



KENYA FORESTRY RESEARCH INSTITUTE

TENDER NO. KEFRI/HQT/019/2018-2019

PROVISION OF SUPPORT AND MAINTENANCE SERVICES FOR SAGE

ACCPAC SOFTWARE

CLOSING DATE: WEDNESDAY, 6TH FEBRUARY, 2019 AT 10:00 A.M

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SECTION I - INVITATION FOR TENDER

Dear Sir,

Date: 22ND JANUARY, 2019

**TENDER REF. NO.KEFRI/HQT/019/2018-2019 INSTALLATION,
COMMISSIONING, SUPPORT AND MAINTENANCE SERVICES FOR SAGE
ACCPAC SOFTWARE**

- 1.1** The **KENYA FORESTRY RESEARCH INSTITUTE (KEFRI)** invites sealed tenders from eligible candidates for **Installation, Commissioning Support and Maintenance Services for Sage Accpac Software.**
- 1.2 Interested eligible candidates may obtain further information from the office of the **Deputy Director, Supply Chain, Kenya Forestry Research Institute Headquarters, Muguga, Off Nairobi – Naivasha Road** during normal office working hours.
- 1.3 Prices quoted should be net inclusive of all taxes, and delivery costs, must be in Kenya Shillings and shall remain valid for **150 days** from the closing date of the tender.
- 1.4 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 office of the **Director, Kenya Forestry Research Institute** or be addressed to the **Director, Kenya Forestry Research Institute Headquarters, Muguga, Off Nairobi – Naivasha Road, P.O Box 20412-00200, Nairobi** so as to be received on or before **WEDNESDAY, 6TH FEBRUARY, 2019 AT 10:00 A.M.**
- 1.5 Tenders will be opened immediately thereafter in the presence of the candidates or their representatives who choose to attend at the **KEFRI Auditorium Room, Kenya Forestry Research Institute Headquarters, Muguga.**
- 1.6 Bidders should attend a **mandatory Site Meeting on Friday, 1st February, 2019 at 10:00 a.m** at the Auditorium Room, KEFRI Headquarters, Muguga

HUDSON BARASA
DEPUTY DIRECTOR, SUPPLY CHAIN MANAGEMENT

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SECTION II - INSTRUCTIONS TO TENDERERS

2.1. Eligible Tenderers

- 2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Appendix to 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 relatives (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 the 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/=**
- 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 Document

- 2.3.1 The tender documents comprise the documents listed below and addenda issued in accordance with clause 2.5 of these instructions to tenderers.

- (i) Instructions to Tenderers
- (ii) General Conditions of Contract
- (iii) Special Conditions of Contract
- (iv) Schedule of Requirements
- (v) Details of Insurance Cover
- (vi) Form of Tender
- (vii) Price Schedules
- (viii) Contract Form
- (ix) Confidential Business Questionnaire Form
- (x) Tender security Form
- (xi) Performance security Form
- (xii) Company's Authorization Form
- (xiii) Declaration Form
- (xiv) Request for Review Form

2.3.2 The Tenderer is expected to examine all instructions, forms, terms and specification 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 Tender Documents

2.4.1 A Candidate making inquiries of the tender documents may notify the Procuring entity by post, fax or by email at the procuring 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 not later than three (3) days prior to the deadline for the submission of the 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 candidates 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.

2.4.3 Preference where allowed in the evaluation of tenders shall not exceed 15%

2.5 Amendment of Tender 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 Tenders

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

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

- (a) A Tender Form and a Price Schedule completed in accordance with paragraph 2.8, 2.9 and 2.10 below
- (b) Documentary evidence established in accordance with paragraph 2.1.2 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) Tender security furnished in accordance with paragraph 2.12 (if applicable)
- (d) Declaration Form.

2.8 Form of Tender

2.8.1 The tenderer shall complete the Tender Form and the Price Schedule furnished in the tender documents, indicating the services to be provided.

2.9 Tender Prices

2.9.1 The tenderer shall indicate on the form of tender and the appropriate Price Schedule the unit prices and total tender price 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 2.20.5

2.10. Tender Currencies

2.10.1 Prices shall be quoted in Kenya Shillings

2.11. Tenderers Eligibility and Qualifications

2.11.1 Pursuant to paragraph 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 it's tender is accepted.

2.11.2 The documentary evidence of the tenderer's 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 Appendix to Instructions to Tenderers.

2.12.2 The tender security shall not exceed 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 2.12.7

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

- a) Cash
- b) A bank guarantee
- c) Such insurance guarantee approved by the Authority.
- d) Letter of credit
- e) Guarantee by a deposit taking microfinance institution, Sacco society, the Youth Enterprise Development Fund or the Women Enterprise Fund.

2.12.5 Any tender not secured in accordance with paragraph 2.12.1. and 2.12.3 shall be rejected by the Procuring entity as non-responsive, pursuant to paragraph 2.20.5

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

2.12.7 The successful Tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.29, and furnishing the performance security, pursuant to paragraph 2.30

2.12.8 The tender security may be forfeited:

- (a) if a tenderer withdraws its tender during the period of tender validity.
- (b) in the case of a successful tenderer, if the tenderer fails:
 - (i) to sign the contract in accordance with paragraph 2.29 or
 - (ii) to furnish performance security in accordance with paragraph 2.30.
- (c) If the tenderer reject correction of an arithmetic error in the tender.

2.13. Validity of Tenders

2.13.1 Tenders shall remain valid for **150 days** after date of tender opening pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

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 granting the request will not be required nor permitted to modify its tender.

2.14. Format and Signing of Tenders

2.14.1 The tenderer shall prepare an original and a copy 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 the copy of the tender in separate envelopes, duly marking the envelopes as “ORIGINAL TENDER” and “COPY OF TENDER”. The envelopes shall then be sealed in an outer envelope.

2.15.2 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 WEDNESDAY 6TH FEBRUARY, 2019 AT 10:00 A.M**”

2.15.3 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”.

2.15.4 If the outer envelope is not sealed and marked as required by paragraph 2.15.2, 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 2.15.2 not later than **WEDNESDAY 6TH FEBRUARY, 2019 AT 10:00 A.M**

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 2.5.3 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 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 tenders, is received by the Procuring entity prior to the deadline prescribed for 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 fax or email 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. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.7.

2.18. Opening of Tenders

2.16.4 The Procuring entity will open all tenders in the presence of tenderers' representatives who choose to attend, at the **Auditorium Room, Kenya Forestry Research Institute (KEFRI) Headquarters, Muguga, Off Nairibi – Naivasha Highway, on WEDNESDAY 6TH FEBRUARY, 2019 AT 10:00 A.M**

- 2.18.1 and in the location specified in the invitation for tenders. The tenderers' representatives who are present shall sign a register evidencing their attendance
- 2.18.2 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.
- 2.18.3 The Procuring entity will prepare minutes of the tender opening, which will be submitted to 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 of the tender 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 sureties 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 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 non-conformity 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 2.20, 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 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 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 2.22.3.
- (2) operational plan proposed in the tender;
 - (2) deviations in payment schedule from that specified in the Special Conditions of Contract

- 2.22.3 Pursuant to paragraph 2.22.2. the following evaluation methods will be applied.

- (2) Operational Plan

- (i) 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 non-responsive and rejected.

(2) Deviation in payment schedule

- (i) Tenderers shall state their tender price for the payment on 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.

2.22.4 The tender evaluation committee shall evaluate the tender within 15 days from the date of opening the tender.

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 Post-qualification

2.24.1 The Procuring entity will verify and 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 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 2.11.2 , 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.

2.25 Award Criteria

2.25.1 Subject to paragraph 2.29 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.

2.25.2 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.

2.26. Procuring entity's Right to accept or Reject any or all Tenders

2.26.1 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 tenders is responsive, the Procuring entity shall notify each tenderer who submitted a tender.

2.26.2 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.

2.26.3 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.

2.27 Notification of Award

2.27.1 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.

2.27.2 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 2.9. Simultaneously the other tenderers shall be notified that their tenders were not successful.

2.27.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.29 the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

2.28 Signing of Contract

2.28.1 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.

2.28.2 Within seven (7) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Procuring entity.

2.28.3 The contract will be definitive upon its signature by the two parties.

2.28.4 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.

2.29 Performance Security

2.29.1 The successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in a form acceptable to the Procuring entity.

2.29.2 Failure by the successful tenderer to comply with the requirement of paragraph 2.29 or paragraph 2.30.1 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 tender or call for new tenders.

2.30 Corrupt or Fraudulent Practices

2.30.1 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.

2.30.2 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

2.30.3 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 Tenderers

The following information for the procurement of insurance services shall complement, supplement, or amend, the provisions on 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.

Instruction to tender reference	Particulars of Appendix to instructions to tenderers
2.1	All registered and qualified sage authorized firms are eligible to tender.
2.13.1	Tenders shall remain valid for 150 days after date of tender opening pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive
2.14.1	The number of tender copies required are: One (1) original and one (1) copy properly bound and labeled correctly indicating the tender number and title.
2.15.1 Sealing and Marking of Tenders	The tenders shall be submitted in one envelope containing one original and one copy of the tender document correctly labeled as such. The tender shall contain both the Technical Proposal and the Financial Proposal which will be opened together.
2.15.2 (b) State Day, date and time of tender closing	The tender closing date shall be WEDNESDAY 6TH FEBRUARY, 2019 AT 10:00 A.M
2.16.3	Bulky tenders which will not fit in the tender box shall be received by the procuring entity at the Office of the Deputy Director, Supply Chain, Kenya Forestry Research Institute (KEFRI) Headquarters Muguga, Off Nairobi – Naivasha Highway.
2.18.1	The tender will be opened on WEDNESDAY 6TH FEBRUARY, 2019 AT 10:00 A.M

<p>2.20</p>	<p>(I) Preliminary Examination & Responsiveness:</p> <p>Tenderers shall provide the following requirements/documents:</p> <ul style="list-style-type: none"> (a) Must submit a copy of a Valid Tax Compliance Certificate from KRA (b) Must submit a copy of Certificate of Registration/Incorporation; (c) Must Provide a tender security of 2% of the Tender Sum (d) Submit duly completed and signed Confidential Business Questionnaire Form (e) Submit duly completed and signed Form of Tender (f) Copy of Lease Agreement or Business permit from any county government (g) Must attend a mandatory Site Meeting at KEFRI HQs on 1st February, 2019.
<p>2.22 Evaluation and Comparison of tenders</p>	<p>See items I & II below</p>
<p>2.29.1</p>	<p>The successful tenderer shall furnish to KEFRI a Performance security of 10% of total contract Sum</p>

(II). TECHNICAL EVALUATION

The detailed technical evaluation of the tenders shall be based on the following criteria:-

S/No.	Criteria	Maximum Points
1.	Firm's past experience in Sage Support Contracts or Letters of Contract Award from four (4) past clients <ul style="list-style-type: none">• 1 client – 5 points• 2 clients – 10 points• 3 clients – 15 points• 4 clients – 20 points	20 points
2.	Provide Letters of Reference/Recommendation from the four (4) past clients quoted in (No.1) above where the firm has provided Sage support services: <ul style="list-style-type: none">• 1 client – 5 points• 2 clients – 10 points• 3 clients – 15 points• 4 clients – 20 points	20 points
3.	Team Leader must have: <ul style="list-style-type: none">- Master's Degree or post graduate professional qualification in Computer Science, Business Information Technology, ICT Security or related field for the team leader.- Should possess an undergraduate qualification Computer Science, Business Information Technology, ICT Security or related field.- Should possess relevant ICT professional qualifications.<ul style="list-style-type: none">• Master's Degree in relevant field and Professional certification— 15 marks• Bachelor's Degree in relevant field and Professional certification— 5 marks	20 marks
4.	Letter of Authorization from Sage	25 marks
6.	Provide Firm's Audited Accounts for the last three (3) years (2015,2016,2017) Each year 5 points	15 points
TOTAL POINTS		100 points

NB: To qualify for financial evaluation the bidder must score a minimum of **80%** of the technical score. Bidders who score less than 80% at the technical evaluation stage will be disqualified from further evaluation.

3. FINANCIAL EVALUATION

Firms that would score a minimum of **80%** at the technical evaluation stage will proceed to the Financial Evaluation Stage. A bidder who would have submitted the lowest evaluated financial proposal will be recommended for award of the contract having met all other requirements of the tender.

SECTION III - GENERAL CONDITIONS OF CONTRACT

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SECTION III GENERAL CONDITIONS OF CONTRACT

3.1. Definitions

3.1.1 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 tenderer including any documents, which the tenderer is required to provide to the Procuring entity under the Contract.
- (d) “The Procuring entity” means the organization procuring the services under this Contract
- (e) “The Contractor” means the organization or firm providing the services under this Contract.
- (f) “GCC” means the 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 the contract

3.3. Standards

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

3.4. Use of Contract Documents and Information

3.4.1 The Contractor shall not, without the Procuring entity’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan,

drawing, pattern, sample, or information furnished by or on behalf of the Procuring entity in connection therewith, to any person other than a person employed by the contractor in the performance of the Contract.

- 3.4.2 The Contractor shall not, without the Procuring entity's prior written consent, make use of any document or information enumerated in paragraph 2.4.1 above.
- 3.4.3 Any document, other than the Contract itself, enumerated in paragraph 2.4.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the contract's or performance under the Contract if so required by the Procuring entity.

3.5. Patent Rights

- 3.5.1 The Contractor 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.

3.6 Performance Security

- 3.6.1 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 SCC
- 3.6.2 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.
- 3.6.3 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.
- 3.6.4 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 Contractor's performance of obligations under the Contract, including any warranty obligations, under the Contract.

3.7. Delivery of services and Documents

- 3.7.1 Delivery of the services shall be made by the Contractor in accordance with the terms specified by the procuring entity in the schedule of requirements and the special conditions of contract

3.8. Payment

- 3.81. The method and conditions of payment to be made to the contractor under this Contract shall be specified in SCC
- 3.82. Payment shall be made promptly by the Procuring entity, but in no case later than sixty (60) days after submission of an invoice or claim by the contractor

3.9. Prices

- 3.9.1 Prices charges 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 quoted by the tenderer in its tender or in the procuring entity's request for tender validity extension the case may be. No variation in or modification to the terms of the contract shall be made except by written amendments signed by the parties.
- 3.9.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)
- 3.9.3 Where contract price variation is allowed the variation shall not exceed 10% of the original contract price
- 3.9.4 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

3.10. Assignment

- 3.10.1 The Contractor shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring entity's prior written consent.

3.11. Termination for Default

- 3.11.1 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Contractor terminate this Contract in whole or in part:
 - (a) if the Contractor 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 Contractor fails to perform any other obligation(s) under the Contract
 - (c) If the Contract in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the contract

3.11.2 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 un-delivered, and the Contractor shall be liable to the Procuring entity for any excess costs for such similar services. However the contractor shall continue performance of the contract to extent not terminated.

3.12. Termination for Insolvency

3.12.1 The Procuring entity may at any time 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 prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the procuring entity.

3.13. 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 entities 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 an agreed amount for partially completed services.

3.14 Resolution of Disputes

3.14.1 The procuring entity and the contractor shall make every effort to resolve amicably by direct informal negotiations and disagreement or disputes arising between them under or in connection with the contract

3.14.2 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.

3.15. Governing Language

3.15.1. 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.

3.16. Applicable Law

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

3.17 Force Majeure

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

3.18 Notices

3.18.1 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 Email and confirmed in writing to the other party's address specified in the SCC.

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

SECTION IV - SPECIAL CONDITIONS OF CONTRACT

Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

4.1. CONDITIONS TO BE MET BY THE SERVICE PROVIDER

- 4.1.1** Must have a certificate of incorporation
- 4.1.2** Must give a list of 4 (four) reputable clients and the total clients premiums for the previous year
- 4.1.3** Must submit a copy of the audited accounts for the previous three (3) years
- 4.1.4** Must be an Authorized Sage Service Provider

SECTION V - SCHEDULE OF REQUIREMENTS

TECHNICAL SPECIFICATIONS

Module Features of Sage 300 ERP in the current installation include:

Department/Division/Section	Modules	Status
Finance		
	General Ledger and Chart of Accounts Setup	Operational
	Reimbursement Expenses (Imprest)	Operational
	Accounts Payable	Operational
	Accounts Receivable	Operational
	Cash Book	Operational
	Fixed assets	Operational
	Financial Dimension with Multi-Dimensional hierarchy	
	Multiple Sites / companies to support Regional Offices as Cost centers	
	Intercompany functionality	
	Bank Management and Setup	
	Bank Reconciliation	
	Vendor Check Runs, ageing Analysis and Electronic Payments	
	Commitments (Vote Book management) & Commitment Budgeting	
	Budgeting with Revisions and Approvals	
	Dynamic planning, budgeting and forecasting	
	Invoicing , Receipting and payment Vouchers management	
	Financial Reports	
	Imprest Management Modules (Imprest Issuance and Surrender)	
	Petty Cash Management Modules (Petty Cash Issuance and Surrender)	
	Expense Management, Business policies and Expense rules	
	Imprest Management with web application	
	Workflow and Embedded Document Management and Journal Approvals	
	Workflow for multi-level expense approvals	
	Employee web portal for expense entry	
	Ability to attach and view expense receipts and Invoices	
Integration with General Ledger and Accounts		

	Payable	
Supply Chain Management	MODULES	
	Inventory Control	Operational
	Purchase Orders	Operational
	Order Entry	Operational
	Assets	Operational
Enterprise (Seed Centre)		
	Inventory control	Operational
	Order Entry	Operational
Internal Audit		
		Operational
		Operational
Human Resources		
	Performance Management (Appraisals)	Non-Operational (uses a different workflow)
	Training Needs Analysis	
	Training Application and Approval	
	Payment Change Advice and Leaves Tracking	
	Employee manager, Training	
	Leave Management, Disciplinary Management	
	Jobs Welfare and Company info	
	Payroll	
	The HRM modules has a sub loan module that manages Salary Advances and Sacco Loans.	
ICT		
Research		
	Project Management	Non-Operational

TERMS OF REFERENCE

1. Background

The Kenya Forestry Research Institute (KEFRI) is a state corporation established in 1986 and mandated to undertake research in forestry and allied natural resources. The institute conducts research and development activities under five thematic areas namely: Forest productivity and Improvement; Biodiversity and Environment Management; Forest Products Development; Social-economics, Policy and Governance and Technical Support Services.

The vision of KEFRI is to be a world class center of excellence in forestry research for development. Guided by this vision, the Institute has strategically positioned itself:

- To enhance: Vision 2030 delivery; customer/stakeholder satisfaction and retention; linkage and partnership with stakeholders; and livelihoods.
- To increase forest technologies and innovations; enhance multi-sectoral and public-private sector research; enhance knowledge management and dissemination systems.

As part of KEFRI's implementation of the 6th Strategic Plan 2018-2022 the Institute desires to integrate and re-engineer its business processes and systems in scientific outputs, finance, procurement, human resource and communication systems. In a bid to enhance efficiency and improve service delivery, KEFRI has invested substantially in ICT infrastructure and systems. The deployment of the ICT systems has seen several functional areas automated albeit with minimal integration of systems.

The Kenya Forestry Research Institute (KEFRI) wishes to invite tenders from qualified, reputable and committed firms to offer Support and Maintenance of Sage 300 Software Premium Edition Version 6.2 ERP that has been installed at KEFRI Headquarters according to the specifications described in this Tender.

The Bidder MUST be Sage Certified and Authorized Dealer. The successful bidder is required to perform the job as stipulated and thereafter negotiate and enter into service and annual maintenance contract and guarantee support for a period not less than two years. The support and maintenance contract award is not automatic but will depend on the performance of the Service Provider after completion of the pending works specified in this document.

2. Objective of the Assignment

Current Status of the ERP Solution and Business Processes

In the year 2008, the Institute procured and implemented SAGE ACCPAC ERP system and the following modules were installed; IT Administration, Financial Management, Supply Chain and stores management module. Each module has a set of work flow that allows user's documents processing and approval on the system.

The Service Provider is required to make previous implementation improvement and enhancements by customizing and adding relevant modules according to user requirements. The Service Provider should take users through the newly customized modules by educating and training on the changes made and ensuring they are able to work effectively with the modified system. The re-customization will cover standard reports as mentioned in this tender document.

The proposed program will cover sections within the Supply Chain, Finance, Human Resources, Internal Audit and seed center where major issues were noted that informing the need to the re-computerization program enhancement, improvement and upgrading. The Service Provider is required to fill in the gap of the previous implementation and where reimplementation is necessary the same be undertaken. The successful bidder should negotiate with the procuring entity and agree on a schedule and both parties MUST commit themselves

3. Scope of the Works

To enhance service delivery the Institute desires to:

- a. Carry out a systems Audit to have a thorough understanding of the initial and current needs and challenges of the Institute
- b. To upgrade and Implement a genuine licensed modern Enterprise Resource Planning System (SAGE 300) and a database management system that will address the automation of the entire Fund. It is envisaged that the ERP will be available to internal users at Headquarters, Users at various Regional Offices including Karura, Muguga, Gede, Londiani, Maseno and Kitui while any number of customers and stakeholders will access part of the system through a web portal (Intranet and Internet based access).
- c. Enhance the ability to support management decision-making based upon access to accurate and timely financial and operational information and reports from the ERP system and database system business intelligence reports;
- d. Improve efficiency and minimize costs by providing flexible, integrated systems that eliminate the need for redundant data entry for effective operational Control;
- e. Facilitate corporate communication and sharing of information electronically throughout the Institute to improve all aspects of customer service delivery ;
- f. Ensure that KEFRI users and ICT administrators are suitably trained and equipped in the usage and support of the ERP.
- g. Make the necessary changes noted and customization based on the user requirements by either coding or modifying the program behind the system to achieve the desired results.

- h. Test the system by allowing users to work with the modified module/component until it achieve the desired and agreeable results.
- i. Re-implement and enhance existing modules under SAGE.
- j. Integrate with existing systems.
- k. Provide post implementation support services

The Scope of work entails and not limited to implementation of the following main elements at KEFRI HQs and Regional offices as per the Specifications.

- a. Upgrade, Enhancement, Support and Maintenance of Genuine Sage 300 Software Premium Edition Version 6.2 Enterprise Resource Planning and functionalities required.
- b. Upgrade, Enhancement, Support and Maintenance genuine licensed ERP Database System and related software utilities and add-ons
- c. Supply of Licenses for Upgraded Database system and ERP Systems.
- d. Project Implementation Services
 - Implementation and customization of various modules and reports
 - User Acceptance Testing (UAT)
 - Data Migration from current data formats
 - Training – For Administrators, Senior Users and all other end Users
 - Test & Live Implementation
 - Launch and Go Live hand holding support
 - System Documentation and User manual Documents
 - Integration with existing systems
- e. Provision of ERP Security, Backup and Replication server setup for Availability
- f. Post Implementation Services
 - Annual Technical Support (ATS) for Application Software and Users (First 1 year must be provided as part of proposal)
 - Additional Customization, add-ons setup and upgrade rollout
 - Supply of additional Licenses for Packaged Solution Modules
 - Related Infrastructure Management
 - Warranty for the ERP System and Database system supplied

Site Visit

This system has been utilized in Accounts and procurement sections effectively although it has faced some challenges in the past. KEFRI has not gone completely paperless and the ERP system is highly customized and runs some unique modules not implemented elsewhere. In this regard bidders are requested to visit the site at KEFRI headquarters to get first hand familiarization with the system.

Helpdesk /customer support system

The bidders are also expected to have a web accessible helpdesk system.

The helpdesk system should have the following features:

- a. Online logging of issues.
- b. Should be able to track raised issues progress and provide an email status update on the same.
- c. Should be able to generate reports for payments to be done.
- d. It should allow the person raising issues to indicate severity level

3.1 Summary of Works

The services under the contract shall be categorized as follows:-

3.1.1 Support and Maintenance

The Support and Maintenance service shall include all the services pertaining to ERP as may be detailed in the SLA. The service shall be provided on site or remotely/offsite through Team Viewer RDP tool. The services covered under support and maintenance shall include but not limited to:

- i. Recovery of data in case of data corruption or hardware failure and restoration of the System to operational state.
- ii. Training of individual users during implementation of new modules
- iii. Upgrade of the system both SQL Database to the current versions on Current ERP
- iv. Assist with all the upgrade implementations and update the client with new enhancements in software
- v. Reconfiguration of the existing customized reports
- vi. Configuration of licenses to fit the developed modules
- vii. Assisting users resolve issues related to data entry and report generation
- viii. Setup and reconfiguration of the ERP system to address user needs.
- ix. Maintenance of SQL server and SAGE application e.g. Optimization Configuration of SQL Server and SAGE.
- x. Fixing of ERP System bugs/error of malfunctions.
- xi. Assisting (provision of consultancy) to KEFRI staff in utilization of the full potential of the system e.g. generation of any necessary reports, full utilization of software module features to undertake specialized tasks such as posting to journals, transaction reversals etc.
- xii. Days and Time of service- The services will be required 5 days a week (Monday to Friday) between 8.00am-5.00PM. In case of an emergency or urgency the services may be required outside the indicated days and time. All the above services shall be covered under the contract retainer payment.
- xiii. Training of technical and end users
- xiv. System documentation and Testing
- xv. Knowledge transfer to KEFRI staff
- xvi. Provision of timely support

3.1.2 Developments and Enhancements

Any new Developments and or Enhancements will be agreed upon by the user department and the charges for the service will be based on the On call support Per hour. Enhancement / developments will not be commenced until an agreement is negotiated and agreed upon.

3.1.3 Specialized Group User Training

Any required specialized group user training will be charged outside the retainer amount and will be charged per hour per class.

Note:

- For Security reasons No identifiable information shall be carried by the winning Bidder out of KEFRI Premises. All configurations must be done in KEFRI computers and servers.
- The winning bidder will be expected to sign a Service Level Agreement (SLA) with KEFRI. Payment for the service will be on a quarterly basis and the bidder has to demonstrate performance and commitment to the SLA. The winning bidder is therefore expected to submit quarterly reports to KEFRI on the maintenance and support service status.

4. Reporting Requirements

The Service provider will report directly to the Director, KEFRI or a designated member of senior management and work closely with the ICT staff and division heads in carrying out the assignment. The The Service provider will make presentations to the KEFRI Sage 300 technical team for guidance and necessary approvals

5. Counterpart resources:

The KEFRI will make available the physical facilities like office space for the consultants. The Director, KEFRI will give direction and co-ordinate the task within an agreed framework.

Important to Note to Bidders

Bidders must take note of the following:

1. Due-Diligence

The Institute prior to the award of the tender, shall conduct due diligence to confirm and verify the qualifications of the bidder .At the due diligence stage, the bidder shall be evaluated on a pass/fail and scoring basis to ascertain the information provided at the

technical evaluation stage. This will include site visits to locations where the solution has been previously deployed and operationalized.

The Institute will conduct due diligence on any of the references provided by the bidder in this tender documents to confirm information provided. In addition, the Institute may seek information about the bidder from any other source whether or not the individuals or organizations contacted have been referenced by the bidder

2. Variation of Scope of Works

The Institute reserves the right at the time of the contract to vary the scope of the work. Such amendments should not result in any changes to any unit prices, other than where pricing was expressly specified to be subject to discount or other reduction on account of higher volume.

3. Qualifications of the Consultants

Experience

The consultancy firm should have proven experience for similar work in a research or related institution at similar levels of complexity. The firm and/or its key project resources should have participated in supply, installation and commissioning of Enterprise Resource Planning application systems within the last 5 years and must have wide experience.

Bidder will be expected to propose personnel planned for use in the project with expertise in the following areas;

- SAGE ERP Core Setup and Installation
- Financials – Finance Management, Procurement and Project Management functionalities.
- ERP Development
- Web Development specifically in PHP and MySQL

For each of the above area the proposed persons shall be required, at minimum, to have a degree in Computer Science or equivalent.

For each of the persons proposed provide references of an institution where they have deployed an ERP of similar scope. The reference contacts (email and Phone no should be provided).

- a. A project Manager/Team Leader who should;-

Implementing team proposed shall have a team leader whose main duty will be to ensure that implementation of the system adheres to planned schedules and budgets;

The lead implementer shall have the following qualifications and experience;

- Bachelor's Degree in Computer Science or related field
- Master's Degree in Business Administration, Finance or project Management.

- Certified /Accredited Accpac service provider by SAGE
- Over five (5) year experience in implementing the SAGE 300 ERP solution.
- Certified in project management

b. Other team members who should also be experts in:

Systems Development

Core Duty: Customization of the system to be aligned to KEFRI’s procedures and Work Flows for the three areas highlighted in the scope The System Developer shall have the following qualifications and experience;

- Bachelor’s Degree in Computer Science or related field
- Experience of a minimum of 3 years in Systems SAGE 300 (ERP) Development
- certification in databases preferably Oracle or MSSQL

Systems Implementation

Core Duty: Requirement gathering, In-charge of all Training, Data Migration and Deployment. The Implementers must have a good understanding of Procurement, Finance and Project Management processes.

The Implementers shall have the following qualifications and experience;

- Bachelor’s Degree in Computer Science or related field
- Experience of a minimum of 3 years in SAGE 300 ERP Implementation
- Certified in sage 300 products
- CPA qualification

In addition, the team would be expected to possess expertise in:

- Enterprise Resource Planning
- Robust project management experience and expertise
- Knowledge of security standards and best practice frameworks such as NIST CSF, ISO 27001, CoBIT ITIL, PRINCE2.

The key competencies required of the consultants are as indicated in the table below:

Criterion	Description
General Qualifications of the consulting firm related to the assignment	<ul style="list-style-type: none"> - Demonstrated years of experience in consultancy services SAGE ERP installations and provision of technical support - Related job assignments undertaken in last three years - Track record of success
General Qualifications of the lead consultants:	
General Education and Training	<ul style="list-style-type: none"> - Master’s Degree or post graduate professional qualification in Computer Science, Business Information Technology, ICT Security or related field.

	<p>In the case of a firm, at least one team member should have this qualification.</p> <ul style="list-style-type: none"> - Should possess an undergraduate qualification Computer Science, Business Information Technology, ICT Security or related field. - Should possess relevant ICT professional qualifications.
Length of experience	<ul style="list-style-type: none"> - At least 5 (five) years in an ICT or Management Information System (MIS) consultancy or practice with experience in developing, evaluating and advising on IT systems for business operations. Thorough knowledge of process automation, project management and ICT.
Professional experience relevant to the assignment.	
Professional education, Training and Experience	<ul style="list-style-type: none"> - Previous related assignments within the local industry - Professional experience in areas of systems development, networking, systems development, systems integration, project management and systems evaluation. - Strong familiarity with current ICT trends. - Should possess SAGE qualification. - Certification in at least one (1) of the following:- - Member of recognized professional ICT body in good standing
Qualifications and experience of at least two (2) other technical personnel: -	
General Education and Training	<ul style="list-style-type: none"> - Should possess an undergraduate qualification Computer Science, Business Information Technology, ICT Security or related field. - Should possess relevant ICT professional qualifications
Length of experience	<ul style="list-style-type: none"> - Experience in support and maintenance services for SAGE 300 ACCPAC software.
Professional education, Training and Experience	<ul style="list-style-type: none"> - Professional certification in ERP, Project Management, Database or IT Service Management

SECTION VI - 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 or in another format acceptable to the procuring entity.
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 procuring entity.

Form of Tender

To: Name and address of procuring entity

Date _____

Tender No.
Tender Name

Gentlemen and/or Ladies:-

1. Having examined the Tender documents including Addenda No. (Insert numbers) the receipt of which is hereby duly acknowledged, we the undersigned, offer to provide Insurance Services under this tender in conformity with the said Tender document for the sum of

.....
.....[Total Tender amount in words and figures]

or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

2. We undertake, if our Tender is accepted, to provide the Insurance Cover Services in accordance with the conditions of the tender.

3. We agree to abide by this Tender for a period of[number] days from the date fixed for Tender opening of the Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

4. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract between us subject to the signing of the contract by both parties.

5. We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this _____ day of _____ 2016

[Signature]

[In the capacity of]

Duly authorized to sign tender for and on behalf of _____

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 the GPA cover and has accepted a
tender by the tenderer for the supply of the services in the sum of _____
_____ [contract price in words in
figures] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSTH 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 Details of cover
 - (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 GPA cover 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 services 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 particular indicated in Part 1 and either Part 2(a),
2(b), or 2(c)
Which ever applies to your type of business

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

Part _____ General:
Business

Name

.....

Location of business premises

.....

Plot No. Street/Road

.....

Postal Address Tel. No. 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.....

Party 2(b) – Partnership

Give details of partners as follows

Name Nationality Citizenship Details Shares

1.

.....

.....

2.

.....

.....

If a citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or Registration

TENDER SECURITY FORM

Whereas [*name of Bidder*] (hereinafter called <the tenderer> has submitted its bid dated [*date of submission of bid*] for the provision of insurance services (hereinafter called <the tender>

KNOW ALL PEOPLE by these presents that WE [*name of bank*] of [*name of country*], having our registered office at [*name of procuring entity*] (hereinafter called <the procuring entity> in the sum of [*state the amount*] for which payment well and truly to be made to the said procuring entity, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20 _____

THE CONDITIONS of this obligation are:-

1. If the tenderer withdraws its tender during the period of tender validity specified by the procuring entity on the Form; or
2. If the tender, having been notified of the acceptance of its tender by the procuring entity during the period of tender validity
 - (a) fails or refuses to execute the Contract Form, if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instructions to tenders.

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 conditions, specifying the occurred condition(s)

This tender 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 Bank not later than the above stated date.

[Authorized Signatories and official stamp of the Bank]

(Amend accordingly if provided by Insurance Company)

PERFORMANCE SECURITY FORM

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 insurance services] (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 guarantee by a reputable bank for a 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 figures], 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 of money within the limits of *[Amount of guarantee]* as aforesaid, without your 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 ____

Signature and seal of the Guarantors

[Name of bank of financial institution]

[Address]

[Date]

(Amend accordingly if provided by Insurance Company)

LETTER OF NOTIFICATION OF AWARD

Address of Procuring Entity

To: _____

RE: Tender No. _____

Tender Name _____

This is to notify that the contract/s stated below under the above mentioned tender have been awarded to you.

1. Please acknowledge receipt of this letter of notification signifying your acceptance.
2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than **14 days** from the date of the letter.
3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

(FULL PARTICULARS) _____

SIGNED FOR ACCOUNTING OFFICER

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.....of20...

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:-

- 1.
 - 2.
- etc.

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

- 1.
 - 2.
- etc

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