



**SUPPLY, IMPLEMENTATION, INTEGRATION, TRAINING
AND COMMISSIONING OF EMPLOYEE PERFORMANCE
PRODUCTIVITY SOLUTION.**

TENDER NO.KRA/HQS/NCB-004/2020-2021

**TIMES TOWER BUILDING
P.O. BOX 48240 – 00100
TEL: +254 02 310900
NAIROBI, KENYA.
www.kra.go.ke**

CLOSING DATE: 17TH SEPTEMBER, 2020

TIME: 11:00 AM

SEPTEMBER, 2020

CHECKLIST FORM

This form has been provided to help bidders in preparation of their bids ensuring that all the tender mandatory requirements are in place. Bidders are therefore required to tick once they attach or fill/sign the documents that the tender has requested for.

S/N	ITEM DESCRIPTION	Mandatory
		Kindly tick once attached
1.	Copy of valid Tax Compliance Certificate	
2.	Certificate of Incorporation/Certificate of Registration of Business Name	
3.	Power of Attorney (Sole Proprietors Exempted)	
4.	Tender Security of Kshs 500,000.00 valid for 365 days from tender closing date (i.e 17th September , 2020)	
5.	Reference Letter from the bank indicating that the firm is currently operating an account(dated at least within the last 6 months)	
6.	Duly filled, signed and stamped Confidential Business Questionnaire	
7.	Duly filled, signed and stamped Form of Tender	

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Tender Notice

1. The Kenya Revenue Authority invites sealed bids from eligible candidates for the following tenders:

NO	DESCRIPTION	ELIGIBILITY	CLOSING DATE AND TIME
1.	KRA/HQS/NCB-004/2020-2021: SUPPLY, IMPLEMENTATION, INTEGRATION, TRAINING AND COMMISSIONING OF EMPLOYEE PERFORMANCE PRODUCTIVITY SOLUTION	OPEN	17th September, 2020 11.00 AM (TIMES TOWER)

2. Tender documents detailing the requirements of the above tenders in English may be obtained from KRA E-Procurement portal available on the KRA website www.kra.go.ke. Prospective bidders should register for E-Procurement to enable them access the KRA portal under “New Supplier Registration” found under the E - Procurement Tab.
3. Existing KRA suppliers (see list on KRA website) who have not updated their records in SRM System **MUST do so Not later than 10th September, 2020 to continue receiving RFxs invitations**. For assistance visit any KRA Procurement office countrywide or email: srmsupport@kra.go.ke.
4. Addenda / clarifications will be posted in Kra Website (www.kra.go.ke) and also sent to all prospective tenderes that have registered for the tender in the KRA supplier Portal.
5. Technical Qualification requirements; Refer to Section V of the bidding document.
Completed Bids are to be saved as PDF documents marked with the relevant tender description and submitted to the appropriate KRA E-procurement Web Portal found on the KRA website so as to be received on or before 17th September, 2020 at 11.00 a.m.
- Note: Bidders to note system bid Submission issues shall not be addressed 24 Hours to tender opening.**
6. **Bids will be opened electronically promptly after closing time and Bidders or their representatives are welcome to witness the opening at Times Tower Building.**
7. An original hard copy of the **Bid Security (where applicable)** of not less than the indicated amount or equivalent amount in a freely convertible currency must be dropped in the **Tender Security Box** located at **Times Tower Building, Ground Floor** any day before the tender closing date. The Bid Security (where applicable) must be in a sealed envelope bearing the Tender Description and addressed to the address indicated above.

Deputy Commissioner-Supply Chain Management
Times Tower Building, 21st Floor
P.O Box 48240– 00100 GPO,
Tel. +254 020 310900
Nairobi, Kenya.
website: www.kra.go.ke
Email : eprocurement@kra.go.ke

Any canvassing or giving of false information will lead to automatic disqualification.

SECTION II - INSTRUCTION TO TENDERERS

2.1. Eligible Tenderers

- 2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Invitation to Tender. Successful tenderers shall complete the provision of hired services by the intended completion date specified in the Schedule of Requirements Section VI.
- 2.1.2 The Kenya Revenue Authority (KRA) employees, committeemembers, 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 KRA 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 to Tender.
- 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 KRA, 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 tender documents shall be downloaded free of charge.

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) Insurance 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 KRA by post, fax or by email at the KRA's address indicated in the Invitation to Tender. KRA will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of the tenders, prescribed by the KRA. Written copies of the KRA's 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 KRA 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, KRA, 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 and addendum.

2.5.2 All prospective tenderers who will 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, KRA, 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 KRA, 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 duties, 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 KRA'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 of **KES. 500,000.00** valid for **365** days from the date the tender closure.
- 2.12.3 The tender security is required to protect the KRA 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 a Bank guarantee issued by a commercial bank operating in Kenya, a deposit taking micro-finance Institution, Sacco Society, The Youth Enterprise Development Fund, approved Insurance Companies or 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 KRA 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 as 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.

2.13. Validity of Tenders

- 2.13.1 Tenders shall remain valid for **335 days** after date of tender opening pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by KRA as non-responsive.
- 2.13.2 In exceptional circumstances, KRA 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 Bidders to note that the **COMBINED TECHNICAL AND FINANCIAL** proposal shall be submitted through the KRA supplier portal. **The bidder shall submit Combined technical and financial proposals electronically via the supplier portal in the Notes and attachment Section of the RFX (Tender).**

2.14.2 Submission shall be strictly via the supplier portal. Hardcopies shall not be accepted whatsoever except for the Original Tender Security which must be deposited in the Tender Box located in Ground Floor, Times Tower Building.

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.

2.16. Deadline for Submission of Tenders

2.16.1 Tenders must be received by KRA electronically not later than **17TH September, 2020 at 11.00 am**

2.16.2 KRA 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 KRA and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.17. Modification and Withdrawal of Tenders

2.17.1 The tenderer may modify the tender after submission and resubmit to the **respective folders**. All prior submissions cannot be deleted or overwritten. Tenderer to note that the latest submission shall be considered as the final version and all prior submissions shall be disregarded.

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

2.17.3 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.

2.17.4 KRA may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.17.5 KRA 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 KRA will open all tenders electronically in the presence of tenderers' representatives who choose to attend, on **17th September, 2020 at 11.00 am**

- 2.18.2 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 KRA, at its discretion, may consider appropriate, will be announced at the opening.
- 2.18.4 KRA 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 KRA 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 KRA in 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 KRA 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 KRA 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, KRA 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. KRA'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 KRA 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, KRA 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 KRA will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20.

2.22.2 KRA'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.

(a) Operational plan proposed in the tender;

(b) 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.

1. Operational Plan

(i) KRA 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 KRA'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. KRA may consider the alternative payment schedule offered by the selected tenderer.

2.22.4 The tender evaluation committee shall evaluate the tender within 30 calendar 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 KRA 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 KRA 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 KRA 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 KRA 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 KRA 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 KRA 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 **bidder** 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 KRA 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 KRA's action. If KRA determines that none of the tenders is responsive, KRA shall notify each tenderer who submitted a tender.

2.26.2 KRA 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 his 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, KRA 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 KRA 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 KRA 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 KRA notifies the successful tenderer that its tender has been accepted, KRA 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 KRA.
- 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 may be requested to furnish the performance security in accordance with the Conditions of Contract, in a form acceptable to KRA.
- 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 KRA may make the award to the next lowest evaluated tender or call for new tenders.

2.30. Corrupt or Fraudulent Practices

- 2.30.1 KRA 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 KRA 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 **Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution** 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
1.3	The documents can also be viewed and downloaded from the KRA Website www.kra.go.ke at no fee. Bidders who download the tender documents must forward their particulars immediately for records and communication of any further tender clarifications or addenda eprocurement@kra.go.ke
1.7	No pre-bid briefing will be held at Times Tower Building.
2.1	The tender is open. All bidders are Eligible.
2.9.2	Taxes: The Tenderer will pay for all the local taxes, duties, fees, levies and other charges applicable in Kenya. The financial proposal should therefore include any taxes payable in Kenya.
2.25	Award will be open to eligible bidders set out in Section 2.25
2.9.3	The prices quoted shall be FIXED during the period of the contract.
2.12.2	The Tender Security shall be : Kshs. 500,000.00 and must be valid for 365 days from the date the tender closure (i.e 17th September, 2020). The Original Tender Security shall be dropped in the Tender Security Box.
2.13.1	The tender validity period shall be for 335 days
2.15.2	COMMISSIONER GENERAL KENYA REVENUE AUTHORITY TIMES TOWER BUILDING HAILE SELASSIE AVENUE P.O. BOX 48240 – 00100 TEL: +254 20 310900 FAX: +254 20 215809 NAIROBI, KENYA.
2.14.1	The Bidders to note that the COMBINED TECHNICAL AND FINANCIAL proposal shall be submitted through the KRA supplier portal. The bidder shall submit Combined technical and financial proposals electronically via the supplier portal in the Notes and attachment Section of the RFX (Tender).
2.16.2	Deadline for submission is September 17th, 2020 at 11.00 AM.
2.18.2	Combined Technical and Financial Proposal (One Bid Document and submit to the appropriate KRA E-procurement Web Portal found on the KRA website so as to be received on or before 17th September, 2020 at 11.00 a.m. Note: Submission should strictly be done to KRA E-Procurement Portal.)
2.23 (KRA's Officials)	Deputy Commissioner- Supply Chain Management P.O. BOX 48240 – 00100 TEL: +254 20 281 7022 E-MAIL: eprocurement@kra.go.ke

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 KRA 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 KRA 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 KRA’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 KRA in connection therewith, to any person other than a person employed by the contractor in the performance of the Contract.

The Contractor shall not, without KRA's prior written consent, make use of any document or information enumerated in paragraph 3.4.1 above.

3.4.2 Any document, other than the Contract itself, enumerated in paragraph 3.4.1 shall remain the property of KRA and shall be returned (all copies) to KRA on completion of the contract's or performance under the Contract if so required by KRA.

3.5. Patent Rights

3.5.1 The Contractor shall indemnify KRA 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 ten (10) days of receipt of the notification of Contract award, the successful tenderer shall furnish to KRA the performance security where applicable in the amount specified in SCC.

3.6.2 The proceeds of the performance security shall be payable to KRA 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 in the form of a Bank guarantee issued by a commercial bank operation in Kenya. The performance guarantee shall be submitted within 10 days of notification of award.

3.6.4 The performance security will be discharged by the KRA 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 KRA in the schedule of requirements and the special conditions of contract.

3.8. Payment

3.8.1 The method and conditions of payment to be made to the contractor under this Contract shall be specified in SCC.

3.8.2 Payment shall be made promptly by KRA, but in no case later than thirty (30) days after submission of an invoice or claim by the contractor.

3.9. Prices

3.9.1 Price 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 quoted 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 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 25% of the original contract price.
- 3.9.4 Price variation requests shall be processed by KRA 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 KRA's prior written consent.

3.11. Termination for Default

- 3.11.1 KRA 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 KRA.
- (b) If the Contractor fails to perform any other obligation(s) under the Contract.
- (c) If the Contractor in the judgment of KRA has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

- 3.11.2 In the event KRA 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 KRA 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 KRA 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 KRA.

3.13. Termination for Convenience

- 3.13.1 KRA 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 KRA's 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 KRA 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 KRA 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

- 4.1. Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, between the GCC and the SCC, the provisions of the SCC herein shall prevail over these in the GCC.
- 4.2. Special conditions of contract as relates to the GCC.

REFERENCE OF GCC	SPECIAL CONDITIONS OF CONTRACT
3.6	<p>Performance Security</p> <p>The performance bond must be issued in the form of a bank guarantee. The bank guarantee must be valid in Kenya for a period of three years and shall be 10% of the bid price.</p>
3.7	<p>Delivery</p> <p>Conditions of delivery for the Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution will be in the Local Service Order and contract within the period indicated by the successful bidder(s) from the date of receiving the Local Service Order (LSO). Requirements may be adjusted by giving a short notice.</p>
3.8	<p>Payment Terms</p> <p>The Kenya Revenue Authority (KRA) payment terms are that payment shall be made within thirty (30) days from the date of delivery and signing of receipt. However, KRA may negotiate mutually acceptable payment terms with the successful tenderer.</p>
3.9	<p>Prices</p> <p>Prices charged by the tenderer for services performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the tenderer in its tender.</p>
3.14	<p>Resolutions of Disputes</p> <p>Any dispute, controversy or claim between the Parties arising out of this Contract or the breach, termination or invalidity thereof, unless settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. <i>The place of arbitration shall be Nairobi.</i> The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in this Contract, the arbitral tribunal shall have no authority to award interest. The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.</p>

3.15	Language The language of all correspondence and documents related to the bid is: English . Unless explicitly specified in the Technical Requirements section, the key passages of all accompanying printed literature in any other language must be translated into the above language.
3.16	Law The contract shall be interpreted in accordance with the laws of Kenya.
3.18	Notices 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 by E-mail and confirmed in writing to the other party's address specified in the SCC. A notice shall be effective when delivered or on the notices effective date, whichever is later.

SECTION V- SCHEDULE OF REQUIREMENTS

a). The Kenya Revenue Authority wishes to seek for a **Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution.**

b). Evaluation Criteria

i). Tender Responsiveness

Your tenders shall be examined for the following, which you must provide in addition to other requirements specified in the tender documents.

S/N	ITEM DESCRIPTION
1.	Copy of valid Tax Compliance Certificate
2.	Certificate of Incorporation/ Certificate of Registration of Business Name
3.	Power of Attorney (Sole Proprietors Exempted)
4.	Tender Security Kshs 500,000.00 valid for 365 days from the date of tender closure (i.e 17th September, 2020).
5.	Letter from the bank indicating that the firm is currently operating an account (at least within 6 months)
6.	Duly filled, signed and stamped Confidential Business Questionnaire.
7.	Duly filled, signed and stamped Form of tender
8.	Manufacturer/Product/Solution Owner Authorization

NB: Tenders will proceed to vendor evaluation stage only if they meet all the mandatory requirements.

ii). Vendor Evaluation

The following criteria will be used in the evaluation of all potential suppliers. The documents submitted will be evaluated for suitability and awarded marks which will contribute to a maximum of 40 marks.

Prorated Cut off score is **15 marks**.

Description of Evaluation Criteria	Maximum Score	Cut off score
Managerial and Key Personnel Competency Profiles		
<p>The bidder should indicate the relevant technical experience and / or certifications for at least three (3) relevant key staff.</p> <p>The Engineers need to have at least 2 years of experience in implementing the solution on large scale (MUST attach copies of the certifications and CVs for each staff to score).</p> <p>CV with relevant certification 2 mark per staff with attached CV and relevant certification</p> <p>Relevant technical experience Over 3 years' experience..... 2 marks 1-2 years' experience.1 mark</p>	12	6
Experience/Reputation of the vendor		
<p>The vendor should provide reference letter/ Local Purchase Order /contracts for two projects in implementing solutions similar to procurement item. The contracts should be comparable in scope and size of organization executed within the last five (5) years.</p> <p>Reference letter should have full contacts; client names, postal address, telephone, email nature of work done, value of contract, date work was done and completion status/date. (The projects will be subjected to verification). Bidders are required to use the template below to provide this information.</p>	10	5
Total Score	22	11

NB: Tenders will proceed to Technical Evaluation stage only if they meet the cut off scores for the Vendor Evaluation.

Reference sites template

Client Contact Details	Nature/Description of work done	Value of Contract	Project Start Date	Project Completion Date	Contact Person
<i>client names, postal address, telephone, email</i>	<i>Description to include the components deployed.</i>				<i>names, telephone, email</i>

iii) Technical Evaluation

Bidders are required to provide clause by clause response in Section VI.

The following criteria will be used in the evaluation of all potential suppliers.

The documents submitted will be evaluated for suitability and accorded pass or fail.

NB: Tenders will proceed to Financial Evaluation stage only if they meet the cut off scores for Vendor and Pass for the Technical Evaluation.

SECTION VI- TERMS OF REFERENCE.

Background.

1. INTRODUCTION

Kenya Revenue Authority (KRA) is in the process of enhancing employee productivity monitoring by adopting agile and flexible automated solutions. The objective is to enable staff record performance on tasks, activities assigned to them, allow supervisors track performance and assess productivity of staff at all levels through reports and dashboards.

Covid 19 has introduced a number of challenges, key among them the need to implement new ways of working, decongesting KRA offices and management overhead in monitoring performance of staff off-site.

To support the new ways of working, KRA requires a suitable solution to assist in measuring, monitoring and reporting on staff performance particularly those working off-site.

2. SCOPE

The scope of the procurement includes supply, delivery, design, implementation, integration, training and commissioning of employee performance productivity solution with collaborative and performance/productivity reporting. The solution will be installed on-premise on KRA Data Centre both in the primary and secondary sites. The implementation should comply with KRA information security policies and also conform to the ICT Authority guidelines and standards available on the ICTA website (www.icta.go.ke).

The solution to commence with a minimum of 8,000 users and should be scalable to accommodate future growth.

3. INSTRUCTIONS TO BIDDERS

1. Bidders are required to provide responses to the requirements in the prescribed tables and formats.
2. Bidders MUST provide a substantive response for all features irrespective of any attached technical documents. Use of Yes, No, Tick, Compliant etc. will be considered non-responsive.
3. Bidders MUST append official company stamp and/or authorized signature on all attached technical data sheets.

4. Bidders are required to cross-reference technical responses to corresponding specific items/page numbers in data sheets or product technical documentation.

PART A: TECHNICAL SPECIFICATION REQUIREMENTS.

Instructions to Bidders:

1. Bidders **MUST** complete the Table below in the format provided.
2. Bidders **MUST** provide a substantive response in the format provided, irrespective of any attached technical documents. Use of Yes, No, tick, compliant, blank spaces etc. in the Technical Specification Table will be considered Non Responsive.
3. Bids **MUST** meet all mandatory (MUST) requirements in the Table below in order to be considered for further evaluation.

SOLUTION TECHNICAL MANDATORY REQUIREMENTS

The following requirements **MUST** be met as a mandatory;

NO	MANDATORY REQUIREMENTS	BIDDERS RESPONSE
1.	The Solution <u>MUST</u> Provide for capturing of performance contract commitments including performance objectives, initiatives, expected targets and key performance indicators	
2.	The solution <u>MUST</u> Provide for regular appraisal (daily, weekly, monthly, quarterly and annually or other configurable durations) against the set performance contract/targets	
3.	The Solution <u>MUST</u> Provide for reporting of staff performance at configurable (daily, weekly, monthly, quarterly and annually or other configurable) duration	
4.	The solution <u>MUST</u> Provide for linkage/correlation and reporting of employee daily /weekly activities with performance contract commitments and targets.	

NO	MANDATORY REQUIREMENTS	BIDDERS RESPONSE
5.	The solution MUST provide for cumulative reporting of target achievements over a specified period eg monthly , quarterly, semiannual and annual .	
6.	The solution MUST provide for authorized user configurable setting of activity timelines.	
7.	The Solution Must Provide for employee engagement capabilities including but not limited to chats, video call, voice call and email integration.	
8.	The solution MUST Provide for real time capturing of tasks and achievements and reporting of performance.	
9.	The solution MUST Provide for offline capturing of tasks and achievements with synchronization when online	
10.	The solution MUST Provide for capturing of staff daily activities timesheet	
11.	The solution MUST Provide for integration with other databases and mine performance figures and compare them with pre-set targets in the objectives e.g actual revenue collected in the system versus the set target in the objectives	
12.	The solution MUST Provide single point of reference to capture employee performance on real time basis with capabilities of regular (daily, weekly, monthly) performance feedback to improve transparency and integrity of the performance appraisal process.	
13.	The licenses MUST cover all the solution components for a period of 3 years payable annually	

TECHNICAL REQUIREMENTS

The requirements for the services are summarized in the **DETAILED TECHNICAL REQUIREMENTS** table below. You are requested to present your responses to the requirements in the format as detailed in the table.

A) DETAILED TECHNICAL REQUIREMENTS

This section contains key features that the proposed solution must meet. Bidders are required to provide responses that articulate how the solution meets the requirements with reference to product documentation and data sheets. The bid will not be evaluated further if any requirement in this section is not fully met and the bid will be considered non-responsive. Responses like YES, NO, COMPLIED and use of ticks without supporting explanations will be considered non-responsive.

NO	FEATURE	MINIUMUM SPECIFICATIONS	MAX SCORE	BIDDERS RESPONSE
1.	General description	i. The bidder is required to provide solution name and brand. Provide a solution overview and capabilities	2	
		ii. The Solution MUST be Web-based solution that is accessible through browser on both desktop and mobile devices such as smartphones and tablets.	2	
		iii. The Solution MUST be accessible through a mobile app.	2	
		iv. The solution MUST allow capturing of employee performance targets through SMART objective and the initiatives that contribute or build into the objectives for specified duration of time (Annual, quarterly, weekly or daily)	2	
		v. The Solution MUST allow capturing, assignment of tasks/targets, monitoring performance by both staff and supervisors on a regular basis. The tasks should be linked to the initiatives and objectives.	2	
		vi. The solution MUST Provide a platform for engagement between the supervisor and their reportees through chats and video calls	2	

		vii. The solution MUST Provide single point of reference to capture employee performance on real time basis with capabilities of regular (daily, weekly, monthly) performance feedback	2	
		iii. The solution MUST be implemented on premise	1	
		ix. The bidder should specify the software and hardware requirements required to run the solution in a three-tier architecture in high availability. The Authority will provide virtualized server hardware for deployment of the solution.	2	
		x. The solution MUST allow at least 8000 users on to access the platform and use it simultaneously with appropriate performance and stability.	2	
2.	Branding	The solution should be branded to KRA branding standards (Naming and theme)	5	
3.	Customization	The vendor will customize the solution to meet KRA information security, functional and performance requirements (provided) as part of the solution acquisition.	10	
4.	User input	i. The solution should allow the user to capture the objectives and targets	2	
		ii. The solution should allow the user to capture initiatives, activities and tasks under each objective across the contract period. This would then build into a team and corporate goal/objective	2	
5.	System Performance	i. The solution should support more than 1000 users Concurrently.	4	
		ii. Page response time should not exceed 5 seconds	3	
		iii. The solution should not exceed 5 seconds (response time) for a user to download and view a document.	3	
6.	Task management	i. Page response time should not exceed 5 seconds.	1	

		ii. The solution should not exceed 5 seconds (response time) for a user to download and view a document.	2	
		iii. The system should allow capturing of estimated time and setting of deadlines for tasks	3	
		iv. The system should allow creation of a subtask for each task and initiative.	2	
		v. The system should allow for capturing of repetitive tasks	1	
		vi. The system should have customizable automated alerts to single or multiple recipients whenever task status changes, amended or a new item is added.	1	
		vii. The system should allow carry forward for uncompleted tasks by the end of each week.	2	
		Task allocation	3	
		i. The system should allow batch allocation of tasks to officers. <ul style="list-style-type: none"> • One task to one or several users • Batch of tasks to one or several users 		
		ii. The system should be integrated with Active Directory for authentication and Lotus Mail for email alerts.	1	
		iii. The system should allow for re-allocation of a tasks	3	
		iv. The system should allow for customizable cascading and escalation of tasks across the organization.	3	
7.	Workflows	The system should have workflows that allows for creation, tracking and approval of tasks to completion. Including but not limited to the following activities <ul style="list-style-type: none"> • Creation of a task • Update progress of task • Escalate a task • Cascade a task • Review of a task • Close/approve task 	5	

		<ul style="list-style-type: none"> • Reopen a task <p>With alerts/notifications for all items above.</p>		
8.	Task status updates	i. The system should allow staff to update a task on a weekly, daily basis	2	
		ii. The system should show task status by use of defined color scheme such as traffic lights for easy follow up and reporting.	4	
		iii. The system should allow for customizable alerts for tasks whenever there is change in status, amended or a new item is added.	4	
9.	Performance rating	The system should allow for customizable quarterly, mid-year and annual performance reporting, rating and ranking of each employee, unit or team.	5	
10.	Reporting	i. The system should allow for regular customizable (daily, weekly, monthly, quarterly, annually or defined time periods) reports with categorization of: <ul style="list-style-type: none"> • Per staff • Per unit/section/division • Per department • Corporate wide 	2	
		ii. The system should allow for quarterly reporting for Quarter 1, Quarter 2, Quarter 3 and Quarter 4 building from daily, weekly and monthly performance	2	
		iii. The system should provide dashboard reports for Key Performance Indicators for the employee, departments or organizational units.	2	
		iv. The system should provide performance report for categorizing performance in each of the organizational unit (Top and bottom specified/input/supplied number)	1	
		v. The system should provide a report for ranking performance of employees and organizational units using different rating criteria (the rating could be in different performance bands e,g over 130% , between 100% and 130%, between 70% and 100%, between	1	

		70% and 50% below 70%)		
		vi. The system MUST allow import and export of data into various formats including but not limited to excel, pdf, csv e.t.c	2	
		vii. The solution should provide aggregate and average performance reports covering more than one year	2	
		iii. System should provide reports on the levels of compliance and or non- compliance with contracting and appraisals	2	
11.	Calendar	i. The system should allow for calendar sharing/viewing among the different staff.	2	
12.	Security features	Audit trail: The system should have audit logs both database and application level.	2	
		User management The system should allow customization of the password policy in terms of length and combination of characters.	3	
		i. The system should allow for self-service password resets.	1	
		ii. The system should have different permission levels.	1	
		Hosting: The system should be hosted on premise because of the sensitivity of the data it will be relaying and storing.	1	
		The solution MUST comply with KRA security policy requirements (Attached)	3	
13.	Integration	The system should integrate with:	2	
		i. iSupport (SAP) for organizational structure and employee details		
		ii. Microsoft active directory for user authentication.	2	
		iii. Lotus notes for mail, workflow alerts and other related communications.	2	
		iv. The system should be able to integrate with other databases (Oracle and Postgre) and mine employee related performance data and compare with preset targets in the objectives e.g actual revenue collected in	5	

		the system versus the set target in the objectives.		
		v. Provide Standard API's for integrations with other systems as need arises.	4	
14.	Source Code and Licensing	i. The solution should be delivered with its source code to KRA.	10	
		ii. The solution MUST be provided with licenses where applicable to cover all the solution components for a period of 3 years	10	
15.	Training, Knowledge and Skill Transfer	i. The bidder should provide documentation of the solution (user manual, technical implementation documentation, source Code etc.)	2	
		ii. The bidder should handhold KRA team throughout the implementation.	4	
		iii. The solution delivery should include manufacturer product training for both 10 Database/system administrators and 50 Trainers/Solution Champions by an accredited trainer. (the bidder to attach/provide training curriculum, plan and content). The bidder should specify the mode of training e.g onsite, off site e.tc	10	
16.	Support and maintenance	i. The bidder MUST provide for 24/7 support arrangements within agreed SLA framework	2	
		ii. The bidder MUST include vendor premier support that include software/system updates, direct access to manufacturers technical support team, online troubleshooting/support tools and proactive diagnosis services	10	
17.	Implementation of the Solution	The bidder should deliver the customized solution to production within six months from time of contract signing.	10	
		The bidder should provide an implementation overview including a complete process flow and architecture designs showing the interrelation of all the components of the solution to be supplied. This should include an implementation approach and schedule. Bidders are required	3	

	to demonstrate how the solution integrating with the various components works as a whole		
	KRA preference is to partner with OEM in implementing suitable solution. In this regard the OEM(s) will take a lead role in implementing the solution. Bidders are therefore required to demonstrate proof of OEM(s) partnership in providing leadership in implementing the solution.	5	
	Bidders should propose a work plan with details of the main activities and sub-activities to deliver the project. The plan should describe the activities and the expected deliverables and time-lines including any dependencies and interrelationships. The work plan should take into account the expected delivery timelines of the assignment, deliverables, duration and interrelations. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A detailed project plan consistent with the Terms of Reference with all milestones and timelines MUST be provided.	2	
TOTAL		200	

iv). Financial Evaluation.

The bidder who passed preliminary evaluation and met the cut off scores for Vendor and pass on clause by clause for Technical Evaluation and is the lowest evaluated bidder price shall be awarded the Tender.

d). Overall Tender Evaluation Criteria

Criteria	Maximum Score/ Requirement	Cut-off Score
Tender Responsiveness	Mandatory	Met
Vendor Evaluation	22	11
Technical – Clause by Clause Evaluation	200	160
	Pro-rated to 80	
Demonstration of Solution to confirm Features for technically responsive bids	PASS or FAIL	
Financial Evaluation	Award shall be to the bid with the lowest evaluated bid price.	

Note

Demonstration of Solution component –

The evaluation criteria will be provided to qualified bidders before the final pitch

SECTION VII- PRICE SCHEDULE

Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution.

Item	Description	Quantity	Unit price	VAT	Total Cost Inclusive of Applicable Taxes
1.	Employee Productivity Solution Software				
2.	Deployment and Implementation: Including customization and integration				
3.	Licenses (Please Specify)				
4.	Training, Knowledge and Skill Transfer				
5.	Support and Maintenance: Vendor's premier technical support services, Operating system updates, Access to Manufacturer's technical assistance team, online troubleshooting / support tools and proactive problem diagnosis services.				
6.	Other services/items (please specify)				
Grand Total to be moved to Form of Tender (Inclusive of Applicable Taxes)					

SECTION VII - STANDARD FORMS

Notes on the standard Forms

Notes on the Sample 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 *Confidential Business Questionnaire Form -* This form must be completed by the tenderer and submitted with the tender documents.
- 3 *Tender Security Form -* When required by the tender documents the tender shall provide the tender security either in the form included herein or in another format acceptable to the procuring entity.
- 4 *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.
- 5 *Bank Guarantee for Advance Payment Form-* When Advance payment is requested for by the successful bidder and agreed by the procuring entity, this form must be completed fully and duly signed by the authorized officials of the bank.
- 6 *Manufacturers Authorization Form-* When required by the tender documents this form must be completed and submitted with the tender documents. This form will be completed by the manufacturer of the goods where the tenderer is an agent.

8.1 FORM OF TENDER	
Date _____	
Tender No. _____	
To: KENYA REVENUE AUTHORITY	
P. O. BOX 48240 – 00100, NAIROBI.	
Gentlemen and/or Ladies:	
1. Having examined the tender documents including Addenda	
Nos. [insert numbers] the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution in conformity with the said tender documents 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 deliver and service the upgrade solution in accordance with the delivery schedule specified in the Schedule of Requirements.	
3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to _____ percent of the Contract Price for the due performance of the Contract, in the form prescribed by (<i>Procuring entity</i>).	
4. We agree to abide by this Tender for a period of 335 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.	
5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us. Subject to signing of the Contract by the parties.	
6. We understand that you are not bound to accept the lowest or any tender you may receive.	
Dated this _____ day of _____ 20 _____	
_____	_____
[signature]	[in the capacity of]
Duly authorized to sign tender for an on behalf of _____	

8.2 CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

You are requested to give the particulars indicated in Part 1; either Part 2(a), 2(b) or 2 (c) whichever applied to your type of business; and Part 3.

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

	Part 1 – General
1.1	Business Name
1.2	Location of Business Premises.
1.3	Plot No..... Street/Road
	Postal Address Tel No. Fax E mail
1.4	Nature of Business.....
1.5	Registration Certificate No.
1.6	Maximum Value of Business which you can handle at any one time – Kshs.
1.7	Name of your Bankers Branch
	Part 2 (a) – Sole Proprietor
2a.1	Your Name in Full Age
2a.2	Nationality Country of Origin
	<ul style="list-style-type: none"> • Citizenship Details
	Part 2 (b) Partnership
2b.1	Given details of Partners as follows:
2b.2	Name Nationality Citizenship Details Shares
	1.....
	2.....
	3.....

	4.....
	Part 2 (c) – Registered Company
2c.1	Private or Public
2c.2	State the Nominal and Issued Capital of Company- Nominal Kshs. Issued Kshs.
2c.3	Given details of all Directors as follows Name Nationality Citizenship Details Shares
	1.....
	2.
	3.
	4.
	5
	Part 3 – Eligibility Status
3.1	Are you related to an Employee, Committee Member or Board Member of Kenya Revenue Authority? Yes _____ No _____
3.2	If answer in ‘3.1’ is YES give the relationship.
3.3	Does an Employee, Committee Member, Board Member of Kenya Revenue Authority sit in the Board of Directors or Management of your Organization, Subsidiaries or Joint Ventures? Yes _____ No _____
3.4	If answer in ‘3.3’ above is YES give details.
3.5	Has your Organization, Subsidiary Joint Venture or Sub-contractor been involved in the past directly or indirectly with a firm or any of it’s affiliates that have been engaged by Kenya Revenue Authority to provide consulting services for preparation of design, specifications and other documents to be used for

	procurement of the goods under this invitation? Yes _____ No _____
3.6	If answer in '3.5' above is YES give details.
3.7	Are you under a declaration of ineligibility for corrupt and fraudulent practices? YES _____ No _____
3.8	If answer in '3.7' above is YES give details:
3.9	(a) Have you offered or given anything of value to influence the procurement process? Yes _____ No _____ Have you been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of Kenya Revenue Authority, which is the procuring entity? Yes _____ No _____ (c) Have your servants and/or agents offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of Kenya Revenue Authority. Yes _____ No _____
3.10	If answer in '3.9' a, b or c above is YES give details:
	Date Signature of Candidate

- If a Kenya Citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or registration.

8.3 TENDER SECURITY FORM

Whereas [name of the tenderer]
(hereinafter called “the tenderer”) has submitted its tender dated [date of submission of tender] for the **Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution** (hereinafter called “the Tender”) KNOW ALL PEOPLE by these presents that WE of having our registered office at (hereinafter called “the Bank”), are bound unto [name of Procuring entity] (hereinafter called “the Procuring entity”) in the sum of 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 tenderer on the Tender Form; or
2. If the tenderer, 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 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 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 date.

[signature of the bank]
(Amend accordingly if provided by Insurance Company)

8.4 CONTRACT FORM
TENDER REF No: KRA/HQS/NCB-004/2020-2021
Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution.
THIS AGREEMENT made the _____ day of _____ 20 _____ between Kenya Revenue Authority [<i>name of Procurement entity</i>] of Kenya [<i>country of Procurement entity</i>] (hereinafter called “the Procuring entity) of the one part and[<i>name of tenderer</i>] of[<i>city and country of tenderer</i>] (hereinafter called “the tenderer”) of the other part;
WHEREAS the Procuring entity invited tender for Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution) and has accepted a tender by the tenderer for the Supply, Implementation, Integration, Training and Commissioning of Employee Performance Productivity Solution) in the sum of [contract price in words and figures] (Hereinafter called “the Contract Price).
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 tender hereby covenants with the Procuring entity to provide the goods 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 provisions of the goods 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 _____
<i>(Amend accordingly if provided by Insurance Company)</i>

8.5 BANK GUARANTEE FOR ADVANCE PAYMENT FORM

To Kenya Revenue Authority

[name of tenderer]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends the General Conditions of Contract to provide for advance payment, *[name and address of tenderer]*(hereinafter called “the tenderer”) shall deposit with the Procuring entity a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of *[amount of guarantee in figures and words]*.

We, the *[bank or financial institutions]*, as instructed by the tenderer, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Procuring entity on its first demand without whatsoever right of objection on our part and without its first claim to the tenderer, in the amount not exceeding *[amount of guarantee in figures and words]*

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there-under or of any of the Contract documents which may be made between the Procuring entity and the tenderer, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid in full effect from the date of the advance payment received by the tenderer under the Contract until *[Date]*.

Yours truly,

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

8.6 MANUFACTURER'S AUTHORIZATION FORM

To Kenya Revenue Authority

WHEREAS [*name of the manufacturer*] who are established and reputable manufacturers of [*name and/or description of the goods*] having factories at [*address of factory*] do hereby authorize [*name and address of Agent*] to submit a tender, and subsequently negotiate and sign the Contract with you against tender No. [*reference of the Tender*] for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Tenders.

[*signature for and on behalf of manufacturer*]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent.

8.7–NOTIFICATION OF INTENTION TO ENTER INTO A CONTRACT

**Kenya Revenue Authority
P.O Box 48240 – 00100,
Nairobi.**

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.

Deputy Commissioner,
Supply Chain Management,
P.O box 48240-00100, Nairobi
Haile Selassie Avenue, Times Tower, 21st Floor
Telephone: +254-020-2817022

FOR: **Commissioner-General**