**ADDENDUM**

**This Agreement is entered into on the \_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_ 2018 between THE CO-OPERATIVE BANK OF KENYA LIMITED (“the Bank”) AND INTELIGEN INFOSYS LIMITED (“Inteligen Infosys”) and is an Addendum to the Implementation Agreement E-Collections: A Debt Management System dated 19th February 2014 between the Parties (“The Initial Contract”).**

1. **Background**

This addendum seeks to have the Change Requests detailed herein delivered based on specific output as detailed in the Change Request and the task schedule and not necessarily based on man days.

1. **Change Requests**

Inteligen Infosys shall deliver the requested enhancements as per below change requests.

CR 1.0 Creation of personalized work lists for the different roles

CR 2.0 Automatic relegation of files from branches to remedial

CR 3.0 Remittance of CRB listing data

~~CR 4.0 Automatic generation of post listing demand letters~~

CR 5.0 Enhancement of Collectors work list

CR 6.0 Enhancement of EDC work list

CR 7.0 Enhancement of service providers work list

CR 8.0 Generation of fee notes for general service providers

CR 9.0 Report improvements on service providers

~~CR 10.0 Automated generation of prelisting demand letters~~

CR 11.0 Integration with Avaya

CR 12.1 Enhance the system to be able to generate a report where you are able to choose specific days for ‘promise to pay’. It should also be able to send daily reminders (Consider email option) per collector (RRO/ARO code). We should also have a daily report on broken promises.

CR 12.2 The system to allow uploading of email attachments.

CR 12.3 The system to allow attachments on Paying accounts, currently happening for non-performing

CR 12.4 Performing card accounts to be loaded in e-collect, currently only non-performing are loaded.

CR 12.5 Have capability to amend the list for automatic SMS alerts.

CR 12.6 Automation of Cancellation notices for Insurance premium finance facilities. To customer email and Insurance Company email and Brokers.

CR 12.7 Automation of Repossession instructions for Asset Finance Customers to auctioneers email.

CR 12.8 Integration of e-collect to other bank systems i.e. DMS, CMS, COVENANT TRACKER, LOAN TRACKER, BPMS, E-CREDIT, AVAYA.

1. **Features under version 4.0.0**

Inteligen Infosys shall deliver the following new features as listed and outlined below:

1. Auto dialer (Integration with Avaya)
2. Automatic generation and mailing of demand letters
3. Service provider worklist management
4. Enhanced EDC worklist
5. Generation of fee notes
6. Relegation of files workflow
7. Credit cards pre-delinquency management
8. Integration through SOA and web services
9. **Project Team**

The Bank’s stakeholders required include key users of all modules in scope, project managers, ICT Quality Assurance, Business Applications Support, Enterprise Architects, Developers and Business Change Management.

The stakeholders required will be informed timeously by Inteligen Infosys of the Agenda review meeting.

1. **Project activities, high level timelines and deliverables**

5.1 The above Change Requests shall be delivered strictly in accordance with the below program:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **E-Collect Upgrade Project Plan** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Project Name** | Product Release |  |  |  |  |
| **Project Manager** | Kevin |  |  |  |  |
| **Project Deliverable** |  |  |  |  |  |
| **Scope Statement** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Start Date** | **7/17/2018** |  |  |  |  |
| **End Date** | **10/10/2018** |  |  |  |  |
| **Overall Progress** | **0%** |  |  |  |  |
|  |  |  |  |  |  |
| Task Name | Responsible | Start | End | Days | Status |
| Sprint 1 | Kevin | 17-Jul | 4-Aug | 18 | Not started |
| CR 1.0 Creation of personalized work lists for the different roles |  | 17-Jul | 21-Jul | 4 | Not started |
| CR 2.0 Automatic relegation of files from branches to remedial |  | 22-Jul | 27-Jul | 5 | Not started |
| CR 3.0 Remittance of CRB listing data |  | 28-Jul | 31-Jul | 3 | Not started |
| CR 4.0 Automatic generation of post listing demand letters |  | 31-Jul | 2-Aug | 2 | Not started |
| CR 5.0 Enhancement of Collectors work list |  | 2-Aug | 4-Aug | 2 | Not started |
| Sprint 2 | Kevin | 9-Aug | 29-Aug | 20 | Not started |
| CR 6.0 Enhancement of EDC work list |  | 9-Aug | 14-Aug | 5 | Not started |
| CR 7.0 Enhancement of service providers work list |  | 14-Aug | 20-Aug | 6 | Not started |
| CR 8.0 Generation of fee notes for general service providers |  | 20-Aug | 23-Aug | 3 | Not started |
| CR 9.0 Report improvements on service providers |  | 23-Aug | 26-Aug | 3 | Not started |
| CR 10.0 Automated generation of prelisting demand letters |  | 26-Aug | 29-Aug | 3 | Not started |
| Sprint 3 | Kevin | 5-Sep | 3-Oct | 28 | Not started |
| CR 11.0 Integration with Avaya |  | 5-Sep | 8-Sep | 3 | Not started |
| CR 12.1 Enhance the system to be able to generate a report |  | 8-Sep | 11-Sep | 3 | Not started |
| CR 12.2 The system to allow uploading of email attachments |  | 11-Sep | 12-Sep | 1 | Not started |
| CR 12.3 The system to allow attachments on Paying accounts |  | 12-Sep | 13-Sep | 1 | Not started |
| CR 12.4 Performing card accounts to be loaded in e-collect |  | 13-Sep | 16-Sep | 3 | Not started |
| CR 12.5 Have capability to amend the list for automatic SMS alerts |  | 16-Sep | 17-Sep | 1 | Not started |
| CR 12.6 Automation of Cancellation notices for IPF |  | 17-Sep | 20-Sep | 3 | Not started |
| CR 12.7 Automation of Repossession instructions for AF Customers to auctioneers email |  | 20-Sep | 23-Sep | 3 | Not started |
| CR 12.8 Integration of e-collect to other bank systems |  | 23-Sep | 3-Oct | 10 | Not started |

* 1. Inteligen Infosys shall promptly inform the Bank should there be need to extend the timelines for delivery/carrying out of any of the activities listed in the table above. The Bank may at its discretion grant any request for extension under this Clause by Inteligen Infosys.

1. **Cost of services**

6.1 The Bank shall pay Inteligen Infosys an amount of **Kshs** **3,544,670** for delivery of the changes contemplated in this addendum. The amounts are broken down as below:

* 1. Installations and Integration (E-Credit, Loan track, Covenant tracker, BPMN) **Kshs** **1,960,750**
  2. Annual subscription fee increases by **Kshs** **1,095,000**
  3. The above fees includes VAT amounting to **Kshs** **488,920**.
  4. The Bank shall not pay for minor Change Requests, Software costs and Professional Services. Minor Change Requests refers to those requiring an effort of less than 14 man days.
  5. Inteligen Infosys shall provide Training Free of charge to the Bank’s nominated staff members.
  6. The Bank shall be entitled to free upgrades every eighteen (18) months.

1. **Terms of Payment**
   1. The fees shall be paid in accordance with the following milestones**:** 50% on Sign-off
   2. 50% on Go live
   3. The agreement will be valid for five (5) years from the effective date and shall continue in full force and effect, unless earlier terminated by either party, in accordance with the provisions contained in this agreement. Either party may terminate this agreement at any time after two years from the effective date upon 90 days prior written notice.
   4. The annual License and subscription fees may be reviewed and adjusted annually to reflect the percentage increases in the Consumer Price Index. The adjustments shall be effective on the first of the year however such adjustments shall be done after agreement by both parties that they are indeed necessary.

All other terms other than those varied herein shall be as per the Initial Contract.

|  |  |
| --- | --- |
| **INTELIGEN INFOSYS** | **BANK** |
| Print Name: | Pr**i**nt Name: |
| Print Title: | Print Title: |
| Signature: | Signature: |
| Date Signed: | Date Signed: |

**WITNESSED BY**

|  |  |
| --- | --- |
| **INTELIGEN INFOSYS** | **BANK** |
| Print Name: | Print Name: |
| Print Title: | Print Title: |
| Signature: | Signature: |
| Date Signed: | Date Signed: |