



**TENDER DOCUMENT FOR PROVISION FOR SYSTEMS MAINTENANCE AND
SUPPORT - CASE MANAGEMENT, ERP, SHAREPOINT AND ASSOCIATED
PORTALS**

TENDER NO. CAK/TEND/011/2020 – 2021

SUBMISSION DEADLINE: TUESDAY,

2ND MARCH, 2021

AT 12.00 P.M.

**CAK HEADQUARTES, KENYA RAILWAY HQs BLOCK D, GROUND FLOOR
WORKSHOP ROAD OFF HAILE SELASSIE AVENUE P.O. BOX 36265 - 00200 TEL:**

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SECTION I - INVITATION TO TENDER

RE: TENDER. NO. CAK/TEND/011/2020-2021

PROVISION FOR SYSTEMS MAINTENANCE AND SUPPORT - CASE MANAGEMENT, ERP, DMS AND ASSOCIATED PORTALS INCLUDING EPROCUREMENT, ICT HELPDESK, E-RECRUITMENT, STAFF AND PUBLIC PORTALS.

1.1 The **Competition Authority of Kenya (CAK), Nairobi** invites sealed tenders from eligible candidates for **Provision for Systems Maintenance and Support Case Management System, ERP, SharePoint, and related portals including eProcurement, ict helpdesk, e-recruitment, staff and public portals.**

1.2 Interested eligible candidates may obtain further information from and inspect the tender documents at the Procurement office on the, **CAK Headquarters, at Kenya Railways Building, Block D, on the Ground floor Nairobi during normal working hours.**

1.3 Prices quoted should be net inclusive of all taxes and delivery costs, must be expressed in Kenya shillings and shall remain valid for a period of 90 days from the closing date of the tender.

1.4 Tenders must be accompanied by a bid security/bid bond of **Ksh. 50,000** from a reputable bank or Insurance firms approved by PPRA as specified in the tender document. Completed tender documents are to be enclosed in plain sealed envelopes, marked with the tender number and name and be deposited in the Tender Box **situated at the entrance to the main building of Competition Authority of Kenya(CAK) Headquarters located on Kenya Railways Building, Block "D" on the Ground floor on or before Tuesday, 2nd March 2021 at 12:00Pm**

Bulky documents that cannot be put in the Tender box directly may be delivered to procurement office ground floor for safe custody and will be opened all together on **Tuesday 2nd March 2021 at 12:00Pm**

Late bids will be rejected.

1.5 Tenders will be opened immediately thereafter in the presence of the candidates representatives who choose to attend at CAK Headquarters, Conference Room on **Tuesday, 2nd March 2021 at 12:00Pm**

Wang'ombe Kariuki

DIRECTOR GENERAL

SECTION II – INSTRUCTIONS TO TENDERERS

2.1 Eligible tenderers

2.1.1. This Invitation to tender is open to all tenderers eligible as described in the instructions to tenderers. Successful tenderers shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the tender documents.

2.1.2. The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.

2.1.3. Tenderers shall provide the qualification information statement that the tenderer (including all members, of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for tenders.

2.1.4. Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Cost of tendering

2.2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.2.2 The price to be charged for the tender document shall not exceed Kshs.1,000/=, but documents downloaded shall be free of charge.

2.2.3 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.3 Contents of tender documents

2.3.1. The tender document comprises of the documents listed below and addenda issued in accordance with clause 5 of these instructions to tenders

- i) Instructions to tenderers.

- ii) General Conditions of Contract
- iii) Special Conditions of Contract
- iv) Schedule of Requirements
- v) Technical Specifications
- vi) Form of tender
- vii) Price schedules
- viii) Contract form
- ix) Confidential business questionnaire form
- x) Tender security form

2.3.2. The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

2.4 Clarification of Documents

2.4.1. A prospective candidate making inquiries of the tender document may notify the Procuring entity in writing or by post, fax or email at the entity's address indicated in the Invitation for tenders. The Procuring entity will **respond in writing** to any request for clarification of the tender documents, which it **receives no later than seven (7) days prior to the deadline** for the submission of tenders, prescribed by the procuring entity. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers who have received the tender documents"

2.4.2. The procuring entity shall reply to any clarifications sought by the tenderer **within 3 days of receiving the request** to enable the tenderer to make timely submission of its tender

2.5 Amendment of documents

2.5.1. At any time prior to the deadline for submission of tenders, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

2.5.2. All prospective tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

2.5.3. In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the deadline for the submission of tenders.

2.6 Language of tender

2.6.1. The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and the Procuring entity, shall be written in English language. Any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.7 Documents Comprising the Tender

The tender prepared by the tenderer shall comprise the following components:

- (a) A Tender Form and a Price Schedule completed in accordance with 2.8, 2.9, 2.10 Below.
- (b) Documentary evidence established in accordance with Clause 2.11 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) Tender security furnished is in accordance with Clause 2.12
- (d) Confidential business questionnaire

2.8 Form of Tender

2.8.1 The tenderers shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the services to be performed.

2.9 Tender Prices

2.9.1 The tenderer shall indicate on the Price schedule the unit prices where applicable and total tender prices of the services it proposes to provide under the contract.

2.9.2 Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable:

2.9.3 Prices quoted by the tenderer shall remain fixed during the term of the contract unless otherwise agreed by the parties. A tender submitted with an

adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22.

2.9.4 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)

2.9.5 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.

2.9.6 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

2.10 Tender Currencies

2.10.1 Prices shall be quoted in Kenya Shillings unless otherwise specified in the appendix to in Instructions to Tenderers

2.11 Tenderers Eligibility and Qualifications.

2.11.1 Pursuant to Clause 2.1 the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.

2.11.2 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall establish to the Procuring entity's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

2.12 Tender Security

2.12.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Invitation to tender.

2.12.2 The tender security shall be in the amount not exceeding 2 per cent of the tender price.

2.12.3 The tender security is required to protect the Procuring entity against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.12.8

2.12.4 The tender security shall be denominated in a Kenya Shillings or in another freely convertible currency and shall be in the form of:

- a) A bank guarantee.
- b) Cash.
- c) Such insurance guarantee approved by The Competition Authority of

Kenya.

- d) Letter of credit

2.12.5 Any tender not secured in accordance with paragraph 2.12.1 and 2.12.4 will be rejected by the Procuring entity as non-responsive, pursuant to paragraph 2.20

2.12.6 Unsuccessful tenderer's security will be discharged or returned as promptly as possible as but not later than thirty (30) days after the expiration of the period of tender validity prescribed by the procuring entity.

2.12.7 The successful tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.26, and furnishing the performance security, pursuant to paragraph 2.27.

2.12.8 The tender security may be forfeited:

- (a) If a tenderer withdraws its tender during the period of tender validity specified by the procuring entity on the Tender Form;

or

- (b) In the case of a successful tenderer, *if* the tenderer fails:

- (i) to sign the contract in accordance with paragraph 2.26

or

- (ii) to furnish performance security in accordance with paragraph 2.27

- (c) If the tenderer rejects, correction of an error in the tender.

2.13 Validity of Tenders

2.13.1 Tenders shall remain valid for 90 days or as specified in the invitation to tender after date of tender opening prescribed by the Procuring entity, pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as nonresponsive.

2.13.2 In exceptional circumstances, the Procuring entity may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.12 shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

2.14 Format and Signing of Tender

2.14.1 The tenderer shall prepare two copies of the tender, clearly / marking each "ORIGINAL TENDER" and "COPY OF TENDER," as appropriate. In the event of any discrepancy between them, the original shall govern.

2.14.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for un-amended printed literature, shall be initialed by the person or persons signing the tender.

2.14.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

2.15 Sealing and Marking of Tenders

2.15.1 The tenderer shall seal the original and each copy of the tender in separate envelopes, duly marking the envelopes as "ORIGINAL "and "COPY. "The envelopes shall then be sealed in an outer envelope. The inner and outer envelopes shall:

- (a) be addressed to the Procuring entity at the address given in the invitation to tender
- (b) bear, tender number and name in the invitation to tender and the words:

"DO NOT OPEN BEFORE 2ND March 2021, AT 12.00 NOON."

2.15.2 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared "late".

2.15.3 If the outer envelope is not sealed and marked as required by paragraph 2.15.1, the Procuring entity will assume no responsibility for the tender's misplacement or premature opening.

2.16 Deadline for Submission of Tenders

2.16.1 Tenders must be received by the Procuring entity at the address specified under paragraph 2.15.1 not later than **12.00 P.m. on 2nd March, 2021**.

2.16.2 The procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.5, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.16.3 Bulky tenders which will not fit in the tender box shall be received by the procuring entity as provided for in the appendix.

2.17 Modification and withdrawal of tenders

2.17.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tender's is received by the procuring entity prior to the deadline prescribed for the submission of tenders.

2.17.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.15. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

2.17.3 No tender may be modified after the deadline for submission of tenders.

2.17.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.8.

2.17.5 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.17.6 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.18 Opening of Tenders

2.18.1 The Procuring entity will open all tenders in the presence of tenderers representatives who choose to attend, at **12.00 P.m. on 2nd March 2021** and in the location specified in the invitation to tender. The tenderers' representatives who are present shall sign a register evidencing their attendance.

2.18.3 The tenderers' names, tender modifications or withdrawals, tender prices, discounts, and the presence or absence of requisite tender security and such other details as the Procuring Entity, at its discretion, may consider appropriate, will be announced at the opening.

2.18.4 The procuring entity will prepare minutes of the tender opening which will be submitted to the tenderers that signed the tender opening register and will have made the request.

2.19 Clarification of tenders

2.19.1 To assist in the examination, evaluation and comparison of tenders the procuring entity may at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance shall be sought, offered, or permitted.

2.19.2 Any effort by the tenderer to influence the procuring entity in the procuring entity's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers tender.

2.20 Preliminary Examination and Responsiveness

2.20.1 The Procuring entity will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished whether the documents have been properly signed, and whether the tenders are generally in order.

2.20.2 Arithmetical errors will be rectified on the following basis. 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. If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

2.20.3 The Procuring entity may waive any minor informality or nonconformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.

2.20.4 Prior to the detailed evaluation, pursuant to paragraph 22, the Procuring entity will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. The Procuring entity's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.20.5 If a tender is not substantially responsive, it will be rejected by the Procuring entity and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

2.21 Conversion to a single currency

2.21.1 Where other currencies are used, the procuring entity will convert those currencies to Kenya shillings using the selling exchange rate on the date of tender closing provided by the central bank of Kenya.

2.22 Evaluation and comparison of tenders.

2.22.1 The procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20

2.22.2 The comparison shall be of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the services.

2.22.3 The Procuring entity's evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 2.22.4 and in the technical specifications:

- (a) operational plan proposed in the tender;
- (b) deviations in payment schedule from that specified in the
Special Conditions of Contract;

2.22.4 Pursuant to paragraph 22.3 the following evaluation methods will be applied:

- (a) *Operational Plan.*

The Procuring entity requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenders offering to perform longer than the procuring entity's required delivery time will be treated as nonresponsive and rejected.

(b) *Deviation in payment schedule.*

Tenderers shall state their tender price for the payment on a schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. The Procuring entity may consider the alternative payment schedule offered by the selected tenderer.

2.22.5 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.

2.22.6 To qualify for contract awards, the tenderer shall have the following:-

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing
- (d) Shall not be debarred from participating in public procurement.

2.23. Contacting the procuring entity

2.23.1 Subject to paragraph 2.19, no tenderer shall contact the procuring entity on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.23.2 Any effort by a tenderer to influence the procuring entity in its decisions on tender evaluation, tender comparison or contract award may result in the rejection of the tenderers tender.

2.24 Award of Contract

a) **Post qualification**

2.24.1 In the absence of pre-qualification, the Procuring entity will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.24.2 The determination will take into account the tenderer's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.1.2, as well as such other information as the Procuring entity deems necessary and appropriate.

2.24.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Procuring entity will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

b) **Award Criteria**

2.24.4 Subject to paragraph 2.22 the Procuring entity will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

2.24.5 The procuring entity reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the procuring entity's action. If the procuring entity determines that none of the tenderers is responsive; the procuring entity shall notify each tenderer who submitted a tender.

2.24.6 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

2.25 Notification of award

2.25.1 Prior to the expiration of the period of tender validity, the Procuring entity will notify the successful tenderer in writing that its tender has been accepted.

2.25.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the tenderer and the procuring entity pursuant to clause 2.26. Simultaneously the other tenderers shall be notified that their tenders have not been successful.

2.25.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 27, the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

2.26 Signing of Contract

2.26.1 At the same time as the Procuring entity notifies the successful tenderer that its tender has been accepted, the Procuring entity will simultaneously inform the other tenderers that their tenders have not been successful.

2.26.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Procuring entity.

2.26.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.27 Performance Security

2.27.1 Within thirty (30) days of the receipt of notification of award from the Procuring entity, the successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to the Procuring entity.

2.27.2 Failure of the successful tenderer to comply with the requirement of paragraph 2.26 or paragraph 2.27.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the Procuring entity may make the award to the next lowest evaluated or call for new tenders.

2.28 Corrupt or Fraudulent Practices

2.28.1 The Procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.28.2 The procuring entity will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

2.28.3 Further, a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in Public Procurement in Kenya.

APPENDIX TO INSTRUCTIONS TO THE TENDERERS

The following information for procurement of Software and equipment's shall complement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provisions of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers

Instructions to Tenderers	Particulars of appendix to instructions to tenderers
2.1	Particulars of eligible tenderers: Firms registered in Kenya.
2.2.2	Price to be charged for tender documents. Kshs. 1,000 for those who purchase a hard copy while those who download the document will be free of charge
2.10	Particulars of other currencies allowed. None
2.11	Particulars of eligibility and qualifications documents of evidence required.

2.12.2	Particulars of tender security if applicable. Ksh. 50,000 valid for an additional thirty (30) days after the expiry of the tender validity period i.e. (120 days).
2.12.4	Form of Tender Security: The Tender Security shall be in the form of a Guarantee From a reputable bank or an insurance company approved by PPRA.
2.13	Validity of Tenders: Tenders Shall remain valid for 90 days after date of tender opening
2.16.3	Bulky tenders which do not fit in the tender box shall be delivered to the Procurement Office.
2.20.1	<p>Tenderers are required to submit copies of the following MANDATORY DOCUMENTS which will be used during Preliminary Examination to determine responsiveness:</p> <ol style="list-style-type: none"> 1) Copy of certificate of Registration/Incorporation 2) Copy of Valid Tax Compliance certificate 3) Copy of Valid Business Permit/Trade License 4) Audited Financial Statements 2017, 2018 & 2019. 5) Must Fill, sign and stamp the Form of Tender in the format provided 6) Must Submit a Tender Security of Kshs. 50,000 valid for an additional thirty (30) days after the expiry of the tender validity period. 7) Must submit a dully filled up Confidential Business Questionnaire in format provided 8) Must submit a Microsoft Dynamics Partner authorization Letter.

- 9) **Must submit evidence of valid Microsoft Dynamics Partner Account details**
- 10) **Must submit four(4) reference letters from Public Institutions**
- 11) **Valid ICTA accreditation certificate.**
- 12) **Must complete, sign & Stamp the Self declaration that the bidder/person will not engage in any corrupt or fraudulent practice.**
- 13) **Must complete, sign & Stamp the Self declaration that the bidder/person is not debarred in the matter of public procurement.**
- 14) **The Bid documents must be bound & serialized.**
- 15) **Bidders must submit an original and a copy of the bid document.**

At this stage, the tenderer's submission will either be responsive or nonresponsive. The non-responsive submissions will be eliminated from the entire evaluation process and will not be considered further.

EVALUATION CRITERIA

The Technical Evaluation Criteria will be on a scoring system. Only bids that score at least 80% and above shall proceed for **Financial Evaluation**.

Financial bids can be submitted in Kenya Shillings or any freely convertible currency but for the purpose of evaluation, they shall be converted to Kenya Shillings using the Central Bank of Kenya (CBK) rates prevailing on the date of opening of financial proposals. Refer to <http://www.centralbank.go.ke/> for a list of currencies that can be used for the financial proposal submission

$$Sf = 100 \times \frac{Fm}{F}$$

Where

- Sf is the financial score;
- Fm is the lowest priced financial proposal
- F is the price of the proposal under consideration.

Evaluation Method

- Quality and Cost Based Selection
- A bidder must obtain at least 80% on the technical score to proceed to the next stage of the financial evaluation.

Instructions to Tenderers	Particulars of appendix to instructions to tenderers
2.22	<p>Evaluation and comparison of Tenders: The following evaluation criteria shall be applied not withstanding any other requirement in the tender documents.</p> <p><u>Selection Process</u></p> <p>Below is a description of the evaluation steps that will be adopted.</p> <p><i>STEP 1: Preliminary evaluation</i></p> <p>This will be an elimination stage which will be done as per paragraph 2.20.1 above.</p> <p><i>STEP 2: Technical evaluation</i></p> <p>Tenderers will be required to provide technical details on their proposed machine that meets the provided technical requirement. Evaluation will be on YES/NO basis for all requirements. Tenderers are required to be technically responsive to proceed to financial evaluation</p> <p><i>STEP 3: Financial Evaluation</i></p> <p>This will include the following:-</p> <ol style="list-style-type: none"> a) Confirmation and considering price schedule duly completed and signed b) Conducting a financial comparison c) Correction of arithmetical errors

2.24 (a)	Particulars of post – qualification if applicable. CAK may carry out post qualification and inspect the premises or contact listed clients to confirm details
2.24.4	Award Criteria: Award will be made to the lowest evaluated bidder for every lot. Bidder may bid for one or more lots.
2.27	Particulars of performance security if applicable. 10%
Other's as necessary	

SECTION III - GENERAL CONDITIONS OF CONTRACT

3.1 Definitions

In this contract the following terms shall be interpreted as indicated:

- a) "The contract" means the agreement entered into between the Procuring entity and the tenderer as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- b) "The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations.
- c) "The services" means services to be provided by the contractor including materials and incidentals which the tenderer is required to provide to the Procuring entity under the Contract.
- d) "The Procuring entity" means the organization sourcing for the services under this Contract.
- e) "The contractor" means the individual or firm providing the services under this Contract.
- f) "GCC" means general conditions of contract contained in this section
- g) "SCC" means the special conditions of contract
- h) "Day" means calendar day

3.2 Application

3.2.1 These General Conditions shall apply to the extent that they are not superseded by provisions of other part of contract.

3.3 Standards

3.3.1 The services provided under this Contract shall conform to the 7 standards mentioned in the Schedule of requirements

3.4 Patent Right's

3.4.1 The tenderer shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the services under the contract or any part thereof.

3.5 Performance Security

3.5.1 Within twenty eight (28) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Procuring entity the performance security where applicable in the amount specified in Special Conditions of Contract.

3.5.2 The proceeds of the performance security shall be payable to the Procuring entity as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

3.5.3 The performance security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring entity and shall be in the form of:

- a) Cash.
- b) A bank guarantee.
- c) Such insurance guarantee approved by the Authority.
- d) Letter of credit.

3.5.4 The performance security will be discharged by the procuring entity and returned to the candidate not later than thirty (30) days following the date of completion of the tenderer's performance of obligations under the contract, including any warranty obligations under the contract.

3.6 Inspections and Tests

3.6.1 The Procuring entity or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications. The Procuring entity shall notify the tenderer in writing, in a timely manner, of the identity of any representatives retained for these purposes.

3.6.2 The inspections and tests may be conducted on the premises of the tenderer or its subcontractor(s). If conducted on the premises of the tenderer or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring entity.

3.6.3 Should any inspected or tested services fail to conform to the Specifications, the Procuring entity may reject the services, and the tenderer shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to the Procuring entity.

3.6.4 Nothing in paragraph 3.7 shall in any way release the tenderer from any warranty or other obligations under this Contract.

3.7 Payment

3.7.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in SCC

3.8 Prices

3.8.1 Prices charged by the contractor for services performed under the Contract shall not, with the exception of any Price adjustments authorized in SCC, vary from the prices by the tenderer in its tender or in the procuring entity's request for tender validity extension as the case may be. No variation in or modification to the terms of the contract shall be made except by written amendment signed by the parties.

3.9 Assignment

3.9.1 The tenderer shall not assign, in whole or in part, its obligations to perform under this contract, except with the procuring entity's prior written consent.

3.10 Termination for Default

3.10.1 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part:

- a) if the tenderer fails to provide any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.
- b) if the tenderer fails to perform any other obligation(s) under the Contract.
- c) if the tenderer, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

3.10.2 In the event the Procuring entity terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the tenderer shall be liable to the Procuring entity for any excess costs for such similar services.

3.11 Termination of insolvency

3.11.1 The procuring entity may at the anytime terminate the contract by giving written notice to the contractor if the contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor, provided that such termination will not produce or affect any right of action or remedy, which has accrued or will accrue thereafter to the procuring entity.

3.12 Termination for convenience

3.13.1 The procuring entity by written notice sent to the contractor 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 the procuring entity convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.

3.13.2 For the remaining part of the contract after termination the procuring entity may elect to cancel the services and pay to the contractor on agreed amount for partially completed services.

3.13 Resolution of disputes

3.13.1 The procuring entity's and the contractor shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the contract.

3.13.2 If after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

3.14 Governing Language

3.14.1 The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

3.15 Force Majeure

3.15.1 The contractor shall not be liable *for* forfeiture of its performance security, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

3.16 Applicable Law.

3.16.1 The contract shall be interpreted in accordance with the laws of Kenya unless otherwise specified in the SCC

3.17 Notices

3.17.1 Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or by fax or E-mail and confirmed in writing to the other party's address specified in the SCC

3.17.2 A notice shall be effective when delivered or on the notices effective date, whichever is later.

SECTION IV - SPECIAL CONDITIONS OF CONTRACT

4.1 Special conditions of contract shall supplement the general conditions of contract, wherever there is a conflict between the GCC and the SCC, the provisions of the SCC herein shall prevail over those in the GCC.

4.2 Special conditions of contract with reference to the general conditions of contract.

General conditions of contract reference	Special conditions of contract
3.5	Specify performance security if applicable: 10%
3.7	Specify method Payments. 30 days after invoice after delivery, inspection and acceptance
3.8	Specify price adjustments allowed. None
3.14	Specify resolution of disputes. Disputes to be settled as per the Arbitration Laws of Kenya
3.16	Specify applicable law. Laws of Kenya

3.17	Indicate addresses of both parties. Client: DIRECTOR GENERAL COMPETITION AUTHORITY OF KENYA KENYA RAILWAYS BUIDLING,BLOCK D P.O. BOX 36265 – 00200 HAILE SELASSIE AVENUE NAIROBI
Other's as necessary	Complete as necessary

SECTION V - SCHEDULE OF REQUIREMENTS

The following Services are required to be rendered to CAK, on physical address Kenya Railways Building, Ground floor, Block D, Haile Selassie Avenue, Nairobi.

S/n		Descriptions	Unit	Quantity
1	Lot 1	Provision for Systems Support and Maintenance - Case Management system, ICT Helpdesk system, SharePoint servers (for CMS and ERP systems), Competition E-filing and ICT helpdesk Portals.	Lot	1
2	Lot 2	Provision for Systems Support and Maintenance - ERP system and its related portals including E-procurement, Recruitment, staff HRMS portals.	Lot	1

The successful vendors will be required to commence rendering the services within **Two (2) weeks** after contract signing or at an agreed date.

NB: The contract is for a period one year with a possibility for extension based on performance.

SECTION VI - TECHNICAL SPECIFICATIONS

TORs/SPECIFICATION FOR PROVISION FOR SYSTEMS MAINTENANCE AND SUPPORT - CASE MANAGEMENT, ERP, SHAREPOINT, E-PROCUREMENT, ICT E-PROCUREMENT, STAFF AND PUBLIC PORTALS.

1.0 INTRODUCTION

Competition Authority of Kenya runs a number of automated systems (CMS, ERP, SharePoint and associated Portals) that will require services of maintenance on an as and when required basis. The service provider for each successfully bid LOT awarded shall provide services for the support and maintenance. The contract will be for one year with possibility of renewal based on satisfactory performance.

The objectives of the system support are:

- a) Ensure successful implementation of system changes and required enhancements
- b) Optimize the applications performance and configurations
- c) Ensure adequate knowledge transfer to CAK Staff
- d) Ensure availability of existing processing capabilities
- e) Timely response to business requests on system support.
- f) Maintain Microsoft Business Ready Enhancement Plan (BREP) for each respective system (ERP and CRM) as required in liaison with CAK ICT team.

Systems support/maintenance services for both LOTs shall include, but not limited to:

- a) Systems/applications enhancement to meet new business requirements and processes
- b) Continual code improvement of the applications/systems
- c) Technical support of the applications/systems

2.0 Scope of Works for both LOTs

- a) Any required configurations and support for the systems both at the Production and Disaster Recovery Site environments/instances as needed.
- b) Patching and upgrading of the application systems, their associated databases and portals

- c) Any additional configurations or modifications to the existing customized modules or reports.
- d) Handle any new requests from CAK for development of forms, reports, databases, System enhancements, testing and deployment to both the Production and DR environments/instances.
- e) Configuration and modifications/ enhancements of the various systems integrations and associated interfaces.
- f) Prompt 24/7/365 system service support for all support service requests by CAK through the ICT team including documented problem reports/solution given from initiation to closure with status tracked to the closure of the request after resolve.
- g) Unlimited number of technical support cases to restore solution functionality and for general questions related to configuration and operation of the systems
- h) Provide documentation on all activities, updates, changes and upgrades done on the systems and the associated portals.
- i) Provide prompt onsite response to requests and optimize downtime of faulty or malfunctioning systems. Personnel responding to support, maintenance or emergency requests should be sufficiently competent to resolve the problem or at least identify or isolate the problem.
- j) Provide technical advice and detailed documentation on issues/request/problems, resolutions and timelines for all requests
- k) Support installation of patches and upgrades on applications and databases as need arises
- l) Perform disaster recover simulations through configuration of the systems/applications and databases at the DR site in collaboration with ICT personnel
- m) Provide support in configuration setups for fail over and testing purposes at identified sites/servers
- n) Perform system enhancements, testing and deploying to the test instance before roll out to the live instance
- o) Support enhancements of various integrations and interfaces including mobile applications
- p) Perform remote problem diagnostics, troubleshooting and repair via telephone, the web and/or remote access and in case the issue persists unresolved, provide onsite response within 3 hours.
- q) Provide a reporting and tracking solution such that each issue reported has a ticket that can be tracked and updated through closure.
- r) Provide unlimited technical support to restore systems and solutions functionality including clarification of questions related to configurations and operations

- s) Provide documentation on all activities, updates, changes and upgrades done on the systems
- t) Ensure successful implementation of system changes and required enhancements
- u) Perform optimization of application performance and database configurations
- v) Provide Quarterly proof of knowledge transfer and documentation
- w) Provide quarterly reports – reports should have key issues logged, status resolutions and action plan to resolve the outstanding issues
- x) With the help of ICT team conduct penetration tests on the systems to assess of any vulnerabilities
- y) Deployment of a 3-tier SharePoint environment with a web server, application server and database server for production
- z) Redesign of the Competition Portal application’s architecture and any aesthetic issues that may arise and create a test environment for the same.

2.1.1 Support Types 1)

Layer Support:

- Physical attendance onsite by a Consultant or Technician (4 hours)
 - Phone Support (24/7/365hours)
 - Email Support (response within 1-2 hours)
- 2) In case of system failure or going down, immediate action would be required
 - 3) Any updates to the system should be included within the contract support costs
 - 4) Identification of escalation action and mechanisms by the service provider.

2.1.2 Deliverables

- a) Quarterly support on CAK support – Reports should have key issues logged, status resolutions and action plan to resolve the outstanding issues
- b) Detailed documentation of all solutions to problems that have been resolved
- c) Provide Quarterly proof of knowledge transfer and documentation

2.1.3 Payment Schedule

Quarterly Support and Knowledge Transfer (4 Quarters) – **Each 25%**

Note: The payments will be done after approval of quarterly reports for each quarter.

2.3 Extension / Termination of contract

The duration of the system support services shall be for an initial one year period with the possibility of extension depending on the performance and service for a further period of one year. CAK may terminate the contract at any time due to poor performance, unsatisfactory support and/or unreliable service.

2.4 Evaluation

The proposals will be evaluated in terms of fairness, cost-effectiveness and best value to CAK considering both technical and cost factors. CAK may negotiate price or service provision terms with one or more of the Bidders if it feels that negotiations would improve the chances that it will receive better a services.

2.5 CONTACTOR'S RESPONSIBILITIES

- a) The service provider agrees to provide the services in accordance with the requirements set forth in the Contractual Documents. The service provider shall choose the most suitable processes, methods and resources to perform services under this contract, at competitive costs. The service provider shall undertake to perform all the services hereunder in accordance with the highest standards of professionalism and ethical competence and integrity.
- b) Provide prompt response to support requests. Personnel responding to support requests should be sufficiently competent to resolve the problem or at least identify or isolate the problem.
- c) In case of "emergency support calls" the service e provider should provide onsite response within 3 hours.

2.6 REQUIRED EXPERTISE FOR EACH LOT

The required competencies of the consultant shall be but not limited to:

- a) Expert for both Microsoft Dynamics Navision ERP & CRM SharePoint, SQL database and SharePoint, Web Applications, DOT net web applications among others.
- b) Experience in ERP and CRM systems and Web portals /applications developments

2.7 QUALIFICATIONS FOR EACH LOT

The potential ICT Equipment maintenance firms(s) must demonstrate the following qualifications and experience:

- a) Employees competent and experienced staff, as evidenced by their track record in their Curriculum Vitae
- b) At least four (4) years' experience systems and portal development
- c) A track record in serving other government organizations, multinational corporations, international organizations is an advantage; list of corporate clients should be provided

3. BILLING PROCEDURES

Billing procedures shall be in accordance with the following:

- i. Each invoice should clearly identify the Provision for Systems Maintenance and Support, which was completed.
- ii. CAK shall receive a quarterly status report from the service provider. The report shall detail all Provision requests for Systems Support and Maintenance completed for the organization and invoice for the same.
- iii. The statement total amount equal the sum of all the invoices attached to the statement. All invoices to be certified by certifying officers (i.e. CAK ICT officer) for services rendered based on the work request dully filled in by the service provider.
- v. Terms of Payment for the services will be Quarterly through Purchase Orders and upon submission of invoices to Authority

4. DELIVERABLES It is expected that during the assignment in CAK, the overall outputs that are expected from each firm are the following

a) Provide Systems Maintenance and Support as below;

LOT 1

- a) Case Management system
- b) ICT Helpdesk System
- c) SharePoint DMS for both CMS and ERP systems
- d) Competition E-filing portal
- e) ICT helpdesk portal

LOT 2

- a) ERP system and SharePoint
- b) E-Procurement Portal
- c) Recruitment portal
- d) Staff HRMS portal

5. RENUMERATION AND OTHER CONSIDERATIONS

The successful firm will start the services two week following the completion of the procurement process and signing the contract agreement (SLA)

SECTION VII - EVALUATION RESPONSE Preliminary Evaluation Checklist

Tenderers are advised that at this stage, the tenderer's submission will either be responsive or nonresponsive. The non-responsive submissions will be eliminated from the entire evaluation process and will not be considered further.

No.	Parameters / Requirements	Submitted / Not Submitted (Yes or No)
1	Copy of certificate of Registration/Incorporation	
2	Copy of Valid Tax Compliance certificate	
3	Copy of Valid Business Permit/Trade License	
4	Audited Financial Statements 2017, 2018 & 2019.	
5	Duly filled, Signed and stamped Form of tender in the format provided	
6	Must Submit a Tender Security of Kshs. 50,000 valid for an additional thirty (30) days after the expiry of the tender validity period.	
7	Must submit a dully filled up Confidential Business Questionnaire in format provided	
8	Must submit a Microsoft Dynamics Partner authorization letter	

9.	Must provide a valid certificate (Evidence of Partner Number/Code from Microsoft Dynamics for either NAV or CRM)	
10	Must provide a valid ICTA accreditation certificate	
11.	Must provide a four(4)reference letters from Public Institution	
12.	Must complete, sign & Stamp the Self declaration that the bidder/person will not engage in any corrupt or fraudulent practice.	
13.	Must complete, sign & Stamp the Self declaration that the bidder/person is not debarred in the matter of public procurement.	
14.	The Bid documents must be bound & serialized.	
15.	Bidders must submit an original and a copy of the bid document	

Detailed technical Evaluation criteria

Bidders are required to fill in all the below forms for the technical evaluation.

TECHNICAL EVALUATION

No	Description	Max. Score	Remarks
1	Specific Firm Experience 3 Verifiable sites – Corporate Organizations where ERP/CMS/SharePoint/Portals solutions were successfully implemented.	15	
2	Provide 3 verifiable sites – Corporate Organizations where ERP/CMS/SharePoint/Portals Databases Support/Implementation and upgrade work done.	15	

	CAK shall verify the sites – Letters of recommendation is required for most recent assignments.		
3	Proposed Work plan Proposed work plan and methodology in responding to the terms of reference	20	
4	Competence Qualifications and competence of key staff for the assignment. Provide certification and verifiable proof of involvement in ERP and SharePoint/CMS and SharePoint projects. <ul style="list-style-type: none"> • Project Manager (8marks) <ul style="list-style-type: none"> -Failure to attach CV & Certificates=0marks -PMP Certification=2marks -Microsoft Dynamics Nav Certification=2marks -Other certification in a relevant field e.g. CISA,SQL etc -Experience; 5 years & above in development, implementation & support of ERP systems=4marks. -Below 5 years-0marks • Three (3) Solutions Experts for both ERP, CMS ,SharePoint and Portals (9marks) (3marks X3 each expert) <ul style="list-style-type: none"> -Attach CVs & certificates (1marks), failure to attach(0 marks) -Degree (ICT related) 1 marks each <u>Professional qualification-1mark each</u> -Microsoft Dynamics certification -CRM Certification -SharePoint certification • Database Expert (3marks) 	20	
5	Provide recommendation/reference letters from previous clients from Public Institution. Attach at least four (4) relevant letters within the last five years	20	
6	Evidence of works of similar magnitude in the last three years. Attach contracts, LPO and LSOs	10	
	Overall score	100	

NB: The pass mark will be 80% to qualify for the financial evaluation.

BIDDER'S EXPERIENCE REQUIREMENTS FORM

Give a list of four (4) reputable clients (Public Institutions) for whom they have offered similar assignments in the format below.

No.	Contact Information	Details
1	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
	Site Location	
2	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
	Site Location	

3	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
	Site Location	
4.	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
	Site Location	

SECTION VIII - STANDARD FORMS

Notes on the standard Forms

1. **Form of Tender** - The form of Tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer.
2. **Price Schedule Form** - The price schedule form must similarly be completed and submitted with the tender.
3. **Contract Form** - The contract form shall not be completed by the tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.
4. **Confidential Business Questionnaire Form** - This form must be completed by the tenderer and submitted with the tender documents.
5. **Tender Security Form** - When required by the tender document the tenderer shall provide the tender security either in the form included hereinafter.
6. **Performance security Form** - The performance security form should not be completed by the tenderer at the time of tender preparation. Only the successful tenderer will be required to provide performance security in the form provided herein or in another form acceptable to the CAK.
7. **Evaluation Response Forms** – These forms should be completed by the tenderer and submitted with the tender documents as it will be used for technical evaluation.
6. **Tenderers Experience Requirement Form** - This form should be completed by the tenderer and submitted with the tender documents as they will be used for evaluation.
7. **Self Declaration form** -self declaration that the person/tenderer is not debarred in the matter of the public procurement and asset disposal act 2015.
8. **Self Declaration form**- self declaration that the person/tenderer will not engage in any corrupt or fraudulent practice.

FORM OF TENDER

Date _____ Tender

No. CAK/TEND/011/2020-2021

To:

Sir/Madam:

Having examined the Tender documents including Addenda Nos. *[insert addenda numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **Provide Systems Maintenance and Support - Case Management, ERP, SharePoint and related portals including E-Procurement Portal, ICT Portal, E-Recruitment, Staff and Public Portals** – LOT (1 or/and 2) *in* conformity with the said Tender documents for the sum of or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

We undertake, if our Tender is accepted, to deliver the Services in accordance with the delivery schedule specified in the Schedule of Requirements.

We agree to abide by this Tender for the Tender validity period specified in Clause 2.13 of the Appendix to Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We are not participating, as Tenderers, in more than one Tender in this Tendering process.

Our firm, its affiliates or subsidiaries – including any subcontractors or suppliers for any part of the contract – has not been declared ineligible by the Government of Kenya under Kenyan laws.

Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any tender you may receive. We certify/confirm that we comply with the eligibility requirements as per ITT Clause 3 of the Tender documents

Dated this _____ day of _____ 20_____.

(Name)

_____ [signature] _____ [in the capacity of] Duly authorized to sign Tender for and on behalf of _____

PRICE SCHEDULE OF SERVICES

Name of Tender: **PROVISION FOR SYSTEMS MAINTENANCE AND SUPPORT - CASE MANAGEMENT, ERP, SHAREPOINT, E-PROCUREMENT PORTAL, ICT PORTAL AND HUMAN RESOURCE MANAGEMENT PORTAL** Tender Number: **CAK/TEND/011/2020-2021**

Based on the information contained in the Description of Goods, Tenderers should provide a breakdown of costs in the format shown below.

NO	DESCRIPTION	QTY	UNIT PRICE + 16% VAT	TOTAL PRICE
Lot 1	Provision for Systems Support and Maintenance - Case Management system, ICT Helpdesk system, SharePoint servers (for CMS and ERP systems), Competition E-filing and ICT helpdesk Portals.	1		
Lot 2	Provision for Systems Support and Maintenance - ERP system and its related portals including E-procurement, Recruitment, staff HRMS portals and SharePoint	1		
GRAND TOTAL (KSHS.)				

Signature and Rubber Stamp of tenderer _____

CONTRACT FORM

THIS AGREEMENT made the ___day of ____20___between.....[name of procurement entity] of[country of Procurement entity](hereinafter called "the Procuring entity") of the one part and[name of tenderer] of[city and country of tenderer](hereinafter called "the tenderer") of the other part.

WHEREAS the procuring entity invited tenders for certain materials and spares. Viz.....[brief description of materials and spares] and has accepted a tender by the tenderer for the supply of those materials and spares in the sum of[contract price in words and figures] NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Tender Form and the Price Schedule submitted by the tenderer;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the General Conditions of Contract; (e) the Special Conditions of Contract; and
 - (f) the Procuring entity's Notification of Award.
3. In consideration of the payments to be made by the Procuring entity to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the Procuring entity to provide the materials and spares and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Procuring entity hereby covenants to pay the tenderer in consideration of the provision of the materials and spares and the remedying of defects therein, the Contract Price 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 Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____ the _____ (for the Procuring
entity) Signed, sealed, delivered by _____ the _____ (for the
tenderer) in the presence of _____.

CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(b) or 2(c) whichever applied to your type of business.

You are advised that it is a serious offence to give false information on this form.

Part 1 General	
Business	
Name.....	
Location	of Business Premises
.....	Plot No,
..... Street/Road	
Postal address	Tel No.
Fax	Email
.....	
Nature	of Business
.....	
Registration Certificate No.	
..... Maximum value of business	
which you can handle at any one time – Kshs. Name of your bankers	
.....	
.....	
Branch	
.....	

Part 2 (a) – Sole Proprietor
Your name in full.....Age.....
Nationality.....Country of Origin.....
Citizenship details
.....

	<p>Part 2 (b) – Partnership Given details of partners as follows</p> <table border="0"> <thead> <tr> <th data-bbox="217 296 305 327">Name</th> <th data-bbox="505 296 662 327">Nationality</th> <th data-bbox="813 296 1078 327">Citizenship details</th> <th data-bbox="1203 296 1295 327">Shares</th> </tr> </thead> <tbody> <tr> <td data-bbox="217 352 1333 384">1.</td> <td></td> <td></td> <td data-bbox="1344 352 1369 384">2.</td> </tr> <tr> <td data-bbox="217 411 1300 443">.....</td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="217 457 1333 489">3.</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Name	Nationality	Citizenship details	Shares	1.			2.				3.							
Name	Nationality	Citizenship details	Shares																		
1.			2.																		
.....																					
3.																					
	<p>4.</p>																				
	<p>Part 2 (c) – Registered Company Private or Public State the nominal and issued capital of company Nominal Kshs. Issued Kshs. Given details of all directors as follows</p> <table border="0"> <thead> <tr> <th data-bbox="217 1100 305 1131">Name</th> <th data-bbox="505 1100 662 1131">Nationality</th> <th data-bbox="813 1100 1078 1131">Citizenship details</th> <th data-bbox="1203 1100 1295 1131">Shares</th> </tr> </thead> <tbody> <tr> <td data-bbox="217 1163 1333 1194">1.</td> <td></td> <td></td> <td data-bbox="1425 1163 1450 1194">2.</td> </tr> <tr> <td data-bbox="217 1222 1333 1253">.....</td> <td></td> <td></td> <td data-bbox="1312 1222 1336 1253">3.</td> </tr> <tr> <td data-bbox="217 1281 1300 1312">.....</td> <td></td> <td></td> <td></td> </tr> <tr> <td data-bbox="217 1327 1333 1358">4.</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Name	Nationality	Citizenship details	Shares	1.			2.			3.				4.			
Name	Nationality	Citizenship details	Shares																		
1.			2.																		
.....			3.																		
.....																					
4.																					
	<p>Date.....Signature of Candidate.....</p>																				

REQUEST FOR REVIEW FORM

FORM RB 1 REPUBLIC OF KENYA PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

APPLICATION NO.....OF.....20..... BETWEEN

.....APPLICANT

AND

.....RESPONDENT (*Procuring Entity*)

Request for review of the decision of the..... (*Name of the Procuring Entity*) of

.....dated the...day of20.....in the matter of Tender No.....of

.....20...

REQUEST FOR REVIEW

I/We.....,the above named Applicant(s), of address: Physical address.....Fax No.....Tel. No.....Email, hereby request the Public Procurement Administrative Review Board to review the whole/part of the above mentioned decision on the following grounds , namely:-

By this memorandum, the Applicant requests the Board for an order/orders that: -

SIGNED(Applicant)

Dated on.....day of/...20...

FOR OFFICIAL USE ONLY

Lodged with the Secretary Public Procurement Administrative Review Board on

..... day of20.....

SIGNED

Board Secretary

FORMAT OF TENDER SECURITY INSTRUMENT

Whereas [*Name of the tenderer*] (hereinafter called "the tenderer") has submitted its tender dated [*Date of submission of tender*] for the
[*Name and/or description of the tender*] (hereinafter called "the Tender")

KNOW ALL PEOPLE by these presents that WE of [*Name of Insurance Company*] having our registered office at (hereinafter called "the Guarantor"), are bound unto [*Name of Procuring Entity*](hereinafter called "the Procuring Entity") in the sum of (Currency and guarantee amount) for which payment well and truly to be made to the said Procuring Entity, the Guarantor binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Guarantor this ___ day of _____ 20 ___.

THE CONDITIONS of this obligation are:

1. If after tender opening the tenderer withdraws his tender during the period of tender validity specified in the instructions to tenderers, Or
2. If the tenderer, having been notified of the acceptance of his tender by the Employer during the period of tender validity:
 - (a) fails or refuses to execute the form of Agreement in accordance with the Instructions to Tenderers, if required; or
 - (b) fails or refuses to furnish the Performance Security, in accordance with the Instructions to Tenderers;

We undertake to pay to the Procuring Entity up to the above amount upon receipt of its first written demand, without the Procuring Entity having to substantiate its demand, provided that in its demand the Procuring Entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Guarantor not later than the said date.

[Date]

[Signature of the Guarantor]

[Witness]

[Seal]

PERFORMANCE BANK/INSURANCE COMPANY GUARANTEE [UNCONDITIONAL]

To

[name of Procuring entity]

WHEREAS [name of tenderer] (hereinafter called "the tenderer") has undertaken , in pursuance of Contract No.

[reference

number of the contract] dated 20

to supply

[description of goods] (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the tenderer shall furnish you with a Bank/Insurance Company guarantee by a reputable Bank/Insurance Company for the sum specified therein as security for compliance with the Tenderer's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the tenderer a guarantee:

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

This guarantee is valid until the day of 20

Signed and seal of the Guarantors

[name of Bank/Insurance Company]

[address]

[date]

SELF DECLARATION FORM

REPUBLIC OF KENYA

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015.

I,of P.O. Box.....being a resident of.....in the republic of.....do hereby make a statement as follows:-

1. THAT I am the Company Secretary/ Chief Executive/ Managing Director/ Principal Officer/ Director of.....

(insert name of the Company) who is a Bidder in respect of **Tender No.** for.....(insert tender title/description) for..... (insert name of Procuring entity) and duly authorized and competent to make this statement.

2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
3. THAT what is deposed to hereinabove is true to the best of my knowledge, information and belief.

.....

(Title) (Signature) (Date)

Bidder Official Stamp

SELF DECLARATION FORMS REPUBLIC OF KENYA

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA)

SELF DECLARATION THAT THE PERSON/TENDERER WILL NOT ENGAGE IN ANY CORRUPT OR FRAUDULENT PRACTICE

I,.....of P.O. Box.....being a resident of.....in the Republic of.....do hereby make a statement as follows:-

1. THAT I am the Company Secretary/ Chief Executive/ Managing Director/ Principal Officer/ Director of..... (insert name of the Company) who is a Bidder in respect of **Tender No.** for.....(insert tender title/description) for..... (insert name of Procuring entity) and duly authorized and competent to make this statement.

THAT the aforesaid Bidder, its servants and/or agents / subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of..... (insert name of the Procuring entity) which is the Procuring entity.

2. THAT the aforesaid Bidder, its servants and/or agents / subcontractors have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of..... (insert name of the Procuring entity).

3. THAT the aforesaid Bidder will not engage / has not engaged in any corrosive practice with other bidders participating in the subject tender.

THAT what is deposed to hereinabove is true to the best of my knowledge, information and belief.

.....

(Title)

(Signature)

(Date)

Bidder Official Stamp