



NAFASI D T SACCO SOCIETY LIMITED

**TENDER FOR PROVISION OF SYSTEM MAINTENANCE AND SUPPORT
SERVICES FOR MICROSOFT DYNAMICS NAVISION CORE BANKING SYSTEM**

TENDER NO. NAS/26/2025

NAFASI DT SACCO SOCIETY LIMITED

NAIROBI SILOS COMPLEX

DONHOLM

P.O. BOX 41426 00100

NAIROBI.

TENDER NAME: TENDER FOR PROVISION OF SYSTEM MAINTENANCE AND SUPPORT SERVICES FOR MICROSOFT DYNAMICS NAVISION CBS

Nafasi DT SACCO society limited invite sealed tenders from eligible service providers for the provision of Annual Maintenance and Support Services for Microsoft Dynamics Navision for a period of one (1) year (renewable subject to performance), commencing on 1st November 2025 to 30th October 2026

Tender documents detailing the items and requirements may be obtained from Nafasi DT Sacco Head Quarters, Nairobi Grain Silos complex, off Outering Road on normal working days from 9.00 a. m to 3.00 p.m or downloaded from our website www.nafasisacco.co.ke

Completed tender documents marked with the tender number and name should be deposited in the Tender Box at Nafasi DT SACCO head office addressed to:

**The CEO
Nafasi DT SACCO society limited
P.O. Box 30856-00100
NAIROBI**

To be received on or before **23rd October 2025 at 3.00 O'CLOCK**

Nafasi DT SACCO society limited reserves the right to accept or reject any application in whole or in part.

Scope of Work

The successful bidder will be required to provide the following and limited to the following:

1. Troubleshoot and resolve system errors, bugs, or performance issues.
2. Restore system functionality in the event of failure or downtime.
3. Provide incident management and root-cause analysis reports.
4. Support existing integrations with third-party applications.
5. Maintain and troubleshoot customizations, workflows, and reports.
6. Provide advisory services on new integration requirements.
7. Train users and ICT staff on system updates, new functionalities, and best practices.
8. Provide remote and on-site technical support.
9. Offer user assistance through helpdesk, email, or phone support during business hours (and optionally 24/7 for critical issues).
10. Support users on system functionality, reporting, and troubleshooting.
11. Provide knowledge transfer and system documentation.

12. Install and configure updates, patches, and service releases.
13. Support version upgrades of Microsoft Dynamics when required.
14. Ensure compatibility of upgrades with other integrated systems.
15. Provide new report and module in the system when needed to improve on service delivery
16. Provide support during integration with third party for new application and or software.
17. Development of new modules to enhance service delivery
18. Any other system support for Microsoft dynamics Navision to support service delivery.

Eligibility Criteria

Mandatory requirements

The Bidder must be reputable supplier with good track record for timely completion of quality upgrade and installation and must therefore meet the following mandatory requirements;

- a) Must be a registered business with clear and verifiable physical address.
- b) Company Profile
- c) CR12
- d) Certificate of registration
- e) A copy PIN certificate,
- f) Valid tax compliance certificate issued by Kenya revenue Authority.
- g) Profile indicating profile of key personnel and their qualifications.

Technical requirements

The following technical requirements must be met by the bidders:

No	Technical Evaluation	Marks
1	Be authorized Microsoft Dynamics partners/resellers or certified service providers.	20
2	Demonstrate at least 5 years' experience in implementing and supporting Microsoft Dynamics.	25
3	CVs for at least 5 key staff and academic Qualification	25
4	Provide details and reference letters of at least Four (4) SACCO's for similar work done. Details to include to include period work was done, email and telephone number of the contact person.	20
5	Understanding of the SACCO's or organization's Microsoft environment, configuration, licensing, and integration needs.	15
	Total	100

NB: PASS MARK OUT FOR TECHNICAL EVALUATION IS 70%.

- 1) Bidders must meet all responsiveness requirements to qualify for technical evaluation.
- 2) To qualify for financial evaluation, the bidder MUST pass the Technical Evaluation.
- 3) The bidder quoting the lowest evaluated total premiums with the highest technical score shall be recommended for contract award.
- 4) Any information provided by the bidder may be verified by the company and must include all exclusions.

Financial proposal

The bidder will quote in Kshs and inclusive of all taxes

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