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| **SN** | **TECHNICAL REQUIREMENTS** | **RESPONSE** | **COMMENTS** |
| 1 | Proposed solution will support revenue collection from multiple sources as stipulated in the county finance Act. |  |  |
| 2 | Confirmation that the solution will be customized and installed in county’s Data center (locally hosted). |  |  |
| 3 | Customer registration and linkage to the different accounts a customer may have within the county (single business permits, land rates, advertising, house rent etc) |  |  |
| 3.1 | Ability to securely retrieve lost password and usernames. |  |  |
| 3.2 | Ability to generate bills for different services offered by the county. |  |  |
| 3.3 | Allows users to verify details before completion of payment. |  |  |
| 3.4 | Ability to notify customers on bills generated through sms, emails, Web application interfaces |  |  |

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| **SN** | **TECHNICAL REQUIREMENTS** | **RESPONSE** | **COMMENTS** |
| 3.5 | Ability to query bills generated and make payments |  |  |
| 3.6 | Ability to make payments based on relevant reference number based on service e.g. Vehicle registration for car park, business license number, land registration etc. |  |  |
| 3.7 | Ability to apply penalties automatically on overdue bills |  |  |
| 4 | Support for multiple electronic payments options including. |  |  |
| 4.1 | Mobile money from all major mobile money payment platforms ( please detail the mobile payment providers with whom you already have partnerships) |  |  |
| 4.2 | Direct debit through banks or walking to bank branches ( please detail the banks with whom you already have partnerships) |  |  |
| 4.3 | Kiosks and agency networks ( please explain detail your coverage and any partnerships) |  |  |

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| **SN** | **TECHNICAL REQUIREMENTS** | **RESPONSE** | **COMMENTS** |
| 4.4 | Support for credit card and debit card payment (please detail the payment cards supported) |  |  |
| 4.5 | Support for international remittances/payments ( ability to receive and convert foreign currency payments.) |  |  |
| 4.6 | Ability to setup recurring payments schedule with one instruction followed by automatic debits with notification sent to citizen when payment is deducted. |  |  |
| 4.7 | Ability to receive over the counter payments at any of Kitui county Government service points. |  |  |
| 4.8 | Ability to notify customer on success or failure of transaction |  |  |
| 4.9 | Ability to process group and individual payments. |  |  |
| 5 | Ability to issue an electronic receipt with a reference number that can be verified electronically by a user querying through USSD, SMS, web application, mobile application etc. ( please give details) |  |  |

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| 5.1 | Ability to permit a physical receipt that can verified |  |  |
| 5.2 | Ability to print relevant documents on payments such as : business permits, public health licenses, fire certifications etc. |  |  |
| 5.3 | Ability to submit queries and complaints |  |  |
| 5.4 | Ability to retrieve transactions history |  |  |
| 6 | Supports multiple access channels |  |  |
| 6.1 | Unstructured supplementary service Data (USSD) |  |  |
| 6.2 | Mobile application |  |  |
| 6.3 | Local and public portal web access |  |  |

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| 6.4 | Agency network ( please give details) |  |  |
| 6.5 | Point of sale terminal ( POS) |  |  |
| 7 | Ability to monitor and enforce revenue collection in all revenue streams through bar codes, USSD, QR CODES, POS or mobile application. |  |  |
| 8 | Ability to integrate with existing county system ( such as LAIFOMS, health management information system , county GIS solution , IFMIS- for information migration ) and future back office system. |  |  |
| **9** | **Ability to collect and store GIS information of businesses, billboards, count government owned houses, stalls, shops etc.** |  | The web system has ability to collect and store information |
| **10** | **Ability to define role based access to Kitui county Staff administering the system.** |  | **It has a role based login capabilities for different user levels** |
| **11** | **Ability to configure new revenue streams.** |  | **It has ability to configure new revenue sources.** |
| **12** | **The system and the system data should be secure and monitored 27/7/365 against malware fraudulent access, hackers and intrusion detection (please give details)** |  | **The system allows installation of SSL for web security** |

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| **12.1** | **The system should support secure login using global security standards such as 128 bit SSL encryption, SHA 3 encryption, Dual Authentication, multi factor Authentication or equivalent.** |  | **The system supports anti-bot verification and secure login, 2-step verification as well as SSL.** |
| **12.2** | **Support payer Authentication and fraud screening mechanisms such as 3D secure, AVS, CV2, two factor authentication or equivalent.** |  | **The system supports authentication and fraud screening** |
| **13** | **Business intelligence (BI) – Online dashboard for each system user ( i.e. clients, county staff should have customized screen display depending on functions assigned)** |  | **It is integrated by online business intelligence tool** |
| **14** | **Real time revenue reporting based on different dimensions including:** |  | **The system enables real time reporting** |
| **14.1** | **Revenue collection per revenue stream** |  | **Shows revenue collected filtered by stream** |
| **14.2** | **Revenue collected by collection channel** |  | **Shows revenue collected and the channel for collection.** |
| **14.3** | **Revenue collected per Department/Ministries** |  | **Filters revenue collected by different sources** |
| **14.4** | **Revenue collected per revenue collector** |  | **The system shows revenue collected per revenue collector** |

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| **14.5** | **Revenue collected per collection point** |  | **The system shows revenue collected per collection point** |
| **14.6** | **Ability to filter by period i.e. Daily , weekly, monthly, quarterly, half yearly, annually and custom periods.** |  | **The system has a search filter by specific search arguments e.g. periods** |
| **14.7** | **Collected revenue against expected revenue, previous periods, by revenue stream, channel, department, revenue collector, collection points.** |  | **The system displays all the revenue collected together with the source of the revenue** |
| **14.8** | **Support for Graphical analysis/ dashboard** |  | **The system allows graphical representation of information on dashboard** |
| **14.9** | **Transaction search – allows a quick find of specific transaction records to answer citizen payment queries** |  | **The system allow filter of search queries accordingly** |
| **15** | **Reporting should allow visibility into end to end payment lifecycle.** |  | **The system allows visibility in reporting** |
| **16** | **System should provide detailed audit logs of transactions as required** |  | **The system provides audit logs for transactions** |
| 17 | Ability to export transaction information from the system in different formats e.g. PDF, CSV Excel. |  |  |

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| 18 | Ability to support cash and bank Reconciliation and management of cash position by the county. |  |  |
| 19 | Automatic reconciliation that allows matching of payments to accounts number and other identifiers |  |  |
| 20 | System should be complaint with set government single chart of accounts (GSCA) as stipulated in the National Treasury and Commission on Revenue Allocation ( CRA ) guidelines. |  |  |
| 20.1 | Comply with communication commission of Kenya (CCK) Regulations regarding communication such as mobile communications, wireless communications. Etc. |  |  |
| 20.2 | Comply with all central Bank of Kenya (CBK), regarding mobile transactions as regulatory framework ,as well as commission on revenue allocation guidelines. |  |  |
| 21 | Service level agreement (SLA) |  |  |
| 22 | Minimum availability/uptime |  |  |
| 23 | Support service including bugs, Fixes, upgrades ( please give details) |  |  |
| 24 | Help desk or support ( respond time by priority- explain) |  |  |