



**ANNUAL MAINTENANCE CONTRACT AND RENEWAL OF
SOFTWARE LICENCES FOR CONTACT CENTRE
MANAGEMENT SYSTEM**

TENDER NO.KRA/HQS/NCB-003/2020-2021

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

CLOSING DATE: 16TH 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 16th 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	
8.	Certificate/Manufacturer Authorization Letter from Cisco Systems to Kenya Revenue Authority	

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SECTION I

- INVITATION TO TENDER



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-003/2020-2021: ANNUAL MAINTENANCE CONTACT (AMC) AND RENEWAL OF SOFTWARE LICENSES FOR CONTRACT CENTRE MANAGEMENT SYSTEM	OPEN	16th 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 16th 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, 25th 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 **16TH 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 **16th 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 **Annual Maintenance Contract (AMC) and Renewal of Software Licenses for Contact Centre Management System** 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 16th 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 16th, 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 16th 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 Annual Maintenance Contract (AMC) and Renewal of Software Licenses for Contact Centre Management System 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 an **Annual Maintenance Contract (AMC) and Renewal of Software Licenses for Contact Centre Management System 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 16th 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 Authorization Letter from Cisco Systems for support of Contact Centre Management system Solution to Kenya Revenue Authority.

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 score of **56 marks** of the total vendor evaluation.

Prorated Cut off score is **16 marks**.

	TABLE 2: Evaluation Attribute	Evaluation Criteria	Max Score	Cut – Off Score
1.	Methodology and work plan.	<p>Bidders are required to demonstrate a clear understanding of KRA’s Technical Requirements by:</p> <p>Adequacy of the proposed work plan and methodology in responding to the terms of Reference. Providing a detailed work Methodology, bidder to provide a proposal on how support for the Call Centre Management System would be provided to include:</p> <ul style="list-style-type: none"> • Provision of detailed description of how integration with Oracle Service Cloud (CRM) would be maintained. • Provision of detailed description of how integration Component with KRA internal systems Business would be maintained. • Provision of detailed description of how critical functionality of the Call Center Management solution would be maintained. See Critical functionality details below. • Demonstrate how upgrades would be carried out for licenses under support subscription noting that platform must be upgraded to the latest version or N-1 • Provision of the documentation and upgrades guides. • Provision of detailed description on how they are going to maintain <p>(i) Understanding of the assignment=10mks (ii) Clarity of methodology =5mks (iii) Innovation of approach =5mks</p>	20	15
2.	Key Personnel	<p>The key personnel must have the requisite academic qualifications, professional and Technical skills and relevant experience. The proposed key personnel must include at least 3 Staff with a degree in Information, Communication Technology /Computer science or equivalent or other related degrees.</p> <p><i>Attach CVs and copies of academic certificates and Valid CCNA/CCNP certifications for the three (3) key personnel.</i></p> <p><u>Academic qualifications</u></p> <p>i) Degree or Post Graduate in Information,</p>	15	12

		<p>Communication Technology /Computer science or related field and valid CCNA/CCNP certification3 marks</p> <p>ii) Diploma in Information, Communication Technology / Computer science or related field and valid CCNA/CCNP certification2 marks</p> <p>iii) Certificate in Information, Communication Technology /Computer science or related field and valid CCNA/CCNP certification1 mark</p> <p>iv) Any course without valid CCNA/CCNP.....0 mark</p> <p><u>Staff Technical experience.</u> Additionally, each key personnel should possess technical experience in implementation of Similar solution set up and installation.</p> <p>3 years and above.....2 marks</p> <p>2 to 3 years.....1 mark</p> <p>Below 2 years.....0 mark</p>		
3.	Firm's Experience	<p>The bidder should have a minimum of 5 years' experience in the set-up, installation, configuration they have undertaken similar assignments successfully.</p> <p>3 to 5 years.....4 marks</p> <p>2 to 3 years.....2 marks</p> <p>Below 2 years.....0 mark</p> <p>Proof of satisfactory service previously executed relating to similar assignment in the last five (5) years. Submit three (3) reference letters supported by either a copy of signed Contract or signed Service Order from three (3) different clients.</p> <p>1) Each reference letter supported by either a copy of signed Contract or signed Service Order3 marks</p> <p>2) Reference letter only.....0 mark</p> <p><i>Reference letter should have (full contacts; postal address, telephone and email)</i></p>	21	18
	Total Vendor Score		56	45
	Prorate Vendor Score		20	16

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

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.

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	20	16
Technical – Clause by Clause Evaluation	160	128
	Pro-rated to 80	
Financial Evaluation	Award shall be to the bid with the lowest evaluated bidder price.	

SECTION VI- TERMS OF REFERENCE.

Background.

KRA procured Call Centre management solution as part of the iCare project. The Call Centre Management Solution(CCMS) is used in management of taxpayer issues (voice options) reported at the Call Centre.

CCMS is hosted on premise that requires, upgrades, releases and backup support

Annual Maintenance contract is required to ensure that:

- The product Aligns with business and IT goals and objectives
- Product upgrades are provided
- Professional services are provided to leverage on best practices

The procurement would therefore cover an AMC and license support subscription for a period of Three **(3) Years.**

OVERVIEW OF THE CURRENT SETUP

- 1) Contact Centre Management Solution is an on premise solution based on Cisco products.
- 2) Customer Relationship Management System is based on a Software as a Service (Oracle Cloud Service).
- 3) The implementation of the CCMS is on a single install base while the CRMS consists of a test and production instances.
- 4) Integration software between
 - a. CCMS and CRMS, CCMS and iTax
 - b. CRMS and iTax

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 marked -“M” in the Table below in order to be considered for further evaluation.**

TECHNICAL REQUIREMENTS

The requirements for the services are summarized in **DETAILED TECHNICAL REQUIREMENTS** tables (1-3) and **MANDATORY REQUIREMENTS** (table 4). You are requested to present your responses to the requirements in the formats shown in tables 1, 2, 3 & 4. This is deemed as a mandatory requirement. As a guide and for information, potential bidders are provided with a basis of the Technical evaluation under weights column

A) DETAILED TECHNICAL REQUIREMENTS

Table 1: Contact Centre Management System Licences – Support Subscriptions

Item No	Feature	Quantity	Minimum Requirements	Bidder’s Response	Weight
1.	Cisco Compatible Extensions (CCX 11.5)	Instance 1	The Bidder to provide detailed description on how they are going to maintain the CCX server.		4
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
2.	CCX 11.5 Adv Quality Manager Seat Qty	Seat 100	The Bidder to provide detailed description on how they are going to maintain the Advance Quality Manager server.		5

Item No	Feature	Quantity	Minimum Requirements	Bidder's Response	Weight
			The bidder to debug and provide fixes to the tool as and when required.		2
			Bidder to provide detailed troubleshooting and Root Cause Analysis (RCA) in case of system defect.		2
			Bidder to configure and upload an outbound evaluation form to be used for quality assurance purposes.		2
			Bidder to outline how they will make the required changes on the existing evaluation form for the inbound team.		2
			Bidder to demonstrate how they will ensure constant upgrades are done. System must be upgraded to the latest version or N-1		2
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
3	CCX Workforce Manager	11.5	Seat 100	The Bidder to provide detailed description on how they are going to maintain the WFM/WFO server.	5
				The bidder to debug and provide fixes to the tool as and when required.	2

Item No	Feature	Quantity	Minimum Requirements	Bidder's Response	Weight
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
4	CCX 11.5 Pre Outbound IVR	Port 20	<p>The bidder to provide CCX 11.5 PRE Outbound IVR Port Qty 1 LICENSE</p> <p>The bidder to configure the pre-outbound IVR</p> <p>Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary</p>		2
5	Customer Collaboration Platform (CCP) Server	Instance 1	The Bidder to provide detailed description on how they are going to maintain the CCP server.		4
			The bidder to configure and integrate the CCP and the current Oracle CRM tool.		2
			The bidder to provide the CCP documentation and upgrades guides.		2
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2

Item No	Feature	Quantity	Minimum Requirements	Bidder's Response	Weight
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
8	CCX 11 Pre Server Licence	Instance 1	Bidder to ensure availability of the CX 11 Pre Server Licence		2
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
9	Cisco Unified Communication (UC) Virtual Hypervisor	2-Socket 2	Bidder to upgrade to the latest version UC Virtual Hypervisor		4
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
10	SWSS UPGRADES CCX 11.5	Instance 1	Maintain the SWSS UPGRADES CCX 11.5		4
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
11	SWSS UPGRADES CCX	Seat 100	Maintain the SWSS UPGRADES CCX Adv Quality Manager		4

Item No	Feature	Quantity	Minimum Requirements	Bidder's Response	Weight
	Adv Quality Manager		Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
12	SWSS UPGRADES CCX 11.5 Workforce Manager	Seat 100	Maintain the SWSS UPGRADES CCX 11.5 Workforce Manager		4
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
13	SWSS UPGRADES CCP Server	Instance 1	Maintain the SWSS UPGRADES CCP Server		4
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
14	SWSS UPGRADES Licence for Cisco Un	Instance 1	Maintain the SWSS UPGRADES Licence for Cisco Un		4
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
15	SC CORE 8X5XNBD Cisco 3925 Voice Bundle, UC Licence PAK	Instance 1	Maintain the SC CORE 8X5XNBD Cisco 3925 Voice Bundle, UC Licence PAK		4
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2

Item No	Feature	Quantity	Minimum Requirements	Bidder's Response	Weight
16	3YR SNTC BX5XNBD Cisco Business Edition 7000M Svr (M4)	Instance 2	Maintain the 3YR SNTC BX5XNBD Cisco Business Edition 7000M Svr (M4)		4
			Bidder to confirm that certificate of renewal from manufacturer would be provided for each renewal anniversary		2
Total Marks					100

Professional Services*Table 2: Summary of Professional Services*

Item No	Feature	Minimum Requirements	Bidder's Response	Weight
1.	Professional Services Evaluation Reports	<i>Report after 3 Months (Quarterly)</i>		1
2.	Site visits /Onsite support	The bidder should commit to carry out at least once a month (health checks, appraisal of the solution)		2
3	Email Support	Email Support for trouble shooting		1
4	Phone Support	Phone Support for trouble shooting		1
	Portal /Chat Support	Portal /Chat Support for trouble shooting		1
Total Marks				6

Table 3: Details of Professional Services

Item No	Feature	Minimum Requirements	Bidder's Response	Weight
1.	Performance and Resource Use <ul style="list-style-type: none"> Examine Performance utilization of CCMS 	<ul style="list-style-type: none"> Bidder to commit to review performance of the CCMS solutions and recommend adjustments that can improve the performance and reliability of the deployment 		4
		<ul style="list-style-type: none"> Bidder to commit to update Technical documentations to cater for adjustments identified 		2
2.	Configuration <ul style="list-style-type: none"> Identify misconfigurations and suboptimal settings Verify repositories for efficient storage and retrieval 	<ul style="list-style-type: none"> Bidder to commit to identify misconfigurations impacting performance of the solutions and propose corrective measures.. 		4
		<ul style="list-style-type: none"> Bidders to commit to optimize efficiency in the storage and retrieval of data to speed operations. 		2

Item No	Feature	Minimum Requirements	Bidder's Response	Weight
		<ul style="list-style-type: none"> • Bidders to commit to optimize on Integration with other systems <ul style="list-style-type: none"> a) CCMS – CRM Integration (CTI connector has been used for this integration) b) CRM – iTax Integration c) CCMS – iTax Integration (IVR Self-service options) 		6
		<ul style="list-style-type: none"> • To update Technical documentations to cater for adjustments identified 		2
3.	Support <ul style="list-style-type: none"> • Provide 3rd Level technical support to Contact Centre Management System (CCMS) 	Bidder to commit to the following: <ul style="list-style-type: none"> • To ensure that all technical support requests escalated are logged 		0.5
		<ul style="list-style-type: none"> • To provide resolution to escalated technical issues 		0.5
		<ul style="list-style-type: none"> • To support product upgrades 		2
		<ul style="list-style-type: none"> • To provide resolution of errors related to the products 		1
		<ul style="list-style-type: none"> • To provide relevant Knowledge Transfer and hand holding to reduce escalations. 		1

Item No	Feature	Minimum Requirements	Bidder's Response	Weight
		<ul style="list-style-type: none"> To provide temporary workarounds such as data fixing and configuration changes to restore service at the shortest possible time. 		1
		<ul style="list-style-type: none"> To provide root cause analysis of escalated issues and recommendations to minimize recurrence 		1
		<ul style="list-style-type: none"> To provide comprehensive Quarterly reports on status of escalated technical issues 		1

Item No	Feature	Minimum Requirements	Bidder's Response	Weight
4.	<p>Enhancements To enhance the system to cater for changing requirements to ensure they:</p> <ul style="list-style-type: none"> • Meet business goals • Align with industry best practices • Accurately capture the correct data 	<ul style="list-style-type: none"> • Bidders to commit to carry out various upgrades and enhancements to the systems. • Some of the areas requiring enhancements are as follows: <ol style="list-style-type: none"> a)ECM(Outbound campaign management module) – Character limit to be extended to 100 from 25. b) The Advanced Quality Management (AQM) Outbound evaluation form to be incorporated in the AQM module. c) Revision of the existing AQM inbound evaluation form. d) The Wall board views to incorporate the email and social media real time monitoring metrics. e) Additional two (2) wallboard screens. f) Any other area identified within the contract period <p>Software enhancements shall be dealt with under the change request/application enhancement management procedure</p> <ul style="list-style-type: none"> • Upgrades will include both software& server upgrades. 	<p style="text-align: center;">Page 36</p>	14

Item No	Feature	Minimum Requirements	Bidder's Response	Weight
5.	Knowledge Transfer and handholding support <ul style="list-style-type: none"> KT and handholding will empower the KRA team to resolve most issues in-house at a higher turn around time. 	Bidder to commit to the following: <ul style="list-style-type: none"> To provide formal Knowledge Transfer on the deployed solution(modules) at least once a year. 		4
		<ul style="list-style-type: none"> To provide hand holding in the resolution of frequent errors to minimize on support escalations 		1
		<ul style="list-style-type: none"> Vendor may provide separate proposals on coverage and costing of the skills & knowledge transfer required by KRA Team. 		1
6.	Scope of Application <ul style="list-style-type: none"> Review prioritization of findings Review process of delivering findings to stakeholders. 	Bidder to commit to deliver on the scope below: <ul style="list-style-type: none"> Call Centre Management Solution. Integration solutions <ul style="list-style-type: none"> a) CCMS-CRMS Integration b) CRMS-iTax Integration c) CCMS-iTax Integration 		6
Total Marks				54
Grand Total marks				160
Cut-off Score				128
Pro-Rated Marks to 80				80

3.1 MAINTENANCE AND SUPPORT METHODOLOGY

During the support period, both KRA and the vendor support teams will provide day to day support to Call Centre Management Solution on application related problems as per defined roles and scope of work.

Changes that deviate from the baseline requirements shall be taken through the change management procedure

Support will also include activities of performance optimization and performance improvements of services.

3.1.1 CALL CENTRE OPERATIONS

Call Centre is currently based at Nairobi office only. The support structure is such that there are 4 Levels of support

- a) KRA Service Desk – 1st Level escalation providing a channel for capturing and tracking all reported incidents in the issue log.
- b) Business Support – 2nd Level escalation providing functional escalation point to business teams based at the Call Center.
- c) ICT support – 3rd Level escalation providing technical escalation point
- d) Vendor Support – 4th Level escalation to the vendor to resolve either functional or technical escalation.

Typical resolution process would work as follows:

- The KRA's Service will receive, record, classify, assign and track reported incidents.
- Business teams based assigned evaluates functional aspects of the incident and resolves the incidents if possible.
- ICT Support teams liaises with Business Support teams to resolve technical aspects that impact on the functionality of the solution and resolves the incidents if possible.
- Vendor Support teams liaises with the manufacturer, technical and business support teams to resolve the incidents or provide a work around to the issues.

KRA Service Desk

- The Service Desk Service is responsible for overseeing the resolution of all Incidents submitted by KRA users.
- They are responsible for ensuring that the system is restored to normal service as soon as possible with the minimum impact on the user community. It will:
 - Monitor the progress towards resolution of open Incidents;
 - Keep affected users informed of progress;
 - Escalate Incidents when appropriate;
- The Service Desk Service shall maintain a service history database:
 - Describing calls to the Service Desk Service and the Incidents recorded;
 - Describing all Corrective Maintenance and Incidents resolved; and
 - Recording the Service Levels achieved by the System Support Services.
- The Service Desk Service shall:
 - Produce an agreed set of service reports from the service history database, monthly and as directed by the System Manager;
 - Make ad-hoc inquiries of the service history database for information as required.
 - The service reports shall be used for SLA performance monitoring, root cause analysis

3.1.2 Level 2& 3 Support Teams

Business support teams would be the first escalation point for incidents of a functional nature.

- Business support teams liaises with the users at the Call Centre to assess and provide resolution of the incident.
- Business support updates Service desk with resolution details.
- Business support liaises with ICT Support teams to provide technical assessment of reported incidents.
- Business support escalates incidents that have been assessed to be of a technical nature to ICT Support

ICT support teams are the 3rd level escalation for resolving incidents of a technical nature that adversely impact on functionality of the solution.

- ICT support teams liaises with Business Support teams and other sections within ICT to resolve reported incidents
- ICT support updates Service desk with resolution details.
- ICT support escalates open incidents that have been assessed to Vendor Support Teams

3.4 Pre-requisite Items for Support Services

The following pre-requisite items will be provided to facilitate performance of support services at L2, L3 and 4 levels by both KRA and Vendor Support teams:

- Application server log files at defined frequency for defect analysis and preventive actions.
- Read only access to production system to perform analysis and provide resolution.

4.2.2 SERVICE REQUEST CATEGORIES IN SCOPE

Support activities shall include incident service request as categorized in table below. Designated person from KRA L2 and L3 KRA Support Teams may change category of incidents/service requests after analysis of issue, as may be necessary.

Category	Incident Service Request Details	Priority	Is SLA Applicable?
Service unavailability	<p>A critical service provided by the solution is not available for over 50% of users.</p> <ul style="list-style-type: none"> • One or more than 1 system downtime within working hours due to application issues • Error, Inaccessibility and Unresponsiveness of critical functions during peak hours. • Error in Taxpayer Logins and access to functionalities <p>Critical functionality is documented below.</p>	1 or 2	Yes
Application issues and errors	<p>A user is facing an issue or getting an error while operating particular functionality or task of the solution</p> <ul style="list-style-type: none"> • Error in the non-critical system functions • Incorrect or unexpected output data • Error in the report or search functions • Degradation of the performance of the critical system functions with respect to the agreed performance SLAs 	2 or 3	Yes
Report customizations	Request for customized reports required to enhance service monitoring and communication.	2 or 3	Yes
Third Party/Vendor Related Issues	<p>This relates to issues arising from third party services on which the Application has dependencies,</p> <ul style="list-style-type: none"> • Third Party Service bug which cause a problem while accessing the solution • Third Party version problems • Problem related to Setup or Configurations of an external service • Any other problems related to accessing a Third Party Service 		Yes
Suggested improvements	Suggested improvements for better user experience or usability of	2 or 3	Yes

	<p>the application, screen level changes, application performance and stability.</p> <ul style="list-style-type: none"> • Total efforts in man days for individual suggestion • Total efforts in man months for implementing all suggestions in a support year • Implications of such suggestions on ongoing tasks, including possible de-prioritizations. 		
Preventive Maintenance	<p>Implementation of optimization of the solution configurations to ensure the solution continues to meet business needs</p> <ul style="list-style-type: none"> • Analysis of incidents reported to identify the pattern, nature of recurring issues • Analysis of application log files for further optimization of the application • Performance improvement to the solution whenever required 	2 or 3	Yes
Change request / enhancement	<p>Change Requests or enhancements may or may not be within scope of this Maintenance Contract DEPENDING on the magnitude of the change or enhancement.</p>	2 or 3	Minor – Yes Major - No

SECTION VII- PRICE SCHEDULE

ANNUAL MAINTANANCE CONTRACT FOR CCMS

A THREE (3) YEARS FRAMEWORK CONTRACT

(PRICES SHOULD BE INCLUSIVE OF TAXES WHERE APPLICABLE)

Item	Description	Quantity	Unit Price (KSHS)	Total price (KSHS)
1	Cisco Compatible Extensions (CCX 11.5)	Instance 1		
2	CCX 11.5 Adv Quality Manager Seat Qty	Seat 100		
3	CCX 11.5 Workforce Manager	Seat 100		
4	CCX 11.5 Pre Outbound IVR	Port 20		
5	Customer Collaboration Platform (CCP) Server	Instance 1		
6	CCX 11 Pre Server Licence	Instance 1		
7	Cisco Unified Communication (UC) Virtual. Hypervisor	2-Socket 2		
8	SWSS UPGRADES CCX 11.5	Instance 1		
9	SWSS UPGRADES CCX Adv Quality Manager	Seat 100		
10	SWSS UPGRADES CCX 11.5 Workforce Manager	Seat 100		
11	SWSS UPGRADES CCP Server	Instance 1		
12	SWSS UPGRADES Licence for Cisco Un	Instance 1		
13	SC CORE 8X5XNBD Cisco 3925 Voice Bundle, UC Licence PAK	Instance 1		
14	3YR SNTC BX5XNBD Cisco Business Edition 7000M Svr (M4)	Instance 2		

15	SC CORE 8X5XNBD Cisco 3925 Voice Bundle, UC Licence PAK	Instance 1		
16	3YR SNTC BX5XNBD Cisco Business Edition 7000M Svr (M4)	Instance 2		
17.	Any Other Costs			
	Total Cost for Licences			
	Annual Maintenance Contract for year 1 (partner support)			
	Annual Maintenance Contract for year 2 (partner support)			
	Annual Maintenance Contract for year 3 (partner support)			
	Grand Total to be carried to Form Tender			

NB: All prices should be included in line with both the technical requirements and professional services where applicable. No cost element should be excluded in the form of tender.

Critical Functionality/Features

The following are critical functionalities/features of the Contact Centre Management Solution:

- Inbound calling feature
- Outbound Calling Feature
- Interactive Voice Response
- Voice & Screen Recording Module
- Voice Recorder/Logger Analytics
- Voice Recorder Playback
- Desktop Telephony Controls
- Unified Routing
- Contact Information
- Agent & Workforce Management
- Chat/Instant Messaging
- Call Quality Assurance/Monitoring
- QA Reports
- Wall Board Management
- Dash Board Monitoring
- Analytics
- Integration

TRAINING:

The bidder to state the nature of trainings offered the training mode and the period of training including a training plan.

Training Needs

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 Annual Maintenance Contract (AMC) and Renewal of Software Licenses for Contact Centre Management System 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	<p>(a) Have you offered or given anything of value to influence the procurement process? Yes _____ No _____</p> <p>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 _____</p> <p>(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 _____</p>
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 **Annual Maintenance Contract (AMC) and Renewal of Software Licenses for Contact Centre Management System** (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-003/2020-2021
Annual Maintenance Contract (AMC) and Renewal of Software Licenses for Contact Centre Management System
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 (Annual Maintenance Contract (AMC) and Renewal of Software Licenses for Contact Centre Management System) and has accepted a tender by the tenderer for the renewal of Checkpoints Firewall Security solution Licenses in the sum of[<i>contract price in words and figures</i>] (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 tender]

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,
Haile Selassie Avenue, Times Tower, 25th Floor
Telephone: +254-020-2817022
Facsimile: +254-020-215809

FOR: **Commissioner-General**