounts	P1		
145.	Filing payment vouchers	The system should support filing and storage of payment vouchers	P1		
146.	Accountability for advance funds for activities	The system should support accountability of funds advanced	P1		
147.	Accountability for advance funds for activities	The system should support upload of documents for accountability of funds advanced	P1		
148.	Reconciliation	The system should support reconciliations of accounts	P1		
<b>Accruals</b>					

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
149.	Review and approval of expenses for accrual	The system should support accrual of expenses	P1		
150.	Review and approval of expenses for accrual	The system should support upload of support documents for accrual of expenses	P1		
151.	Recognition of accrued expenses	The system should support recognition of accrued expenses	P1		
<b>Receipting</b>					
152.	Acknowledging receipt of Donor funds	The system should support receipt of donor funds	P1		
153.	Acknowledging receipt of Donor funds	The system should support bank reconciliations	P1		
154.	Acknowledging receipt of patient fees	The system should support issuing receipts	P1		
155.	Acknowledging receipt of patient fees	The system should support storage of receipts for the received funds	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
156.	Acknowledging receipt of patient fees	The system should be relatively fast when processing receipts	P1		
157.	Acknowledging receipt of other incomes	The system should support receipting of other incomes	P1		
<b>Grant management</b>					
158.	Receipt of grant budgets and guidelines from donors	The system should support customer budget template for donors	P1		
159.	Receipt of grant budgets and guidelines from donors	The system should be able to notify the finance team when grant budgets guidelines are sent by donors	P1		
160.	Sub granting	The system should support accounting treatment for sub granting to implementing partners	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
161.	Receipt of grant disbursements	The system should support receipt of grant disbursements	P1		
162.	Receipt of grant disbursements	The system should be able to notify the finance team when the grant budget, guidelines and disbursements are sent by the donors	P1		
163.	Grant reporting	The system should support financial reporting by programme or projects	P1		
<b>Budgeting</b>					
164.	Formulation and approval of budgets	The system should support budget formulation using a predefined template	P1		
165.	Formulation and approval of budgets	The system should be able to notify the departments once the budget templates have been	P1		
166.	Formulation and approval of budgets	The system should support accounting treatment or recognition	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
167.	Formulation and approval of budgets	The system should be able to notify the board finance committee and the full board regarding submission of draft budgets	P1		
168.	Formulation and approval of budgets	The system should support approval of the draft budget by the authorised personnel	P1		
169.	Budget monitoring	The system should support budget monitoring by comparing the actual costs and anticipated cost according to the budget	P1		
170.	Budget monitoring	The system should be able to generate a report showing the variances of actual utilization from the budgeted utilization	P1		
171.	Creation and editing of budgets	The Head of Finance/department heads should be able to create, view and edit departmental budgets so as to guide departmental purchase decisions, and the entire hospital's budget as a whole	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
172.	Departmental budgets	There should be a provision for budgets to be set p/accessible by each department in the hospital	P1		
173.	Setup of departmental budgets	There should be a provision for the responsible budget-holders to be set up for each department in the hospital	P1		
174.	Viewing rights per department	Each departmental budget should have its own viewing rights as per the need, but general rights lie with the assigned budget holder	P1		
175.	Handling of budget requests	There should be a provision for each department to set a budget request in the system and then submit this to the Head of for review	P1		
176.	Departmental budgets	The Head of finance and CEO should be able to view each department's budget request, make adjustments to it, and then consolidate them all into one	P1		
177.	Maintain a record	The system should be able to maintain a record of the original budget request and the finalized	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		approved budget, and show the difference between the amounts, where applicable			
178.	Output of budgets	The system should be able to show the above record per period, per department, per budget holder	P1		
179.	History of budgets	System should be able to show the differences between the original and the final budget both as amounts, and as percentages; there should be reason codes for this as well, and a provision for a narration	P1		
180.	Editing of budgets	The different departments/budget holders should not be able to make edits to the final budget once it is decided upon and communicated by Head of Finance and CEO	P1		
181.	Update of expenditure/revenue	The different parts of each department's budget should be adjustable accordingly with each	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		expenditure/revenue, as soon as the amount is recognized in the system			
182.	Recognition of revenue/expenditure	The different parts of each department's budget should be adjusted accordingly with each expenditure/revenue, as soon as the amount is recognized in the system. The system should have a provision to show expected vs actual revenues/expenditures for each budget	P1		
183.	Update expenditures	of As each department earns/spends money, the total amount should be reflected on the consolidated budget and viewable by department heads, Head of Finance and CEO at all times	P1		
184.	Re-allocation budgets	of Throughout the period, the budget holders should be able to make re-allocation requests to their budget, and these are reflected on approval by the Head of Finance and CEO; there should be reason codes/narrations for all re-allocation requests	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
185.	Record of re-allocations	When re-allocations are done, the system should keep a record of the original finalized budget, but replace this with the new one that contains the re-allocations	P1		
186.	Budget differences	Users should be able to see the differences between the original final budget and the final re-allocated budget in terms of amounts or percentages	P1		
187.	Notifications of budget re-allocations	There should be a special notification if budget re-allocations occur across different departments, and this should be shown in a report for the period; the budget holder of the unit whose amounts have been reduced should get a notification to adjust spending by that stated amount	P1		
188.	Budget warnings	There should be a provision for budget line warnings if needed, e.g. A budget warning could be input at an amount of X, for a budget of amount Y, to show the state of the budget	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
189.	Auto population of some budget figures	The system should have a provision to auto-populate projections e.g. depreciation amount for the period into certain budget lines at the time of budget construction	P1		
<b>Fixed Assets</b>					
190.	Asset Acquisition	The system should support addition of new assets acquired	P1		
191.	Asset valuation	The system should support evaluation of assets	P1		
192.	Asset classification	The system should have the ability to create groupings of assets by user defined criteria for reporting purposes (Categorization/Classification of assets)	P1		
193.	Asset addition/Update of the asset register	The system should be able to maintain an asset register	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
194.	Asset addition/Update of the asset register	The system should support addition and update of assets to the asset register	P1		
195.	Asset numbering	The system should support automatic asset numbering with unique codes	P1		
196.	Asset verification	The system should be able to capture the location (Stations) of assets	P1		
197.	Asset verification	The system should support asset verification	P1		
198.	Asset disposal	The system should support disposal of fixed assets	P1		
199.	Asset revaluation	The system should allow revaluation of assets including change on the basis of depreciation and net book value	P1		
200.	Asset revaluation	The system should support scheduling of revaluation of assets	P1		
201.	Asset revaluation	The system should support adjustment of the cost of an asset	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
202.	Asset revaluation	The system should have the ability to review revaluation journal entries before posting	P1		
203.	Asset transfer	The system should support creation of asset transfer requests by users	P1		
204.	Asset transfer	The system should support approval of asset transfer requests	P1		
205.	Asset transfer	The system should enable update of the asset register upon completion of asset transfer	P1		
206.	Asset transfer	The system should be able to generate an asset transfer report to track asset information	P1		
207.	Asset capitalization	The system should support asset capitalization	P1		
208.	Requisition of fixed assets	There should be a provision for users to make a requisition for fixed assets; these requisitions should be approved by the user's HOD, and also be able to give a narration for who made the original request, state why the asset is required and the	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		type of requisition e.g. Type of Requisition: new, addition, replacement			
209.	Capturing of user requests	For departments where the user is not able to generate the request, there should be a provision for the HOD to initiate the request, and also be able to give a narration for who made the original request, state why the asset is required and the type of requisition, e.g. Type of Requisition: new, addition, replacement	P1		
210.	Creation of asset cards	If the item to be requested does not exist in the database as yet, an appropriate user should be able to create the asset's card so that it can be used in the requisition	P1		
211.	Limitation of creation of fixed asset cards	The system should be able to limit the creation of cards for new fixed assets additions to only designated Personnel. If that department's HOD is not the budget holder for the department, then there should be a provision for an additional approver to	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		assess whether the department's budget can handle the acquisition; there should be a provision for the approvers to put in their decision (approved/rejected), and a narration for the rejections; a notification of the decision should then be sent out to the person who generated the request.			
212.	Handling of approved requisitions	For items that have been approved, the requisition should then be passed on to the Head of Finance or department head for assessment of availability of funds	P1		
213.	Record of acquisitions	The system should be able to maintain a record of all requisitions made, and the decision that was taken for the request; the record should have the name of the requesting individual, the department, the date, the item requested for	P1		
214.	Rejected requisitions report	Users should be able to generate a report per the different reasons for rejection	P1		
215.	Affirmation of approved requisitions	If the requisition is approved by the Head of Finance, and affirming availability of funds, it should then be	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		forwarded to Procurement to be converted into an order			
216.	Upload of scanned documents for acquired fixed assets	When the asset is received, there should be a provision for the purchase documents to be scanned and uploaded to the asset card	P1		
217.	Checkbox for engraved items	There should also be a checkbox to mark the asset as engraved, once that procedure of engraving is complete	P1		
218.	Attaching of department and responsible user to assets	The Appropriate authorised personnel should be able to attach the asset to a department, a particular responsible staff, and also indicate a put-to-use date, depreciation method and date, and insurance information	P1		
219.	Insurance Report	Periodically, the system should be able to run a report that shows assets in the system that are not attached to insurance information so that these can be added to a certain scheme, or have a new one created for them	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
220.	Undepreciated assets report	When the depreciation batch job is run, there should be a report of all assets in the system that are yet to be depreciated	P1		
221.	Posting groups of fixed assets	The system should not allow posting groups for fixed asset additions other than GL FA Additions	P1		
222.	Transfer of additions at the end of financial year	After the close of the Financial year, the system should allow the transfer of the additions for the year to the respective accumulated cost ledger so as to facilitate easier reconciliation of book values with audited/reported values at any time	P1		
223.	Matching of codes to the appropriate posting codes	If possible, the system should be able to match the classification code on the FA Card and the appropriate GL posting code so that inappropriate postings to the GL are automatically rejected	P1		
224.	Differentiation of fixed assets	The system should have a provision that allows the user to differentiate, say using serial numbers, a main asset, component and accessory	P1		
225.	Attaching of a technical person to a fixed asset	When asset classes are being set up, there should be a provision for the name of the technical person in charge of that group of assets to be recorded so that	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		this person can be called on when decisions concerning any asset in their category needs to be taken			
226.	Vendors for Maintenance	The system should be able to keep a record of all maintenance vendors, the number of times maintenance is carried out, and how much each service costs	P1		
227.	Report of fixed asset maintenance	The system should be able to generate a report of all maintenance carried out per asset, per period, per vendor.	P1		
228.	Report of departmental transfers	Where applicable, the system should be able to generate a report of all the asset's departmental / responsible person transfers, and generally movement of the asset	P1		
229.	Record of due dates for maintenance	The system should have a provision that allows the user to select how often the maintenance/service needs to take place so that there is a system alert when maintenance is due	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
230.	Report for tagging/un tagging	Each time the asset is tagged as Under Maintenance, there should be a report that shows the duration of this, from the day/time the checkbox was marked, to when it was unmarked	P1		
231.	Uploading of maintenance documents	There should be a provision for scanning and uploading maintenance documents that pertain to a particular fixed asset	P1		
232.	Alerts for warranty	The system should be able to send out an alert when the warranty date system alert is almost due	P1		
233.	Record of receipt date	There should be a provision to maintain the record of when the asset was received at the premises	P1		
234.	Report between receipt and put to use date	There should be a report that shows the duration between the receipt of the asset and its put-to-use date	P1		
235.	Disposal request	There needs to be a provision for a user to generate a Disposal request for a particular asset, and then have this approved by the Head of department or Head of Finance	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
236.	Disposal report	For technical equipment, the system should have a provision for the technical person responsible for that type of equipment to generate a report supporting or opposing the disposal; this report needs to be forwarded to the Disposal Committee	P1		
237.	Approval/Rejection of disposal	Once the report is reviewed by the Disposal Committee, there should be a provision for an authorized representative to also either approve or reject the disposal; there should be a reason code for this	P1		
238.	Head of Finance input on asset disposals	Once the asset is marked for disposal by sale, then it should be forward to the Head of Finance for assessment of value; there should be a provision to capture the suggested price, and a narration for the reasoning behind the price	P1		
239.	Recording of a disposal method	Once the suggested price is captured, then there should be a provision for the Disposal Committee representative to select the desired method of disposal	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
240.	Actualization of disposal	After this information is captured, the system should have a provision for it to then be forwarded to Procurement for disposal	P1		
241.	Report showing discrepancy between expected and set price	If the asset is sold at a price other than the one that was set by the Committee, the system should give a report of the difference, whether it was less than or more than the set price	P1		
242.	Report for asset disposal	There should also be a report that shows the time between when the asset is approved for disposal, and its actual disposal date	P1		
243.	Check mark for removal of engravings	There should be a checkbox to mark whether the engraving has been removed from the asset, where applicable; the date, time and user ID of this check needs to be recorded as well	P1		
244.	Monitoring of payments for asset sales	When payments are received for the asset, there should be a report of whether the expected payment has been received in full or not; where it is not received in full, there should be a provision for the user to put in the expected date for the balance, so that a reminder notification can be generated for this	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
245.	Disposed assets report	There should be a report that shows assets that have been disposed off before their previously set number of useful lives are completed	P1		
246.	Report per disposal methods	Users should be able to generate a report per the different disposal methods	P1		
247.	Handling of accounting entries on disposal	Upon disposal of a FA, the system should be able to transfer the cost and depreciation of the asset disposed off to the appropriate GL Cost and Depreciation Elimination accounts	P1		
248.	Capitalization of assets	FA should be capitalized as per the "Put to use" date and depreciation should be calculated thereafter. CWIP account should be created for FA in case of assets that take a long time before being put to use	P1		
249.	Depreciation report	Separate depreciation report should be available based on local taxation			
250.	Identification of lease assets	The system should allow capitalization of assets that are purchased on a finance lease and to be included in the FA register, but are able to be identified as finance leases as well	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
251.	Revaluation of assets	Revaluation of FA and impairment recognition to alter the value and respective depreciation should be effected	P1		
252.	Limit of capital expenditure	Pre-defined limits should be set in the system to ensure that capital expenditure is not wrongly treated as revenue expenditure, based on the hospital's policy	P1		
253.	Handling of write offs	At the time of destruction, sale or write off, the system should be able to close off the respective asset ledger and calculate profit or loss on disposal	P1		
254.	Classification of assets	The system should be able to classify the assets according to different categories, sub-categories, dimensions and cost centers	P1		
255.	Recording location of assets	The system should be able to capture the assets according to Group member/location	P1		
256.	Editing of asset details	The system should have a provision to edit the FA Card with respect to change in location, responsible employee; the system should also have user access limits for any adjustments made to the FA Card	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
257.	Fixed assets components	For equipment with many components the system should be able to capture every individual component of the main asset and enter separate details for each e.g. Depreciation	P1		
258.	Purchased assets report	There should be a report showing the value of assets purchased per period	P1		
259.	Current asset valuation report	There should be a report showing the current valuation of fixed assets	P1		
260.	Expenditure on asset repairs report	There should be a report showing expenditure on asset repairs per asset, per period, per reason, per vendor	P1		
261.	Report showing length of time for repair	There should be a report showing the length of time between each respective asset's repair	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
262.	Fixed asset disposals report	There should be a report showing assets that have been disposed from the fixed assets register, including the reasons for the disposal, salvage value	P1		
	<b>Inventory</b>				
263.	Raising a request for inventory, approval, ordering and receipt	The system should enable the head of department to verify availability of item in store without physical presence at the store premises	P1		
264.	Raising a request for inventory, approval, ordering and receipt	The system should support completion of the LPR form on the system	P1		
265.	Raising a request for inventory, approval, ordering and receipt	The system should support Approval by the Head of finance and procurement manager for the LPO and quotation analysis report	P1		
266.	Raising a request for inventory, approval, ordering and receipt	The system should accommodate a substantial number of suppliers to select from when generating the LPR	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
267.	Raising a request for inventory, approval, ordering and receipt	The system should be able to notify the selected suppliers regarding the LPRs and LPOs	P1		
268.	Raising a request for inventory, approval, ordering and receipt	The system should be able to notify procurement at the point of LPR generation	P1		
269.	Raising a request for inventory, approval, ordering and receipt	The system should be able to notify the medical director, Head of finance and procurement manager regarding sending of the LPOs to the suppliers	P1		
270.	Raising a request for inventory, approval, ordering and receipt	The system should also have maximum stock balances, and these should automatically send an alert when the stock levels reach beyond this point. This should consider what is currently in stock and purchase orders	P1		
271.	Issuing	The system should support issuing of inventory using FIFO	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
272.	Issuing	The system should support request of material and issuance	P1		
273.	Issuing	The system should support approval of item issuance	P1		
274.	Stock taking	The system should support the stock count process	P1		
275.	Stock taking	The system should have the ability to define the cycle count per Item / Product or product category	P1		
276.	Disposal of inventory	The system should support flagging expired items	P1		
277.	Disposal of inventory	The system should support flagging of items due to expire	P1		
278.	Disposal of inventory	The system should generate a report of the inventory position including expired and items due to expire	P1		
279.	Disposal of inventory	The system should enable removal/disposal of items from the inventory	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
280.	Bank reconciliation	The system should support bank reconciliations for all bank accounts	P1		
281.	Debt management	The system should support debtor aging	P1		
282.	Debt management	The system should be able to keep track of the debtors to the hospital	P1		
<b>Cash Management</b>					
283.	Cash management	The system should support cash management processes	P1		
284.	Cash management	The system should maintain multiple bank accounts; supporting cheque or deposit, cash, petty cash, credit /debit card accounts	P1		
285.	Cash management	The system should maintain one cash book per bank account	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
286.	Transactional Entry	The system should have a provision for balancing accounts to be predefined for some journals	P1		
287.	Similar entries	The system should have a function that allows an entry already posted to be used as a standard journal for future postings	P1		
288.	Contra entry	The system should bring up a notification if a user attempts to post an entry with debit and credit to the same account	P1		
289.	G/L account edit rights	User rights to edit G/L accounts should lie with only particular users	P1		
290.	Bank reconciliations	The system should enable a user to perform monthly bank reconciliations by way of upload of bank statements and automatic knocking off	P1		
291.	Reporting Currencies	The system should have a base and Additional reporting currency	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
292.	Forex Revaluation	The system should enable automatic revaluation of forex-based balances as at the year end and forex-based transactions at the time of the entry should capture the revaluation gain/loss using the "income tax rate"	P1		
293.	Exchange rates	There should be a provision to enter exchange rates in the system as often as required; where applicable, transactions should be reflected with the appropriate exchange rate and conversion	P1		
294.	Forex Revaluation	The system should have a provision for segregation of Unrealized Gain / Unrealized Loss into Realized Gain / Realized Loss	P1		
295.	Postdated Cheques	The system should allow postdated cheques to be entered, and at the due date, alerts should be given to the user for deposit	P1		
296.	Intercompany	The system should allow Intercompany fund transfers	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
297.	Intercompany	Intercompany accounts (receivables/payables) should be separately grouped to be easily identified	P1		
298.	Financial statements	Period end financial statements should be generated once the financial period is closed - statement of comprehensive income, statement of financial position, statement of changes in equity and cash flow statement	P1		
299.	Financial statements	Monthly financial statements should be extractable without closing the period. Reports to be generated include Statement of Comprehensive Income, Statement of Financial Position, Statement of Changes in Equity, Cash Flow Statement	P1		
300.	Taxation – VAT	<p>The system should allow Input / Out-Put VAT to be configured in system. E.g. The IMGPE entity files VAT made on sales as stipulated by URA. VAT structures include;</p> <ul style="list-style-type: none"> <li>VAT18%</li> </ul>	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		<ul style="list-style-type: none"> <li>VAT 0% on exports</li> <li>Tax exempted for some customers</li> </ul> <p>The VAT calculation and segregation should be possible on the system</p>			
301.	Taxation – VAT Report	Periodically, a user should be able to generate a VAT report that shows the breakdown of all the transactions into the corresponding VAT structures.	P1		
302.	Taxation – WHT	The system should be able to handle WHT	P1		
303.	Taxation – WHT	The system should enable input of a list of exempt taxpayers	P1		
304.	Taxation – WHT	Ledgers such as Professional fees, interest, dividends should have alerts for WHT	P1		
305.	Taxation – WHT	Payments for non-residents should have alerts for WHT	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
306.	Opening balances per period	There should be a provision for reversing journals at the end-of-periods e.g. those which allow for all additions throughout the year to now populate to the ending balance at the end-of-the-period, and therefore opening balance at the beginning of the next period	P1		
307.	Procurement of newly created items	During procurement, if the item to be procured is a newly created item, and above a certain set cost price limit, the system should automatically require that a purchase quote is generated first, and that no LPO is generated if no quote analysis is performed; the system should therefore be able to help a user determine when a new item was added to the item list, in terms of date	P1		
308.	Allocation of Costs	The system should allow allocation of overheads e.g. electricity, fuel, security to cost centers	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
309.	Notification to vendors on payment processing	There should be a provision to record the credit terms per vendor so that the system is able to send out an alert when that vendor's invoice payments are due for processing	P1		
310.	Changing of payment date	If the terms are different for a certain transaction, there should be an option for the user to put in the expected payment date so that the system is also able to generate a payment alert based on this	P1		
311.	Generation of payment vouchers	For payments that are due, the user should be able to make the necessary payment vouchers for these, and this should have the necessary approvals, where applicable, and as such have a provision for reason codes to be entered into the system	P1		
312.	Tracking of prepayments	There should be a provision for prepayments to be captured in terms of both amounts and percentages; these should be linked to the purchase order/invoice and be separately tagged. The tagging	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		should enable the users to extract reports of only advances linked to the vendors			
313.	Viewing of budgets on approval	When giving approvals for payments, the user should be able to view the department's budget so as to guide the decision; when an approval is given, the system should show the potential implication to the budget, how much would be left after the payments as well as the percentage as compared to that particular line item	P1		
314.	Partial payments	When making partial payments, the system should be able to calculate the percentage that has been paid, and therefore the percentage that is left to be paid; for partial payments that are made more than once, the system should maintain a running counter of the total percentage paid off and the percentage remaining; this should apply for payment receipts as well	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
315.	Limits for payments	If user limits are set up, then each user should be able to view and make payments for their range, and any range below their set range	P1		
316.	Approval hierarchy and limits	The system should have a provision for multiple users to be set up as authorized to make payments; these should be setup with their individual limits	P1		
317.	Limitation of mode of payment	Depending on the mode of payment to be used, access should be provided to the users as such, and a notification informing the user they are not eligible to approve a certain type of payment should come up if they attempt to do so	P1		
318.	Printing of payment vouchers	There should be a provision to print out payment vouchers for signing by the appropriate signatories	P1		
319.	Capture of signatures	The system should have a provision that allows actual user signatures to be copied and pasted onto certain documents	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
320.	Cash Requisition	There should be a provision for users to send cash requisition requests to the Finance office	P1		
321.	Consolidation of requests	After a certain daily time, limit is reached, the system should be able to consolidate the different requisitions into one document so that the total sum expected is known; the document should show the requesting department/unit as the major line item	P1		
322.	Viewing of consolidated requests	The consolidated requisition should allow the user to expand the major line item so as to view the different individual line items within a particular department's/unit's request	P1		
323.	Line approvals	There should be a provision, on each line, for the authorized user to approve/deny a particular request; this field is not mandatory - only needs to be populated for the rejections	P1		
324.	Reason for rejection	There should be a reason code for all the rejections, and a narration field where need be	P1		

## Part 2: Section 6. Statement of Requirements

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
325.	Rejected items	For line items marked as rejected, that department's/unit's total requested amount should re-calculate as applicable, so as to revise the final amount being requisitioned	P1		
326.	Cash requisition history	The system should be able to maintain a record of all cash requisitions vs. cash disbursements	P1		
327.	Bank withdrawal for requisitions	For cash requisitions that require a bank withdrawal, there should be a provision to scan and upload the signed/stamped bank withdrawal form; other details to be captured are date, time and the name of the CoRSU representative that did the bank withdrawal	P1		
328.	Allocation of cash	In the system, when cash is being allocated to/issued to the different departments/units, the appropriate accounts should be reflected	P1		
329.	Accountability for expenditures	When the departments receive the money, they should be able to record accountability for the	P1		

**Part 2: Section 6. Statement of Requirements**

Finance Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		expenditures; total accountability should match the total sum that was received, otherwise the system gives out a notification the next time they attempt to generate a new cash requisition			
330.	Transport cash requests	For transport petty cash requests, the system should have a list of common destinations and how much needs to be issued for that destination; there should be a provision for the user to give a narration to explain any amount given in excess of the set amount	P1		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
1.	Recruitment	The system should be able to notify shortlisted applicants regarding the date of the interview	P2		
2.	Recruitment	It should be able to notify all applicants regarding the submission of their applications	P2		
3.	Recruitment	Notifications to applicants who didn't make it to the shortlist	P2		
4.	Recruitment	Notifications to the unsuccessful interviewed candidates	P2		
5.	Recruitment	The system should have mobile capability	P2		
6.	Recruitment	The system should be able to capture the expected terms and conditions (A form to be filled) of the applicants	P2		
7.	Recruitment	The system should be able to capture the job specifications per recruitment request	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
8.	Recruitment	The system should be able generate a report on the consolidated applicant profile	P2		
9.	Recruitment	The system should be able to generate a report of shortlisted candidates based on the set job specifications in the advert	P2		
10.	Time and attendance management	The system should be able to capture the hospital shifts	P2		
11.	Time and attendance management	The system should be able to capture the time spent on job from the time of clock in and out	P2		
12.	Time and attendance management	The number of hours spent on job captured by the system should be linked to the payroll computation for employees paid based on number of hours done	P2		
13.	Time and attendance management	The system should be able to generate an accurate attendance report	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
14.	Time and attendance management	The system should be able to capture all staff details regardless of category	P2		
15.	Time and attendance management	The system should be able to calculate the employee's overtime based on their shifts	P2		
16.	Time and attendance management	The system should be able to flag absenteeism of employees during the weekdays excluding weekends and public holidays	P2		
17.	Time and attendance management	The system should automatically flag the terminated employees	P2		
18.	Appraisal	The system should be able to capture the employee or staff appraisal details	P2		
19.	Appraisal	The system should be able to capture the training needs recommended	P2		
20.	Appraisal	The system should keep a history of past appraisals for an employee or staff	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
21.	Appraisal	The system should be able to notify the appraiser of the next appraisal date a month and 2 weeks prior	P2		
22.	Appraisal	The system should be able to capture the employee's or staff's next and subsequent appraisal dates	P2		
23.	Leave management	The system should enable an employee to request for leave	P2		
24.	Leave management	The system should enable supervisor to approve leave requests	P2		
25.	Leave management	The employee should be able to view their leave balance	P2		
26.	Leave management	The system should reserve the access rights to the HR team to modify the leave balance of employees	P2		
27.	Leave management	The system should exclude public holidays and weekends from the leave days to be taken except for sick leave	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
28.	Leave management	The system should automatically calculate the number of days to be taken when the employee selects the start and end date of their leave	P2		
29.	Leave management	If an employee clocks in to work on a public holiday (X2) or weekend (X1.5), the system should amend the equivalent number of hours spent on the job to the employee's leave balance or the time should be remunerated at the agreed public holiday or weekend pay rate	P2		
30.	Payroll processing	The system should be able to generate pay slips	P2		
31.	Payroll processing	The system should be able to capture the percentage allowances i.e. lunch, transport and housing	P2		
32.	Payroll processing	Access to the payroll file should be restricted to the authorised personnel	P2		
33.	Payroll processing	The system should enable capturing of all payroll related components	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
34.	Payroll processing	The system should enable the authorised signatories to sign off the payroll	P2		
35.	Payroll processing	The system should automatically drop all terminated off the payroll	P2		
36.	Payroll processing	The system should automatically calculate and deduct the statutory deductions from the payroll and other deductions	P2		
37.	Payroll processing	The system should flag employees that have attained the age of 55 for purposes of NSSF deduction	P2		
38.	Payroll processing	The system should enable capturing of the surgeons' fees for the month	P2		
39.	Payroll processing	The system should enable capturing of the private practice fees for the month	P2		
40.	Payroll processing	The system should enable capturing the responsibility (Acting) percentage increment for an employee	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
41.	Payroll processing	The system should be able to capture any other taxable benefits	P2		
42.	Payroll processing	The system should be able to capture the overtime, weekends rates	P2		
43.	Payroll processing	The system should be able to automatically extract employee payroll details to the payroll file and enable the SHRO to modify the payroll file	P2		
44.	Payroll processing	The system should be able to calculate the payroll based on the number of days worked	P2		
45.	Payroll processing	Once the payroll has been processed, it should not be editable by anyone	P2		
46.	Payroll processing	The system should enable the Head of HR to generate a new payroll file each month	P2		
47.	Payroll processing	The payroll module should integrate with the Time and attendance management system	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
48.	Employee Insurance management	The system should be able to capture the details for an insurance policy (Type, benefits, beneficiaries, etc)	P2		
49.	Employee Insurance management	The system should be able to capture the utilization reports details for a policy	P2		
50.	Training	The system should allow a user to map training needs to the business strategies and objectives	P2		
51.	Training	The system should allow for development of employee training plans / schedules	P2		
52.	Training	The system should allow the user to develop the Individual development plans (IDP's)	P2		
53.	Training	The system should have the ability to assign training needs to employee by their supervisor	P2		
54.	Training	The system should automatically assign job-based training needs to employees	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
55.	Training	The system should allow the user to map training needs to business strategies and objectives	P2		
56.	Training	The system should keep track of completion statuses for the different training being pursued by employees	P2		
57.	Training	The system should allow the employees to conduct self-service to manage their own training	P2		
58.	Training	The system should support Automated reminders regarding mandatory trainings and due dates for ongoing trainings undertaken by employees	P2		
59.	Training	The system should allow employees access their Personalized individual learning dashboard	P2		
60.	Disciplinary	The system should support recording completed and ongoing disciplinary cases	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
61.	Employee exit	The system should enable an employee to fill an exit clearance form and submit for approval to the department head	P2		
62.	Employee exit	The system should support approval of the exit clearance form by the department heads and Head of HR	P2		
63.	Employee exit	The system should be able to notify the department head when the employee submits the completed clearance form	P2		
64.	Employee exit	The system should be able to notify the head of HR upon approval by the department head	P2		
65.	Internship/Industrial training/placement	It should be able to notify all applicants regarding the submission of their applications	P2		
66.	Internship/Industrial training/placement	Notifications to applicants who weren't selected for internship.	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
67.	Internship/Industrial training/placement	The system should be able to capture the expected terms and conditions (A form to be filled) by selected interns.	P2		
68.	Internship/Industrial training/placement	The system should be able generate a report on the consolidated applicant profiles	P2		
69.	Voluntary Employment Management	It should be able to notify all applicants regarding the submission of their applications	P2		
70.	Voluntary Employment Management	It should be able to send Notifications to applicants who weren't selected to volunteer.	P2		
71.	Voluntary Employment Management	The system should be able to capture the expected terms and conditions, application (A form to be filled) by prospective volunteers	P2		
72.	Internal communication	The system should allow users to make request for a communication	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
73.	Internal communication	The system should allow a user to select the type of communication/message; each message should have its respective form	P2		
74.	Internal communication	The system should allow for approval of the message from the supervisor	P2		
75.	Internal communication	The system should allow for tracking of a message published and number of views per message	P2		
76.	Internal communication	The system should support creation of user groups for specific group restricted messages	P2		
77.	Internal communication	The system should notify users within a process of the approvals and rejections	P2		
78.	Internal communication	The system should allow for message to be updated and assigned to multiple users before being published	P2		
79.	Internal communication	The system should allow for attachments on messages	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
80.	Internal communication	The system should be able to store messages per category	P2		
81.	Internal communication	The system should be able to display communications to users via a dashboard	P2		
82.	Fixed and variable pay structures	The system should have a provision for multiple pay structures, e.g. fixed pay per month, variable pay per month, etc.	P2		
83.	Viewing of consultations by HR officers	HR Officers should be able to view all the consultations made per specialist doctor (no patient names should be viewable)	P2		
84.	Calculation of doctors pay	For doctors that are payed as per how many consultations they did, the system should have a provision to put in the rate for each consultation so that a computation can be done based on how many there were for that period	P2		
85.	Payroll history	The system should be able to show staff payroll history, with the details of all the earnings and deductions trackable	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
86.	Review of payments	The system should compile all necessary staff payments and forward this report to the Appropriate authorised personnel who reviews it before instructing the bank to make payments	P2		
87.	Recording of overtime	The system should have a provision to record overtime allowance, for employees that are eligible for it	P2		
88.	Handling of different overtime structures	System should have a provision for multiple overtime structures e.g. fixed, variable	P2		
89.	Upload of overtime payments	At the time of payroll calculation, the HR Officer should be able to upload the approved file from the employee's HOD that evidences the need for overtime pay	P2		
90.	Update of statutory payments	The system should update the employee master file and the payroll file (PAYE and NSSF schedules) when an employee is tagged as exited from the company	P2		
91.	Report showing deviations of payments	The system should have a report of all staff payroll computations that are higher/lower than the previous	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		months payroll information, and be able to show the reason for the difference			
92.	Posting to payroll accounts	The only posting from the payroll accounts should be from the payroll module; no direct posting should be set up for this	P2		
93.	Doctors claims report	The system should allow the HR Officer to generate a report for the doctors claims, which should be shared with the doctor so that he/she can inform them of any queries; in case of any adjustments to the claims, there should be a provision to make these amendments and link them to actual system invoices	P2		
94.	Pay slip	The comprehensive pay slip should be able to generate one pay slip per individual containing the details of the remunerations the individual staff are entitled to e.g. commission and these should be sent by email, where the employee's email address is listed	P2		
95.	Payroll calculation schemes	The system should provide different calculation schemas for the different NSSF, PAYE (0-30% as per the tax brackets) calculation rules as applicable (e.g.	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		interns, staff on secondment, expatriates and according to the age			
96.	Salary computations and history	The system should be able to compute and keep a record of salaries for employees and their tax obligations	P2		
97.	Handling of salary suspensions	System should have an option that allows the HR to tag employees for whom salary for the month should not be processed e.g. employees under investigation	P2		
98.	Loans and advances	The accounting entries for loans/advances should be captured in the Human Resources module so that the payroll is adjusted accordingly	P2		
99.	Salary arrears	A provision for salary arrears payments should be built into the system with the respective tax computations and deductions.	P2		
100.	Summary payroll reports	Summary reports should be available of the payroll costs per month for different variations such as department wise, age wise, entity, position/title	P2		
101.		Deduct the money for recovery from the employee pays lip and generate a monthly report listing the	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
	Monthly payroll deductions	deduction for each individual employee			
102.	Earnings and deductions	System should have a provision that shows all the different earnings and deductions that could be accorded to a staff member	P2		
103.	Employee benefits	There should be a provision for employee benefits; the system should be able to maintain a record of all the benefits accorded to any particular employee, including their cost implications e.g. health insurance	P2		
104.	Numbering for specialist doctors	The Specialist Doctors should have their own set of serial numbers in the system	P2		
105.	Specialist doctors contract details	For Specialist doctors, there should be a provision for the HR Officer to record the terms of contract, and as such, scan and upload the contract documents to the Specialist's card	P2		
106.	Viewing of specialist doctor details	Edit rights on the Specialist doctors' cards should be restricted to particular users, and the system should maintain a log of any changes made	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
107.	Details of specialist doctors on documents	There should be a provision for each Specialist Doctor's unique serial number to appear on all the consultations and procedures they are part of	P2		
108.	Calculation of specialist dues	To compute the amount owed to each specialist, the system should be able to calculate the total pay, based on the type of service offered by the specialist, and the consultation/patient number, and also based on the terms of their contract; the system should be able to do this either based on a total (target) number of patients, or as a percentage of the fees earned	P2		
109.	Specialist doctors report	There should be a provision for Specialist doctors to generate a report of their consultations/procedures	P2		
110.	Viewing of billed patients	HR Officer should be able to view if the patient was actually billed for the consultation/service, and the total amount of this	P2		
111.	Report showing unbilled consultations /services	There should be a report of consultations/services that appear in the system but were not billed as expected; any extra charges should go through an approval process	P2		

## Part 2: Section 6. Statement of Requirements

Human Resource and Payroll Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
112.	Handing of billing rates	At the time of determining money owed to specialists, the system should only calculate as per the CoRSU billing rate, even though the invoice may have been calculated at a different billing factor	P2		
113.	Rejection of claims	The HR Officer should be able to reject claims on doctor's report if there is a discrepancy between it and the one generated in the HR office; There should be a provision for the reason code for this	P2		
114.	Recording of invoicing costs	Costs should be recorded at the time of invoicing based on the resource list and the details of the contract of the doctor	P2		
115.	Computation of withholding tax for specialists	For all finalized specialist claims, a 6% withholding tax should be imposed on this and shown on the document	P2		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
1.	Patient booking	The system should ensure that access to the appointment schedule is limited to the customer care officer	P1		
2.	Patient booking	The system should enable the doctors to book appointments for patients	P1		
3.	Patient booking	The system should ensure that any cancellation of appointment is approved by the PA-CEO/PR before taking effect	P1		
4.	Patient booking	The system should be able to capture the discharge date of a patient	P1		
5.	Patient booking	The system should be able to notify the customer care team regarding next review date of patients after discharge	P1		
6.	Patient booking	The system should keep track the doctors' availability and schedule	P1		
7.	Patient booking	The system should be able to capture the different workstations at CoRSU	P1		
8.	Patient booking	The system should keep track the doctors' working stations.	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
9.	Patient booking	The system should track partner organisation schedules.	P1		
10.	Patient booking	The system should categorize the patients based on the user fees lists and age	P1		
11.	Triaging	The system should be able to automatically assign the logged in triage nurse against a particular triage session	P1		
12.	Triaging	All patient vitals should made mandatory	P1		
13.	Triaging	The system should provide an option to wavering a mandatory vital measurement.	P1		
14.	Triaging	The system should enable the triage nurse to edit the triage details before submission.	P1		
15.	Triaging	The system should be able to show the number triage sessions (assessments) done per triage nurse	P1		
16.	Triaging	The system should show the number of patients seen per doctor	P1		
17.	Triaging	The system should be able to show the number of patients seen per day categorized as adults and children separately.	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
18.	Triaging	The system should enable the triage nurse to see the patients due for operation to prioritize doctor assessment.	P1		
19.	Triaging	The system should be able to indicate the time when a patient was registered to ensure that those registered earlier get attended to first	P1		
20.	Emergency cases	The system should have a provision of emergency patients/cases to be seen regardless of the time registered	P1		
21.	Triaging	The system should be able to show private patients to ensure that the triage nurse attends to them first.	P1		
22.	Assigning a patient to a doctor	The system should enable the triage nurse to assign patients to a doctor	P1		
23.	Triaging	The system should show the number of patients seen in a particular month based on their specialities and categories.	P1		
24.	Triaging	When recording the triage assessment results, the recording should be standard as per the medical nature or writing.	P1		
25.	Triaging	Calculation of BMI should be automatic,	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
26.	Triaging	The height should be captured in meters for patients over 1 year of age and centimetres under 1 year.	P1		
27.	Triaging	For children under 1, the system should be able to represent the weight to height ratio on a chart (Nutrition status)	P1		
28.	Editing patient details	The system should allow the user to edit existing patient information, with appropriate user rights; this would require adjustments to acceptable posting dates as well; there should be a notification for all implications the editing would create	P1		
29.	Patient Number series	The system should automatically assign a patient ID from a set number series to each new patient created	P1		
30.	Tagging related patient details	When creating a new patient, they should be tagged to one of the payment options available, but the system should have a provision for a different bill-to to be selected at each consultation	P1		
31.	Checking for duplicate patients	Creating a new patient, if a combination of certain specified information appears to be the same exact information as that which belongs to an existing patient, the system should alert the Admin Assistant	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		creating the patient so that they can confirm that these are two different persons - the alert should provide the patient ID number that appears to have similar information so that this can be checked out to confirm that no duplicates are being created e.g. same name and phone number			
32.	Organization accounts	The system should have a provision to create organization accounts so that members of that organization can be tagged under an "organization number" and that all these details are easily retrievable	P1		
33.	Viewing of patient records	Patients created in the patient database should be viewable by all network locations/branches by the same exact patient number	P1		
34.	Checking of patient details	System should have a provision for the Admin Assistant to check the existing patient database for specific information so as to determine whether the patient is a new or existing patient	P1		
35.	A&E patient creation	For A&E patients, since sometimes it might prove to be difficult to identify whether a patient is	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		existing/new before the medical team works on them, the system should have a provision to create a dummy account for that patient; the dummy account can then be transformed into the patient's real account, or a new account for a new patient; the dummy account should have a different set of serial numbers			
36.	Patient Mandatory fields	The system should have some fields as mandatory so that the Admin Assistant is not able to create a new patient card without some of this information, e.g. Name, DOB, Age, Phone No., Sex, Next of Kin information	P1		
37.	Selection of a particular personnel on a patient visit	If the patient wishes to see a specific General Doctor, the system should have a provision for this General Doctor to be selected, and this should show up on the patient's history	P1		
38.	Creation of consultation numbers	System should have a provision for the Admin Assistant to create a Consultation Number for each doctor's consultation that patient receives	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
39.	Number series for consultations	The consultation number should be created automatically from a no. series in chronological order from the previous no. used for a previous consultation of any patient, i.e. Consultation Numbers are chronological in terms of all patients that come to the hospital, and not only as per the respective patient	P1		
40.	Creation of consultation invoice	When an OPD chit is created, the system should automatically create an invoice for it, based off of the type of consultation that has been created	P1		
41.	Identification of doctors	Each doctor should have a doctors' ID so that any services offered by them can be tagged to that particular doctor	P1		
42.	Splitting of Invoices	System should have a provision to split invoices into various modes of payment where need be, for any service/drugs received	P1		
43.	Notifications on selection of mode of payment	The system should allow a notification pop up to the reception when a client's selected payment option isn't valid. System should auto-populate the mode of payment to the patient's default mode as on the	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		card; this should be editable where required and this should be done by the authorized user			
44.	Numbering on splitting of invoices	When an invoice is split, the consultation number attached to that invoice should be transformed into multiple consultations to maintain the linkage, i.e. C001A, C001B	P1		
45.	Modes of payment	System should have a provision for multiple modes of payment, i.e. Cash, prepaid and invoicing	P1		
46.	Details relating to mode of payment	When each respective mode of payment is selected, the system should have the provision to put in the fields required for each, and have these mandatory for that mode	P1		
47.	Display of mode of payment	The mode of payment selected for the patient's consultation should show up on the OPD chit created, and also carry across the system for billing purposes	P1		
48.	Display of mode of payment	For modes of payment that require other external information captured, the system should have a provision for this, for example claim forms	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
49.	Appointments for specialist doctors	The system should have a provision for customer care to create appointments for doctors	P1		
50.	Editing of appointments	Customer care should be able to edit the appointments in case some have been rescheduled	P1		
51.	Messaging of appointments	The system should have a provision for a messaging service when the hospital needs to send information to patients/doctors about their appointments	P1		
52.	E-mailing of appointments	The system should have email functionality to allow the customer care to send emails to the patients/doctors as well, with details of their appointments; these emails could also include special communications from the specialist doctors with information about the specialization	P1		
53.	E-mailing of appointments	The system should be able to have the emails/messages scheduled so that the system sends out the information automatically	P1		
54.	Attaching of patients to appointments	When creating new appointments, these should be linked to patient accounts if the patient is an existing patient, and a new account should be created for new patients	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
55.	Tracking appointments	The system should be able to track all appointments in a sense that there should be a report for number of appointments per specialist, number of actual visits from those patient's vs appointments	P1		
56.	Searching through appointments	The customer care should be able to search through the appointments list when a patient shows up for their visit	P1		
57.	Linking of appointments to visits	When a patient shows up for their visit, their appointment should be linked, so as to track the visits/appointments; there should be a two-way match between the appointments and the consultations in that when looking at one, you can be redirected to the other	P1		
58.	Specialist details to patient	For each type of specialist, the Specialist Admin Assistant should be able to print off some information that pertains to the specialty and hand this to a patient, e.g. package information	P1		
59.	Specialist clinic details	There should be a provision for special clinics to be captured in the system	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
60.	Capturing of specific special clinic details	Depending on the respective special clinics' needs, the system should be able to capture the different information that that clinic required for its records, e.g. the Sickle Cells clinic	P1		
61.	A&E consultation details	For patients that are captured in the system as A&E consultation, there should be a provision for Walk-In A&E	P1		
62.	Allergenic tests for A&E patients	There should be a provision for the A&E nurses and doctors to show that they have performed allergenic tests on the patient before administering any medication, especially if the patient is not conscious to answer any questions about medicines he/she might be allergic to	P1		
63.	Patient additions report	Users should be able to generate a report that shows the number of new patients that have been added to the database between a certain period, also based off of their sex, age range, and mode of payment.	P1		
64.	Patient consultations report	System should be able to generate a report that shows the number of patient visits/consultations per department/unit, also patient-wise across a period of	P1		

## Part 2: Section 6. Statement of Requirements

Reception Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		time			
65.	Appointments report	Users should be able to generate a report that shows the number of appointments that have been created in the system, compared with the number of actual visits that were done - client conversion ratio	P1		
66.	Peak/Off Peak periods report	The system should be able to generate a report that suggests "peak" and "off-peak" periods, based on the average number of visits recorded for the entire hospital, department-wise, and also doctor-wise	P1		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
1.	Doctor's consultation	The system should enable the doctor to refer a patient to x-ray, lab, wards.	P2		
2.	Supplies at pharmacy	The system should enable the doctor to view the available supplies at the pharmacy and stores.	P2		
3.	Doctor's consultation	The doctor should be able to prescribe on the system based on the system	P2		
4.	Out of stock items	If a prescribed item is out of stock, pharmacy should be notified to initiate LPR for the item	P2		
5.	Viewing Patient details	The system should enable the doctor to input and view in-patient details	P2		
6.	Doctor's consultation	The system should enable a doctor to see the patients scheduled to see them	P2		
7.	Doctor's schedule	The system should enable the doctor setup their schedule	P2		
8.	Doctor's consultation	Integration of the x-ray system and lab system with the ERP system	P2		
9.	Scheduling of admission	Scheduling the admission date for the patient should follow the surgery date – This should be mandatory	P2		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
10.	Doctor's consultation	The system should be able to view the histology results for a patient	P2		
11.	Doctor's consultation	The system should enable the doctor to select the class of procedure (Operation) and estimated stay as the hospital for a patient	P2		
12.	Doctor's consultation	The system should be able to generate a bill at reception for the selected class of procedure	P2		
13.	Doctor's consultation	The system should be able to capture the class of procedures (dropdown)	P2		
14.	Doctor's consultation	Once there is a change in procedure class estimated and procedure performed, the system should enforce input of the reason for change	P2		
15.	Triage nurse viewing details	The triage nurse should only see details of patients who have cleared with the cashier/biller	P2		
16.	Capturing of visit details	The triage nurse should be able to capture the triage details of the patient onto the patient's account for that visit, and these should also be viewable by the doctor who performs the consultation	P2		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
17.	Limitation of details seen by triage nurse	Each triage nurse's station should only have fields required for that specialization only	P2		
18.	Specification of level of urgency	When a triage nurse is done with triaging a patient, they should be able to tag the urgency of the patient's need to see a doctor on the system	P2		
19.	Viewing of triage details by doctor	When a triage nurse is done with triaging a patient, this is when the patient's information is then pushed to the doctors' queue and the doctor should be able to view the patient's details	P2		
20.	Arrangement of patient queue	The system should have a provision for the doctor's queue to be arranged with the earliest patient first, but adjustable for urgency so that the doctor's queue has these patients first	P2		
21.	Capturing of clinical notes	During consultation, the doctor should be able to write some clinical notes for that consultation on the patient's account; there should be a provision for a diagnosis for each consultation	P2		
22.	Capturing of diagnosis details	The diagnosis of a patient captured in the system should be stored and recoverable on the next visit, or by any	P2		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		network doctor that interfaces the patient			
23.	Upload of clinical notes on the OPD chits	For doctors who insist on writing on the OPD chits their notes for consultations, the system should have an upload function that allows the doctor to scan and upload the OPD chit and attach it to a patient's records	P2		
24.	Capturing and attaching of prescribed tests to patient consultations	During consultation, the doctor should be able to prescribe some tests for that consultation on the patient's account; there should be a provision for each consultation; the doctor should be able to check the system for available tests and then assign these to the patient	P2		
25.	Viewing of patient tests	The tests assigned to the patient should be automatically viewable at the testing center and billing office	P2		
26.	Prescription of drugs by doctor	During consultation, the doctor should be able to prescribe drugs for that consultation on the patient's account; there should be a provision for each consultation; the doctor should be able to check the system for available drugs and then assign these to the	P2		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		patient			
27.	Viewing of drugs issued to patients	The drugs assigned to the patient should be automatically viewable at the pharmacy/dispensary and billing office	P2		
28.	Re-allocation of patient consultation to another doctor	System should be able to allow a doctor to post a patient to a different doctor, if the doctor feels that a different type of consultation would suit the patient better; when this is done, it should be viewable by the reception desk for purposes of creation of a new consultation to that visit number, if necessary – this should be linked	P2		
29.	Referral letter	Doctor should be able to write the patient a referral letter in the system for further diagnosis or testing, and then print it out	P2		
30.	Referral letter	Doctor should be able to write the patient a referral letter in the system for further diagnosis or testing, and then print it out	P2		
31.	Attaching of reason codes for referrals	There should be a reason code and a narration for each referral that is recommended	P2		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
32.	Printing of referrals	There should be a provision to print out a referral; the HOD should get a notification for all referrals sent out	P2		
33.	Viewing patient list	The system should enable the doctor to see the list of patients assigned to them	P2		
34.	Viewing patient list	The system should enable the doctor to mark seen patients as complete	P2		
35.	Referrals relating to diagnosis	There should be a provision for a doctor to log a communication with an HSP/doctor that a patient has been referred to, if the referral is for a diagnosis	P2		
36.	Handling of patient reviews	If a doctor determines that a patient needs a review, then the system should have a provision for the doctor to tag the patient as a REVIEW patient since this will have some financial implications; the doctor should be able to select a review time frame from a calendar, outside of which the system cannot be expected to claim a consultation is a review	P2		
37.	Assigning a doctor for patient review	If a doctor marks a patient as requiring a REVIEW, the system should suggest that doctor's name when the	P2		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		patient shows up for the review session, but the system should also have the provision to override this and have a different doctor take the review			
38.	Creation of doctor appointments	The system should automatically create/suggest an appointment if a doctor schedules a patient for review	P2		
39.	Billing of review consultations	If a patient is tagged as a REVIEW when they come in for a new consultation, the system should not bill them for that visit, whose Consultation Number has been tagged as one for REVIEW	P2		
40.	Viewing of patient test results	If a doctor sends a patient to get tests done at the hospital, the test results should be automatically sent to the recommending doctor's account, but these should still be tagged to the patient's account to allow other doctors to view these	P2		
41.	Moving of patient from outpatient to admission by doctor	If, during a consultation, a doctor recommends that a patient should be admitted and the patient is in agreement, the doctor should be able to push the patient's details to the admissions module and an admission number is automatically generated	P2		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
42.	Medical Reports	There needs to be a provision in the system for the doctor to be able to generate a report highlighting the patient's bio-data, the date of admission, the date of discharge, diagnoses, investigations, patient illness history, progress notes, medication and prescriptions given, and follow-up instructions as well; this information needs to be presented on reports such as Discharge Summary, In-patient Medical Report, Interim Medical Report, Interim Medical Summary, Outpatient Medical Report.	P2		
43.	Referral letter	There needs to be a provision in the system for the doctor to be able to generate a referral letter that highlights the reason for referral, specialist and HSP referred to, the referring Medical Officer, and the Referring Specialist	P2		
44.	Referral letter	There needs to be a provision in the system for the doctor to be able to generate a referral letter that highlights the reason for referral, specialist and HSP referred to, the referring Medical Officer, and the	P2		

## Part 2: Section 6. Statement of Requirements

Requirements for Doctor Consultation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		Referring Specialist			
45.	Review report	There should be a report on all REVIEW consultations per period, per department, per doctor, per patient, per diagnosis, actual amount spent at each review session.	P2		
46.	Profitability report per doctor	There should be a report on profitability per doctor per period	P2		
47.	Review Report	A user should be able to generate a report of all reviews per length of awarded review period, period e.g. month, year, quarter, per department, doctor, diagnosis.	P2		
48.	Growth Chart Report	After the doctor inputs some information the system should be able to plot this as a chart for example height measurements to be plotted out on a growth chart to determine if a child is growing at a normal pace.	P2		
49.	Department Profitability Report	The system should be able to generate a report that shows each departments profitability	P2		
50.	Dimensions	The system should have a provision for dimensions	P2		

**Part 2: Section 6. Statement of Requirements**

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## Part 2: Section 6. Statement of Requirements

Laboratory testing			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
1.	Laboratory testing	The lab team should be able to view the lab request from the doctor on the system	P2		
2.	Laboratory testing	The system should be able to capture the normal (reference) ranges and parameters for the different tests.	P2		
3.	Laboratory testing	The system should enable the lab users to input the results from the different tests	P2		
4.	Laboratory testing	The system should be able to compare the input results with the captured reference ranges and parameters to display the flags for deviation from the normal	P2		
5.	Laboratory testing	The enable the lab to print out the test results	P2		
6.	Laboratory testing	The test results should only be viewed by the lab team, the doctors and the nursing team	P2		
7.	Laboratory testing	The system should support printing of long test results	P2		
8.	Laboratory testing	The lab team should be able view all patients who have cleared payment for lab testing and those pending for payment	P2		

## Part 2: Section 6. Statement of Requirements

Laboratory testing			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
9.	Laboratory testing	The system should be able to capture the testing profiles for the different tests to input results against i.e. RFTs, LFTs, Bone profile, bacteriology, parasitology, serology and clotting profile.	P2		
10.	Laboratory testing	The system should enable the doctors and nursing team to view the complete lists of the test results as input by the lab team	P2		

Theatre			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
1.	Theatre	The theatre team should be able to view the payment status of a patient in the system	P2		
2.	Theatre	The system should be able to capture the checklist and patient details	P2		
3.	Theatre	The theatre team should be able to view the store details of the medical supplies	P2		

## Part 2: Section 6. Statement of Requirements

Theatre			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
4.	Theatre	The system should support writing of operation notes	P2		
5.	Theatre	The system should have a provision of scanning anaesthetic notes	P2		
6.	Theatre	The system should support recording of collections of specimens for histology	P2		

## Part 2: Section 6. Statement of Requirements

Nursing			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Response	Comment
1.	Patient admission	The system should enable the nursing team to keep track of the patient observations and procedures defined in the patient monitoring tools.	P2		
2.	Patient admission	The system should persistently (10mins) notify the nursing team regarding the patient observations and procedures due.	P2		
3.	Patient admission	The system should enable the nursing team to allocate beds to patients	P2		
4.	Patient admission	The system should be able to track the number medical supplies, consumables and medication utilised on a patient	P2		
5.	Patient admission	The nursing team should be able to view the OPD doctor's pre-admission assessment notes on the system	P2		
6.	Patient discharge	The nursing team should be able view the doctor's discharge notes on the system	P2		
7.	Patient discharge	The system should be able keep track of patients discharged against those that have left the hospital premises	P2		

**Part 2: Section 6. Statement of Requirements**

<b>Nursing</b>			<b>Priority</b>	<b>Functionality</b>	
<b>Ref</b>	<b>Requirement</b>	<b>Requirement description</b>	<b>Mandator y/ Optional</b>	<b>Response</b>	<b>Comment</b>
8.	Update of attendant details	The system should enable the nursing team to input details of additional attendants for a patient	P2		

## Part 2: Section 6. Statement of Requirements

Radiology Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
1.	Scan results history	The system should enable the radiographer to extract the history of the scan results for a patient	P2		
2.	Viewing doctor's notes	When a patient is entered at the triage and sees the doctor, the radiographer should be able to view the doctor's notes and request forms.	P2		
3.	Printing of results	The system should only enable printing after saving has been done.	P2		
4.	Tracking examination results	The system should enable radiology to keep track of examination results that have either been retained or taken by the patient	P2		
5.	Initiating examination request	The system should enable radiology to initiate request for an examination for external patients	P2		
6.	Attaching of tests to respective machines	There should be a provision for the Radiographer/Radiologist to attach tests to their respective machines	P2		
7.	Prices for radiology tests	Each test should have its own price attached to it; a user should be able to view the different prices per test	P2		
8.	Details related to tests	The system should also have a provision to capture the preparations required for each individual test, and also	P2		

## Part 2: Section 6. Statement of Requirements

Radiology Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		the risks and potential side effects to be captured for each test; this can be used as a reference when these have to be communicated to and discussed with the patient prior to the test			
9.	Profitability report per department	A user should be able to generate a profitability report per department	P2		
10.	Capability of machine capacity details	Each machine's card should have a provision for the capacity to be recorded, i.e. how many of each test that it can do, how many tests should be expected of it.	P2		
11.	Profitability report	A user should be able to generate a profitability/revenue report per period, based on how many tests are performed	P2		
12.	Capture of usage capacity for the machine	The system should allow the radiographer to capture results of daily machine tests that have been done to investigate whether the machine is usable that day or not; this therefore translates into the availability of tests that can be done by that machine; time, date and user ID of the person capturing the test records in the system should be recorded If a machine A can	P2		

## Part 2: Section 6. Statement of Requirements

Radiology Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		perform 3 tests and the machine is marked as usable that day, then the 3 tests are marked as usable; if machine B is marked as not usable and handles 2 tests, then those 2 tests are marked as unavailable for the day			
13.	Recording of multiple usability tests	If more than one record of the machine's usability has to be captured a day, there should be a provision to record multiple usability tests per machine/test availability, and this should be reflected in the machine's usability/test availability fields	P2		
14.	Machine availability	In order to show test availability, there should also be a provision for the Admin Assistant to indicate whether Radiologist/Radiographer is available to perform the test	P2		
15.	Machine availability	In order for the system to recognize a test as available for the doctor to recommend to be taken at that particular time, the test needs to indicate both machine usability and Radiologist/ Radiographer availability; if it shows that one or both of them are	P2		

## Part 2: Section 6. Statement of Requirements

Radiology Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		not in order, then the test should be marked as unavailable			
16.	Billing of patients	If the test shows as unavailable, however, patients can still be billed for the test if they wish to pay for it and take it a different day	P2		
17.	Viewing of machine availability	The availability of the test should be viewable by the Reception (Radiology), the doctors, nursing units and the Radiology department itself	P2		
18.	Viewing of machine availability	The system should have a provision for the doctors to view and therefore recommend the available tests via the system; the patients should be sent to the Radiology queue	P2		
19.	Editing of recommended tests	For internal patients, based on the patient information in the system, or the information retrieved from the referral form for external patients, the Radiologist/Radiographer should be able to suggest an edit to the test recommended by the doctor; there should be a provision for them to put a narration/comment as to why they believe the doctor	P2		

## Part 2: Section 6. Statement of Requirements

Radiology Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		should amend the test recommended; the system should then forward this to the doctor and the edited version should be sent to Radiology; the system should also be able to maintain a record of the original and the amended information			
20.	Record of editing credentials	The time date and user ID of the person who suggests the edits should be captured	P2		
21.	Report showing amendments done	There should be a report of all amendments done for patient investigations showing the original vs amended test per doctor, per Radiologist/ Radiographer, per period, per diagnosis, per test	P2		
22.	Creation of appointments	In the initial Radiology queue, the Admin Assistant should be able to create an appointment for the patient, based off of which the patient is then sent to the billing queue to clear payments	P2		
23.	Capturing of time spent on tests	The system should have a provision to record the duration of the tests, therefore the user should be able to capture the time-in and time-out of the patient	P2		

## Part 2: Section 6. Statement of Requirements

Radiology Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
24.	Capturing of patient test results	For patients who have cleared with billing, the system should have a provision for the Radiologist/Radiographer to capture the patient's test results in the system	P2		
25.	Capture of details relating to test	The system should capture details of the date, time and user ID of the test results being entered into the system	P2		
26.	Handling of test results for internal patients	For internal patients, once the results are entered, the Radiologist/Radiographer should be able to send the results to the doctor's queue for further analysis; there should be a provision for either a full report, or an interpretation; this should be done by both the Radiologist/ Radiographer and the reviewing Physician	P2		
27.	External patient results	For external patients (referral), once the results are entered, the Radiologist/Radiographer should be able to print the results for the patient to take	P2		
28.	Loading of results	The radiologist should be able to scan and upload the radiology test results on to the system	P2		
29.	Daily report	The system should be able to generate a daily report	P2		

## Part 2: Section 6. Statement of Requirements

Radiology Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		of all tests done per day, per machine, technician. The system should be able to integrate with filemaker			
30.	Recording of machine capacity	The system should have a provision to record whether one test is done by more than one technician i.e. primary/supporting	P2		

Rehabilitation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
1.	Rehabilitation	The system should enable the rehab team to view the patient's information (Each place where the patient	P2		

## Part 2: Section 6. Statement of Requirements

Rehabilitation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		has been attended too)			
2.	Rehabilitation	The system should have a dashboard showing the performance stats of the rehab team for past work done (Number of patients and sessions within different therapies)	P2		
3.	Rehabilitation	The system should be able to capture the patient's treatment schedule	P2		
4.	Rehabilitation	The system should be able to notify the therapist regarding the patient's next appointment	P2		
5.	Rehabilitation	The rehab should be able to view the patients referred internally without having to add them manually	P2		
6.	Rehabilitation	The system should only allow and enforce approval from the head of rehab before modifying a patient's details	P2		
7.	Rehabilitation	The system should keep a log of user activities on the system	P2		
8.	Rehabilitation	The rehab team should be able to view the payment status of the patient for the service request	P2		
9.	Rehabilitation	The system should enable a user to choose a	P2		

## Part 2: Section 6. Statement of Requirements

Rehabilitation			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		service/appliance and bill to reduce errors of patients being billed for the wrong service/ appliance by the billing team.			
10.	Rehabilitation	The system should be able to generate reports showing the patient nutrition status i.e. at risk of malnutrition, moderate, severe malnutrition with the different categories (wasting, stunting and underweight).	P2		
11.	Rehabilitation	The system should be able to generate reports showing the performance stats of the rehab team for past work done (Number of patients and sessions for specific conditions and different categories such as PRS, Orthopaedics, Neuro, etc.).	P2		
12.	Rehabilitation	The system should have a provision to allow the Team to view the stock balance in the Therapy, Nutrition and P&O Workshop stores at all times	P2		

## Part 2: Section 6. Statement of Requirements

Social works			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Response	Comment
1.	Outreach and partnership coordination	The system should be able to capture the details of the identified beneficiaries from the outreach program	P2		
2.	Partnership coordination	The system should be able to keep track of the age of children and send a notification to the partners 1 year before they reach the age of 18	P2		
3.	Social works	The system should be able to keep track of the source of patient referral	P2		
4.	Social works	The system should be able to apply subsidies according to the age group on the quotation	P2		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
1.	Dispensing medicine outpatients	of to	The system should enable the pharmacy staff to bill patients/generate payment requests directly.	P1	
2.	Dispensing medicine outpatients	of to	For insured patients, the system should indicate their cost balances after each process since they have a limit of hospital expenditure per visit.	P1	
3.	Dispensing medicine outpatients	of to	The system should be able to notify if a billed drug is out of stock or if the billed quantities are in stock.	P1	
4.	Dispensing medicine outpatients	of to	The system should support the generation of receipts which show the medicines that a patient has paid for and their respective quantities.	P1	
5.	Dispensing medicine outpatients	of to	The system should support the generation of daily dispensing reports i.e. number of patients, medicines issued and the quantities.	P1	

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
6.	Dispensing of medicine to outpatients	The system should be able to indicate if a patient needs a medicine refill, when and the particular of the medicines	P1		
7.	Ordering and Issuing out of medicines and Sundries to the Wards	The system should enable all the ordering, authorizations and issuing to be done online	P1		
8.	Ordering and Issuing out of medicines and Sundries to the Wards	The system should support the generation of minimum stock, maximum stock, and average monthly consumption for each department.	P1		
9.	Ordering and Issuing out of medicines and Sundries to the Wards	The system should support the display of negative stocks, stock expiry dates and batch numbers	P1		
10.	Ordering and Issuing out of medicines and Sundries to the Wards	The system should support rejection of duplicate entries of supply notes in the system to avoid keying in the same notes twice.	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
11.	Ordering and Issuing out of medicines and Sundries to the Wards	The system should enable support notifications of stock outs or items consumed past minimum level or stocked beyond maximum levels.	P1		
12.	Ordering and Issuing out of medicines and Sundries to the Wards	System should be able to generate reports for example for the stock at hand.	P1		
13.	Procurement of medicine and consumables	The system should enable the head of pharmacy to verify availability of item in store without physical presence at the store premises	P1		
14.	Procurement of medicine and consumables	The system should support completion of the LPR form on the system	P1		
15.	Procurement of medicine and consumables	The system should support Approval by the medical director and procurement manager for the LPR	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
16.	Procurement of medicine and consumables	The system should support Approval by the medical director, Head of finance and procurement manager for the LPO and quotation analysis report	P1		
17.	Procurement of medicine and consumables	The system should accommodate a substantial number of suppliers to select from when generating the LPR	P1		
18.	Procurement of medicine and consumables	The system should be able to notify the selected suppliers regarding the LPRs and LPOs	P1		
19.	Procurement of medicine and consumables	The system should be able to notify procurement at the point of LPR generation	P1		
20.	Procurement of medicine and consumables	The system should be able to notify the medical director, Head of finance and procurement manager regarding sending of the LPOs to the suppliers	P1		
21.	Viewing of stock balances	The system should have a provision to allow the user to view the stock balance at all times	P1		
22.	Stock take	There should be a provision to perform a roll stock take, with the system suggesting the items to be	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		checked, based on sales and purchases in a set period			
23.	Stock adjustments as per stock take	System should have a provision for adjusting stock levels after a stock take, with reason codes for the adjustment	P1		
24.	Viewing of stock taking adjustments	The Finance office should be able to view the adjustments of the stock take performed so as to perform the necessary write-offs	P1		
25.	Viewing of stock taking adjustments	The Finance office should be able to view adjustments of the stock take performed so as to add to the system quantity values	P1		
26.	Authorization of stock write offs	For adjustments that require write- offs, these should be approved by the appropriate personnel before it is reflected in the accounts	P1		
27.	Monitoring of stock levels	The system should have a provision for minimum and maximum stock levels; once the stock levels reach these values, there should be a notification sent to the user	P1		
28.	Creation and update of items details	The ability to create new/edit existing/delete items in the system should rest with only the Head of	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		Pharmacy, with appropriate approvals from the Medical Director			
29.	Viewing of drug movements	The Head of Pharmacy/Medical Director and HOP should be able to view drug movements at all the different units and dispensaries	P1		
30.	Item requisition management	The system should allow the appropriate user (dispenser/SSN) to raise a requisition for items based on a system alert/special requisition for the drug, and these should be sent to the Chief Pharmacist/ Supply Chain Manager for approval; they should generally be allowed to raise requisitions even without system alert, depending on the stock balances in the pharmacy/store area they are in charge of	P1		
31.	Stock receipt quality checks	System should have a provision for quality checks, return of goods as mentioned above in Procurement	P1		
32.	Comments on quality checks	The system should allow the user to enter comments of the condition of the items bought for the quality check; the provision should exist for all lines, but only	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		those that have an issue will be recorded by the user; there should be a reason code and an extra narration field			
33.	Comparison report on receipt of items	When capturing the receipt of goods, the system should be able compare the quantity and cost of what was received with the quantity and cost of what was ordered, and there should be a report showing this; this also applies to the total invoice amount for the order, vs the total invoice amount for the received items	P1		
34.	Distribution of items to different units on receipt	When the Distribution Center receives the items from the supplier, they should be able to issue these items to the different units as requested	P1		
35.	Prioritizing stock issues	Users should be able to issue drugs to different units based on criticality, availability and priority	P1		
36.	Goods transfer between units	There should be a provision for a Goods Transfer Note to each individual unit and these should receive the stock and have their system stock levels adjusted as well	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
37.	Closing off requisitions	When goods are received in the system, this should close off any pending requisitions	P1		
38.	Sales Price categories	The system should have a provision to capture the standard prices for the different drugs, as should be sold to the different customers; these prices should be valid for all sales and should adjust accordingly for invoices that have different billing factors; this should also be applicable across the system	P1		
39.	Price mark ups	There should be a provision for a set markup to be captured for the sale of drugs - if, for any invoice, the actual markup is less than that set expected markup, the system should be able to generate a report on this, and therefore suggest a new price that reflects the correct markup; this should just be kept as a record; this should also be applicable across the system A batch job could be set up to run this report weekly	P1		
40.	Segregation of stock items	When tagging usage of the items it has in stock, each unit should be able to mark this as either for consumption, or for re-sale; the appropriate accounts	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		should be adjusted accordingly, as well as consumption/sales vouchers			
41.	Handling of doctors' prescriptions	The doctors should be able to prescribe based on the stock available in the pharmacy, and thus the system needs to have a provision for them to view the drugs list; for drugs that are not on the formulary, there should be a provision for a formal prescription note; the system should keep track of the prescription notes issued per department, per doctor, per reason, per drug	P1		
42.	Monitoring of stock levels	The stock levels should be automatically updated on consumption/sale	P1		
43.	Viewing of drugs by dispensers	Dispensers should be able to view the drugs to prescribe to a patient, based on a queue from doctors' consultations	P1		
44.	Edit of prescriptions by dispensers	When dispensers realize that there needs to be an amendment made to a prescription sent by doctors, there needs to be a provision for a reason code entered for the edit, and a narration as well, where need be.	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		These need to be approved by the doctor. There should be a record of the date, time and user ID recorded			
45.	Quantification of prescriptions	Dispensers should be able to quantify the prescriptions sent by doctors, following which the prescription is then pushed to billing for the patient to clear	P1		
46.	Handling of external prescriptions	For external prescriptions, the dispensers should be able to generate new hospital prescriptions for the available drugs and then scan and upload the external ones for linkage to that order; dispensers should be able to automatically quantify these before they are sent to billing for payment	P1		
47.	Apportioning of fees on prescription	If there are any issues with the pay structure for the drugs that have been prescribed, the billers should be able to apportion these out as appropriate, e.g. if some insurance covers do not cover some drugs and the patient needs to pay cash for the rest	P1		
48.	Transfer of drugs between units	The system should allow the Pharmacy to transfer drugs to the different units of the hospital, following which these units can then bill the consumption of the	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		items to the patients that the drugs have been issued to			
49.	Issuing of drugs with patient queues	Dispensers should only be able to issue drugs to patients from a queue that shows up after the billers post payments for the drugs; if no payment is done for prescribed drugs, then the Dispenser should not be able to view this prescription for issue at all	P1		
50.	Categorization of drugs at billing	Drugs within the pharmacy of the hospital should be categorized either as those that are billed once or those that are billed on daily basis, especially for in-patients	P1		
51.	Handling of stock adjustments	The system should recognize stock adjustments as per the location selected, and financial adjustments as per the department selected	P1		
52.	Monitoring of changes to the drugs list	There should be a report of all drugs added to or deleted from the formulary (item drug list) for any particular period time; this report should also show the user ID that made the changes	P1		
53.	Drugs issues report	The system should allow the pharmacist to report stock with issues and generate a report to this effect;	P1		

## Part 2: Section 6. Statement of Requirements

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory/ Optional	Bidder's Response	Comment
		damaged goods, expired, near expiries and discrepancy			
54.	Item requisitions report	There should be a report of open vs closed item requisitions per unit, and this should also calculate the time period between request and receipt of drugs	P1		
55.	Consumptions trends report	The user should be able to generate a report that shows the consumption trend of each drug and department	P1		
56.	Departmental profitability report	The system should be able to generate a profitability report of the department, showing revenue vs expenditure for a particular period of time	P1		
57.	Adjustments report	The system should be able to generate a report based on the reason codes for stock adjustment at the time of stock take, e.g. expired goods, damaged goods	P1		
58.	Stock issue report	There should be a report of all drugs issued per shift/per period/per category	P1		
59.	Stock monitoring report	There should be a report of all drugs that are expired / near-expiry / damaged as per the reason codes	P1		

**Part 2: Section 6. Statement of Requirements**

Pharmacy Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandator y/ Optional	Bidder's Response	Comment
60.	Drug movements report	There should be a report showing the movement of drugs e.g. slow moving, fast moving	P1		

## Part 2: Section 6. Statement of Requirements

Grant management			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
1.	Major donors, Project based	The system should be able to capture the details of the strategic donor, their strategic focus and high-level information on grant support to the hospital.	P2		
2.	Major donors, Project based	The system should be able to capture the strategic objectives from the strategic plan	P2		
3.	Major donors, Project based	The system should be able to align the strategic donor objectives to the CoRSU strategic plan	P2		
4.	Major donors, Project based	The system should be able capture the needs identified during the review of the strategic needs	P2		
5.	Major donors, Project based	The system should be able to capture project deliverables with their associated budget lines	P2		
6.	Major donors, Project based	The system should be able to show budget variances on project deliverables	P2		
7.	Major donors, Project based	The system should be able to capture a donor's banks details	P2		
8.	Major donors, Project based	The system should be able to match specific project-based deliverables to the appropriate financial vouchers and the donor bank account	P2		

## Part 2: Section 6. Statement of Requirements

Grant management			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
9.	Major Donors, General support	The system should be able to apportion the shared costs fairly based on the contribution of the donor to the total annual budget of the hospital.	P2		
10.	Major Donors, General support	The system should be integrated grant management with fixed assets to ascertain the useful life of long-term asset and reporting value for progressive years	P2		
11.	Major Donors, General support	The system should be able to capture the details of the strategic donor, their strategic focus and high-level information on grant support to the hospital.	P2		
12.	Major Donors, General support	The system should be able to capture the strategic objectives from the strategic plan	P2		
13.	Major Donors, General support	The system should be able to align the strategic donor objectives to the CoRSU strategic plan	P2		
14.	Major Donors, General support	The system should be able capture the needs identified during the review of the strategic needs	P2		
15.	Workplan development	The system should be able to capture activities in the workplan	P2		
16.	Workplan development	The system should support approval of submitted workplans by the Monitoring and Evaluation officer, and the CEO	P2		

## Part 2: Section 6. Statement of Requirements

Grant management			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
17.	Workplan development	The system should be able to show accurate information and performance such as data reports for both donors and internal performance are prepared	P2		
18.	Workplan development	The system should be able to provide similar statistics and information with what is captured by other donor systems such as Smile Train, Hope and Healing International.	P2		
19.	Strategic planning	The data capture software at CoRSU should be able to capture the details of the Strategic Plan, such as targets etc.	P2		
20.	Strategic planning	The system should be able capture the needs identified during the review of the strategic needs	P2		

## Part 2: Section 6. Statement of Requirements

ICT Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
1.	Maintenance due dates	When the maintenance due date is reached, there should be a system alert to the responsible personnel to see to it that this process is done	P1		
2.	Maintenance checklist	For complex equipment, the system should have a provision to capture a checklist to be followed when performing the maintenance needs for this piece of equipment	P1		
3.	System alerts	For software, the system alert would indicate when the software is due for upgrade or for renewal of fees, where applicable; there should be a provision for the authorized user to extend the timelines on these by being able to select a different date; the system should, however, be able to keep a record of the original dates as well and therefore be able to give a report on the duration between the original dates and the final dates	P1		
4.	Maintenance schedules	Maintenance schedules should be communicated to the IT helpdesk email address so as to allow the I.T. personnel to notify the employees assigned to the equipment to plan accordingly	P1		

## Part 2: Section 6. Statement of Requirements

ICT Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
5.	Maintenance alerts	<p>For maintenance/ repair issues that do not come as a system alert, there should be a provision for a remedy portal in the system to allow the technician to capture the request; each request should have its own serial number</p> <p>i.e. Details: -source of issue (system alert/non-system request), date of request, department, user, equipment ID, hardware/software, type of issue, issue narration, priority, expected cost, expected completion date, responsible person for the task, actual completion date, actual cost, person who did the task, reason for difference assigned personnel, issue closed.</p>	P1		
6.	Issues report	There should be a report of how many issues are raised per period, per department, per item, costs per repair/maintenance, types of issues, completion duration, issue closed or not, difference in assigned personnel, no. of completed issues per assigned personnel	P1		
7.	Alerts report	The details mentioned, and the report above also	P1		

## Part 2: Section 6. Statement of Requirements

ICT Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		apply to issues that come up as a result of system alerts			
8.	Handling unresolved requests	If the issue raised is marked as not solved, the technician must inform the responsible personnel so as to raise a service requisition from external vendors via the procurement process	P1		
9.	Handling of unresolved requests	If the issue raised is still marked as not solved even after services from an external vendor, the authorized personnel should be able to mark the item as "to be disposed of"	P1		
10.	User rights	Authorized personnel should be able to give system rights to different pages and modules for all users	P1		
11.	Administration of user rights	Authorized personnel should be able to set up/ reset usernames and passwords for all users	P1		
12.	Log of edits	The system should maintain a record of edits to information, times logged in and out by users and the authorized IT personnel should be able to retrieve the log files	P1		
13.	Discrepancies report	There should be a report that shows discrepancies in the log files; this should be based off of outliers	P1		

## Part 2: Section 6. Statement of Requirements

ICT Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
14.	New access requests	For all new access requests, there should be a provision for the authorized personnel to capture the request so that this can be tracked; this could be via the remedy portal	P1		
15.	Alerts	For certain modules or pages or tables, when a new user is given rights to it, the system should send an alert to a certain pre-determined group of people	P1		
16.	Alerts	The system should also send an alert to the same group of people if a certain user attempts to access a page or form or table they are not meant to	P1		
17.	Discrepancies report	System should be able to generate a report of discrepancies that exist in terms of user access rights, for users who are assigned the same type of role	P1		
18.	Activity log report	System should be able to generate an activity log report per user per period	P1		
19.	Upload of training materials	There should be a provision to upload a training manual for the different types of equipment/software, where needed; these could be maintained on the item cards	P1		
20.	Stock count	The system should have a provision for stock count of	P1		

## Part 2: Section 6. Statement of Requirements

ICT Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
		IT equipment and hardware; any adjustments should be captured accordingly, and with appropriate reason codes			
21.	Incident management	The system should support capturing of system issues reported by users	P1		
22.	Incident management	The system should enable a user to log a ticket on behalf of another	P1		
23.	Incident management	The system should the ticket's date of creation, the requester's name, title, description, assigned technician/IT personnel and the resolution time.	P1		
24.	Incident management	The system should enable a user to halt a ticket (put the ticket in pending state)	P1		
25.	Incident management	The system should enable a user to close or resolve a ticket upon resolution	P1		
26.	Incident management	The resolution time should be automatically generated by the system when a user closes or resolves a ticket based on the set time thresholds in the SLA	P1		
27.	Incident management	The system should enable an admin to assign to ticket to another	P1		

**Part 2: Section 6. Statement of Requirements**

ICT Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
28.	Administration	Authorized personnel should be able to set up/ reset usernames and passwords for all users	P1		
29.	Activities logging	The system should maintain an audit trail	P1		

## Part 2: Section 6. Statement of Requirements

General System Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
1.	Entering of transactions	Only current date entries should be allowed, no future date/prior dates, except with the approval of the appropriate personnel and in case a period has been closed an entry should be allowed in that period once the appropriate personnel open the period for posting			
2.	Referencing	There should be a provision for the reference to other documents e.g. invoice number, receipt number etc.	P1		
3.	Accrual Accounting System	The system should be capable of full accrual accounting functionalities and recognize incomes and expenditures of the year/period and apportion differences into accruals or prepayments.	P1		
4.	Period end	The system should be able to close the financial year and bring forward the closing balance as opening balance of the new financial year	P1		
5.	Data presentation	The system should have graphical representation/analysis of reports or system data	P1		

## Part 2: Section 6. Statement of Requirements

General System Requirements			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
6.	Ratio analysis	Standard ratios should be set in the system for management to monitor e.g. item wise GP analysis, quick ratio etc.	P1		

Risk Management			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
1.	Risk management	The system be able to capture the risk register template for user input in the corresponding fields	P2		
2.	Risk management	The system should support update of the risk register by authorised personnel	P2		
3.	Risk management	The system should be able to keep track of the different versions of the risk register from the updates done by the contributors	P2		
4.	Risk management	The system should keep a log of modifications to the risk register	P2		

## Part 2: Section 6. Statement of Requirements

Risk Management			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
5.	Risk management	The system should be able to capture actions against entries in the risk register	P2		
6.	Risk management	The system should keep track of the actions in the risk register and the responsible persons	P2		
7.	Risk management	The system should be able to capture the risk indicators, the impact and likelihood	P2		
8.	Risk management	The system should enable centralized storage for risk management activities.	P2		
9.	Risk management	The system should prevent unauthorized changes in the risk register. It should support password protection of the risk register	P2		
10.	Risk management	The system should prevent duplication of tasks.	P2		
11.	Risk management	The system should support maker-checker when preparing the risk register	P2		

## Part 2: Section 6. Statement of Requirements

Risk Management			Priority	Functionality	
Ref	Requirement	Requirement description	Mandatory / Optional	Bidder's Response	Comment
12.	Risk management	The system should enable the process owners to input the identified risk in the risk register	P2		
13.	Risk management	A notification should be sent to the designated risk advisor when the risk register is updated by the process owners	P2		
14.	Risk management	The system should enable the capturing comments to address regarding updates to the risk register	P2		
15.	Risk management	A notification should be sent to the risk management committee when the risk register is updated and submitted by the risk advisor	P2		
16.	Risk management	The system should enable risk report generation	P2		

### Non-Functional Requirements specifications

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/Optional	Standard	Customizable	Not Supported	Third Party Integration	
	<b>Usability requirements</b>						
1.	The ERP system should have a web-based graphical user interface	P1					
2.	The system should have a dynamic user interface compatible with mobile devices like smart phones, tablets, PDA, etc.	P1					
3.	The system should support a web-enabled interface	P1					
4.	The ERP system should have a graphical user interface that is easy and simple to use	P1					
5.	The user should be able to navigate easily between the functions and the features	P1					
6.	Provide guidance and assistance on how to navigate and use the solution.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/Optional	Standard	Customizable	Not Supported	Third Party Integration	
	The Help facility should be contextual, role-based and customizable						
7.	The ERP system should handle errors and exceptions and display user-friendly messages through the GUI and automated interactions with other systems	P1					
	<b>Reliability Requirements</b>						
8.	The ERP solution should provide mechanisms to define and monitor the status of the backup schedule	P1					
9.	The ERP solution should provide mechanisms to enable the testing of the system backups to verify the integrity of backed up data. Mechanisms should also generate and maintain a history of	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/Optional	Standard	Customizable	Not Supported	Third Party Integration	
	reports on successful / unsuccessful backups						
	<b>Security Requirements</b>						
10.	The ERP system should provide for user and administrative account management via Active Directory or LDAP	P1					
11.	The ERP solution should allow for authorised users to define the user level access rights and specify the functions (read/ write) that could be performed by a specified user within each specified module.	P1					
12.	The ERP system should allow for definition of the maximum number of unsuccessful log-in attempts per user at a given time. If a user exceeds the	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	maximum number of unsuccessful log-in attempts at a given instance, system should lock-out the user from the system for a definable amount of time.						
13.	The ERP system should allow for the system administrator to temporarily and/or permanently lock out a user.	P1					
14.	The ERP system should allow for the system Administrator to release a locked-out user.	P1					
15.	The ERP system should prevent a user from having more than one active login session.	P1					
16.	The ERP system should allow for the Systems Administrator to define the maximum amount of idle time before a	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	logged in user is automatically signed out. This time should be definable by role to enable a variation of different idle times depending on the responsibilities held by the user.						
17.	The ERP system should display the last log-in time and date should be displayed for the benefit of the user on a successful log-in, and provide provisions for users to view previous successful and unsuccessful login attempts to enable them to verify that an unauthorised attempt against their credentials has not been made.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
18.	The ERP system should log all successful and unsuccessful login attempts of a user with the following (minimum) details:	P1					
19.	User ID.	P1					
20.	Login/logout date and time up to seconds.	P1					
21.	IP address	P1					
22.	Actions performed on corresponding ERP system modules, such as add, delete, update, and view.	P1					
23.	The ERP system should provide safeguards against "Forgot Password?" features which lock the account should be implemented.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
24.	User authorization should be enabled through secure login and authorized access to data. The authentication should be based on username and password complemented by role-based access control and authorization profile. These mechanisms should ensure and enforce secure and authorized access and usage of the ERP system	P1					
25.	If a user with an active session has had no interaction with the system for longer than a configurable length of time, then the next time they make a request the system they shall be asked to enter their password before they can proceed.	P1					
	<b>Scalability requirements</b>						

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
26.	ERP system should support scalability both vertically (scale-up) and horizontally (scale-out) across architecture tiers	P1					
27.	The system should provide application architectures that are highly granular and loosely coupled. The solution architecture design should promote flexible business process management for future scalability. The solution should be interoperable in nature.	P1					
28.	The solution should provide for multi-tiered architectures.	P1					
29.	The application should have an automatic way of migrating the data of existing database in case of data structure change during transfer to new versions.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/Optional	Standard	Customizable	Not Supported	Third Party Integration	
	<b>Supportability requirements</b>						
30.	The ERP system should have local support	P1					
31.	Comprehensive maintenance and support should be offered that covers application, licenses, services, and support	P1					
32.	The ERP system vendor should provide sufficient knowledge transfer plan, roadmap and activities	P1					
33.	The The ERP system vendor should provide installation and troubleshooting support	P1					
34.	The ERP system vendor should provide customization and configuration support during and after implementation	P1					
	<b>Data related requirements</b>						

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
35.	Provide the ability to archive and retain data for any given data size and for up to CoRSU's retention period	P1					
36.	The ERP system should include: user and technical manuals - on-line, hard copy, data element dictionary and operations manual	P1					
37.	The ERP system should have inbuilt online help and FAQs that is intuitive, easy to navigate and understand.	P1					
38.	The ERP system should have training manuals	P1					
	<b>SLA requirements</b>						
39.	Comprehensive warranty should be offered that covers the ERP system. The	P1					

**Part 2: Section 6. Statement of Requirements**

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	warranty should cover the ERP system, licenses, services, and support						
40.	SLAs that show, among other metrics, appropriate escalation procedures and guarantee corrective actions within a pre-determined time. The SLAs should highlight the required levels of accuracy, quality, completeness, timeliness, responsiveness, productivity, user satisfaction and cost-effectiveness	P1					
41.	The ERP system must comply with "all applicable laws, regulations and guidelines	P1					
	<b>Interfacing requirements</b>						
42.	The ERP system should provide support for the interfacing with current and future	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	internal and external systems for data exchange. Access to exchanged data should be in commensuration with user roles as defined in the ERP system, with support for encrypted data exchange.						
43.	Upgrades made to the ERP system and/or interfaced systems should not affect the interfacing requirements and disrupt data exchange.	P1					
44.	The ERP system should log all unsuccessful interface transactions and clearly identified in the audit logs.	P1					
45.	The ERP system should support interfacing with the government payment gateway.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
46.	The ERP system should support interfacing with financial institutions to allow providers make payments.	P1					
47.	The system should support standard interfaces such as adapters, APIs to interface with standard application and legacy applications and support user exits.	P1					
	<b>Additional non-functional requirements</b>						
48.	The solution architecture should be platform and vendor independent.	P1					
49.	System architecture should allow infrastructure simplicity and standardization.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
50.	The solution software including operating system should be certified for different types of hardware.	P1					
51.	The infrastructure should be capable of supporting disaster recovery.	P1					
52.	The solution should have capability to present all business processes and data via familiar relevant office applications and should offer integration with all relevant Forms.	P1					
53.	The system should support latest OS versions and provide compatibility to future versions	P1					
54.	All components in the system must be maintained with ease such that corrective and preventive maintenance can be	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	performed on the system without affecting the entire working of the system.						
55.	The system should be designed to remove all single points of failure. The system should provide the ability to recover from failures and should also provide clustering features, thus protecting against many multiple component failures	P1					
56.	The system should have the ability to scale up as and when the new business applications and services are added without compromising the performance of the overall solution. The architecture should be proven to be highly scalable	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	and capable of delivering high performance as and when the transaction volumes increase.						
57.	The system should support interfacing with PDA, Smart Card readers, RF devices, data acquisition system, webcam, barcode reader, biometric system etc.	P1					
58.	The system should support real-time data updates and interfaces with software from other vendors.	P1					
59.	The system should support export and import of data from different legacy systems/other systems/databases in different file formats and on specified time intervals.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
60.	The system should support SSL and digital certificates.	P1					
61.	The system should be remote access integration compatible.	P1					
62.	The system should support the use of fault-tolerant multiprocessor architecture and cluster processing.	P1					
63.	The system should support auto-switching failover to other available server in case of server failure.	P1					
64.	The system should support distributed processing.	P1					
	<b>Meta Data</b>						
65.	The solution's metadata management functionality should provide an acceptable response to support the	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/Optional	Standard	Customizable	Not Supported	Third Party Integration	
	transfer of metadata to the ERP system in real time.						
66.	The solution's metadata management functionality should provide an online catalogue of services and associated artefacts, such as Web Service Description Language (WSDL) files.	P1					
67.	The solution's metadata management functionality should provide a single point of access for cataloguing, promoting and publishing.	P1					
68.	The solution should allow for metadata management that enables access control for all the features above.	P1					
	<b>Application standards</b>						
69.	Compliance to SOA and Web-services	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Standard	Customizable	Not Supported	Third Party Integration	
		<b>Mandatory/Optional</b>					
70.	Web-centric, multi-tier architecture shall be used	P1					
71.	Open Standards and Interoperability shall be considered	P1					
72.	XML based standard shall be used wherever applicable	P1					
	<b>Interoperability</b>						
73.	Usage of standard APIs	P1					
74.	Service-oriented architecture (SOA) based	P1					
75.	Support for multiple industry standard databases with ODBC, JDBC and Unicode compliance	P1					
	<b>Document encryption</b>						
76.	PKCS specifications	P1					

**Part 2: Section 6. Statement of Requirements**

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
77.	Information Security	P1					
78.	System to be ISO27001 compliant	P1					
79.	Operational integrity & security management	P1					
80.	System to be ISO17799 compliant	P1					
81.	IT Infrastructure management ITIL / EITM specifications	P1					
82.	Service Management ISO 20000 specifications	P1					
83.	Project Documentation IEEE/ISO specifications for documentation	P1					
84.	Internet Protocol IPv6 ready equipment's	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Standard	Customizable	Not Supported	Third Party Integration	
		<b>Mandatory/Optional</b>					
85.	Information access/ transfer protocols SOAP, HTTP/HTTPS	P1					
86.	Interoperability Web Services, Open standards	P1					
87.	Scanned documents TIFF (Resolution of 300 dpi) for archiving JPEG and/or PDF for storage and dissemination	P1					
	<b>Security</b>						
88.	All systems shall have integrated security features that are configurable by the system administrator to control access to the application, functional modules, transactions, and data.	P1					
89.	Public key verification methods shall be followed for verifying that the contents of	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/Optional	Standard	Customizable	Not Supported	Third Party Integration	
	a document have not been tampered with and allowing the receiver to confirm the identity of the sender.						
90.	The applications shall require the use of unique user IDs and passwords for authentication purposes and digital signatures, Biometric and other devices as applicable.	P1					
91.	Where the electronic signature is not available, the system shall allow the user to input their electronic signature into the system using appropriate hardware.	P1					
92.	The application shall allow for the following:	P1					
93.	The enforcement of password standards	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Standard	Customizable	Not Supported	Third Party Integration	
		<b>Mandatory/Optional</b>					
94.	The establishment of a specified period for password expiration	P1					
95.	The prohibition of recent password reuse	P1					
96.	The system administrator shall be able to define functional access rights and data access rights by assigned user ID, functional role, and owner organization.	P1					
97.	The systems shall permit the system administrator to assign multiple levels of approval to a single user.	P1					
98.	The system administrator shall be able to restrict access to sensitive data elements by named user, groups of users, or functional role.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
99.	The system shall be auditable as per requirements from time to time.	P1					
100.	The system shall have audit logging capability to record access activity, including the following:	P1					
101.	All log-in/log-out attempts by user and workstation	P1					
102.	User-submitted transactions	P1					
103.	Initiated processes	P1					
104.	System override events; and direct additions, changes, or deletions to application-maintained data	P1					
105.	The system shall provide the ability to query the audit log by type of access,	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	date and time stamp range, user ID, IP address and terminal ID.						
106.	System audit shall be enabled for all the information assets to establish detective controls. The system shall have evidence, like audit trails, logs, approval reports. for the purpose of third-party security audit.	P1					
107.	The system shall maintain a full tamper proof audit trail of all transactions carried out on the system by storing all the relevant data (record all users including the system administrators).	P1					
108.	The system shall have security incident management procedures. This incident management procedure shall use	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	Technical Support facilities and shall be reported in the incident management System.						
109.	The system shall have system development and change control procedures including effective segregation of duties and environment.	P1					
110.	The system shall have proper logical access security for all the information assets. Entire network including servers, communication links, database etc., shall be logically segregated from rest of the networks.	P1					
111.	The system shall provide functionality to take backup of both the system and its database. The same functionality shall	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/Optional	Standard	Customizable	Not Supported	Third Party Integration	
	also support restoration of the system to a given backup point.						
	<b>Interfaces</b>						
112.	The vendor shall develop interfaces with currently existing applications in appendix 1 The system shall be able to interface with other external stakeholders including appendix 1 In addition, the vendor shall provide API with their respective documentations.	P1					
113.	The system shall be compatible with mobile devices running across different platforms, IOS, Windows and Android	P1					
114.	The system shall be compatible with mobile devices and adapt the user	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	interface to match the different screen sizes.						
115.	The system shall possess easy-to-use user interfaces, able to perform tasks with minimum of clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.	P1					
	<b>Browser Support</b>						
116.	The system shall be accessible through a number of browsers including but not limited to Internet Explorer, Mozilla Firefox, Chrome and Opera.	P1					
	<b>Installation, configuration and commissioning of central servers</b>						

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
117.	The vendor shall be responsible for Installation, configuration and commissioning of all the hardware procured for hosting the ERP system at the CoRSU Data Centre (DC).	P1					
	<b>Offline Capability</b>						
118.	The system shall provide capacity to work offline in scenarios where users need to be offline or in case of network failure.	P1					
119.	The system shall synchronize offline data, and the user shall be prompted to submit the data.	P1					
	<b>Scalability</b>						
120.	The vendor shall plan and provide for horizontal scalability in such a manner that a new server can be added (or	P1					

**Part 2: Section 6. Statement of Requirements**

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	removed) dynamically, as and when required in future, without disturbing the normal functioning of the system. The vertical scalability in servers in terms of additional processors and RAM will have to be provisioned for handling future growth in transactions.						
121.	The vendor shall provide exact requirements for SAN storage keeping in view the legacy data that needs to be digitized and stored.	P1					
122.	The system shall allow for cancellations and backtracking of tasks while using the application.	P1					
	<b>Availability</b>						

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
123.	The vendor shall indicate the critical components in the system and indicate the plans for fail-over mechanisms. The components shall be in redundant mode (N+1) configuration. The vendor shall ensure that no single point of failure (SPOF) exists and enough redundancy is built into the Data Centre (DC).	P1					
	<b>Load and Stress Testing</b>						
124.	Load, scalability and stress testing shall be conducted prior to commissioning & Go Live, once the System Integration testing of the configured and customized solution has been conducted successfully. The vendor shall use suitable simulation tools in accordance with the agreed test	P1					

**Part 2: Section 6. Statement of Requirements**

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	procedures, projected future load of users as proposed by the vendor and agreed by CoRSU. After successful testing and its clearance with CoRSU, the solution shall then be considered as ready for commissioning.						
	<b>Licenses</b>						
125.	The vendor shall describe the licensing scheme with respect to software licensing as follows: Enterprise module versus system concurrent versus named Query versus user, etc. and how that works in a Disaster Recovery situation.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	<p>The vendor shall describe how licensing is structured;</p> <p>Alternatives, base software + per user licenses, license costs, license-packs, incentives, etc. Are user licenses priced by an individual count or sold in bundled groups (for example: 1, 5, 10, 25, 50, 100, etc.)?</p>						
126.	Identify how costs are determined for adding additional users after the initial purchase.	P1					
127.	Identify any licensing distinctions for users and business partners to access the system remotely through the internet e.g. employee self-service, supplier checking on status.	P1					

**Part 2: Section 6. Statement of Requirements**

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
128.	Database licenses proposed and procured as part of this procurement must be:	P1					
129.	o Enterprise	P1					
130.	o Application Full Use	P1					
	<b>Technical Documents</b>						
131.	The vendor shall supply operation and maintenance manuals for all the deliverables. These shall be in such details as to enable the ERP system to operate, maintain, adjust and fix the system etc. The manuals etc. for all deliverables shall be in English and in soft and hard copy and equal to the number of the deliverables.	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
132.	The vendor shall ensure that the ERP system components being developed are thoroughly documented with comprehensive manuals and adhere to standard methodologies in software development as per ISO and/or CMMi models. The documents including but not limited to are:	P1					
133.	Product installation and configuration steps	P1					
134.	Application access procedures	P1					
135.	User screen layout and content	P1					
136.	Transaction entry procedures	P1					
137.	Batch job setup, processing, and recovery/restart procedures	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
			Mandatory/Optional	Standard	Customizable	Not Supported	
138.	Error codes with full descriptions and recovery steps	P1					
139.	Standard report layout and content	P1					
140.	Internal processing controls	P1					
141.	Application security	P1					
142.	Operating specifications and system flowcharts	P1					
143.	Database entity relationships, table formats, and data element descriptions	P1					
144.	Program module descriptions	P1					
145.	Quality Assurance Plan Documenting the planned and systematic pattern of all actions necessary to assure confidence that the software developed will conform	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	to the CoRSU functional and technical requirements						
146.	Interface Control Document - Documenting the interface characteristics of one or more systems and documents agreements between interface owners. It shall contain information on both the physical and data element requirements that are necessary to make the transfer of information between systems feasible	P1					
147.	Test Plan Containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes methodology, schedule, resources, tools, procedures,	P1					

## Part 2: Section 6. Statement of Requirements

Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/Optional	Standard	Customizable	Not Supported	Third Party Integration	
	environment definition, test cases, and software test results						
148.	Systems Manual Detailing the data structure, table, forms and report structures	P1					
149.	Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions)	P1					
150.	Trouble Shooting Guide/ Handbook for Helpdesk which describes the various trouble shooting methods	P1					
	<b>Roll Back</b>						
151.	In case of system failure before the transaction is complete system shall roll	P1					

## Part 2: Section 6. Statement of Requirements

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Ref.	Requirements Description	Priority	Bidder's Response				Comment
		Mandatory/ Optional	Standard	Customizable	Not Supported	Third Party Integration	
	back to original state i.e. The state before system failure.						
152.	The system shall allow for users to make corrections, go back, edit on the system except for unauthorized data.	P1					

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## Part 2: Section 6. Statement of Requirements

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### Appendix 1

Systems for Data Migration and Integration.

Network/ Application(s) Name	Application Function	Operating System Name and Version	Database Management System	Source of Application (In-house or Purchased)	Is the application Web based?	Where is the server(s) supporting this application located?	Number of users supported
Tally	Finance management system	Windows Server 2008 Enterprise	ODBC (SQL)	In-house	No	Onsite	25
Filemaker	Patient Information management, Invoicing, Triaging,	Microsoft Windows Server 2016 (64-bit)		In-house	No	Onsite	175

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**Part 3: Section 7**

**General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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**Appendix 2**

**SYSTEMS HOSTING REQUIREMENTS**

**SERVER HOSTING REQUEST TYPE (SELECT ALL THAT APPLY)**

- Database Server
- File Server
- Web / Client Based Application Server

<b>HOSTING SPECIFICS</b>	
Name of System or Application	
Can Server or Application run in a Virtualized Environment?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Server Type	<input type="checkbox"/> Production <input type="checkbox"/> Backup <input type="checkbox"/> Test <input type="checkbox"/> Development
Is this a new system or application?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If the system or application already exists, what storage is it currently consuming?	
Is there any data going to be migrated from the legacy to the new unit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If answer is yes (above), what is the size of the data to be migrated?	
What is the projected percentage growth of storage per year?	
<b>ADDITIONAL INFORMATION / COMMENTS</b>	
Provide any other information or comments that you feel will be helpful in describing your hosting needs. <i>(for example System Architecture, API documentation etc., Attach documentation where necessary)</i>	

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### Part 3: Section 7

## General Conditions of Contract for the Procurement of ERP Services at CoRSU

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### b) Personnel Requirements

The Bidder must demonstrate that they have the personnel for the key positions that meet the following requirements:

<b>No.</b>	<b>Position</b>	<b>Total Work Experience (years)</b>	<b>In Similar Works Experience (years)</b>
4.	Project Manager	<p>5 years in designing and monitoring the implementation of information system</p> <p>Experience in implementing project in health sector</p> <p>The project manager will be expected to have bachelor's degree in computer science, Information technology, Information systems, or related degree.</p> <p>Master's in computer science, Business, Information technology or a related master's degree</p> <p>Training and Certification in project management will be an added advantage</p>	5
5.	Functional/System/Business Analyst	<p>5 years of system analysis experience in the design, development, testing and roll out of complex software systems and applications with at least 2 ERP implementations</p> <p>Bachelor's in information technology, Engineering or related</p>	5

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**Part 3: Section 7**

**General Conditions of Contract for the Procurement of ERP Services at CoRSU**

<b>No.</b>	<b>Position</b>	<b>Total Work Experience (years)</b>	<b>In Similar Works Experience (years)</b>
		Experience in the Health sector	
6.	Technology Architect/Programmer/Software engineer	5 years of programming experience in the design, development, testing and roll out of complex software systems and applications with at least 3 ERP implementations  Bachelor's degree in information technology, Software engineering, computer science or related degree.  Experience in the health sector is an added advantage	5

**c) Specific Firm experience**

The bidder must have executed at least three end-to-end ERP system implementations and show proof of the same evidenced by copies of completion certificates or reference letters.

The bidder must provide a Manufacturer's authorisation letter for the proposed solution to be used to implement the ERP system or provide proof of ownership of the product if the bidder owns the solution to be delivered.



## Part 3: Section 7

### General Conditions of Contract for the Procurement of ERP Services at CoRSU

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#### General Conditions of Contract

#### Section 7: General Conditions of Contract for the Procurement of Enterprise Resource Planning services at CoRSU

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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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#### **Section 7: General Conditions of contract for procurement of ERP Services**

##### **A General Provisions**

###### **1 Definitions**

- 1.1 The headings and titles of these General Conditions of Contract shall not limit, alter or affect the meaning of the Contract.
  - 1.2 Unless the context otherwise requires, the following words and terms shall have the meanings assigned to them:
    - (a) "Contract" means the Agreement entered into between the Parties and includes the Contract Documents.
    - (b) "Contract Documents" means the documents listed in the GCC, including all attachments, appendices, and all documents incorporated by reference therein, and shall include any amendments thereto.
    - (c) "Contract Price" means the sum stated in the Agreement representing the total amount payable for the provision of the Services.
    - (d) "Day" means working day. "Month" means calendar month.
    - (e) "Eligible Countries" means the countries and territories eligible as listed in the SCC.
    - (f) "GCC" means the General Conditions of Contract.
    - (g) "Party" means CoRSU or the Provider, as the case may be, and "Parties" means both of them.
    - (h) "Personnel" means persons engaged by the Provider or by any Sub-contractor as employees and assigned to the performance of the Services or any part thereof;
    - (i) "Procuring and Disposing Entity" means CoRSU purchasing the Services, as specified in the Agreement.
    - (j) "Provider" means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by CoRSU and is named as such in the Agreement, and includes the legal successors or permitted assigns of the Provider.
    - (k) "SCC" means the Special Conditions of Contract.
    - (l) "Services" means the services to be performed by the Provider as described in the contract.
    - (m) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Services to be provided or execution of any part of the Services is subcontracted by the Provider.
    - (n) "Tribunal" means the Tribunal established under the Public Procurement and Disposal of CoRSU Assets Act 2003.
  - 1.3 The word "Government" shall mean the Government of Uganda.
  - 1.4 If the context so requires it, singular means plural and vice versa.
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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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1.5 Nothing contained herein shall be construed as establishing a relation of master and servant or of principal and agent between CoRSU and the Provider.

#### **2 Corrupt Practices**

2.1 It is the CoRSU's as well as Bidders and Providers to observe the highest standards of ethics during the procurement and execution of such contracts. In pursuit of this policy, the following:

- a) defines, for the purposes of this provision, the terms set forth below as follows:
  - (i) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value, to influence the action of a CoRSU official in the procurement process or in contract execution; and
  - (ii) "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
  - (iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
  - (iv) "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- b) will suspend a provider, either indefinitely or for a stated period of time, from being awarded a CoRSU contract if it at any time determines that the firm has engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a CoRSU Contract.

2.2 The Provider shall permit them to inspect the Provider's accounts and records relating to the performance of the Services.

2.3 In pursuit of the policy defined in GCC Clause 2.1, CoRSU may terminate a Contract for Services if it at any time determines that corrupt, fraudulent, collusive or coercive practices were engaged in by representatives of CoRSU or of a Provider, during the procurement or the execution of that contract, without CoRSU having taken timely and appropriate action satisfactory to the to remedy the situation.

### **B The Contract**

#### **3 Contract Documents**

3.1 The documents forming the Contract shall be interpreted in the following order of priority:

- (a) Agreement,
- (b) Provider's Bid as amended by clarifications,
- (c) Special Conditions of Contract,
- (d) General Conditions of Contract,
- (e) Statement of Requirements,
- (f) any other document listed in the SCC as forming part of the Contract.

All documents forming the Contract are intended to be correlative, complementary, and mutually explanatory.

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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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- 3.2 No amendment, modification or other variation of the Contract shall be valid unless an Amendment to Contract is made in writing, is dated, expressly refers to the Contract, and is signed by a duly authorised representative of each party thereto.
- 3.3 If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.
- 3.4 Any action required or permitted to be taken, and any document required or permitted to be executed, under the Contract by CoRSU or the Provider may be taken or executed by the authorised representatives specified in the SCC.
- 3.5 The Contract constitutes the entire agreement between CoRSU and the Provider and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

#### **4 Governing Law**

- 4.1 The Contract shall be governed by and interpreted in accordance with the laws of Uganda.

#### **5 Language**

- 5.1 The Contract as well as all correspondence and documents relating to the Contract exchanged by the Provider and CoRSU, shall be written in English.

#### **6 Notices**

- 6.1 Any notice, request or consent required or permitted to be given or made pursuant to the Contract shall be in writing. Any such notice shall be deemed to have been given when delivered to the authorised representative of the Party at the address specified in the SCC.
- 6.2 A Party may change its address for notice hereunder by giving the other Party notice of such change.

#### **7 Assignment**

- 7.1 CoRSU or the Provider shall not assign, in whole or in part, their obligations under this Contract, except with the prior written consent of the other party.

#### **8 Subcontracting**

- 8.1 The Provider shall request approval in writing from CoRSU of all subcontracts awarded under the Contract that are not included in the Contract. Subcontracting shall in no event relieve the Provider from any of its obligations, duties, responsibilities or liability under the Contract.
- 8.2 Subcontracts shall comply with the provisions of GCC Clauses 2 and 27.

#### **9 Change Orders and Contract Amendments**

- 9.1 CoRSU may at any time request the Provider through notice in accordance with GCC Clause 6, to make changes within the general scope of the Contract.
  - 9.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Completion
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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Provider for adjustment must be asserted within twenty-eight days from the date of the Provider's receipt of CoRSU's change order.

- 13.3 Prices to be charged by the Provider for any additional Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Provider for similar services.

#### **10 Change in Laws**

- 10.1 Unless otherwise specified in the Contract, if after the date of the Bidding Document, any law, regulation, ordinance, order or by law having the force of law is enacted, promulgated, abrogated, or changed in Uganda (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Statement of Requirements and/or the Contract Price, then such Statement of Requirements and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Provider has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the contract amendment provisions in accordance with GCC Clause 9 or price adjustment in accordance with GCC Clause 23.

#### **11 Taxes and Duties**

- 11.1 The Provider shall bear and pay all taxes, duties, and levies imposed on the Provider, by all municipal, state or national government authorities, both within and outside Uganda, in connection with the provision of the Services to be supplied under the Contract.
- 11.2 For the purpose of the Contract, it is agreed that the Contract Price specified in the Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) days prior to the date of bid submission in Uganda (called "tax" in this clause). If any tax rates are increased or decreased, a new tax is introduced, an existing tax is abolished, or any change in interpretation or application of any tax occurs in the course of the performance of the Contract, which was or will be assessed on the Provider, its Joint Consultants, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

#### **12 Force Majeure**

- 12.1 For the purposes of the Contract, "Force Majeure" shall mean an event or events which are beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.
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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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- 12.2 Force Majeure shall not include
- (a) any event which is caused by the negligence or intentional action of a Party or such Party's Sub-contractors or agents or employees; nor
  - (b) any event which a diligent Party could reasonably have been expected to both:
    - (i) take into account from the effective date of the Contract; and
    - (ii) avoid or overcome in the carrying out of its obligations; nor
  - (c) insufficiency of funds or failure to make any payment required hereunder.
- 12.3 The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under the Contract in as far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of the Contract.
- 12.4 A Party affected by an event of Force Majeure shall take all reasonable measures to
- (a) remove such Party's inability to fulfil its obligations hereunder with a minimum of delay; and
  - (b) minimise the consequences of any event of Force Majeure.
- 12.5 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- 12.6 During the period of their inability to perform the Services as a result of an event of Force Majeure, the Provider shall be entitled to continue to be paid under the terms of the Contract as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Services after the end of such period.
- 12.7 Not later than thirty (30) days after the Provider, as the result of an event of Force Majeure, has become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing appropriate measures to be taken in the circumstances.

### **13 Suspension of Assignment**

- 13.1 CoRSU may, by written notice of suspension of the assignment to the Provider, suspend all payments to the Provider hereunder if the Provider fails to perform any of its obligations under the Contract, including the carrying out of the Services, provided that such notice of suspension shall:
- (a) specify the nature of the failure; and
  - (b) request the Provider to remedy such failure within a period not exceeding thirty days after receipt by the Provider of such notice of suspension.
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## Part 3: Section 7

### General Conditions of Contract for the Procurement of ERP Services at CoRSU

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#### 14 Termination

14.1 CoRSU may, by not less than thirty days' written notice of termination to the Provider (except in the event listed in paragraph (f) below, for which there shall be a written notice of not less than sixty days), such notice to be given after the occurrence of any of the events specified in GCC Clause 14.1 (a) to (g), terminate the Contract if:

- (a) the Provider fails to remedy a failure in the performance of its obligations as specified in a notice of suspension of assignment pursuant to GCC Clause 13 within thirty days of receipt of such notice of suspension of assignment or within such other period agreed between the Parties in writing;
- (b) the Provider becomes, or if any of the Provider's Members becomes, insolvent or bankrupt or enters into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary (other than for a reconstruction or amalgamation) in such event, termination will be without compensation to the provider, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to CoRSU
- (c) the Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to GCC Clause 17 hereof;
- (d) the Provider submits to CoRSU a statement which has a material effect on the rights, obligations or interests of CoRSU and which CoRSU knows to be false;
- (e) the Provider is unable as the result of Force Majeure, to perform a material portion of the Services for a period of not less than sixty days;
- (f) CoRSU, in its sole discretion and for any reason whatsoever, decides to terminate the Contract; or
- (g) the Provider, in the judgment of CoRSU, has engaged in corrupt, fraudulent, collusive or coercive practices in competing for or in executing the Contract.
- (h) where the Tribunal direct that a contract should be terminated.

#### 14.2. Termination for Convenience

CoRSU, by notice sent to the provider, may terminate the Contract, in whole or in part at any time, for its convenience. The notice of Termination shall specify that the termination is for CoRSU's convenience, the extent to which performance of the provider under the Contract is terminated, and the date upon which such termination becomes effective.

14.3 The Provider may, by not less than thirty days' written notice to CoRSU, such notice to be given after the occurrence of any of the events specified in GCC Clause 14.2 (a) to (d) terminate the Contract if:

- (a) CoRSU fails to pay any money due to the Provider pursuant to the Contract and not subject to dispute pursuant to GCC Clause 17 within thirty days after receiving written notice from the Provider that such payment is overdue;
  - (b) CoRSU is in material breach of its obligations pursuant to the Contract and has not remedied the same within thirty days (or such longer period as the Provider may have subsequently approved in writing) following the receipt by CoRSU of the Provider's notice specifying such breach;
  - (c) the Provider is unable as the result of Force Majeure, to perform a material portion of the Services for a period of not less than sixty days; or
  - (d) Either party fails to comply with any final decision reached as a result of arbitration pursuant to GCC Clause 17 hereof.
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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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- 14.4 If either Party disputes whether an event specified GCC Clauses 14.1 or GCC Clause 14.2 has occurred, such Party may, within thirty days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to GCC Clause 17 and the Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

#### **15 Cessation of Rights and Obligations or Services**

- 15.1 Upon termination of the Contract pursuant to GCC Clause 14, or upon completion of the Services pursuant to GCC Clause 20 hereof, all rights and obligations of the Parties hereunder shall cease, except:
- (a) such rights and obligations as may have accrued on the date of termination or completion;
  - (b) the obligation of confidentiality set forth in GCC Clause 3;
  - (c) any right which a Party may have under the Governing Laws.

#### **16 Cessation of Services**

- 16.1 Upon termination of the Contract by notice of either Party to the other pursuant to GCC Clause 14 the Provider shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

#### **17 Settlement of Disputes**

- 17.1 CoRSU and the Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract or interpretation thereof.
- 17.2 If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight days from the commencement of such consultation, either party may require that the dispute be referred for resolution in accordance with the Arbitration and Conciliation Act 2000 of Uganda.

#### **18 Liquidated Damages**

- 18.1 The Provider shall pay liquidated damages to CoRSU at the rate per day stated in the SCC for each day that the Completion Date is later than the Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the SCC. CoRSU may deduct liquidated damages from payments due to the Provider. Payment of liquidated damages shall not affect the Provider's liabilities.
- 18.2 If the Completion Date is extended after liquidated damages have been paid, CoRSU shall correct any overpayment of liquidated damages by the Provider by adjusting the next payment certificate.

#### **19 Commencement of Services**

- 19.1 The Provider shall commence the Services within the time period after the date of the Agreement whichever is the earlier which shall be detailed in the SCC.
- 19.2 If the Contract has not become effective within such time period after the date of Contract stated in GCC Sub-Clause 19.1, either Party may, by not less than four weeks' written notice to the other Party, declare the Contract to be null and void,
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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

#### **20 Completion Period and Completion of the Services**

20.1 The period for the completion or the period within which the Services are required to be performed shall be detailed in the SCC. The completion period shall commence from the date of the commencement of the Services detailed in GCC Sub-Clause 19.1.

20.2 The completion of the Services shall be in accordance with the Agreement.

#### **C Obligations of CoRSU**

##### **21 Provision of Information and Assistance**

21.1 CoRSU shall supply the Provider with any information or documentation at its disposal which may be relevant to the performance of the contract. Such documents shall be returned to CoRSU at the end of the period of the Contract.

21.2 CoRSU shall issue to its employees, agents and representatives all such instructions as may be necessary or appropriate to facilitate the prompt and effective performance of the Services.

21.3 CoRSU shall give the Provider access to its premises, where required for the performance of the Services, and assist the Provider with any security documentation necessary at the premises where the Services are to be performed in accordance with the Contract.

#### **D Payment**

##### **22 Contract Price**

22.1 The Contract Price shall be as specified in the Agreement subject to any additions and adjustments thereto, or deductions therefrom, as may be made pursuant to the Contract.

22.2 The Contract Price shall include the total cost for performing the Services and shall include payments for all Personnel, materials and supplies used for the Services and any other overhead or incidental costs.

22.3 The Contract Price shall be paid in accordance with the payment schedule in the SCC.

22.4 The Contract Price may only be increased if the Parties have agreed to additional payments by contract amendment in accordance with GCC Clause 9.

##### **23 Price Adjustments**

23.1 Contracts shall be at fixed prices which shall not be revised or varied.

##### **24 General Payment Procedure**

24.1 In consideration of the Services performed by the Provider under the Contract, CoRSU shall make to the Provider such payments in such manner as is provided by the Contract.

24.2 Payments made by CoRSU shall be made in response to requests for payment made by the Provider. The Provider's request for payment shall be made to CoRSU in

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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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writing by production of an invoice supported by the documentation required and as specified in the SCC.

- 24.3 Unless otherwise specified in the SCC, payments shall be made by CoRSU, no later than thirty days after submission of a request for payment by the Provider and its certification by CoRSU. CoRSU shall certify or reject such requests for payment within five days from receipt. Where such payment requests are rejected, CoRSU shall promptly advise the Provider of the reasons for rejection.
- 24.4 CoRSU shall not unreasonably withhold any undisputed portion of a request for payment. CoRSU shall notify the Provider of the inadmissibility of a request for payment due to an error, discrepancy, omission or any other reason so that the Parties may resolve such error, discrepancy, omission or other fault and agree a solution to enable payment of the corrected request for payment. Only such portion of the request for payment that is inadmissible may be withheld from payment. Should any discrepancy be found to exist between actual payment made and costs authorised to be incurred by the Provider, CoRSU may add or subtract the difference from any subsequent payments.
- 24.5 Any amount which CoRSU has paid or caused to be paid which is in excess of the amounts actually payable in accordance with the provisions of the Contract, shall be reimbursed by the Provider to CoRSU within thirty days after receipt by the Provider of a notice thereof. Any such claim by CoRSU for reimbursement must be made within twelve months after receipt by CoRSU of a final statement approved by CoRSU.

#### **25 Advance Payment Guarantee**

- 25.1 Unless otherwise stated in the SCC, where any payment is made in advance of performance of Services, payment of the advance payment shall be made against the provision by the Provider of a bank guarantee.
- 25.2 Should the advance payment guarantee cease to be valid and the Provider fails to re-validate it, a deduction equal to the amount of the advance payment may be made by CoRSU from future payments due to the Provider under the contract.
- 25.3 If a Contract is terminated for any reason, the guarantee securing the advance may be invoked in order to recover the balance of the advance still owed by the Provider.

#### **E Obligations of the Provider**

##### **26 Obligations of the Provider**

- 26.1 The Provider shall perform the Services under the contract with due care, efficiency and diligence, in accordance with best professional practices.
- 26.2 The Provider shall respect and abide by all laws and regulations in force. The Provider shall indemnify CoRSU against any claims and proceedings arising from any infringement by the Provider, its sub-contractors or their employees of such laws and regulations.
- 26.3 The Provider shall ensure that services conform to applicable environmental and quality standards, that no chemical or other product/equipment is used in such a way as to cause negative impact on the environment in general and occupational health hazards for the personnel of CoRSU in particular, and shall employ the most
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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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recent technology, safe and effective equipment, machinery, materials and methods, as necessary. The Provider shall always act, in respect of any matter relating to this Contract, to safeguard the CoRSU's legitimate interests, pursuant to Conditions of this Contract

- 26.4 The Provider shall obtain CoRSU's prior approval in writing before taking any of the following actions:
- a) entering into a subcontract for the performance of any part of the Services, it being understood that the Provider shall remain fully liable for the performance of the Services by the Sub-contractor and its Personnel pursuant to the Contract;
  - (b) any other action that may be specified in the SCC.
- 26.5 The Provider shall furnish CoRSU with any personnel data or information required by CoRSU to arrange the provision of documentation required in accordance with GCC Clause 21.3.

#### **27 Eligibility**

- 27.1 The Provider and its Joint Consultants shall have the nationality of an eligible country. A Provider or Joint Consultants shall be deemed to have the nationality of a country if it is a citizen or constituted, incorporated, or registered, and operates in conformity with the provisions of the laws of that country.

#### **28 Code of Conduct**

- 28.1 The Provider shall at all times refrain from making any CoRSU statements concerning the Services without the prior approval of CoRSU and from engaging in any activity which conflicts with its obligations towards CoRSU under the contract. It shall not commit CoRSU without its prior written consent, and shall, where appropriate, make this obligation clear to third parties.

#### **29 Indemnification**

- 29.1 At its own expense, the Provider shall indemnify, protect and defend, CoRSU, its agents and employees, from and against all actions, claims, losses or damage arising from any act or omission by the Provider in the performance of the Services, including any violation of any legal provisions, or rights of third parties, in respect of patents, trademarks and other forms of intellectual property such as copyrights.
- 29.2 At its own expense, the Provider shall indemnify, protect and defend CoRSU, its agents and employees, from and against all actions, claims, losses or damages arising out of the Provider's failure to perform its obligations provided that:
- (a) the Provider is notified of such actions, claims, losses or damages not later than 30 days after CoRSU becomes aware of them;
  - (b) the ceiling on the Provider's liability shall be limited to an amount equal to the contract value, but such ceiling shall not apply to actions, claims, losses or damages caused by the Provider's wilful misconduct;
  - (c) the Provider's liability shall be limited to actions, claims, losses or damages directly caused by such failure to perform its obligations under the contract and shall not include liability arising from unforeseeable occurrences incidental or indirectly consequential to such failure.
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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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- 29.3 The aggregate liability of the Provider to CoRSU shall not exceed the total contract value.
- 29.4 The Provider shall have no liability whatsoever for actions, claims, losses or damages occasioned by:
- a) CoRSU omitting to act on any recommendation, or overriding any act, decision or recommendation, of the Provider, or requiring the Provider to implement a decision or recommendation with which the Provider disagrees or on which it expresses a serious reservation; or
  - b) the improper execution of the Provider's instructions by agents, employees of CoRSU.
- 29.5 The Provider shall remain responsible for any breach of its obligations under the contract for such period after the Services have been performed as may be determined by the law governing the contract.

#### **30 CoRSU's Safeguarding Policy**

30.1 The Provider will be required to observe CoRSU's policy on the Commitment to Safeguarding as noted;

- a) CoRSU is fully committed to the safety and wellbeing of children and other vulnerable adults.
- b) All CoRSU services are aligned with the CoRSU Safeguarding Policy geared towards keeping children and vulnerable adults free from acts of abuse, neglect and exploitation.

#### **F Performance of the Services**

##### **31 Scope of Services**

- 31.1 The Services to be provided shall be as specified in the Statement of Requirements in the Contract.
- 31.2 The Services shall be performed at such locations as are specified in the Statement of Requirements.

##### **32 Provider's Personnel**

- 32.1 The Provider shall employ and provide such qualified and experienced Personnel as are required to carry out the Services. The Provider shall be responsible for the performance of the Personnel.
- 32.2 If required by the Agreement, the Provider shall ensure that a manager, acceptable to CoRSU, takes charge of the performance of the Services.

##### **33 Working hours of the Personnel**

- 33.1 Where the Services are performed on a regular basis at the premises of CoRSU, the Provider shall work the hours agreed with CoRSU where not specified in the Statement of Requirements.
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## **Part 3: Section 7**

### **General Conditions of Contract for the Procurement of ERP Services at CoRSU**

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#### **34 Replacement of Personnel**

34.1 If CoRSU requests the Provider to remove a person who is a member of the Providers staff or work force, stating the reasons, the Provider shall ensure that the person leaves the Site within seven days and has no further connection with the work in the Contract.

#### **35 Performance Security**

35.1 The Provider shall, within twenty-eight (28) days of the notification of contract award, provide a Performance Security for the due performance of the Contract in the amount and currency specified in the SCC.

35.2 The proceeds of the Performance Security shall be payable to CoRSU as compensation for any loss resulting from the Provider's failure to complete its obligations under the Contract.

35.3 The Performance Security shall be in one of the forms stipulated by CoRSU in the SCC.

35.4 The Performance Security shall be discharged by CoRSU and returned to the Provider not later than twenty-eight (28) days following the date of completion of the Provider's performance obligations under the Contract.

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Part 3: Section 8 Special Conditions of Contract

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Section 8 Special Conditions of Contract

GCC clause reference	Special Conditions of Contract
	The Procurement Reference Number is: CoRSU/Svcs/2021/001
<b>GCC 3.1(f)</b>	The other documents forming part of the Contract are: Not Applicable
<b>GCC 3.4</b>	<b>Authorised Representatives:</b> The Authorised Representatives are: For CoRSU: Davide Naggi- Chief Executive Officer (CoRSU) For the Provider:
<b>GCC 4.1</b>	<b>Law:</b> The Governing Law shall be the Law of Uganda.
<b>GCC 5.1</b>	<b>Language:</b> The language of the contract shall be English.
<b>GCC 6.1</b>	For <b>notices</b> , CoRSU' s address shall be: Attention: Procurement Office PO Box: 46 Kisubi Country: Uganda Telephone: 0794 900 103, 0790 900 171 Email address: <a href="mailto:procurement.bids@corsuhospital.org">procurement.bids@corsuhospital.org</a>  For <b>notices</b> , the Provider's address shall be: Attention: Street Address: Floor/Room number: Town/City: PO Box: Country: Telephone: Facsimile number: Email address:
<b>GCC 17.2</b>	<b>Dispute settlement:</b> The Dispute settlement shall be the Arbitration and Conciliation Act 2000 of Uganda.
<b>GCC 18.1</b>	Liquidated Damages apply. The liquidated damage shall be: 0.01% per week The maximum amount of liquidated damages shall be: Not exceed 10% of the contract price
<b>GCC 19.1</b>	<b>Commencement:</b> The Period within which Services shall have commenced following the date of the Agreement is: 14 days
<b>GCC 20.1</b>	<b>Completion:</b> The Services shall be completed by/shall be performed for a period of: 6 months from the date of contract signing

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**Part 3: Section 8 Special Conditions of Contract**

<b>GCC clause reference</b>	<b>Special Conditions of Contract</b>																						
<b>GCC 22.2</b>	<b>Excluded costs:</b> Not Applicable																						
<b>GCC 22.3</b>	<p><b>Payment Schedule:</b> The payment schedule shall be:</p> <table border="1" data-bbox="464 389 1401 757"> <thead> <tr> <th data-bbox="464 389 536 441">#</th> <th data-bbox="536 389 1043 441"><b>Deliverables</b></th> <th data-bbox="1043 389 1401 441"><b>Payment (%)</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="464 441 536 490">1.</td> <td data-bbox="536 441 1043 490">Project Inception Report</td> <td data-bbox="1043 441 1401 490">15</td> </tr> <tr> <td data-bbox="464 490 536 542">2.</td> <td data-bbox="536 490 1043 542">Solution Design (Blueprint) report</td> <td data-bbox="1043 490 1401 542">15</td> </tr> <tr> <td data-bbox="464 542 536 593">3.</td> <td data-bbox="536 542 1043 593">Training Report</td> <td data-bbox="1043 542 1401 593">20</td> </tr> <tr> <td data-bbox="464 593 536 645">4.</td> <td data-bbox="536 593 1043 645">Testing Report</td> <td data-bbox="1043 593 1401 645">20</td> </tr> <tr> <td data-bbox="464 645 536 696">5.</td> <td data-bbox="536 645 1043 696">Data Migration report</td> <td data-bbox="1043 645 1401 696">10</td> </tr> <tr> <td data-bbox="464 696 536 748">6.</td> <td data-bbox="536 696 1043 748">Go-Live Report</td> <td data-bbox="1043 696 1401 748">20</td> </tr> </tbody> </table>		#	<b>Deliverables</b>	<b>Payment (%)</b>	1.	Project Inception Report	15	2.	Solution Design (Blueprint) report	15	3.	Training Report	20	4.	Testing Report	20	5.	Data Migration report	10	6.	Go-Live Report	20
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6.	Go-Live Report	20																					
<b>GCC 24.2</b>	<p><b>Documentation for Payment:</b> The following documentation shall be required to support invoices requesting payments:</p> <ul style="list-style-type: none"> <li>• Project inception report</li> <li>• Blueprint report</li> <li>• Training report</li> <li>• Testing report</li> <li>• Data migration report</li> <li>• Go-live report</li> </ul>																						
<b>GCC 24.3</b>	<p><b>Payment Period:</b> Payment shall be made by CoRSU within 30 days of receipt of the invoice and the relevant documents specified in Clause 24.2.</p>																						
<b>GCC 25.1</b>	<p>An Advancement Payment Guarantee shall be required.            The amount of the Advance Payment Guarantee shall be: 20% of the contract price            The period of validity of the Advance Payment Guarantee shall be: 3 months</p>																						
<b>GCC 34.1</b>	<p><b>Working hours:</b> The working hours for the Provider shall be: 8:00am to 4:00pm, Monday to Friday</p>																						
<b>GCC 36.1</b>	<p><b>Performance Security:</b> A Performance Security shall be required.            The amount and currency of the Performance Security is: 10 percent of the contract price</p>																						

## Part 3: Section 9: Contract Form

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### Section 9. Contract Forms

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**Part 3: Section 9: Contract Form**

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Agreement

Procurement Reference No: \_\_\_\_\_

This Agreement is made the \_\_\_\_\_ day of the month of \_\_\_\_\_,  
\_\_\_\_\_ /

between \_\_\_\_\_ of  
(hereinafter called the "Procuring and Disposing Entity") and  
\_\_\_\_\_ of  
\_\_\_\_\_ (hereinafter called the "Provider").

WHEREAS

- (a) CoRSU has requested the Provider to provide certain services (hereinafter called the "Services") as defined herein and attached to this Contract;
- (b) the Provider having represented to CoRSU that it has the required skills, personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

- 1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred to.
- 2. In consideration of the payments to be made by CoRSU to the Provider as indicated in this Agreement, the Provider hereby covenants with CoRSU to provide the Services in conformity in all respects with the provisions of the Contract.
- 3. CoRSU hereby covenants to pay the Provider in consideration of the provision of the Services, the Contract Price of \_\_\_\_\_ or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

Signed by \_\_\_\_\_ (for the Procuring and Disposing Entity)

Name: \_\_\_\_\_ Authorised Representative

Position: \_\_\_\_\_

In the presence of:

Name: \_\_\_\_\_ Position: \_\_\_\_\_

\_\_\_\_\_

Signed by \_\_\_\_\_ (for the Provider)

Name: \_\_\_\_\_ Authorised Representative

Position: \_\_\_\_\_

In the presence of:

Name: \_\_\_\_\_ Position: \_\_\_\_\_

\_\_\_\_\_

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## Part 3: Section 9: Contract Form

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### Appendices

#### Appendix A Statement of Requirements

#### Appendix B Breakdown of Contract Price in Uganda Shillings

Activity	Input Qty	Unit of measure	Unit Price	Total Price
<b>Total Contract Price</b>				

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### **Part 3: Section 9: Contract Form**

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*[The Performance Security should be on the letterhead of the issuing Financial Institution and should be signed by a person with the proper authority to sign documents that are binding on the Financial Institution]*

Performance Security

Date: *[insert date (as day, month, and year) of Performance Security]*

Procurement Reference No: *[insert Procurement Reference Number]*

To: *[insert complete name of Procuring and Disposing Entity]*

WHEREAS *[insert name complete of Provider]* (hereinafter "the Provider") has undertaken, pursuant to Contract No. *[insert number]* dated *[insert day, month and year]* to supply *[brief description of the Services]* (hereinafter "the Contract").

AND WHEREAS it has been stipulated by you in the aforementioned Contract that the Provider shall furnish you with a security *[insert type of security]* issued by a reputable guarantor for the sum specified therein as security for compliance with the Provider's performance obligations in accordance with the Contract.

AND WHEREAS the undersigned *[insert complete name of Guarantor]*, legally domiciled in *[insert complete address of Guarantor]*, (hereinafter the "Guarantor"), have agreed to give the Provider a security:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Provider, up to a total of *[insert currency and amount of guarantee in words and figures]* and we undertake to pay you, upon your first written demand declaring the Provider to be in default under the Contract, without cavil or argument, any sum or sums within the limits of *[insert currency and amount of guarantee in words and figures]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This security is valid until the *[insert number]* day of *[insert month]*, *[insert year]*.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758.

Name: *[insert complete name of person signing the Performance Security]*

In the capacity of *[insert legal capacity of person signing the Performance Security]*

Signed: *[signature of person whose name and capacity are shown above]*

Duly authorised to sign the Performance Security for and on behalf of: *[insert complete name of Financial Institution]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

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