



**REPUBLIC OF KENYA
THE NATIONAL TREASURY AND PLANNING
TREASURY BUILDING, HARAMBEE AVENUE
PO BOX 30007 – 00100, NAIROBI, KENYA**

TENDER

FOR

**DESIGN, DEVELOPMENT, SUPPLY, CONFIGURATION,
INSTALLATION, IMPLEMENTATION, COMMISSIONING AND
MAINTENANCE OF AN ONLINE PENSION MANAGEMENT
INFORMATION SYSTEM FOR THE NATIONAL TREASURY**

TENDER NO. TNT/033/2021-2022

Issued on 3rd May, 2022

CLOSING DATE: WEDNESDAY 25TH MAY, 2022 AT 11.00 A.M. [KENYAN TIME]

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TENDER DOCUMENT FOR PROCUREMENT OF INFORMATION TECHNOLOGY DESIGN, SUPPLY AND INSTALLATION

1) NAME AND CONTACT ADDRESSES OF PROCURING ENTITY

The Principal Secretary,
The National Treasury,
P.O. Box 30007 – 00100,
Nairobi, Kenya
Email: procurement@treasury.go.ke

2) Invitation to Tender (ITT) No. TNT/033/2021 - 2022

3) Tender Name: DESIGN, DEVELOPMENT, SUPPLY, CONFIGURATION,
INSTALLATION, IMPLEMENTATION,
COMMISSIONING AND MAINTENANCE OF AN
ONLINE PENSION MANAGEMENT INFORMATION
SYSTEM FOR THE NATIONAL TREASURY

INVITATION TO TENDER (ITT)



REPUBLIC OF KENYA THE NATIONAL TREASURY AND PLANNING INTERNATIONAL OPEN TENDER

DESIGN, DEVELOPMENT, SUPPLY, CONFIGURATION, INSTALLATION, IMPLEMENTATION, COMMISSIONING AND MAINTENANCE OF AN ONLINE PENSION MANAGEMENT INFORMATION SYSTEM FOR THE NATIONAL TREASURY TENDER NO. TNT/033/2021 - 2022

1. The National Treasury invites sealed Tenders for the **Design, Development, Supply, Configuration, Installation, Implementation, Commissioning and Maintenance of an Online Pension Management Information System for the National Treasury.**
2. Tendering will be conducted under International Open Tender using a Standardized Tender Document. Tendering is open to all eligible, qualified and interested Tenderers.
3. Qualified and interested tenderers may obtain further information and inspect the Tender Documents during office hours from 0900 hrs to 1600 hrs at the address given below.
4. Tender documents may be viewed and downloaded for free from the website www.tenders.go.ke and www.treasury.go.ke. Tenderers who download the tender document must forward their particulars immediately to procurement@treasury.go.ke to facilitate any further clarification or addendum.
5. A **Mandatory** Virtual Pre-Tender Conference will be held on **10th May, 2022 at 1600 Hours, Kenyan Time** with interested tenderers. Invitations to the pre-tender virtual /video conference meeting shall be sent to the interested tenderers who submitted their particulars to the email address(es) stated above before **10th May, 2022 at 1600 Hours, Kenyan Time**
6. Tenderers shall submit both “Technical” and “Financial” proposals in separate envelopes.
7. The Tenderer shall **chronologically serialize all pages** of the Tender documents submitted.
8. All Tenders must be accompanied by a Bid Security of **Kenya Shillings Five Million Only (Kshs. 5,000,000.00) or United States Dollars Forty Six Thousand Three Hundred Only (USD 46,300)** from a reputable Bank valid for 30 days beyond the Tender Validity period
9. Completed tenders must be delivered to the address below on or before 11,00 *a.m. East African Time* on **Wednesday 25th May, 2022**. Electronic Tenders *will not* be permitted.
10. Tenders will be opened immediately after the deadline date and time specified above or any deadline date and time specified later. Tenders will be publicly opened in the presence of the Tenderers' designated representatives who choose to attend at the address below.
11. Late tenders will be rejected.
12. The addresses referred to above are:

A. Address for obtaining further information on the tender documents

The Principal Secretary
The National Treasury
Treasury Building, Harambee Avenue
P.O. BOX 30007-00100
Nairobi, Kenya
Tel: 2252299
Email: procurement@treasury.go.ke

B. Address for Submission of Tenders.

The Principal Secretary
The National Treasury
P.O. Box 30007-00100
Nairobi, Kenya
Tender Box located on 6th Floor,
Treasury Building,
Harambee Avenue, Nairobi

C. Address for Opening of Tenders.

The National Treasury,
Treasury Building,
Harambee Avenue,
Nairobi, 6th Floor,
Conference Room No. 603

HEAD, SUPPLY CHAIN MANAGEMENT SERVICES.
FOR: PRINCIPAL SECRETARY / NATIONAL TREASURY

PART 1 - TENDERING PROCEDURES

SECTION I - INSTRUCTIONS TO TENDERERS (ITT)

A. GENERAL

1. Scope of Tender

- 1.1 The Procuring Entity, as indicated **in the TDS**, issues this tendering document for the supply and installation of the Information System as specified in Section V, Procuring Entity's Requirements. The name, identification and number of lots (contracts) of this ITT are specified **in the TDS**.

2. Definitions

- 2.1 Unless otherwise stated, throughout this tendering document definitions and interpretations shall be as prescribed in the Section VI, General Conditions of Contract.
- 2.3 Throughout this tendering document:
- a) The term “in writing” means communicated in written form (e.g., by mail, e-mail, fax, including if specified in the **TDS**, distributed or received through the electronic-procurement system used by the Procuring Entity) with proof of receipt;
 - b) If the context so requires, “singular” means “plural” and vice versa; and
 - c) “Day” means calendar day, unless otherwise specified as “Business Day”. A Business Day is any day that is an official working day of the Procuring Entity. It excludes the Procuring Entity's official public holidays.
 - d) “Information System” shall carry the same meaning as “Information Technology”.

3. Fraud and Corruption

- 3.1 The Procuring Entity requires compliance with the provisions of the Public Procurement and Asset Disposal Act, 2015, Section 62 “Declaration not to engage in corruption”. The tender submitted by a person shall include a declaration that the person shall not engage in any corrupt or fraudulent practice and a declaration that the person or his or her sub-contractors are not debarred from participating in public procurement proceedings.
- 3.2 The Procuring Entity requires compliance with the provisions of the Competition Act 2010, regarding collusive practices in contracting. Any tenderer found to have engaged in collusive conduct shall be disqualified and criminal and/ or civil sanctions may be imposed. To this effect, Tenderers shall be required to complete and sign the “Certificate of Independent Tender Determination” annexed to the Form of Tender.
- 3.3 Unfair Competitive Advantage -Fairness and transparency in the tender process require that the Firms or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to this tender. The Procuring Entity shall indicate in the TDS firms (if any) that provided consulting services for the contract being tendered for. The Procuring Entity shall check whether the owners or controllers of the Tenderer are same as those that provided consulting services. The Procuring Entity shall, upon request, make available to any tenderer information that would give such firm unfair competitive advantage over competing firms.
- 3.4 Tenderers shall permit and shall cause their agents (whether declared or not), subcontractors, sub-consultants, service providers, suppliers, and their personnel, to permit the Procuring Entity to inspect all accounts, records and other documents relating to any initial selection process, pre-qualification process, tender submission, proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Procuring Entity.

4. Eligible Tenderers

- 4.1 A Tenderer may be a firm that is a private entity, a state-owned enterprise or institution subject to ITT 4.6, or any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter in to such an agreement supported by a Form of Intent. Public employees and their close relatives (*spouses, children, brothers, sisters and uncles and aunts*) are not eligible to participate in

the tender. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Tendering process and, in the event the JV is awarded the contract, during contract execution. Members of a joint venture may not also make an individual tender, be a subcontractor in a separate tender or be part of another joint venture for the purposes of the same Tender. The maximum number of JV members shall be specified in the **TDS**.

- 4.2 Public Officers of the Procuring Entity, their Spouses, Child, Parent, Brothers or Sister. Child, Parent, Brother or Sister of a Spouse, their business associates or agents and firms / organizations in which they have a substantial or controlling interest shall not be eligible to tender or be awarded a contract. Public Officers are also not allowed to participate in any procurement proceedings.
- 4.3 A Tenderer shall not have a conflict of interest. Any Tenderer found to have a conflict of interest shall be disqualified. A Tenderer may be considered to have a conflict of interest for the purpose of this Tendering process, if the Tenderer:
 - a. Directly or indirectly controls, is controlled by or is under common control with another Tenderer; or
 - b. Receives or has received any direct or indirect subsidy from another Tenderer; or
 - c. Has the same legal representative as another Tenderer; or
 - d. Has a relationship with another Tenderer, directly or through common third parties, that puts it in a position to influence the Tender of another Tenderer, or influence the decisions of the Procuring Entity regarding this Tendering process; or
 - e. Any of its affiliates participates as a consultant in the preparation of the design or technical specifications of the Information System that are the subject of the Tender; or
 - f. Or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity or Procuring Entity as Project Manager for the Contract implementation; or
 - g. Would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the project specified in the TDSITT2.1 that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
 - h. Has a close business or family relationship with a professional staff of the Procuring Entity who: -
 - i. Are directly or indirectly involved in the preparation of the tendering document or specifications of the Contract, and/ or the Tender evaluation process of such Contract. or
 - ii. Would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Procuring Entity throughout the Tendering process and execution of the Contract.
- 4.4 A firm that is a Tenderer (either individually or as a JV member) shall not participate as a Tenderer or as JV member in more than one Tender except for permitted alternative Tenders. Such participation shall result in the disqualification of all Tenders in which the firm is involved. However, this does not limit the participation of a Tenderer as subcontractor in another Tender or of a firm as a subcontractor in more than one Tender.
- 4.5 A Tenderer may have the nationality of any country, subject to the restrictions pursuant to ITT4.9. A Tenderer shall be deemed to have the nationality of a country if the Tenderer is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case maybe. This criterion also shall apply to the determination of the nationality of proposed sub-contractors or sub- consultants for any part of the Contract including related Services.
- 4.6 A Tenderer that has been debarred from participating in public procurement shall be ineligible to tender or be awarded a contract. The list of debarred firms and individuals is available from the website of PPRA www.ppra.go.ke.
- 4.7 Tenderers that are state-owned enterprises or institutions in Kenya may be eligible to compete and be awarded a Contract(s) only if they can establish that they (i) are legally and financially autonomous (ii) operate under commercial law, and (iii) are not under supervision of the Procuring Entity.
- 4.8 Firms and individuals may be ineligible if (a) as a matter of law or official regulations, Kenya prohibits commercial relations with that country, or (b) by an act of compliance with a decision of the United

Nations Security Council taken under Chapter VII of the Charter of the United Nations, Kenya prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.

- 4.9 The Procuring Entity may require tenderers to be registered with certain authorities in Kenya. Such registration shall be defined in the **TDS**, but care must be taken to ensure such registration requirement does not discourage competition, nor exclude competent tenderers. Registration shall not be a condition for tender, but where a selected tenderer is not so registered, the tenderer shall be given opportunity to register before signing of the contract.
- 4.10 Foreign tenderers are required to source at least forty (40%) percent of their contract inputs (in supplies, subcontracts and labor) from national suppliers and contractors. To this end, a foreign tenderer shall provide in its tender documentary evidence that this requirement is met. Foreign tenderers not meeting this criterion will be automatically disqualified. Information required to enable the Procuring Entity determine if this condition is met shall be provided in for this purpose is be provided in “SECTION III-EVALUATION AND QUALIFICATION CRITERIA, Item 9”.
- 4.11 Pursuant to the eligibility requirements of ITT 4.11, a tenderer is considered a foreign tenderer, if it is registered in Kenya, has less than 51 percent ownership by nationals of Kenya and if it does not subcontract foreign contractors more than 10 percent of the contract price, excluding provisional sums. JVs are considered as foreign tenderers if the individual member firms are registered in Kenya have less than 51 percent ownership by nationals of Kenya. The JV shall not subcontract to foreign firms more than 10 percent of the contract price, excluding provisional sums.
- 4.12 The Competition Act of Kenya requires that firms wishing to tender as Joint Venture undertakings which may prevent, distort or lessen competition in provision of services are prohibited unless they are exempt in accordance with the provisions of Section 25 of the Competition Act, 2010. JVs will be required to seek for exemption from the Competition Authority. Exemption shall not be a condition for tender, but it shall be a condition of contract award and signature. A JV tenderer shall be given opportunity to seek such exemption as a condition of award and signature of contract. Application for exemption from the Competition Authority of Kenya may be accessed from the website www.cak.go.ke
- 4.13 Tenderers shall be considered ineligible for procurement if they offer goods, works and production processes with characteristics that have been declared by the relevant national environmental protection agency or by other competent authority as harmful to human beings and to the environment.
- 4.14 A Kenyan tenderer shall be eligible to tender if it provides evidence of having fulfilled his/her tax obligations by producing a valid tax compliance certificate or tax exemption certificate issued by the Kenya Revenue Authority.

5. Eligible Goods and Services

- 5.1 The Information Systems to be supplied under the Contract may have their origin in any eligible country.
- 5.2 For the purposes of this tendering document, the term “Information System” means all:
 - i. the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to supply and install under the Contract, plus all associated documentation, and all other materials and goods to be supplied, installed, integrated, and made operational; and
 - ii. the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Tenderer and as specified in the Contract.
- 5.3 For purposes of ITT 5.1 above, “origin” means the place where the goods and services making the Information System are produced in or supplied from. An Information System is deemed to be produced in a certain country when, in the territory of that country, through software development, manufacturing, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 5.4 Any goods, works and production processes with characteristics that have been declared by the relevant

national environmental protection agency or by other competent authority as harmful to human beings and to the environment shall not be eligible for procurement under this Act.

B. CONTENTS OF TENDERING DOCUMENT

6. Sections of Tendering Document

PART 1 - Tendering Procedures

Section I - Instructions to Tenderers (ITT)

Section II - Tender Data Sheet (TDS)

Section III - Evaluation and Qualification Criteria

Section IV - Tendering Forms

PART 2 - Procuring Entity's Requirements

Section V - Requirements of the Information Systems

Section VI - Technical Requirements

Section VII - Implementation Schedule

Section VIII - System Inventory Tables

Section IX - Background and Informational Materials

PART 3 - Contract

Section X - General Conditions of Contract

Section XII - Special Conditions of Contract

Section XIII - Contract Forms

- 6.1 The Invitation to Tender Notice issued by the Procuring Entity is not part of this tendering document.
- 6.2 Unless obtained directly from the Procuring Entity, the Procuring Entity is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Tender meeting (if any), or Addenda to the tendering document in accordance with ITT 10. In case of any contradiction, documents obtained directly from the Procuring Entity shall prevail.
- 6.3 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tendering document and to furnish with its Tender all information or documentation as is required by the tendering document.

7. Site Visit

- 7.1 The Tenderer, at the Tenderer's own responsibility and risk, is encouraged to visit and examine the Site of the Required Services and its surroundings and obtain all information that may be necessary for preparing the Tender and entering into a contract for the Services. The costs of visiting the Site shall be the Tenderer's own expense.

8. Pre-Tender Meeting and a pre- arranged pretender visit of the site of the works

- 8.1 The Procuring Entity shall specify in the **TDS** if a pre-tender conference will be held, when and where. The Procuring Entity shall also specify in the **TDS** if a pre-arranged pretender visit of the site of the works will be held and when. The Tenderer's designated representative is invited to attend a pre-arranged pretender visit of the site of the works. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- 8.2 The Tenderer is requested to submit any questions in writing, to reach the Procuring Entity not later than the period specified in the **TDS** before the meeting.
- 8.3 Minutes of the pre-Tender meeting and the pre-arranged pre-tender visit of the site of the works, if

applicable, including the text of the questions asked by Tenderers and the responses given, together with any responses prepared after the meeting, will be transmitted promptly to all Tenderers who have acquired the Tender Documents in accordance with ITT 6.3. Minutes shall not identify the source of the questions asked.

- 8.4 The Procuring Entity shall also promptly publish anonymized (*no names*) Minutes of the pre-Tender meeting and the pre-arranged pre-tender visit of the site of the works at the web page identified **in the TDS**. Any modification to the Tender Documents that may become necessary as a result of the pre-Tender meeting shall be made by the Procuring Entity exclusively through the issue of an Addendum pursuant to ITT 10 and not through the minutes of the pre-Tender meeting. Nonattendance at the pre-Tender meeting will not be a cause for disqualification of a Tenderer.

9. Clarification of Tender Documents

- 9.1 A Tenderer requiring any clarification of the Tender Document shall contact the Procuring Entity in writing at the Procuring Entity's address specified in the TDS or raise its enquiries during the pre-Tender meeting and the pre-arranged pre-tender visit of the site of the works if provided for in accordance with ITT 8.4. The Procuring Entity will respond in writing to any request for clarification, provided that such request is received no later than the period specified in the TDS prior to the deadline for submission of tenders. The Procuring Entity shall forward copies of its response to all tenderers who have acquired the Tender Documents in accordance with ITT 6.3, including a description of the inquiry but without identifying its source. If so specified in the **TDS**, the Procuring Entity shall also promptly publish its response at the web page identified in the **TDS**. Should the clarification resulting changes to the essential elements of the Tender Documents, the Procuring Entity shall amend the Tender Documents appropriately following the procedure under ITT 10.

10. Amendment of Tendering Document

- 10.1 At any time prior to the deadline for submission of Tenders, the Procuring Entity may amend the Tendering document by issuing addenda.
- 10.2 Any addendum issued shall be part of the tendering document and shall be communicated in writing to all who have obtained the tendering document from the Procuring Entity in accordance with ITT 6.3. The Procuring Entity shall also promptly publish the addendum on the Procuring Entity's webpage in accordance with ITT 8.1.
- 10.3 To give prospective Tenderers reasonable time in which to take an addendum into account in preparing their Tenders, the Procuring Entity shall extend, as necessary, the deadline for submission of Tenders, in accordance with ITT 25.2 below.

C. PREPARATION OF TENDERS

11. Cost of Tendering

- 11.1 The Tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Procuring Entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

12. Language of Tender

- 12.1 The Tender, as well as all correspondence and documents relating to the tender exchanged by the Tenderer and the Procuring Entity, shall be written in the English language. Supporting documents and printed literature that are part of the Tender may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purposes of interpretation of the Tender, such translation shall govern.

13. Documents Comprising the Tender

13.1 The Tender submitted by the Tenderer shall comprise the following:

- a. **Form of Tender** prepared in accordance with ITT 14;
- b. **Price Schedules** completed in accordance with ITT 14 and ITT 16;
- c. **Tender Security or Tender-Securing Declaration** in accordance with ITT 22;
- d. **Alternative Tender:** if permissible, in accordance with ITT 15;
- e. **Authorization:** written confirmation authorizing the signatory of the Tender to commit the Tenderer, in accordance with ITT 23.3;
- f. **Eligibility of Information System:** documentary evidence established in accordance with ITT 16.1 that the Information System offered by the Tenderer in its Tender or in any alternative Tender, if permitted, are eligible;
- g. **Tenderer's Eligibility:** documentary evidence in accordance with ITT 17 establishing the Tenderer's eligibility and qualifications to perform the contract if its Tender is accepted;
- h. **Conformity:** documentary evidence established in accordance with ITT 18 that the Information System offered by the Tenderer conform to the tendering document;
- i. **Subcontractors:** list of subcontractors, in accordance with ITT 18.4;
- j. **Intellectual Property:** a list of: Intellectual Property as defined in GCC Clause 15;
 - i) All Software included in the Tender, assigning each item to one of the software categories defined in GCC Clause 1.1(C):
 - a. System, General Purpose, and Application Software; or
 - b. Standard and Custom Software;
 - iii. All Custom Materials, as defined in GCC Clause 1.1(c), included in the Tender;
All Materials not identified as Custom Materials shall be deemed Standard Materials, as defined in GCC Clause 1.1 (c); Re-assignments among the Software and Materials categories, if necessary, will be made during the implementation of the Contract according to GCC Clause 39 (Changes to the Information System); and
- k. Any other document required **in the TDS**.

13.2 In addition to the requirements under ITT 13.1, Tenders submitted by a JV shall include a copy of the Joint Venture Agreement entered into by all members indicating at least the parts of the Information System to be executed by the respective members. Alternatively, a Form of intent to execute a Joint Venture Agreement in the information System to be executed by the respective members.

13.1 The Tenderer shall furnish in the Form of Tender information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Tender. The Tenderer shall serialize page so fall tender documents submitted.

14. Form of Tender and Price Schedules

14.1 The Tenderer shall complete the Form of Tender, including the appropriate Price Schedules, using the relevant forms furnished in Section IV, Tendering Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITT 21.3. All blank spaces shall be filled in with the information requested. The Tenderer shall chronologically serialize all pages of the tender documents submitted.

15. Alternative Tenders

15.1 The TDS indicates whether alternative Tenders are allowed. If they are allowed, the **TDS** will also indicate whether they are permitted in accordance with ITT 13.3, or invited in accordance with ITT 13.2 and/or ITT 13.4.

15.2 When alternatives to the Time Schedule are explicitly invited, a statement to that effect will be included **in the TDS**, and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.

- 15.3 Except as provided under ITT 15.4 below, Tenderers wishing to offer technical alternatives to the Procuring Entity's requirements as described in the tendering document must also provide: (i) a price at which they are prepared to offer an Information System meeting the Procuring Entity's requirements; and (ii) all information necessary for a complete evaluation of the alternatives by the Procuring Entity, including drawings, design calculations, technical specifications, breakdown of prices, and proposed installation methodology and other relevant details. Only the technical alternatives, if any, of the Tenderer with the Best Evaluated Tender conforming to the basic technical requirements shall be considered by the Procuring Entity.
- 15.4 When Tenderers are invited **in the TDS** to submit alternative technical solutions for specified parts of the system, such parts shall be described in Section V, Procuring Entity's Requirements. Technical alternatives that comply with the performance and technical criteria specified for the Information System shall be considered by the Procuring Entity on their own merits, pursuant to ITT 35.

16. Documents Establishing the Eligibility of the Information System

- 16.1 To establish the eligibility of the Information System in accordance with ITT 5, Tenderers shall complete the country-of-origin declarations in the Price Schedule Forms, included in Section IV, Tendering Forms.

17. Documents Establishing the Eligibility and Qualifications of the Tenderer

- 17.1 To establish its eligibility and qualifications to perform the Contracting accordance with Section III, Evaluation and Qualification Criteria, the Tenderer shall provide the information requested in the corresponding information sheets included in Section IV, Tendering Forms.
- 17.2 In the event that pre-qualification of potential Tenderers has been undertaken as stated **in the TDS**, only Tenders from pre-qualified Tenderers shall be considered for award of Contract. These qualified Tenderers should submit with their Tenders any information updating their original pre-qualification applications or, alternatively, confirm in their Tenders that the originally submitted pre-qualification information remains essentially correct as of the date of Tender submission.
- 17.3 Tenderers shall be asked to provide, as part of the data for qualification, such information, including details of ownership, as shall be required to determine whether, according to the classification established by the Procuring Entity, a particular contractor or group of contractors qualifies for a margin of preference. Further the information will enable the Procuring Entity identify any actual or potential conflict of interest in relation to the procurement and/or contract management processes, or a possibility of collusion between tenderers, and thereby help to prevent any corrupt influence in relation to the procurement process or contract management.
- 17.4 The purpose of the information described in ITT 15.1 above overrides any claims to confidentiality which a tenderer may have. There can be no circumstances in which it would be justified for a tenderer to keep information relating to its ownership and control confidential where it is tendering to undertake public sector work and receive public sector funds. Thus, confidentiality will not be accepted by the Procuring Entity as a justification for a Tenderer's failure to disclose, or failure to provide required information on its ownership and control.
- 17.5 The Tenderer shall provide further documentary proof, information or authorizations that the Procuring Entity may request in relation to ownership and control, any changes to the information which was provided by the tenderer under ITT 6.3. The obligations to require this information shall continue for the duration of the procurement process and contract performance and after completion of the contract, if any change to the information previously provided may reveal a conflict of interest in relation to the award or management of the contract.
- 17.6 All information provided by the tenderer pursuant to these requirements must be complete, current and accurate as at the date of provision to the Procuring Entity. In submitting the information required pursuant to these requirements, the Tenderer shall warrant that the information submitted is complete, current and accurate as at the date of submission to the Procuring Entity.
- 17.7 If a tenderer fails to submit the information required by these requirements, its tenderer will be rejected. Similarly, if the Procuring Entity is unable, after taking reasonable steps, to verify to a reasonable degree the information submitted by a tenderer pursuant to these requirements, then the tender will be

rejected.

- 17.8 If information submitted by a tenderer pursuant to these requirements, or obtained by the Procuring Entity (whether through its own enquiries, through notification by the public or otherwise), shows any conflict of interest which could materially and improperly benefit the tenderer in relation to the procurement or contract management process, then:
- If the procurement process is still ongoing, the tenderer will be disqualified from the procurement process,
 - If the contract has been awarded to that tenderer, the contract award will be set aside,
 - the tenderer will be referred to the relevant law enforcement authorities for investigation of whether the tenderer or any other persons have committed any criminal offence.
- 17.9 If a tenderer submits information pursuant to these requirements that is incomplete, inaccurate or out-of-date, or attempts to obstruct the verification process, then the consequences ITT 6.7 will ensue unless the tenderer can show to the reasonable satisfaction of the Procuring Entity that any such act was not material, or was due to genuine error which was not attributable to the intentional act, negligence or recklessness of the tenderer.

18. Documents Establishing Conformity of the Information System

- 18.1 Pursuant to ITT 11.1(h), the Tenderer shall furnish, as part of its Tender documents establishing the conformity to the tendering documents of the Information System that the Tenderer proposes to design, supply and install under the Contract.
- 18.2 The documentary evidence of conformity of the Information System to the tendering documents including:
- Preliminary Project Plan describing, among other things, the methods by which the Tenderer will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Tenderer proposes to use. The Preliminary Project Plan must also address any other topics **specified in the TDS**. In addition, the Preliminary Project Plan should state the Tenderer's assessment of what it expects the Procuring Entity and any other party involved in the implementation of the Information System to provide during implementation and how the Tenderer proposes to coordinate the activities of all involved parties;
 - Written confirmation that the Tenderer accepts responsibility for the successful integration and inter- operability of all components of the Information System as required by the tendering documents;
 - An item-by-item commentary on the Procuring Entity's Technical Requirements, demonstrating the substantial responsiveness of the Information System offered to those requirements. In demonstrating responsiveness, the Tenderer is encouraged to use the Technical Responsiveness Checklist (or Checklist Format) in the Sample Tendering Forms (Section IV). The commentary shall include explicit cross- references to the relevant pages in the supporting materials included in the tender. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the tender, the item-by-item commentary shall prevail;
 - Support material (e.g., product literature, white papers, narrative descriptions of technologies and/or technical approaches), as required and appropriate; and
 - Any separate and enforceable contract(s) for Recurrent Cost items which the TDS ITT 18.2 required Tenderers to tender.
- 18.3 References to brandnames or model numbers or national or proprietary standards designated by the Procuring Entity in the tendering documents are intended to be descriptive and not restrictive. Except where explicitly prohibited in the **TDS** for specific items or standards, the Tenderer may substitute alternative brand /model names or standards in its tender, provided that it demonstrates to the Procuring Entity's satisfaction that the use of the substitute(s) will result in the Information System being able to perform substantially equivalent to or better than that specified in the Technical Requirements.
- 18.4 For major items of the Information System as listed by the Procuring Entity in Section III, Evaluation and Qualification Criteria, which the Tenderer intends to purchase or subcontract, the Tenderer shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items. In addition, the Tenderer shall include in its Tender information establishing compliance with the requirements specified by the Procuring Entity for these items. Quoted rates and prices will be deemed to apply to whichever subcontractor is appointed, and no adjustment of the rates and prices will be permitted.

- 18.5 The Tenderer shall be responsible for ensuring that any subcontractor proposed complies with the requirements of ITT 4, and that any goods or services to be provided by the subcontractor comply with the requirements of ITT 5 and ITT 16.1.

19. Tender Prices

- 19.1 All Goods and Services identified in the Supply and Installation Cost Sub-Tables in System Inventory Tables in Section VII, and all other Goods and Services proposed by the Tenderer to fulfill the requirements of the Information System, must be priced separately and summarized in the corresponding cost tables in the Sample Tendering Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below.
- 19.2 **Unless otherwise specified in the TDS**, the Tenderer must also tender Recurrent Cost Items specified in the Technical Requirements, Recurrent Cost Sub-Table of the System Inventory Tables in Section VII (if any). These must be priced separately and summarized in the corresponding cost table in the Sample Tendering Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below:
- a) **If specified in the TDS**, the Tenderer must also tender separate enforceable contracts for the Recurrent Cost Items not included in the main Contract;
 - b) prices for Recurrent Costs are all-inclusive of the costs of necessary Goods such as spare parts, software license renewals, labor, etc., needed for the continued and proper operation of the Information System and, if appropriate, of the Tenderer's own allowance for price increases;
 - c) prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in GCC Clause 29.4 and prices for Recurrent Costs to be incurred during the Post-Warranty Period, defined in SCC Clause 1.1. (e) (xiii), shall be quoted as Service prices on the Recurrent Cost Sub-Table in detail, and on the Recurrent Cost Summary Table in currency totals.
- 19.3 Unit prices must be quoted at a level of detail appropriate for calculation of any partial deliveries or partial payments under the contract, in accordance with the Implementation Schedule in Section VII, and with GCC and SCC Clause 12 – Terms of Payment. Tenderers may be required to provide a breakdown of any composite or lump-sum items included in the Cost Tables
- 19.4 The price of items that the Tenderer has left blank in the cost tables provided in the Sample Tender Forms (Section IV) shall be assumed to be included in the price of other items. Items omitted altogether from the cost tables shall be assumed to be omitted from the tender and, provided that the tender is substantially responsive, an adjustment to the tender price will be made during tender evaluation in accordance with ITT 32.2.
- 19.5 The prices for Goods components of the Information System are to be expressed and shall be defined and governed in accordance with the rules prescribed in the edition of incoterms **specified in the TDS**, as follows:
- a) Goods supplied from outside Kenya:
Unless otherwise specified in the TDS, the prices shall be quoted on a CIP (named place of destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in Kenya. The named place of destination and special instructions for the contract of carriage are as specified in the SCC for GCC 1.1(e) (iii). In quoting the price, the Tenderer shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Tenderer may obtain insurance services from any eligible source country;
 - b) Locally supplied Goods: Unit prices of Goods offered from within Kenya, shall be quoted on an EXW (ex- factory, ex works, ex ware house or off- the-shelf, as applicable) basis, including all customs duties, levies, fees, sales and other taxes incurred until delivery of the Goods, but excluding all VAT or sales and other taxes and duties/fees incurred for the Goods at the time of invoicing or sales transaction, if the Contract is awarded; and
 - c) Inland transportation.
- 19.6 Unless otherwise stated in the **TDS**, inland transportation, insurance and related local costs incidental to the delivery of the Goods to the designated Project Sites must be quoted separately as a Service item in accordance with ITT 17.5, whether the Goods are to be supplied locally or from outside Kenya, except when these costs are already included in the price of the Goods, as is, e.g., the case, when ITT 17.5 (a) specifies CIP, and the named places of destination are the Project Sites.

- 19.7 The price of Services shall be separated into their local and foreign currency components and where appropriate, broken down into unit prices. Prices must include all taxes, duties, levies and fees whatsoever, except only VAT or other indirect taxes, or stamp duties, that may be assessed and/ or apply in Kenyan /to the price of the Services invoiced to the Procuring Entity, if the Contract is awarded.
- 19.8 Unless otherwise specified in the **TDS**, the prices must include all costs incidental to the performance of the Services, as incurred by the Supplier, such as travel, subsistence, office support, communications, translation, printing of materials, etc. Costs incidental to the delivery of the Services but incurred by the Procuring Entity or its staff, or by third parties, must be included in the price only to the extent such obligations are made explicit in these tendering documents (as, e.g., a requirement for the Tenderer to include the travel and subsistence costs of trainees).
- 19.9 Unless otherwise specified in the **TDS**, prices quoted by the Tenderer shall be fixed during the Tenderer's performance of the Contract and not subject to increases on any account. Tenders submitted that are subject to price adjustment will be rejected.

20. Currencies of Tender and Payment

- 20.1 The currency(ies) of the Tender and currencies of payment shall be the same. The Tenderer shall quote in Kenya shillings the portion of the Tender price that corresponds to expenditures incurred in Kenya currency, unless otherwise specified **in the TDS**.
- 20.2 The Tenderer may express the Tender price in any currency. If the Tenderer wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than **two foreign currencies** in addition to Kenyan currency.

21. Period of Validity of Tenders

- 21.1 Tenders shall remain valid for the period specified **in the TDS** after the Tender submission deadline date prescribed by the Procuring Entity in accordance with ITT 23.1. A Tender valid for a shorter period shall be rejected by the Procuring Entity as non-responsive.
- 21.2 exceptional circumstances, prior to the expiration of the Tender validity period, the Procuring Entity may request Tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing. If a Tender Security is requested in accordance with ITT 20.1, it shall also be extended for thirty days (30) beyond the deadline of the extended validity period. A Tenderer may refuse the request without forfeiting its Tender Security. A Tenderer granting the request shall not be required or permitted to modify its Tender, except as provided in ITT 19.3.

22. Tender Security

- 22.1 The Tenderer shall furnish as part of its Tender, either a Tender-Securing Declaration or a Tender Security as specified **in the TDS**, in original form and, in the case of a Tender Security, in the amount and currency specified **in the TDS**.
- 22.2 A Tender-Securing Declaration shall use the form included in Section IV, Tendering Forms.
- 22.3 If a Tender Security is specified pursuant to ITT 20.1, the tender security shall be a demand guarantee in any of the following forms at the Tenderer's option:
- cash;
 - a bank guarantee;
 - a guarantee by an insurance company registered and licensed by the Insurance Regulatory Authority listed by the Authority; or
 - a guarantee issued by a financial institution approved and licensed by the Central Bank of Kenya,
 - any other form specified in the **TDS**.

If an unconditional guarantee is issued by a non-bank financial institution located outside Kenya, the issuing non-bank financial institution shall have a correspondent financial institution located in Kenya to make it enforceable unless the Procuring Entity has agreed in writing, prior to Tender submission, that a correspondent financial institution is not required.

- 22.4 In the case of a bank guarantee, the Tender Security shall be submitted either using the Tender Security Form included in Section IV, Tendering Forms or in another substantially similar format approved by the Procuring Entity prior to Tender submission. In neither case, the form must include the complete name of the Tenderer. The Tender Security shall be valid for thirty days (30) beyond the original validity period of the Tender, or beyond any period of extension if requested under ITT 19.2.
- 22.5 If a Tender Security or a Tender-Securing Declaration is specified pursuant to ITT 20.1, any Tender not accompanied by a substantially responsive Tender Security or Tender-Securing Declaration shall be rejected by the Procuring Entity as non-responsive.
- 22.6 The Tender Security shall be returned/release as promptly as possible
- The procurement proceedings are terminated;
 - The procuring entity determines that none of the submitted tenders is responsive;
 - A bidder declines to extend the tender validity.
 - Once the successful Tenderer has signed the Contract and furnished the required Performance Security.
- 22.7 The Tender Security may be forfeited or the Tender-Securing Declaration executed:
- if a Tenderer withdraws its Tender during the period of Tender validity specified by the Tenderer on the Form of Tender; or
 - if the successful Tenderer fails to:
 - sign the Contract in accordance with ITT 47; or
 - furnish a performance security in accordance with ITT 48.
- 22.8 Where the Tender-Securing Declaration is executed the Procuring Entity will recommend to the PPRA to debar the Tenderer from participating in public procurement as provided in the law.
- 22.9 The Tender Security or the Tender-Securing Declaration of a JV shall be in the name of the JV that submits the tender. If the JV has not been legally constituted in to a legally enforceable JV at the time of Tendering, the Tender Security or the Tender-Securing Declaration shall be in the names of all future members as named in the Form of intent referred to in ITT 4.1 and ITT 11.2.
- 22.10 A tenderer shall not issue a tender security to guarantee itself.

23. Format and Signing of Tender

- 23.1 The Tenderer shall prepare one original of the documents comprising the Tender as described in ITT 11 and clearly mark it "ORIGINAL." Alternative Tenders, if permitted in accordance with ITT 13, shall be clearly marked "ALTERNATIVE". In addition, the Tenderer shall submit copies of the Tender, in the number specified **in the TDS** and clearly mark them "COPY." In the event of any discrepancy between the original and the copies, the original shall prevail.
- 23.2 Tenderers shall mark as "CONFIDENTIAL" information in their Tenders which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information.
- 23.3 The original and all copies of the Tender shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Tenderer. This authorization shall consist of a written confirmation as specified **in the TDS** and shall be attached to the Tender. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Tender where entries or amendments have been made shall be signed or initialed by the person signing the Tender.
- 23.4 In case the Tenderer is a JV, the Tender shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.
- 23.5 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Tender.

D. SUBMISSION AND OPENING OF TENDERS

24.Submission, Sealing and Marking of Tenders

- 24.1 The Tenderer shall deliver the Tender in a single, sealed envelope (one (1) envelope process). Within the single envelope the Tenderer shall place the following separate, sealed envelopes:
- a) In an envelope marked “ORIGINAL”, all documents comprising the Tender, as described in ITT 11; and
 - b) In an envelope marked “COPIES”, all required copies of the Tender; and,
 - c) If alternative Tenders are permitted in accordance with ITT 13, and if relevant:
 - i) In an envelope marked “ORIGINAL–ALTERNATIVE TENDER”, the alternative Tender; and
 - ii) in the envelope marked “COPIES – ALTERNATIVE TENDER” all required copies of the alternative Tender.
- 24.2 The inner envelopes shall:
- a) Bear the name and address of the Tenderer;
 - b) Be addressed to the Procuring Entity/ Employer in accordance with ITT 23.1;
 - c) Bear the specific identification of this Tendering process specified in accordance with ITT 1.1; and
 - d) Bear a warning not to open before the time and date for Tender opening.
- The outer envelopes shall:
- e) Be addressed to the Procuring Entity/ Employer in accordance with ITT 23.1;
 - f) Bear the specific identification of this Tendering process specified in accordance with ITT 1.1; and bear a warning not to open before the time and date for Tender opening.
- 24.3 If all envelopes are not sealed and marked as required, the Procuring Entity will assume no responsibility for the misplacement or premature opening of the Tender. Tenders that are misplaced or opened prematurely will not be accepted.

25.Deadline for Submission of Tenders

- 25.1 Tenders must be received by the Procuring Entity at the address and no later than the date and time indicated **in the TDS**. When so specified **in the TDS**, Tenderers shall have the option of submitting their Tenders electronically. Tenderers submitting Tenders electronically shall follow the electronic Tender submission procedures specified **in the TDS**.
- 25.2 The Procuring Entity may, at its discretion, extend this deadline for submission of Tenders by amending the tendering documents in accordance with ITT 8, in which case all rights and obligations of the Procuring Entity and Tenderers will thereafter be subject to the deadline as extended.

26.Late Tenders

- 26.1 The Procuring Entity shall not consider any Tender that arrives after the deadline for submission of Tenders, in accordance with ITT 23. Any Tender received by the Procuring Entity after the deadline for submission of Tenders shall be declared late, rejected, and returned unopened to the Tenderer.

27.Withdrawal, Substitution, and Modification of Tenders

- 27.1 A Tenderer may withdraw, substitute, or modify its Tender after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITT 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Tender must accompany the respective written notice. All notices must be:
- a) prepared and submitted in accordance with ITT 21 and ITT 22 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked

“WITHDRAWAL,” “SUBSTITUTION,” “MODIFICATION,” and

- b) received by the Procuring Entity prior to the deadline prescribed for submission of Tenders, in accordance with ITT23.
- 27.2 Tenders requested to be withdrawn in accordance with ITT 25.1 shall be returned unopened to the Tenderers.
- 27.3 No Tender may be withdrawn, substituted, or modified in the interval between the deadline for submission of Tender and the expiration of the period of Tender validity specified by the Tenderer on the Form of Tender or any extension thereof.

28. Tender Opening

- 28.1 Except as in the cases specified in ITT 24 and ITT 25.2, the Procuring Entity shall conduct the Tender opening in public, in the presence of Tenderers’ designated representatives who chooses to attend, and at the address, date and time specified **in the TDS**. Any specific electronic Tender opening procedures required if electronic tendering is permitted in accordance with ITT 23.1, shall be as specified **in the TDS**.
- 28.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelopes with the corresponding Tender shall not be opened but returned to the Tenderer. No Tender withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Tender opening.
- 28.3 Next, envelopes marked “SUBSTITUTION” shall be opened and read out and exchanged with the corresponding Tender being substituted, and the substituted Tender shall not be opened, but returned to the Tenderer. No Tender substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at Tender opening.
- 28.4 Envelopes marked “Modification” shall be opened and read out with the corresponding Tender. No Tender modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Tender opening. Only Tenders that are opened and read out at Tender opening shall be considered further.
- 28.5 Next, all remaining envelopes shall be opened one at a time, reading out: the name of the Tenderer and the Tender Price(s), including any discounts and alternative Tenders, and indicating whether there is a modification; the presence or absence of a Tender Security or Tender-Securing Declaration; and any other details as the Procuring Entity may consider appropriate.
- 28.6 Only Tenders, alternative Tenders and discounts that are opened and read out at Tender opening shall be considered further in the evaluation. The Form of Tender and the Price Schedules are to be initialed by representatives of the Procuring Entity attending Tender opening in the manner specified **in the TDS**.
- 28.7 The Procuring Entity shall neither discuss the merits of any Tender nor reject any Tender (except for late Tenders, in accordance with ITT 24.1).
- 28.8 The Procuring Entity shall prepare a record of the Tender opening that shall include, as a minimum:
 - a) The name of the Tenderer and whether there is a withdrawal, substitution, or modification;
 - b) The Tender Price, per lot if applicable, including any discounts;
 - c) Any alternative Tenders; and
 - d) The presence or absence of a Tender Security or a Tender-Securing Declaration.
- 28.9 The Tenderers' representatives who are present shall be requested to sign the minutes. The omission of a Tenderer's signature on the minutes shall not invalidate the contents and effect of the minutes. A copy of the tender opening register shall be distributed to all Tenderers upon request.

E. EVALUATION AND COMPARISON OF TENDERS

29. Confidentiality

- 29.1 Information relating to the evaluation of Tenders and recommendation of contract award, shall not be disclosed to Tenderers or any other persons not officially concerned with the Tendering process until the Notification of Intention to Award the Contract is transmitted to all Tenderers in accordance with ITT 42.
- 29.2 Any effort by a Tenderer to influence the Procuring Entity in the evaluation of the Tenders or Contract award decisions may result in the rejection of its Tender.
- 29.3 Not with standing ITT 27.2, from the time of Tender opening to the time of Contract award, if any Tenderer wishes to contact the Procuring Entity on any matter related to the Tendering process, it should do so in writing.

30. Clarification of Tenders

- 30.1 To assist in the examination, evaluation, and comparison of the Tenders, and qualification of the Tenderers, the Procuring Entity may, at its discretion, ask any Tenderer for a clarification of its Tender. Any clarification submitted by a Tenderer that is not in response to a request by the Procuring Entity shall not be considered. The Procuring Entity's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Procuring Entity in the evaluation of the Tenders, in accordance with ITT 32.
- 30.2 If a Tenderer does not provide clarifications of its Tender by the date and time set in the Procuring Entity's request for clarification, its Tender may be rejected.²

31. Deviations, Reservations, and Omissions

- 31.1 During the evaluation of Tenders, the following definitions apply:
- a) "Deviation" is a departure from the requirements specified in the tendering document;
 - b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the tendering document; and
 - c) "Omission" is the failure to submit part or all of the information or documentation required in the tendering document.

32. Determination of Responsiveness

- 32.1 The Procuring Entity's determination of a Tender's responsiveness is to be based on the contents of the Tender itself, as defined in ITT 11.
- 32.2 A substantially responsive Tender is one that meets the requirements of the tendering document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that;
- a) If accepted, would:
 - i) Affect in any substantial way the scope, quality, or performance of the Information System specified in the Contract; or
 - ii) Limit in any substantial way, in consistent with the tendering document, the Procuring Entity's rights or the Tenderer's obligations under the proposed Contract; or
 - b) if rectified, would unfairly affect the competitive position of other Tenderers presenting substantially responsive Tenders.
- 32.3 The Procuring Entity shall examine the technical aspects of the Tender in particular, to confirm that all requirements of Section V, Procuring Entity's Requirements have been met without any material deviation, reservation, or omission.
- 32.4 To be considered for Contract award, Tenderers must have submitted Tenders:
- a) for which detailed Tender evaluation using the same standards for compliance determination as listed in ITT 29 and ITT 30.3 confirms that the Tenders are commercially and technically responsive, and include the hardware, Software, related equipment, products, Materials, and other

Goods and Services components of the Information System in substantially the full required quantities for the entire Information System or, if allowed in the TDS ITT 35.8, the individual Subsystem, lot or slice Tender on; and are deemed by the Procuring Entity as commercially and technically responsive; and

- b) that offer Information Technologies that are proven to perform up to the standards promised in the tender by having successfully passed the performance, benchmark, and/or functionality tests the Procuring Entity may require, pursuant to ITT 39.3.

33.Non-material Non-conformities

- 33.1 Provided that a Tender is substantially responsive, the Procuring Entity may waive any nonconformity in the Tender that does not constitute a material deviation, reservation or omission.
- 33.2 Provided that a Tender is substantially responsive, the Procuring Entity may request that the Tenderer submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial non- conformities in the Tender related to documentation requirements. Requesting information or documentation on such non-conformities shall not be related to any aspect of the price of the Tender. Failure of the Tenderer to comply with the request may result in the rejection of its Tender.
- 33.3 Provided that a Tender is substantially responsive, the Procuring Entity shall rectify quantifiable nonmaterial non-conformities related to the Tender Price. To this effect, the Tender Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component in the manner specified **in the TDS**.

34.Correction of Arithmetical Errors

- 34.1 The tender sum as submitted and read out during the tender opening shall be absolute and final and shall not be the subject of correction, adjustment or amendment in anyway by any person or entity.
- 34.2 Provided that the Tender is substantially responsive, the Procuring Entity shall handle errors on the following basis:
 - a) Any error detected if considered a major deviation that affects the substance of the tender, shall lead to disqualification of the tender as non-responsive.
 - b) Any errors in the submitted tender arising from a miscalculation of unit price, quantity, subtotal and total bid price shall be considered as a major deviation that affects the substance of the tender and shall lead to disqualification of the tender as non-responsive. and
 - c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

35.Conversion to Single Currency

- 35.1 For evaluation and comparison purposes, the currency(ies) of the Tender shall be converted into a single currency as specified **in the TDS**.

36.Margin of Preference and Reservations

- 36.1 A margin of preference on local contractors may be allowed only when the contract is open to international competitive tendering where foreign contractors are expected to participate in the tendering process and where the contract exceeds the value/ threshold specified in the Regulations.
- 36.2 A margin of preference shall not be allowed unless it is specified so in the **TDS**.
- 36.3 Contracts procured on basis of international competitive tendering shall not be subject to reservations exclusive to specific groups as provided in ITT 36.4.
- 36.4 Where it is intended to reserve a contract to a specific group of businesses (these groups are Small and Medium Enterprises, Women Enterprises, Youth Enterprises and Enterprises of persons living with

disability, as the case maybe), and who are appropriately registered as such by the authority to be specified in the **TDS**, a procuring entity shall ensure that the invitation to tender specifically indicates in the **TDS** that only businesses or firms belonging to the specified group are eligible to tender. No tender shall be reserved to more than one group. If not so stated in the Invitation to Tender and in the Tender documents, the invitation to tender will be open to all interested tenderers.

37. Evaluation of Tenders

37.5 The Procuring Entity shall use the criteria and methodologies listed in this ITT and Section III, Evaluation and Qualification criteria. No other evaluation criteria or methodologies shall be permitted. By applying the criteria and methodologies the Procuring Entity shall determine the Best Evaluated Tender.

37.6 To evaluate a Tender, the Procuring Entity shall consider the following:

- a) Price adjustment due to discounts offered in accordance with ITT 40.1(a);
- b) converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with ITT 35.1;
- c) price adjustment due to quantifiable non material non-conformities in accordance with ITT 40.1(b); and
- d) any additional evaluation factors specified **in the TDS** and Section III, Evaluation and Qualification Criteria.

38. Preliminary Examination

38.1 The Procuring Entity will examine the tenders, to determine whether they have been properly signed, whether required sureties have been furnished, whether any computational errors have been made, whether required sure ties have been furnished and are substantially complete (e.g., not missing key parts of the tender or silent on excessively large portions of the Technical Requirements). In the case where a pre-qualification process was undertaken for the Contract (s) for which these tendering documents have been issued, the Procuring Entity will ensure that each tender is from a pre-qualified Tenderer and, in the case of a Joint Venture, that partners and structure of the Joint Venture are unchanged from those in the pre-qualification.

39. Technical Evaluation

39.1 The Procuring Entity will examine the information supplied by the Tenderers Pursuant to ITT 11 and ITT 16, and in response to other requirements in the Tendering document, considering the following factors:

- a) Overall completeness and compliance with the Technical Requirements; and deviations from the Technical Requirements;
- b) suitability of the Information System offered in relation to the conditions prevailing at the site; and the suitability of the implementation and other services proposed, as described in the Preliminary Project Plan included in the tender;
- c) achievement of specified performance criteria by the Information System;
- d) compliance with the time schedule called for by the Implementation Schedule and any alternative time schedules offered by Tenderers, as evidenced by a milestone schedule provided in the Preliminary Project Plan included in the tender;
- e) type, quantity, quality, and long-term availability of maintenance services and of any critical consumable items necessary for the operation of the Information System;
- f) any other relevant technical factors that the Procuring Entity deems necessary or prudent to take into consideration;
- g) any proposed deviations in the tender to the contractual and technical provisions stipulated in the tendering documents.

39.2 The Procuring Entity's evaluation of tenders will consider technical factors, in addition to cost factors. The Technical Evaluation will be conducted following the Criteria specified in Section III, Evaluation and Qualification Criteria, which permits a comprehensive assessment of the technical merits of each Tender. All tenders that fail to pass this evaluation will be considered non-responsive and will not be evaluated further.

- 39.3 Where alternative technical solutions have been allowed in accordance with ITT 15.4, and offered by the Tenderer, the Procuring Entity will make a similar evaluation of the alternatives. Where alternatives have not been allowed but have been offered, they shall be ignored.
- 39.4 Where the tender involves multiple lots or contracts, the tenderer will be allowed to tender for one or more lots (contracts). Each lot or contract will be evaluated in accordance with ITT 37.5. The methodology to determine the lowest evaluated tenderer or tenderers based one lot (contract) or based on a combination of lots (contracts), will be specified in Section III, Evaluation and Qualification Criteria. In the case of multiple lots or contracts, tenderer will be will be required to prepare the Eligibility and Qualification Criteria Form for each Lot.

40. Financial/ Economic Evaluation

- 40.1 To evaluate a Tender, the Procuring Entity shall consider the following:
- a) price adjustment due to unconditional discounts offered in accordance with ITT 37.6(a); excluding provisional sums and contingencies, if any, but including Day work items, where priced competitively.
 - b) Price adjustment due to quantifiable non material non-conformities in accordance with ITT 37.6(c);
 - c) converting the amount resulting from applying (a) to (c) above, if relevant, to a single currency in accordance with ITT 33; and
 - d) the evaluation factors indicated in Section III, Evaluation and Qualification Criteria.

If price adjustment is allowed in accordance with ITT 17.9, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be considered in Tender evaluation.

- 40.2 The Procuring Entity will evaluate and compare the Tenders that have been determined to be substantially responsive, pursuant to ITT 34.2. The evaluation will be performed assuming either that:
- a) The Contract will be awarded to the Lowest Evaluated Tender for the entire Information System; or
 - b) if specified **in the TDS**, Contracts will be awarded to the Tenderers for each individual Subsystem, lot, or slice if so defined in the Technical Requirements whose Tenders result in the Lowest Evaluated Tender/ Tenders for the entire System.

In the latter case, discounts that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Tenders. Such discounts will be considered in the evaluation of tenders as specified **in the TDS**.

41. Comparison of Tenders

- 41.1 The Procuring Entity shall compare all substantially responsive Tenders in accordance with ITT 40.2 to determine the lowest evaluated cost.

42. Abnormally Low Tenders and Abnormally High Tenders

- 42.1 An Abnormally Low Tender is one where the Tender price in combination with other constituent elements of the Tender appears unreasonably low to the extent that the Tender price raises material concerns as to the capability of the Tenderer to perform the Contract for the offered Tender Price or that genuine competition between Tenderers is compromised.
- 42.2 In the event of identification of a potentially Abnormally Low Tender, the Procuring Entity shall seek written clarifications from the Tenderer, including detailed price analyses of its Tender price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the tendering document.
- 42.3 After evaluation of the price analyses, in the event that the Procuring Entity determines that the Tenderer has failed to demonstrate its capability to perform the Contract for the offered Tender Price, the Procuring Entity shall reject the Tender.

Abnormally High Tenders

- 42.4 An abnormally high tender price is one where the tender price, in combination with other constituent elements of the Tender, appears unreasonably too high to the extent that the Procuring Entity is concerned that it (the Procuring Entity) may not be getting value for money or it may be paying too high a price for the contract compared with market prices or that genuine competition between Tenderers is compromised.
- 42.5 In case of an abnormally high price, the Procuring Entity shall make a survey of the market prices, check if the estimated cost of the contract is correct and review the Tender Documents to check if the specifications, scope of work and conditions of contract are contributory to the abnormally high tenders. The Procuring Entity may also seek written clarification from the tenderer on the reason for the high tender price. The Procuring Entity shall proceed as follows:
- If the tender price is abnormally high based on wrong estimated cost of the contract, the Procuring Entity may accept or not accept the tender depending on the Procuring Entity's budget considerations.
 - If specifications, scope of work and/ or conditions of contract are contributory to the abnormally high tender prices, the Procuring Entity shall reject all tenders and may retender for the contract based on revised estimates, specifications, scope of work and conditions of contract, as the case may be.
- 42.6 If the Procuring Entity determines that the Tender Price is abnormally too high because genuine competition between tenderers is compromised (*often due to collusion, corruption or other manipulations*), the Procuring Entity shall reject all Tenders and shall institute or cause competent Government Agencies to institute an investigation on the cause of the compromise, before retendering.

43. Unbalanced or Front-Loaded Tenders

- 43.1 If the Tender that is evaluated as the lowest evaluated cost is, in the Procuring Entity's opinion, seriously unbalanced or front loaded the Procuring Entity may require the Tenderer to provide written clarifications. Clarifications may include detailed price analyses to demonstrate the consistency of the Tender prices with the scope of information systems, installations, proposed methodology, schedule and any other requirements of the tendering document.
- 43.2 After the evaluation of the information and detailed price analyses presented by the Tenderer, the Procuring Entity may: -
- Accept the Tender; or
 - If appropriate, require that the total amount of the Performance Security be increased, at the expense of the Tenderer, to a level not exceeding twenty percent (20%) of the Contract Price; or
 - Reject the Tender.

44. Eligibility and Qualification of the Tenderer

- 44.1 The Procuring Entity shall determine to its satisfaction whether the Tenderer that is selected as having submitted the lowest evaluated and substantially responsive Tender is eligible and meets the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.
- 44.2 The determination shall be based upon an examination of the documentary evidence of the Tenderer's qualifications submitted by the Tenderer, pursuant to ITT 15.
- 44.3 Unless otherwise specified in the **TDS**, the Procuring Entity will NOT carry out tests at the time of post-qualification, to determine that the performance or functionality of the Information System offered meets those stated in the Technical Requirements. However, if so specified in the **TDS** the Procuring Entity may carry out such tests as detailed in the **TDS**.
- 44.4 An affirmative determination shall be a prerequisite for award of the Contract to the Tenderer. A negative determination shall result in disqualification of the Tender, in which event the Procuring Entity shall proceed to the next lowest evaluated cost or best evaluated Tender, as the case may be, to make a similar determination of that Tenderer's qualifications to perform satisfactorily.
- 44.5 The capabilities of the manufacturers and subcontractors proposed by the Tenderer that is determined to

have offered the Best Evaluated Tender for identified major items of supply or services will also be evaluated for acceptability in accordance with Section III, Evaluation and Qualification Criteria. Their participation should be confirmed with a Form of intent between the parties, as needed. Should a manufacturer or subcontractor be determined to be unacceptable, the Tender will not be rejected, but the Tenderer will be required to substitute an acceptable manufacturer or subcontractor without any change to the Tender price. Prior to signing the Contract, the corresponding Appendix to the Contract Agreement shall be completed, listing the approved manufacturers or subcontractors for each item concerned.

- 44.6 Foreign tenderers are required to source at least forty (40%) percent of their contract inputs (in supplies, subcontracts and labor) from national suppliers and contractors. To this end, a foreign tenderer shall provide in its tender documentary evidence that this requirement is met. Foreign tenderers not meeting this criterion will be automatically disqualified. Information required to enable the Procuring Entity determine if this condition is met shall be provided in for this purpose is be provided in “*SECTION III- EVALUATION AND QUALIFICATION CRITERIA*.”

45. Procuring Entity's Right to Accept Any Tender, and to Reject Any or All Tenders

- 45.1 The Procuring Entity reserves the right to accept or reject any Tender, and to annul the Tendering process and reject all Tenders at any time prior to contract award, without there by incurring any liability to Tenderers. In case of annulment, all Tenders submitted and specifically, Tender securities, shall be promptly returned to the Tenderers.

F. AWARD OF CONTRACT

46. Award Criteria

- 46.1 Subject to ITT 40, the Procuring Entity shall award the Contract to the successful tenderer whose tender has been determined to be the Lowest/ best Evaluated Tender. The determination of the lowest/ Best Evaluated Tender will be made in accordance to one of the two options as defined in the **TDS**. The methodology options are:

The Procuring Entity shall award the Contract to the successful tenderer whose tender has been determined to be the Lowest Evaluated Tender

- a) **When rated criteria are used:** The Tenderer that meets the qualification criteria and whose Tender:
 - i) Is substantially responsive; and
 - ii) Is the Best Evaluated Tender (i.e. the Tender with the highest combined technical/ quality/ price score); or
- b) **When rated criteria are not used:** The Tenderer that meets the qualification criteria and whose Tender has been determined to be:
 - i) Most responsive to the tendering document; and
 - ii) The lowest evaluated cost.

47. Procuring Entity's Right to Vary Quantities at Time of Award

- 47.1 The Procuring Entity reserves the right at the time of Contract award to increase or decrease, by the percentage (s) for items as indicated **in the TDS**.

48. Notice of Intention to enter into a Contract/ Notification of award

- 48.1 Upon award of the contract and Prior to the expiry of the Tender Validity Period the Procuring Entity shall issue a Notification of Intention to Enter into a Contract/ Notification of award to all tenderers which shall contain, at a minimum, the following information:
- a) The name and address of the Tenderer submitting the successful tender;
 - b) The Contract price of the successful tender;
 - c) a statement of the reason(s) the tender of the unsuccessful tenderer to whom the letter is addressed

- was unsuccessful, unless the price information in (c) above already reveals the reason;
- d) the expiry date of the Standstill Period; and
- e) instructions on how to request a debriefing and/ or submit a complaint during the standstill period;

49. Standstill Period

- 49.1 The Contract shall not be signed earlier than the expiry of a Standstill Period of 14 days to allow any dissatisfied tender to launch a complaint. Where only one Tender is submitted, the Standstill Period shall not apply.
- 49.2 Where a Standstill Period applies, it shall commence when the Procuring Entity has transmitted to each Tenderer the Notification of Intention to Enter in to a Contract with the successful Tenderer.

50. Debriefing by the Procuring Entity

- 50.1 On receipt of the Procuring Entity's Notification of Intention to Enter into a Contract referred to in ITT 49.1, an unsuccessful tenderer may make a written request to the Procuring Entity for a debriefing on specific issues or concerns regarding their tender. The Procuring Entity shall provide the debriefing within five days of receipt of the request.
- 50.2 Debriefings of unsuccessful Tenderers may be done in writing or verbally. The Tenderer shall bear its own costs of attending such a debriefing meeting.

51. Letter of Award

- 51.1 Prior to the expiry of the Tender Validity Period and upon expiry of the Standstill Period specified in ITT 44.1, upon addressing a complaint that has been filed within the Standstill Period, the Procuring Entity shall transmit the Letter of Award to the successful Tenderer. The letter of award shall request the successful tenderer to furnish the Performance Security within 21 days of the date of the letter.

52. Signing of Contract

- 52.1 Upon the expiry of the fourteen days of the Notification of Intention to enter in to contract and upon the parties meeting their respective statutory requirements, the Procuring Entity shall send the successful Tenderer the Contract Agreement.
- 52.2 Within fourteen (14) days of receipt of the Contract Agreement, the successful Tenderer shall sign, date, and return it to the Procuring Entity.
- 52.3 The written contract shall be entered into within the period specified in the notification of award and before expiry of the tender validity period.
- 52.4 Notwithstanding ITT 52.1 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Procuring Entity, to Kenya, or to the use of the Information System to be supplied, where such export restrictions arise from trade regulations from a country supplying those Information System, the Tenderer shall not be bound by its Tender, provided that the Tenderer can demonstrate that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Tenderer in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the Information System under the terms of the Contract.

53. Performance Security

- 53.1 Within twenty-one (21) days of the receipt of the Form of Acceptance from the Procuring Entity, the successful Tenderer shall furnish the performance security in accordance with the General Conditions, subject to ITT 51.1, using for that purpose the Performance Security Form included in Section X, Contract Forms, or another form acceptable to the Procuring Entity. If the Performance Security furnished by the successful Tenderer is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Tenderer to be acceptable to the Procuring Entity. A foreign institution providing a Performance Security shall have a correspondent financial institution located in Kenya.
- 53.2 Failure of the successful Tenderer to submit the above-mentioned Performance Security or sign the

Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Tender Security. In that event the Procuring Entity may award the Contract to the Tenderer offering the next Best Evaluated Tender.

54. Publication of Procurement Contract

- 54.1 Within fourteen days after signing the contract, the Procuring Entity shall publish the awarded contract at its notice boards and websites; and on the Website of the Authority. At the minimum, the notice shall contain the following information:
- a) Name and address of the Procuring Entity;
 - b) Name and reference number of the contract being awarded, a summary of its scope and the selection method used;
 - c) The name of the successful Tenderer, the final total contract price, the contract duration.
 - d) Dates of signature, commencement and completion of contract;
 - e) Names of all Tenderers that submitted Tenders, and their Tender prices as read out at Tender opening.

55. Adjudicator

- 55.1 Unless **the TDS** states otherwise, the Procuring Entity proposes that the person named **in the TDS** be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in GCC Clause 43.1. In this case, a résumé of the named person is attached to the TDS. The proposed hourly fee for the Adjudicator is specified in the TDS. The expenses that would be considered reimbursable to the Adjudicator are also specified **in the TDS**. If a Tenderer does not accept the Adjudicator proposed by the Procuring Entity, it should state its non-acceptance in its Tender Form and make a counter proposal of an Adjudicator and an hourly fee, attaching résumé of the alternative. If the successful Tenderer and the Adjudicator nominated **in the TDS** happen to be from the same country, and this is not Kenya too, the Procuring Entity reserves the right to cancel the Adjudicator nominated **in the TDS** and propose a new one. If by the day the Contract is signed, the Procuring Entity and the successful Tenderer have not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed, at the request of either party, by the Appointing Authority specified in the SCC clause relating to GCC Clause 43.1.4, or if no Appointing Authority is specified there, the Contract will be implemented without an Adjudicator.

56. Procurement Related Complaints and Administrative Review

- 56.1 The procedures for making a Procurement-related Complaint are as specified in the **TDS**.
- 56.2 A request for administrative review shall be made in the form provided under contract forms.

SECTION II - TENDER DATA SHEET (TDS)

The following specific data for the Information System to be procured shall complement, supplement, or amend the provisions in the Instructions to Tenderers (ITT). Whenever there is a conflict, the provisions here in shall prevail over those in ITT.

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
A. General	
ITT 1.1	<p>The reference number of the Request for Tenders is: TNT/033/2021-2022</p> <p>The Procuring Entity is: The National Treasury Treasury Building, Harambee Avenue P.O. BOX 30007-00100 Nairobi, Kenya</p> <p>The name of the ITT is Design, Development, Supply, Configuration, Installation, Implementation, Commissioning and Maintenance of an Online Pension Management Information System for the National Treasury</p> <p>The number and identification of lots (contracts) comprising this ITT is: NOT APPLICABLE</p>
ITT 2.3 (a)	<p>Electronic – Procurement System</p> <p>The Procuring Entity shall use the following electronic-procurement system to manage this procurement process: NOT APPLICABLE</p>
ITT 3.3	<p>The firms (if any) that provided consulting services for the contract being tendered for are: The firm that offered consultancy services for the contract being tendered is NOT ALLOWED to compete</p>
ITT 4.1	<p>Maximum number of members in the JV shall be: Three (3) _____</p>
ITT 4.9	<p>The Procuring Entity shall require tenderers to be registered NOT APPLICABLE</p>
B. Tendering Document	
ITT 8.1	<p>For <u>Clarification of Tender purposes</u> only, the Procuring Entity's address is: Attention: The Principal Secretary Address: <i>Treasury Building, Harambee Avenue P.O. Box 30007 – 00100 Nairobi</i> Floor Room number: <i>6th Floor, Room 619</i> City: <i>Nairobi</i> ZIP Code: 00100 Country: Kenya Telephone: +254 020 2252299 Facsimile number: <i>None</i> Electronic mail address: <i>procurement@treasury.go.ke</i> Requests for clarification should be received by the Procuring Entity no later than: Seven (7) days before the Tender Submission Date</p>
ITT 8.2	<p>Web page: <u>www.tenders.go.ke</u> and <u>www.treasury.go.ke</u> _____</p>

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
ITT 8.4	<p>A Pre-Tender meeting shall take place at the following date, time and place: Date: 10th May, 2022 Time: 1600 hours Kenyan Time Place: Virtual – The National Treasury shall host the meeting</p> <p>Interested Tenderers to submit their e-mail to both procurement@treasury.go.ke to be sent the link on or before 10th May, 2022 at 1600 Hours Kenyan Time</p> <p>A site visit conducted by the Procuring Entity <i>shall not be</i> organized.</p>
ITT 9.1	The Procuring Entity shall publish its response at the website www.tenders.go.ke and www.treasury.go.ke
C. Preparation of Tenders	
ITT 13.1 (k)	<p>The Tenderer shall submit with its Tender the following additional documents:</p> <ol style="list-style-type: none"> 1. A Project Implementation Plan detailing the time schedule for the project period 2. A Power of Attorney appointing the person to act on behalf of the firm or the Joint Venture. 3. A Joint Venture Agreement document must be submitted citing the responsibilities of each member, where applicable. 4. Provide a valid and duly filled, signed and stamped Original Manufacturer's Authorization Form (MAF) for the proposed solution and any other functional components that the tenderer will integrate to give the end to end solution. The solution and its components should be based on the open source platforms. <p>If the tenderer is the Original Equipment Manufacturer, of the proposed solution and its related components, the tenderer shall provide a letter signed by Authorized Signatory stating the same and that they are giving warranty and guarantee of the solution. The tenderer can also attach any document that shows the ownership i.e copyright/intellectual property and MUST be specific for this tender.</p> <ol style="list-style-type: none"> 5. References from clients, copy of contract, copy of completion certificate and recommendation letter for the submitted projects under the experience requirement. 6. Submit proposal on transfer of technology, skills and knowledge through training, and mentoring. 7. Audited Financial Statements for last three years i.e. 2017/2018, 2018/2019 and 2019/2020 8. Comprehensive Sample of Service Level Agreement.
ITT 15.1	Alternative Tenders shall not be permitted and this will lead to automatic disqualification
ITT 15.2	Alternatives to the Time Schedule shall not be permitted.
ITT 15.4	Alternative technical solutions for specified parts of the system shall not be permitted
ITT 17.2	No prequalification of tenderers shall be undertaken
ITT 18.2 (a)	During contract implementation the Preliminary Project Plan must address the following topics:

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
	<ul style="list-style-type: none"> i. Detailed contract implementation schedule in Gantt chart showing the estimated duration, detailed module development schedule, sequence, interrelationship of all key activities needed to complete the contract ii. Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format); iii. Approach and methodology sub-plan; iv. Training and piloting Sub-Plan; v. Skills and Knowledge Transfer Sub-Plan; vi. Testing and Quality Assurance Sub-Plan; vii. Warranty Defect Repair and Technical Support Service Sub-Plan viii. Service Provider's mobilization plan with on field and off-site engagement schedule. ix. Risk mitigation strategy (<i>to be developed by the Service Provider</i>)
ITT 18.3	In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Tenderers are required to offer specific brand names and models for the following specific items: NOT APPLICABLE
ITT 19.2	The Tenderer MUST tender for Recurrent Cost Items
ITT 19.2 (a)	The Tenderer must tender for contracts of Recurrent Cost Items not included in the main Contract. APPLICABLE
ITT 19.5	The Incoterms edition is: INCOTERMS 2021
ITT 19.5 (a)	Named place of destination is: The National Treasury, Treasury Building, Harambee Avenue, 2 nd Floor, ICT Unit Nairobi, Kenya
ITT 19.6	Named place of final destination (or Project site) is: The National Treasury, Treasury Building, Harambee Avenue, Ground Floor, Nairobi, Kenya
ITT 19.8	ITT 19.8 is modified as follows: <i>There is no modification to ITT 19.8</i>
ITT 19.9	The prices quoted by the Tenderer <i>shall not</i> be subject to adjustment during the performance of the Contract.
ITT 20.1	<p>The Tenderer <i>is not</i> required to quote in the currency of Kenya the portion of the Tender price that corresponds to expenditures incurred in that currency.</p> <p>The Tenderer shall quote in any of the following freely convertible currencies; Kenya Shillings, USD or EURO</p>
ITT 21.1	The Tender validity period shall be: 180 days.
ITT 22.1	<p>A tender Security shall be required in the form of a Bank guarantee from a reputable bank in the amount of Kenya Shillings Five Million Only (Kshs. 5,000,000.00) or United States Dollars Forty Six Thousand Three Hundred Only (USD 46,300) from a reputable Bank valid for 30 days beyond the Tender Validity period</p> <p>A foreign bank providing a Tender Security shall have and indicate a corresponding bank located in Kenya. The Procuring Entity shall authenticate the</p>

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
	validity of the Tender Security from the local corresponding Bank
ITT 22.3 (v)	Other types of acceptable securities are Not Applicable
ITT 22.4	The tender security shall be valid for 30 days beyond the tender validity period of the tender.
ITT 22.9	The Tender Security shall be in the name of the Lead Bidder, where applicable
ITT 23.1	In addition to the original bid of the Tender, the number of copies shall be <ul style="list-style-type: none"> • Technical proposal – Four (4) hard copies and one (1) soft copy without a password in a portable device in PDF format (Kindly note: Not CD-ROM use flash disk/hard disk). • Financial proposal – Four (4) hard copies .
ITT 23.3	The tender shall be signed by a person duly authorized to sign on behalf of the tenderer. Written confirmation of authorization to sign on behalf of the Tenderer shall consist of Power of Attorney giving the name of the person who should be signing the bid, authorizing him to submit / execute the agreement as a binding document.
D. Submission and Opening of Tenders	
ITT 25.1	<p>For <u>Tender submission purposes</u> only, the Procuring Entity's address is:</p> <p style="text-align: center;">The Principal Secretary The National Treasury Treasury Building, Harambee Avenue P.O. Box 30007-00100, Nairobi</p> <p>Attention: Head, Supply Chain Management Services Street Address: Treasury Building, Harambee Avenue Floor/Room number: 6th Floor, Room 619 City: Nairobi ZIP Code: 30007- 00100 Country: Kenya</p> <p>The deadline for Tender submission is: Date:, 2022 Time: <i>11.00 a.m. (Kenyan Time)</i></p> <p>Bidders shall submit both Technical and Financial proposals in separate envelopes.</p> <p>Technical Proposals shall be sealed in separate envelopes and clearly marked "Technical Proposal".</p> <p>The Financial Proposals should be sealed separately and clearly marked "Financial Proposal"</p> <p>All the proposals should be in one envelope clearly marked with the Tender Number without any indication of the name of the bidder.</p>

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
	The tender documents shall be deposited in Tender Box located at the Treasury Building, 6 th Floor, Harambee Avenue, Nairobi, Kenya. Bulky tender documents that cannot fit in the tender box shall be delivered and registered on 6 th Floor, Procurement Office, Room Number 619 at the Treasury Building, Harambee Avenue, Nairobi, Kenya
ITT 25.1	Tenderers <i>shall not</i> have the option of submitting their Tenders electronically.
ITT 28.1	<p>The Tender opening shall take place at: Street Address: Treasury Building, Harambee Avenue Floor/Room number: 6th Floor, Conference Room 603 City: Nairobi Country: Kenya</p> <p>Date: Wednesday 25th May, 2022 Time: 11.00 a.m. (<i>Kenyan Time</i>)</p> <p>Only the Technical Proposals shall be opened on Wednesday 25th May, 2022 at 11.00 a.m. The Financial Proposals shall be opened only for the technically responsive tenderers.</p>
ITT 28.1	The electronic Tender opening procedures shall be: N/A
ITT 28.6	The Form of Tender and Price Schedules shall be initialed by all members of the Procuring Entity conducting Tender opening.
E. Evaluation, and Comparison of Tenders	
ITT 33.3	The adjustment shall Not be Applicable based on the price of the item or component as quoted in other substantially responsive Tenders. If the price of the item or component cannot be derived from the price of other substantially responsive Tenders, the Procuring Entity shall use its best estimate. If the missing Goods and Services are a scored technical feature, the relevant score will be set at zero.
ITT 34.1	The Tender sum as submitted and read out during the tender opening shall be absolute and final and shall not be subject of correction, adjustment or amendment in any way by any person or entity. The Tenderer shall be none responsive incase of correction, adjustment or amendment of the Tender sum
ITT 35.1	<p>The currency(ies) of the Tender shall be converted into a single currency as follows: To Kenya Shillings at the prevailing exchange rate (Mean rate) at the date of tender opening.</p> <p>The currency that shall be used for Tender evaluation and comparison purposes to convert all Tender prices expressed in various currencies into a single currency is Kenya Shillings</p> <p>The source of exchange rate shall be: Central Bank of Kenya mean exchange rate (Mean Rate)</p> <p>The date for the exchange rate shall be: Tender Opening date</p>
ITT 36.2	<p>Margin of Preference shall apply as follows;</p> <p>(1) Preference shall be applied depending on the percentage of shareholding of the locals on a graduating scale as follows:</p> <ul style="list-style-type: none"> Twenty percent (20%) margin of preference of the evaluated price of the

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
	<p>tender given to candidates offering goods manufactured, mined, extracted, grown, assembled or semi- processed in Kenya and the percentage of shareholding of Kenyan citizens is more than fifty percent (50%);</p> <ul style="list-style-type: none"> • Fifteen percent (15%) margin of preference of the evaluated price of the tender given to candidates offering goods manufactured, mined, extracted, grown, assembled or semi- processed in Kenya; • Ten percent (10%) margin of preference of the evaluated price of the tender, where the percentage of shareholding of Kenyan citizens is more than fifty percent (50%); • Eight percent (8%) margin of preference of the evaluated price of the tender, where the percentage of shareholding of Kenyan citizens is less than fifty percent (50%) but above twenty percent (20%); and • Six percent (6%) margin of preference of the evaluated price of the tender, where percentage of shareholding of Kenyan citizens is above five percent (5%) and less than twenty percent (20%). <p>(2) For foreign companies to benefit from the margin of preference of 10% they MUST enter into a joint venture (JV) agreement or subcontracting arrangements, with a firm that is registered in Kenya and where Kenyan citizens have majority shares. The citizen contractor shall demonstrate technical capability and competence to perform and shall be evaluated as per the responsibility in the JV agreement/ subcontracting arrangements.</p>
ITT 36.4	The invitation to tender is extended to the following group that qualify for Reservations: Not Applicable
ITT 40.2 (b)	<p>Tenderers shall <u>not be allowed</u> to quote separate prices for different lots (contracts for Subsystems, lots, or slices of the overall Information System) and the methodology to determine the lowest tenderer is specified in Section III, Evaluation and Qualification Criteria.</p> <p>Discount that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Tenders and such discounts shall not be considered in the price evaluation.</p>
ITT 42.3 & 42.6	Abnormally low or high Tenders shall lead to rejection of the tenders after conducting due diligence by the Procuring Entity.
ITT 44.3	As additional qualification measures, the Information System (or components /parts of it) offered by the Tenderer with the Best Evaluated Tender may be subjected to the following tests and performance benchmarks prior to Contract award: Not Applicable
ITT 46.1	The award will be made on the basis of the highest combined scores (technical Score and financial Score) , in accordance with Section III, Evaluation and Qualification Criteria.
ITT 47.1	<p>The maximum percentage by which quantities may be increased is: Not Applicable</p> <p>The maximum percentage by which quantities may be decreased is: Not Applicable</p>
ITT 53.1	The Performance Security shall be denominated in Kenya Shillings or equivalent in a freely convertible currency for an amount equal to 10% percent of the Contract Price from a Bank.

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
ITT 55.1	<p><i>The appointment of the adjudicator should be specified in the special conditions of contract (SCC)</i></p> <p>If the Supplier is from outside Kenya arbitration proceedings shall be conducted in accordance with the rules of arbitration of: Nairobi Centre for International arbitration</p>
ITT 56.1	<p>If a Tenderer wishes to make a Procurement-related Complaint, to the Public Procurement Regulatory Authority at any time prior to contract award, the Tenderer should submit its complaint in prescribed format found in the PPRA website www.ppra.go.ke and mail it to: info@ppra.go.ke or complaint@ppra.go.ke</p> <p>The procedures for challenging a contract award to the Public Procurement Administrative Review Board are detailed in the “Notice of Intention to Enter into a Contract” herein and are also available from the PPRA website www.ppra.go.ke. The request for review should be submitted to the Secretary of the Review Board using the request for review form contained herein.</p> <p>The address for submitting appeals to Administrative Review Board:</p> <p>The Secretary, Public Procurement Administrative Review Board, The Public Procurement Oversight Authority, 10th Floor, National Bank House, P.O. Box 58583-00200, NAIROBI, Kenya. Tel: +254 (0) 20 3244000 Email: info@ppra.go.ke Website: www.ppoa.go.ke</p> <p>In summary, a Procurement-related Complaint may challenge any of the following:</p> <p>(i) the terms of the Tender Documents; and</p> <p>(ii) the Procuring Entity’s decision to award the contract.</p>

SECTION III - EVALUATION AND QUALIFICATION CRITERIA

1. General Provision

1.1 Wherever a Tenderer is required to state a monetary amount, Tenderers should indicate the Kenya Shilling equivalent using the rate of exchange determined as follows:

- a) For construction turnover or financial data required for each year- Exchange rate prevailing on the last day of the respective calendar year (in which the amounts for that year are to be converted) was originally established.
- b) Value of single contract- Exchange rate prevailing on the date of the contract signature.
- c) Exchange rates shall be taken from the publicly available source identified in the ITT. Any error in determining the exchange rates in the Tender may be corrected by the Procuring Entity.

1.2 This Section contains all the criteria that the Procuring Entity shall use to evaluate Tenders and qualify Tenderers. No other factors, methods or criteria shall be used. The Tenderer shall provide all the information requested in the forms included in Section IV, Tendering Forms. The Procuring Entity should use **the Standard Tender Evaluation Report for Goods and Works** for evaluating Tenders.

1.3 Multiple Contracts; multiple contracts will be permitted in accordance with ITT35.6. Tenderers are evaluated on basis of Lots and the lowest evaluated tenderer identified for each Lot. The Procuring Entity will select one Option of the two Options listed below for award of Contracts. NOT APPLICABLE

2 Evaluation and contract award Criteria

The Procuring Entity shall use the criteria and methodologies listed in this Section to evaluate tenders and arrive at the highest ranked of the combined score of technical plus financial

3 Preliminary examination for Determination of Responsiveness

The Procuring Entity will start by examining all tenders to ensure they meet in all respects the eligibility criteria and other mandatory requirements in the ITT, and that the tender is complete in all aspects in meeting the requirements provided for in the preliminary evaluation criteria outlined below. The Standard Tender Evaluation Report Document for Goods and Works for evaluating Tenders provides very clear guide on how to deal with review of these requirements. Tenders that do not pass the Preliminary Examination will be considered non- responsive and will not be considered further.

a) Mandatory Preliminary Requirements

All Tenderers **MUST** meet the following mandatory Preliminary requirements. **Tenderers that do not meet ALL the mandatory Preliminary requirements will be considered non-responsive and will not be considered further:**

Note: All copies that require certification **SHALL** be certified by an Advocate and Commissioner for Oaths, High Court of Kenya or Notary Public in corresponding country.

	REQUIREMENT	YES/NO	REFERENCE IN DOCUMENT	EVALUATOR REMARKS
1.	Provide a certified copy of Certificate of Incorporation or Certificate of Registration or equivalent for International Firms. For joint ventures the same shall be provided for each firm.			
2.	Provide a certified copy of valid Tax Compliance Certificate or equivalent for International Firms and where not applicable a letter from a Government			

	Tax Authority OR Tax exempt certificate. For joint ventures the same shall be provided for each firm.			
3.	Provide duly filled, signed and stamped Confidential Business Questionnaire in the format provided. For joint ventures/ subcontractors the same shall be provided for each firm.			
4.	Provide a valid certified copy of Certificate of Confirmation of Directors and Shareholding (CR 12) or equivalent for International Firms. For joint ventures the same shall be provided for each firm.			
5.	<p>Provide Original Tender Security in the form of a Bank guarantee from a reputable bank in the amount of Kenya Shillings Five Million Only (Kshs. 5,000,000.00) or United States Dollars Forty Six Thousand Three Hundred Only (USD 46,300) valid for 30 days beyond Tender validity period.</p> <p>For joint ventures, the bid security shall be in the name of the Lead / Prime Bidder.</p> <p>A foreign bank providing a Tender Security shall have and indicate a corresponding bank located in Kenya. The Procuring Entity shall authenticate the validity of the Tender Security from the local corresponding Bank</p> <p>To be included in the Technical Proposal.</p>			
6.	<p>Provide a valid and duly filled, signed and stamped Original Manufacturer's Authorization Form (MAF) for the proposed solution and any other functional components that the tenderer will integrate to give the end to end solution. The solution and its components should be based on the open source platforms.</p> <p>If the tenderer is the Original Equipment Manufacturer, of the proposed solution and its related components, the tenderer shall provide a letter signed by Authorized Signatory stating the same and that they are giving warranty and guarantee of the solution. The tenderer can also attach any document that shows the ownership i.e copyright/intellectual property.</p> <p>Note: The MAFs or OEM MUST be for this specific tender</p>			
7.	Provide a Certified , duly filled, signed and stamped Self-Declaration Form that the Tenderer is Not Debarred from doing business with the Government of Kenya or any other jurisdiction. For joint ventures the same shall be provided for each firm.			
8.	Provide a Certified , duly filled, signed and stamped Certificate of Independent Determination. For joint ventures the same shall be provided for each firm			
9.	Provide a Certified , duly filled, signed and stamped			

	Self Declaration Form that the Tenderer will not engage in any Corrupt or Fraudulent Practice. For joint ventures the same shall be provided for each firm.			
10.	Provide Certified , duly filled, signed and stamped Declaration and Commitment to the code of ethics. For joint ventures the same shall be provided for each firm.			
11.	Provide Power of Attorney giving the name of the person who should be signing the bid, authorizing him to submit / execute the agreement as a binding document			
12.	For Joint Venture, provide a Joint Venture Agreement (Teaming Agreement) which clearly defines the roles and responsibilities of each party in the Joint Venture for the assignment (<i>foreign firms teaming up with the locals will be earn 10% margin of preference</i>)			
13.	The bid document “Original” and “Copies” must be chronologically serialized on all pages of the tender documents submitted			
14.	Submitted the required number of bid documents i.e. 1 No. original bid of the Tender and the number of copies shall be Four (4) hard copies and one (1) soft copy without a password in a portable device in PDF format (Kindly note: Not CD-ROM).			
15.	<p>International Tenderers must submit a comprehensive commitment plan on how they shall work with Kenyan Nationals /Local Firms for the purpose of building capacity, transfer of knowledge, skills and provision of local content. Must provide names and contacts of the local firms</p> <p>The Commitment plan must include the following;</p> <ul style="list-style-type: none"> (a) positions reserved for employment of local citizens; (b) capacity building and competence development programme for local citizens; (c) timeframes within which to provide employment opportunities; (d) demonstrable efforts for accelerated capacity building of Kenyan citizens; (e) succession planning and management; (f) a plan demonstrating linkage with local industries which ensures at least forty percent (40%) inputs are sourced from locally manufactured articles, materials and supplies partially mined or produced in Kenya, or where applicable have been assembled in Kenya. <p>The tenderer MUST also show how they have reserved at least seventy-five percent (75%) employment opportunities for Kenyan citizens in the provision of the services, of which not less than</p>			

	twenty percent (20%) shall be reserved for Kenyan professionals at management level.			
16.	Duly filled, signed and stamped Pre Bid Conference Attendance Form			
17.	Must provide Technical Proposal and Financial Proposal in different envelopes. The Financial proposals should not be included in the Technical Proposals.			

b) Technical and functional Mandatory Requirements

The Technical Mandatory requirements are divided into **Two (2)** sections as described below:

- a. Mandatory Functional Modules and cutting across features Requirements
- b. Mandatory technical/technology features

The mandatory requirements consist of the technical and functional requirements. All requirements outlined in this section are mandatory and must be met to provide a reasonable guarantee that the PMIS system will meet its envisioned objectives. They will be scored as **YES** if compliant or **NO** If not compliant. Tenderers whose proposed solution does not meet any of the Technical and functional Mandatory Requirements in the tables below shall be treated as non-responsive and shall not be considered further. The tenderers who qualify in the mandatory technical and functional requirements will proceed to next stage of detailed technical evaluation.

The system that is proposed in response to these terms of reference should meet all the mandatory and detailed technical requirements presented in this section. Tenderers are required to give item by item response to each item, providing page reference in the the provided brochure against each requirement.

It is mandatory that the tenderer submits a detailed brochure/prototype where the proposed solution functionalities are fully documented.

i) Mandatory Functional Modules Requirements

Item No.	Functional/ Modules	Tenderer's Response	Reference in the Tenderer's Proposal Document/Brochure
1	Brochure (Write up / diagrammatic representation of the proposed solution)		
2	Registration Module		
3	Membership and contributory Module		
4	Claims Module		
5	Assessment and Directorate Module		
6	Dependants' Module		
7	Payroll Module		
8	Accounts/Cash Office Module (Payments and Receipts)		
9	Deferred Pension Module		
10	Life Certificate Module		
11	E-pension self-service portal		
12	Electronic Records and Document management		
13	Mobile App module		
14	Workflow Engine		

Item No.	Functional/ Modules	Tenderer's Response	Reference in the Tenderer's Proposal Document/Brochure
15	Customer Management, Complaints and Enquiries (CRM)		
16	System Administration Module		
17	Internal Audit		

ii) **Mandatory Functional cross-cutting features**

Item No.	Features	Requirements	Tenderer's Response	Reference in the Tenderer's Proposal Document/Brochure
1.	Robust	The Pensions system shall be an integrated and robust platform that accommodates multiple users drawn from the business side, pensioners and their dependants. The number of users are unlimited.		
2.	Registration and submission of data real-time	<p>The Pension system shall allow retirees, dependents and MDAs appointed staff register online while ensuring a secure channel for confidentiality, integrity, and availability. Full proof security administration shall be implemented</p> <p>A digital signature tool that generates digital signatures for ALL users will be implemented in the system.</p>		
3.	Alerts and Real-time communication to client	<p>The Pension system shall incorporate an alert generating tool to send alerts (through email, SMS) to the staff once there is a record to be processed in their inbox</p> <p>The Pension system shall be integrated with USSD /SMS facility to enable real-time communication and feedback to the pensioners/dependants.</p>		
4.	Multiple Scheme Types Management	The Pension system must be able to handle Defined Benefit (DB) and Defined Contribution (DC) Pension Schemes as well as administer Post-Retirement Medical Fund, additional non-monetary benefits where provided by Statutory Law and other Fund types as necessary.		
5.	Membership Management	The system must provide for management of member records from registrations to exit.		
6.	Management of beneficiary records	The Pension system must track beneficiary's transactions and must have ability to transfer members from one scheme to another within the system.		
7.	Core Pension Administration	The Pension system should include Pension Administration streamlined functions including data storage, individual and group benefit		

Item No.	Features	Requirements	Tenderer's Response	Reference in the Tenderer's Proposal Document/Brochure
		<p>calculations, allow for robust functionality that should manage a diverse range of pension plans and options with configurable, plan-specific business rules to expedite everything from eligibility to calculation of retiree and alternate payee forms of payment.</p> <p>The Pension system should track earnings, contributions, service and payments for all legible participants—employees, retirees, and their beneficiaries and prepare pension benefit statements.</p> <p>The Pension system should have ability to suspend and reinstate pension benefits.</p>		
8.	A Single Source of Truth	<p>Pension system should have capability and ability to capture and manage pensioners' data across multiple locations and multiple years.</p> <p>The Pension system should maintain all pension data in a single integrated database with built-in error checking and validity rules to ensure data consistency.</p>		
9.	Self-service Enrolment and Beneficiary	<p>The Pension system shall allow users to register online, allow data and relevant documents to be submitted from source and in real-time.</p> <p>The Pension system shall allow employers, members and retirees to add, update and maintain member, beneficiary, and pensioner information online.</p> <p>The Pension system should allow the users to get all the services on a one-stop-shop service portal</p> <p>The Pension system should provide for all member plan and beneficiary information be effectively-dated to enable audits and historical reporting.</p>		
10.	Management of Complex Plan Rules for Pension Calculations	<p>The Pension system should be designed with inherent flexibility, enabling adaption to changing regulatory requirements and incorporate new plans, plan options and calculation rules and formulas as well as adjust and calculate pension benefits according to policy and governance rules.</p>		

Item No.	Features	Requirements	Tenderer's Response	Reference in the Tenderer's Proposal Document/Brochure
11.	Manage Contributory Plans	The Pension system should enable tracking and maintain contributions used for pension benefits and incorporate contributory accounts into benefit formulas.		
12.	Management of Multiple Roles and Jobs	Pension system should embrace the extensible and flexible person data model which allows individuals to be associated with multiple roles and relationships.		
13.	Auto allocation of tasks	Pension system should provide a facility for automatically assigning tasks and deadlines for users in a work flow, provide for the change of deadlines based on requests, allow for auto escalation and tracking of task completion		

iii) **Mandatory technical/technology general features**

Item No	Features	Detailed Requirements	Tenderer Response	Reference Page in the Document
1	Software License	The License(s) of the proposed PMIS solution shall be perpetual license. (The end to end pension system shall be customized and owned by the Client and therefore not licensable after implementation.		
2	Functional Interface	The system should be web based and accessible through the commonly used web browsers		
3	Enterprise Database	The proposed database for PMIS shall be an open source Enterprise Database with perpetual Licenses		
4	Enterprise Operating System	The proposed solution should run on an Enterprise Open Source Operating System in line with the National Information Communication Technology (ICT) Policy and Guidelines 2020, and the National ICT Standards, 2020. The proposed solution should run on Open Source Based Operating System that has the following features: a) should be the Latest stable version. b) Availability of support 24/7. OEM support must be included. c) OS shall be installed on a virtualized environment. d) Virtualized environment shall be provided to the successful Tenderer		

Item No	Features	Detailed Requirements	Tenderer Response	Reference Page in the Document
5	System Security	The solution should have comprehensive inbuilt security controls at all the system levels for the PMIS including but not limited to Operating System, Application and Integration, Transactional and Database-level security.		
6	Scalability	The solution should be scalable by allowing phased implementation of additional modules, unlimited number of users, ability to scale up as and when new applications and services are added and transaction volumes increase, provide for Scale-Up and Scale out on the platform, Web Servers, Database Servers, Application Integration Servers, Business Intelligence (BI) and all other solution components and be adaptable with changing technology		
7	System integration	Tenderer to provide an Integration strategy The solution should be built on a service-oriented architecture based on web technology standards and interoperable with any other applications.		
8	System alerts and notification	The system should send functionality and availability alerts to the administrator and should have self-healing features in case of an error, and enable Error logging		
9	Business Continuity Plan	The solution should have comprehensive business continuity plan with Schedule of backup, Real-time replication at both primary and secondary sites, Recovery Point Objectives (RPO) – near zero time, Recovery Time Objectives (RTO) – 2 hours, and backup with a configuration to Active-Active to achieve the objectives above		
10	Business Intelligence, Reports and Dashboards	Use of Business Intelligence (BI) Applications (Big data and block chain) to Enable better decision making across the entire Government via pre-built reports, end-user reporting tools, ad hoc queries, pre-built dashboards, pre-built performance metrics and analytics, and much more to give 360-degree view and produce factual information for decision making. The system should incorporate tools for data analytics (standard and ad-hoc) which can be exported to various file formats.		
11	Enterprise Architecture	The solution should support a multi-tier architecture with each tier fully independent.		

Item No	Features	Detailed Requirements	Tenderer Response	Reference Page in the Document
	for the System	To allow for Security, Easy to manage, Scalability, Flexibility		
12	Training and Knowledge Transfer Plan	The Tenderers should provide skills and knowledge transfer plan for implementation after go-live and during the support and maintenance period.		
13	System Testing	The Tenderer should provide developer test plans that details testing procedure using test cases, different test scenarios, scripts and test data.		
14	Proposed Hardware	<ul style="list-style-type: none"> • Tenderer will be required to give the indicative minimum hardware specifications required for the optimum operation of their proposed solution. (the tenderer shall not cost the hardware) • All software that will enable the running of the system should come coupled with the solution. • The National Treasury shall provide the hardware required for the development, testing and deployment 		
15	System support and SLA	<p>The tenderer to provide an SLA sample</p> <p>Tenderer shall provide at no additional cost to the Client all new versions, releases, and updates for all Software that are used in the System.</p> <p>Continuous support and maintenance activities will be required from the Tenderer for 24 months.</p>		
16	Copyright	<p>The copyright issues shall comprise but not limited to the following;</p> <p>The Intellectual property rights in all non-standard customized software and its code shall vest and be to the exclusive use of the Client.</p> <p>The Intellectual Property Rights in all Standard Software and Standard solutions shall remain vested in the owner of such rights;</p> <p>The Ministry's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement.</p> <p>Software Licence Agreements: Except to the</p>		

Item No	Features	Detailed Requirements	Tenderer Response	Reference Page in the Document
		extent that the Intellectual Property Rights in the Software vest in the Ministry, the Supplier hereby grants to the Ministry license to access and use the associated Software and its code.		
17	Form Designer	The System should provide a form generating tool which will be used to design existing forms and new data entry forms to feed into the PMIS database and integrate with the existing processes.		
18	Data Conversion and Migration	<p>The Pensioners' records held in the registry number approximately 600,000.</p> <p>Of these records 305,000 records are registered in the payroll module of the current system in use. The payroll module captures part of the pensioner's information but lacks the appendices which are maintained in hardcopy in the respective files.</p> <p>The rest of the files are mostly in semi-archival/active stage The system should be agile and not limited to a particular number of records.</p> <ul style="list-style-type: none"> • The system should be agile to grow with time and should not be limited to how many records it can hold. • Tenderer to provide data migration plan • The Tenderer shall provide tools/template and perform Data Conversion and Migration Services for all the cases that are in the legacy IT systems and manual systems to the new PMIS • The Tenderer should assess the data re-usability during the system requirement analysis phase. Existing database is Oracle 12c. • It will be the responsibility of the client to prepare the data in readiness for migration). 		
		•		

AT THIS STAGE, THE TENDERER'S SUBMISSION WILL EITHER BE RESPONSIVE OR NON RESPONSIVE. THE NON RESPONSIVE SUBMISSIONS WILL BE ELIMINATED FROM THE ENTIRE EVALUATION PROCESS AND WILL NOT BE CONSIDERED FURTHER.

DETAILED TECHNICAL EVALUATION

Tenderers who meet the preliminary (mandatory) requirements stage and Technical Mandatory Stage shall proceed to the detailed technical evaluation stage.

- **The pass mark to qualify for Financial Evaluation shall be 75%**
- **Technical Evaluation will be done as indicated below**
- **Any bidder who scores 75% and above, based on the evaluation criteria provided shall be considered for financial evaluation.**
- **Tenderers who do not meet the minimum technical score shall be automatically disqualified**

Detailed Technical Evaluation shall be done as indicated below:

Evaluation Criteria	Weighting Score	Total Score
Technical and Functional Evaluation Based on the System/Product TECHNICAL & FUNCTIONAL SPECIFICATIONS (45 marks) The solution will be evaluated on meeting the detailed terms of reference (requirements in all the sections of the bid) as outlined in this document. The tenderer to attach the brochure (Write up / diagrammatic representation of the proposed solution) with clearly referenced pages that describe the features.	45	45
TECHNICAL STAFF COMPETENCES (17 Marks) MUST attach the CVs accompanied by copies of Academic and specialization certificates for key personnel proposed for administration and execution of the project. If for any reason a successful tenderer needs to replace any consultant, tenderer must maintain consultant requirement criteria and such changes shall be evaluated and approved by the Accounting Officer, the National Treasury		
Project Manager Masters in Computer Science, Engineering, IT or related degree – 1 mark Should have a minimum of 10 years' experience in IT systems a minimum of 6 years' experience in Project Management - 1 Mark Professional experience in developing, implementing and managing scalable systems with competencies in integrated systems and information security management. Give a minimum of five projects – 1 Marks ICT related certification, PRINCE2/PMI or other equivalent project management certifications– 1 Marks	4	17
Security expert B.SC/ in Computer Science, Engineering or related degree – 1 mark Have relevant certifications in the area of system security – 1 mark 4+ years of experience in ICT security field and should have experience in ICT systems security and design, development, Implementation of security solutions. Give reference a minimum of four projects – 1 mark	3	
System designer and developer B.SC/ in Computer Science, Engineering or related degree – 1 Mark	3	

Evaluation Criteria	Weighting Score	Total Score
<p>Have relevant certifications in systems development e.g. expert system engineering professional (ESEP), certified system engineering professional (CSEP) etc. and have relevant certification in the area of web-based systems and certification in various Programming software e.g. C, C++, ORACLE, MYSQL, the area – 1 Mark</p> <p>4+ years of experience in ICT system design, development and implementation with a bias on email systems implementation. Give a minimum of four projects – 1 Mark</p>		
<p>System Integrator B.Sc. in computer science/IT or relevant field and have relevant certifications in the area of ICT infrastructure (e.g. networks. Hardware etc.) – 1 Mark</p> <p>(4+ Years) experience in integrating and deploying systems of diverse technologies. Experience in installing, maintaining and upgrading integrated systems, Give reference of 3 projects – 1 Mark</p> <p>Have relevant certifications in systems Integration, Records Management and Certified Workflow designer – 1 Mark</p>	3	
<p>Webmaster (designer and developer) and Mobile Application B.Sc. in computer science/IT or relevant field a -0.5 marks</p> <p>Certifications in website development/graphic design/mobile applications tools -0.5 marks</p> <p>Experience: Give reference of 3 projects where the person has designed -1 mark</p>	2	
<p>Quality Assurance Expert At least 8 years of experience in designing, developing and maintaining test cases and strategies for testing and quality assurance. 0.5 marks</p> <p>A Bachelor's Degree in IT or related. (Information System, Computer Science, Computer Engineering, Software Engineering e.tc) - 0.5 marks</p> <p>Give reference of a minimum of 3 projects undertaken in the last 8 years – 0.5 marks</p> <p>Professional Certifications in system quality assurance. (Certified quality engineer, certified quality auditor, Certified Test Engineer (CSTE) Certified Software Quality Analyst (CSQA), Certified Associate in Software Testing (CAST), CMSQ (Certified Manager of Software Quality (attach certificate) - 0.5 marks</p>	2	
ADEQUACY AND QUALITY OF THE PROPOSED IMPLEMENTATION METHODOLOGY (11 POINTS)		
<p>Provide a detailed implementation methodology indicating the following, as a minimum: Tentative Project Plan including: Project Management Methodology – 3 marks</p>	10	10

Evaluation Criteria	Weighting Score	Total Score
<p>Project implementation plan -3 marks</p> <p>Work plan -1 marks</p> <p>Project Organogram Team organization structure for delivering assignment. -1 marks</p> <p>Roles and responsibilities for key team members in the delivery of the Project -1 marks</p> <p>Site and off-site personnel: The Tenderer to provide proposal of the specified staff to be on - site and their category, roles and responsibilities as prescribed in the work plan. 1mark</p>		
<p>FINANCIAL CAPACITY (3 POINTS)</p> <p>Availability of Liquid assets and access to lines of credit/other financial resources that prove your capacity to deliver [attach evidence] - 1mark</p> <p>Turnover of an average of KES 50,000,000 average over last three years - 1mark</p> <p>Liquid Assets 5,000,000 – 0.5mark</p> <p>Liquidity ratio of at least 1:1 – 0.5 mark</p> <p>Provide copies of audited accounts for the company for the last three accounting years (i.e. 2017- 2018, 2018-19, 2019-2020)</p>	3	3
<p>IMPLEMENTATION EXPERIENCE (25 marks)</p> <p>General experience: Experience of the Tenderer, as a firm or consortium/JV, relevant to the provision of IT systems</p> <p>General Experience of the firm and Specific Experience of the firm</p> <p>The Vendor should have been in existence for the past 5 years with experience in Implementing ICT Integrated systems in the last 5 years. -2 marks</p> <p>The vendor should Provide the list of at least Five (5) reference sites each having automated and integrated at least 10 modules in a project within the last the last 5 years.</p> <p>Indicate the Organization, Address (physical & Telephone), key contact person, email, Implementation scope and costing. -3marks each</p> <p>Provide the following evidence for each of the reference site: evidence of award and implementation in form of LPO/ contract completion/GO LIVE certificate and reference letters</p> <p>Incomplete contact details, lacking evidence of contract information shall invalidate the reference site</p>	17	25

Evaluation Criteria	Weighting Score	Total Score
Specific experience Having Implemented pension management system of similar magnitude utilizing Artificial intelligence, Big data, block chain, machine learning and deep learning of a value not less than 100 million Kenyan shillings each. Give a maximum of Two and Indicate the Organization, Address (physical & Telephone), key contact person, email, Implementation scope and costing. - 4marks each Provide the following evidence for each of the reference site: evidence of award and implementation in form of LPO/ contract completion/GO LIVE certificate and reference letters Incomplete contact details, lacking evidence of contract information shall invalidate the reference site	8	
Totals		100
Bids that score 75% and above in the Technical evaluation stage shall be considered for financial evaluation. Bids that score less than 75% shall be treated as non-responsive and will not be evaluated further.		

DETAILED TECHNICAL & FUNCTIONAL EVALUATION (45 MARKS)

The General Technical Requirements presented in this section provides the underlying technologies and standard processes that are desired by the Client for development and installation, secure environment and seamless integration of the proposed solution.

Tenderers are required to indicate on each parameter with detailed substantiation on how the proposed solution meets these requirements. **(Writing YES/ Complied is not allowed).**

The Tenderers should provide detailed responses to the following detailed technical requirements supported by the attached brochure;

The detailed module specific requirements and detailed technical which will be scored as per the distributed marks .

The weighted score will be calculated as follows

$(x/281) * 45$ =tenderer weighted score where (x) is the total score from the Technical & Functional Specifications

General technical requirement

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
1.	Technology	The system should be developed in the current trend technology and must have a capability to be hosted in all operating systems and devices without distortion of	1		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		information and user interface. The system should support an administration module for the complete management of the solution.			
		<ul style="list-style-type: none"> The system should be user friendly, menu driven with extensive online help facilities. The system should have an extensive use of parameters and tables to minimize hard coding and to ensure that the system is flexible to enable the Client accommodate future changes. 	2		
		<p>The tenderer must define the technology platform(s) to be used to fully deliver their proposed solution and should be based on open source. This should include: -</p> <ul style="list-style-type: none"> The proposed components of the system (Names and versions) The application development environment (Describe the programming language/technology of the system) The application server The proposed database Proposed Operating System Open-endedness of the platform to allow integration with existing and upcoming systems 	2		
		<p>The tenderer shall commit to install/setup the end to end solution in all the environments-</p> <ul style="list-style-type: none"> Development Production. Training. Quality Assurance. Disaster Recovery. <p>The tenderer shall commit to install/setup the appropriate software, licenses and kits that will support the smooth running of the end to end solution.</p>	2		
		<p>Tenderer to describe the following architectures that will be embraced by the proposed solution</p> <ul style="list-style-type: none"> System architecture Information architecture Integration architecture Infrastructure architecture 	2		
2.	Front and Back	The proposed solution should have capability	1		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
	end load balancing	for front and back end load balancing to improve system performance and availability.			
3.	Enterprise Based Operating System	<ul style="list-style-type: none"> The proposed solution should run on open Enterprise Based Operating System. Latest stable version. Availability of support 24/7. OEM support must be included. OS shall be installed on a virtualized environment. Virtualized environment shall be provided to the successful Tenderer 	1		
4.	System Landscape	<p>The tenderer shall set up and support the following environments</p> <ul style="list-style-type: none"> Development Production (primary site and secondary site) Staging and Training Quality Assurance Disaster Recovery 	2		
5.	Functional Interface	The platform must be web based, accessible from all the web browsers i.e. Microsoft edge, Safari, Opera, Google Chrome, Firefox etc. and Ability to print allowable documents	1		
		The system should have a user friendly Graphical user interface Simple and Intuitive navigation between functions such as dropdown menu-driven options	1		
		Automatic population of known fields to reduce data re-entry and inbuilt Data validation and error checking facility.	1		
		The ability for the system to set up various parameters that are user-specific (data classifications, formulas).	1		
		The system should embrace a service-oriented architecture based on web technology standards and interoperable with open and other standards. Ability to allow for remote access to the System	1		
		The ability for the system to grant access to users through a single sign-on/log-on facility. The system should interface with other applications.	1		
		The PMIS user interface should be multilingual: English and Kiswahili as a minimum. Should have capability of inclusion of more languages	1		
		The Graphical user interface should allow for	1		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		accessibility by persons with disability.			
6.	PWD Accessibility	The Tenderer is encouraged to provide a proposal on accessibility and use of the system by persons with different categories of disabilities. It will be the responsibility of the client to implement the proposal.	1		
7.	Availability	The Solution should be designed to avoid single points of failure. The solution should have the ability to recover from failures, thus protecting against multiple component failures.	1		
8.	Manageability	<ul style="list-style-type: none"> All the components of the system must be managed from a remote management station. Shall provide custom reporting of current and historical system performance parameters. Performance parameters to be tracked include resource utilization (CPU, Memory, Hard Disk, I/O, and Processes), uptime, throughput, device alerts/failure etc. 	1		
9.	Architecture	<ul style="list-style-type: none"> The solution should have the ability to integrate with Active Directory (for internal user authentication) and e-mail system and also provide a flexible API for system integration and application development. The system should provide a modular facility to customize the document management interface to meet specific functional requirements allowing phased implementation of additional modules. 	1		
		The system should be able to accommodate unlimited number of users and be able to scale up as and when new applications and services are added and transaction volumes increase without compromising the performance of the overall solution.	2		
		The system should provide for Scale-Up and Scale out on the platform, Web Servers, Database Servers, Application Integration Servers, Business Intelligence (BI) and all other solution components.	2		
10.	Security	Login, password and user settings are limited to administrator role and define password length, strength, configuration and alerts to change password after a defined period.	2		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		Limit the number of log in attempts			
		Different confidentiality settings for groups and individuals to be managed by the administrator. Configure violation alerts to warn users			
		Modern threat protection, customizable content controls and an intuitive web-based console.	1		
		The system must support extensive audit trails at folder/ aggregation of records level to the lowest object level	1		
		Audit trail on Users, functions accessed with details of transactions should be posted to a secure log file both within the system and an offsite location that is only accessed by a designated staff Maintain Disk Storage of The system should ensure that the audit trails remain unalterable and this function should be fully handed over to the client.	2		
		Provide system's security driven by roles, so as to reduce the number of security profiles that need to be maintained.	1		
		The pension system should have adequate data entry security controls, validation, check digit, etc. The system should restrict log in to one device at a time and log in to one browser at a time on the same device Auto timeout once the screen remains idle for 5 minutes	2		
		The pension system shall incorporate an end to end encryption on pension data	1		
		The pension system user Identity Management to Provide robust, end-to-end security and user account management for all your systems and users Allow staff work anywhere, anytime all the time. Allow the staff laptops to be configured using MAC Address to dedicate the machines that can be used to access the system	2		
11.	User Authentication	The pension system should provide Multi factor Authentication of users	1		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		<p>Each user must be authenticated with a unique user-id / username, password and one-time log in code generated by the application while logging on the application. The User IDs / Usernames should be case sensitive.</p> <p>User accounts management activities include but not limited to new user creation, user maintenance, and user authentication (during login)</p>	1		
		<p>All new user accounts must have a system-generated random password when created. A secure way of communicating the initial password to the user should be utilized, e.g. via an e-mail account or SMS.</p> <p>The system must prompt users to change their passwords the first time they log on to the application</p> <p>During password change, if the new password doesn't comply with the complexity policy, the error message should describe EVERY complexity rule that the new password does not comply with.</p>	2		
		The system must support password expiry features with a configurable frequency. This should be parameterized to allow flexibility in adjusting this value as required.	1		
		The system should not support automatic logins to guard against brute force attacks. The login page should include a code generating mechanism. The system shall generate a code at log in. The code shall be sent to the registered e-mail or SMS through a registered mobile phone number. The code shall be entered on the log in page to grant authentication.	1		
		<p>The system must implement the following Password Strength Controls:</p> <p>Passwords should have a configurable minimum and maximum lengths</p> <p>Password must meet a configurable combination of the following 4 complexity rules:</p> <p>at least 1 uppercase character (A-Z).</p> <p>at least 1 lowercase character (a-z).</p> <p>at least 1 digit (0-9).</p> <p>at least 1 special character (punctuation)</p>	1		

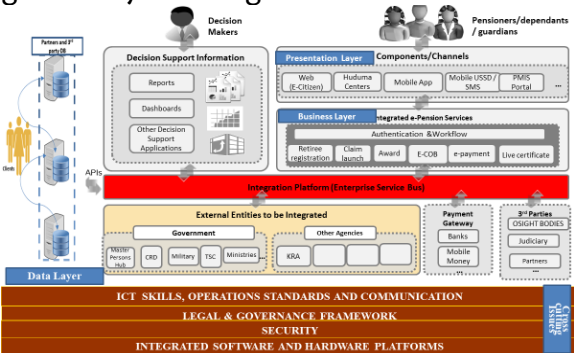
Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		These password features should be configurable to support future complexity requirements.			
		The solution should implement a secure self-service password recovery mechanism in the event the user forgets their password using verification of existing parameters	0.5		
		Any password reset/recovery mechanism option must not reveal whether or not an account is valid, preventing username harvesting.	0.5		
		The login page and all subsequent authenticated pages must be exclusively accessed over Transport Layer Security (TLS). All active sessions must be encrypted.	1		
		The solution should support expiring of newly created accounts if not used for a configurable period of time. This should be parameterized to allow flexibility in adjusting this value as required. An auto generated alert should be sent to the users some set days before the account is de-activated.	0.5		
		The password must be changed after a configurable duration. This should be parameterized for flexibility. An auto generated password change alert should be sent to the users some set days before the password expires	0.5		
		The solution must support password lock out after a configurable number of unsuccessful login attempts. This should be parameterized to allow flexibility in adjusting this value as required	0.5		
		The solution should respond with a generic error message regardless of whether the user ID or password was incorrect. It should also give no indication to the status of an existing account. The generic message should not reveal which of the authentication parameters is invalid.	0.5		
		The solution must expire a user account after the session has been idle for a configurable duration. This should be parameterized to allow flexibility in adjusting this duration as required.	0.5		
		The solution should support re-authentication for sensitive features e.g. before updating sensitive account information such as the user's password, user's email, or before performing sensitive transactions. The	0.5		

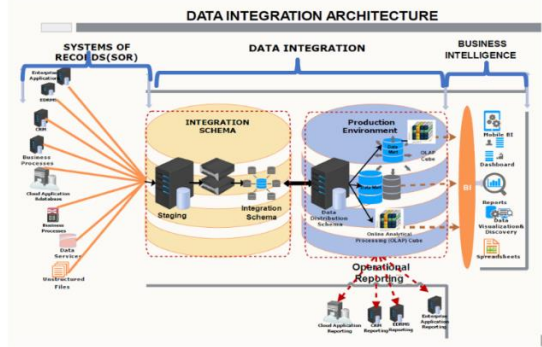
Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		<p>function(s) requiring re-authentication should be configurable / determined.</p> <p>The solution must not allow the re-use of a past password until a set period of time and a set number of password changes have been made. This should be parameterized to allow flexibility in adjusting this value as required.</p>			
		<p>Security for the system platform to include but not limited to:</p> <ul style="list-style-type: none"> • User Authentication. • Logging & Auditing • Session Management • Session Expiration: etc • Firewalls • Business Operations security e.g. Claims, Assessment, accounts etc • Database security 	2		
12.	Security plan	<p>The system must ensure that data is accessible only to those authorized to have access.</p> <p>Access to the server resources must be protected and authorized by the system to prescribed Actors/Roles as documented.</p>	1		
13.	Confidentiality	Any change effected on data must be recorded to the nearest second.	0.5		
		Accountability. The system must maintain complete, secure records of actions that affect security. Such actions includes introducing new users to the system, assigning or changing the security level of a subject or an object and denying access attempts.	0.5		
		<p>Seamless Integration with all identified existing systems and allow for future integration.</p> <p>The solution/interface needs to be integrated with the back-end government Systems including IPRS, IFMIS, GHRIS, CRD, NIIMS, the Payment Gateway, among others for effective transfer/retrieval of information to and from the backend applications.</p>	2		
		The functional modules of the pension system shall have seamless communication and accessed through single sign on. The Tenderer shall provide detailed description of how the proposed system modules interoperate	1		
14.	System	The tenderer shall automate all the processes	2		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
	integration	defined in the business and functional requirements section including their defined workflows			
15.	Workflow	The system should support authorized users to forward data for approval in a predefined route. Users in the workflow should be able to access the work items in their inbox and process them accordingly. These inboxes shall have the facility to filter all my work, as completed work, overdue work, or pending work,,),	1		
		Creation of different action flags/codes (attributions) for different tasks with different automatic alerts e.g. e-mail, Short Message Service etc. or notification for pending work to officers	1		
		The solution should allow for drill down of master data and give a clear overview of all attributions.			
		The Workflow solution shall support dynamic rights allocation on objects after receiving the work item. The rights should be enabled / disabled automatically as the work is routed in the defined path.	1		
		The system should support time and event based reminders and automatic escalations to relevant user after specified time intervals pending work items, completed items, items pending with specific users etc.	1		
		The system should provide a facility for assigning tasks and deadlines for users in a work flow.	1		
		The system should provide for the change of deadlines based on requests			
		Complete and up-to-date End- User, Technical and Training documents shall be provided in following soft copy formats / mediums: in 'pdf' printable format current portable device as an editable document (in '.doc' or 'ODF' format) on current portal device In e-book format Documents shall be in English. The documents need to be concise, unambiguous, clear, explicit, and use of good, simple language. Documents need to adequately describe all the functionalities and operations of the system and illustrate these through	1		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		<p>animations, interactive videos, pictorial, graphical, screenshots presentation where required.</p> <p>Documents need to have comprehensive indexes to facilitate quick reference.</p> <p>Final versions of the documents need to be available to the users prior to the commencement of User and Technical training of the system. The tenderer shall ensure documents versions control.</p>			
16.	Documentation	<p>The tenderer shall provide the following documentation during implementation but not limited to:</p> <ul style="list-style-type: none"> • System inception report • System Requirement Blueprint (process and workflow) • System Analysis and Design • System security plan, • Business Continuity Plan • User manuals and FAQs (including online versions) • Users Training Manuals • System architectural document • System Installation guide. • Technical Manual including but not limited to System Administration manual, data schema, use case, Dictionary etc. • Progress Reports 	2		
		<p>The solution should generate reports in the prescribed format. The system must provide comprehensive reporting facilities including parameter-driven standard reports available from menu</p> <ul style="list-style-type: none"> • Have an ad-hoc report writer/report generating tool that will enable the Client to design and tailor reports to meet specific reporting requirements such as: • Ability to handle versatile reporting queries from staff. • Automatically refresh when the underlying data is changed. • Ability to configure the layout of standard reports. • Ability to transform existing data in a report into a chart or graph. • Ability to predefine the generation of 	2		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		automatic reports for example weekly, bi-weekly, monthly, quarterly, annually.			
17.	Reports	The system should allow the reports to be exported to PDF, DOCX, TXT, CSV, Excel or Json, any other file format.	0.5		
		Ability to share generated reports directly via email	0.5		
		Ability to retain and allow access of archived historical transactions for a specified period of time without affecting system processing capacity			
		Ability to develop custom menus and reports and assign to users to minimize and prohibit direct access to database records	0.5		
		The system should provide various dashboards PMIS -related information for different users. The system should allow the users to be able to customize their dashboards depending on the data needs	1		
		The system must provide a facility for output/reports to be directed either to a printer, screen or file and have the following fields: Title/description; Page numbering; End of report message; and Default spooling where output size exceeds user-defined limits. Item No, General Report features etc.	0.5		
		The tenderer shall demonstrate that the platform has tools that provide easy to use wizards that will enable users to create customized reports. Users who perform this function will have to be trained on the use of the tools.	1		
		The tenderer shall demonstrate that the platform has tools that provide easy to use wizards that will enable users to create customized reports. Users who perform this function will have to be trained on the use of the tools.	1		
18.					
19.	Architectural Requirements	PMIS architecture should be based on multi-tier design to achieve the following but not limited to: Service Orientation Multi-platform support Maintainability	3		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		Interoperability Security Separation of Concerns Database Independency Performance improvement High-level usability High availability The tenderer should demonstrate that the solution architecture includes these requirements.			
20.	Enterprise Architecture:	<p>The solution should be supplied and configured to implement enterprise architecture below. The Tenderer shall propose an appropriate system architecture guided by the diagram below.</p>  <p>The diagram illustrates a multi-layered enterprise architecture. At the top, 'Decision Makers' and 'Pensioners/dependants/guardians' interact with the system. The architecture is divided into several layers: <ul style="list-style-type: none"> Decision Support Information: Includes Reports, Dashboards, and Other Decision Support Applications. Presentation Layer: Includes Web (E-Citizen), Helpdesk Centers, Mobile App, Mobile USSD/SMS, and Portal. Business Layer: Includes Integrated e-Pension Services, Authentication & Workflow, Retiree Registration, Claim Branch, Award, E-COB, e-payment, and Live certificate. Integration Platform (Enterprise Service Bus): A central red bar connecting different components. External Entities to be Integrated: Includes Government (Ministry of Finance, Ministry of Labour, Ministry of Health, Ministry of Education, Ministry of Social Services, Ministry of Justice, Ministry of Home Affairs, Ministry of Information and Communications Technology, Ministry of Lands, Housing and Urban Development, Ministry of Transport and Infrastructure, Ministry of Water and Energy, Ministry of Agriculture, Forestry and Fisheries, Ministry of Environment, Conservation and Forestry, Ministry of Culture, Heritage and Arts, Ministry of Sports, Recreation and Culture, Ministry of Gender, Labour and Social Development, Ministry of Trade and Industry, Ministry of Tourism, Ministry of Natural Resources and Environmental Conservation, Ministry of Lands, Housing and Urban Development, Ministry of Transport and Infrastructure, Ministry of Water and Energy, Ministry of Agriculture, Forestry and Fisheries, Ministry of Environment, Conservation and Forestry, Ministry of Culture, Heritage and Arts, Ministry of Sports, Recreation and Culture, Ministry of Gender, Labour and Social Development, Ministry of Trade and Industry, Ministry of Tourism, Ministry of Natural Resources and Environmental Conservation). Data Layer: Includes Data Lake, Data Warehouse, and Data Mart. Foundational Layers: Includes ICT Skills, Operations Standards and Communication; Legal & Governance Framework; Security; and Integrated Software and Hardware Platforms. </p>	3.5		
21.	configuration Architecture:	<p>The PMIS MUST be supplied and configured to implement below configuration architecture;</p> <p>Development environment Environment for developing and first level (developer) testing of the system which is accessible to the developers, and system administrators.</p> <p>Quality Assurance (QA)/Testing Environment: At this stage the developed product will undergo QA testing. The output of the fully tested product will be moved to production.</p> <p>Training Environment: Training for all users shall be conducted on this environment. Dummy data shall be loaded for training purposes.</p> <p>Production Environment (Primary and Secondary) Live system with real transaction data and information.</p> <p>Disaster Recovery environment</p>	4		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		Same copy as production environment. Real time replication of the system in the production environment.			
22.	Data Architecture:	 <p>The Tenderer shall propose an appropriate data integration architecture guided by the diagram above.</p>	2		
23.	Performance Requirements	<p>The following performance metrics will be used to measure PMIS performance over time and the tenderer will be required to configure a dashboard to show the results:</p> <p>Response time: This will be the time that passes from the moment a request goes to the server and until the last byte is received from the server.</p> <p>Requests per second: This will be the total number of consistent requests per second</p> <p>User transactions/ load testing: This will be the number of transactions per second. User transactions shall be a sequence of user actions via a software interface. (comparing actual transaction time with the expected time (or a number of transactions per second))</p> <p>Virtual users per unit of time: This will be an average load as well as the PMIS software behaviour in different load conditions.</p> <p>Error rate: This will be the invalid to valid answers over a period of time. This metric is calculated as the ratio of invalid to valid answers over a period of time.</p> <p>Wait time/ average latency: This will be how much time passes from the moment a request is sent to the server until the first byte is received</p> <p>Average load time: This will be an average period of time that takes to deliver a request to estimate the quality of this software</p> <p>Peak response time: This will be the response time showing the maximum time it may take</p>	0.5		
			0.5		
			0.5		
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			0.5		
			0.5		
			0.5		
			0.5		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		for an application to fulfill a request.			
		Concurrent users/ load size: This will be PMIS software behaviour under a number of virtual users/number of active users at any point	0.5		
		Transactions passed/failed: This will be a percentage of passed or failed tests against the total number of tests.	0.5		
		Throughput: This will be the maximum amount of data that will flow through a particular network connection within a given amount of time. PMIS throughput will also show the bandwidth used during the test	0.5		
		CPU utilization: This will show how much time a central processing unit uses to process a certain request.	0.5		
		Memory utilization : This will show how much memory is utilized as well as how much resources it takes to process a request	0.5		
		Total user sessions: This will show PMIS traffic intensity over a particular period of time	0.5		
24.	System Design	The Tenderer shall commit to provide System Design Documents and prototypes for approval by the client which shall include the following: Software Design Description; Interface Design Document; Database Design Document; Integration design document;	2		
25.	Software Customization / Development method	The Tenderer shall propose and provide a detailed development /customization method, technologies and tools for the PMIS development process based on Open Standards and Open Architecture.	2		
26.	System Integration (to other existing systems)	The Tenderer shall provide detailed integration plan of the proposed solution. The integration requirements should be agreed with the client during System Requirement Analysis phase Pension system should be integrated/ Interfaced with the following systems but not limited to: KRA system (PIN, Tax Details), IFMIS (e.g. Budget allocation, Exchequer request Automatic journal entries/General ledger transactions) GHRIS (e.g. Employee profile/Snapshot of	2		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		<p>the employee's history, Salary)</p> <p>CRD (e.g. Validity of the Pensioner/Dependant Death, Verification of the documents)</p> <p>IPRS/NIIMS (e.g. validation and verification of the National ID/Passport)</p> <p>Online banking (e.g. disburse payment schedule, schedule of returned payment)</p>			
27.	Search Engine	<p>Advanced search facilities should be provided to all users of PMIS.</p> <p>A predefined set of data be made available as search criteria, as well as option for end users to combine these criteria.</p> <p>Advanced Boolean logic operations (AND, OR, and their precedence) shall be provided, allowing users to execute refined searches.</p> <p>The system can allow users to define the fields used for displaying the results of a search and the sorting parameters used.</p> <p>Ability to select a particular search results and view its details.</p> <p>The system may utilize an external search engine in order to take advantage of the specialized features.</p> <p>Support for searching content stored within several popular types of documents (Microsoft Word, Microsoft Excel, PDF, and plain text).</p>	2		
28.	Training and Skills /Knowledge Transfer	The Vendor shall propose a method of ensuring efficient document control. The Vendor shall provide the details of a Knowledge Coordination Approach which indicates the specific formats (versions) and procedures for all documentation to be disseminated amongst the client project team.	1		
		<p>Comprehensive Training Plans and Program: The tenderer is expected to provide training courses/curriculum and skills transfer programs for the following groups.</p> <p>Training of Trainers</p> <p>Technical Training</p> <p>Training of business process owners</p>	2		
		Technical Skills Assessment: The tenderer is expected to explicitly state the technical skills	1		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		of its staff required to successfully implement and sustain the System. Attach CVs and certificate copies			
		Methods of Training and Skill Transfer: The tenderer is expected to elaborate on their proposed training methods to be used for skills transfer who will ensure that National Treasury has enough internal capacity to maintain and use the System.	1		
		Training Curriculum: The tenderer is expected to provide the training curriculum to be used to train at least thirty (30) business users on use of the system. These users will then train other end users (Training of Trainers concept) The training curriculum shall adhere to the functional requirements.	1		
		Admin/Technical Training: The tenderer is expected to provide the training curriculum to be used to train at least twenty (20) IT technical staff (administrators and technical support staff). This should be comprehensive to ensure that the technical staff can fully manage and support the solution.	0.5		
		Training Evaluation: The tenderer is expected to provide a methodology of evaluation of the training, learning and skills transfer.	0.5		
		Training facility: All trainings must be provided at an accredited center. Tenderers shall propose training site and location and this shall be in agreement with the purchaser. This should factored in this bid	0.5		
		<p>Training materials:</p> <p>(i) The Vendor shall develop training materials illustrated in English with screen shots of all user interfaces of the application. The training materials must be designed to also facilitate Training for Trainers approach, and must be developed with a view that they can be used by National Treasury staff in conducting future training. The tenderer is expected to provide all trainees with training material both soft and hard copies.</p> <p>(ii) The Vendor must maintain and update all documentation for any system changes performed by the Vendor during the contract period and any negotiated extensions at no cost to the client.</p> <p>(iii) The Vendor shall agree that the National Treasury shall have the right to</p>	1		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		copy all documents for internal distribution. (v) The Vendor shall ensure that a detailed User Guide is provided with the system. Context-sensitive Help screens (help narratives) within the system are also required.			
		In addition to the full User Guide referenced above, the Vendor will be required to provide a “Quick reference guide”, preferably in the form of a small booklet. The objective is to provide a structured, user-friendly, means to help a user perform a task. It is expected that this guide will focus on providing “how-to” essentials of the key everyday functions without the user having to peruse the main document.	0.5		
		In order to ensure sustainability, it is expected that within the proposed twenty four (24) months of post-implementation, knowledge transfer will be completed and identified ICT and business officials of the Ministry will be fully trained so that Ministry is able to maintain and scale and operate the system independently without Vendor support	1		
		Experienced trainers: The tenderer should have trainers to be able to transfer knowledge to Ministry’s staff. The successful tenderer should provide a detailed Training Schedule for their solution, detailing the training approach and methods, location, and curriculum as well as indicated the cost of training in the price schedule.	0.5		
29.	Testing	General: Create test cases and test data. Manage the test environments and associated test data from an applications perspective. Ensure that all testing activities conform to the requirements of defined Change Control procedures. Perform unit and system testing and document results. Perform integration, stress, and regression testing and document results. Perform data migration and data conversion tests. Review and approve results of all testing activities. Develop and conduct user acceptance, quality assurance (QA) testing and document	2		

Item No	Features	Detailed Requirements	Score	Tenderer response	Reference page in the document
		<p>results.</p> <p>Assist in conducting and documenting user acceptance and QA testing.</p> <p>Review testing results to identify variances between documented requirements and provided functionality and usability.</p> <p>Review testing results for compliance with policies, procedures, plans, and metrics (e.g. defect rates, progress against schedule, etc.).</p> <p>Correct defects identified during the testing efforts.</p> <p>Prepare application(s)/module(s) for migration into INPRS production environment.</p>			
30.	UAT testing approach	<p>Usability Testing:</p> <p>The client will test the navigation between screens, user-friendliness and workflows of each of the screens. Against this, if deficiencies are identified the interface maybe redesigned during this testing Stage based on feedback from the Client.</p>	1		
		<p>Functional Testing:</p> <p>A complete end to end functional testing cycle will run. During the functional test, actual processes, and all key services provided by system will be tested against the business requirement, (end to end) to see if the system meets the requirements as described in the in the RFP document and stores data and generate reports properly.</p>	1		
		<p>Acceptance Testing:</p> <p>An end to end functional and quality of service testing (including security, performance and robustness) will be performed by the Ministry before any system sign off.</p>	1		
		<p>UAT Test Script</p> <p>An end to end user functional and quality of service testing will be performed by the Ministry prior to any system sign off.</p>	1		
		SUB - TOTAL	121		

Module based Detailed Technical specification (distribute the 3.25 marks)

All the requirements here below will be scored as per the allocated marks in the evaluation criteria

1. Registration Module

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
1	General	The role of this module is to maintain a master register of information relating to the registration of all users (pensioners, MDAs, HRM staff, PS, CEO, Parliament, Military, TSC etc.)	1		
2	principal business processes	<p>The registration and Qualification of pension users;</p> <p>The registration and maintenance of details received from the users</p> <p>The reception and maintenance of requests from users concerning registration</p> <p>The validation and correlation of these individual Registration instructions to ensure accuracy, completeness and consistency within the system;</p> <p>The distribution of Registration reports to the authorized personnel on the occurrence of processing of requests and registration information;</p> <p>The distribution of registration details to other components of the PMIS system either on demand or as batch processing.</p>	1		
3	Registration Process	<p>The registration module functionality is to log, store and forward registration information.</p> <p>Registration requests are sent to the pension department electronically using appropriate registration form from the relevant user. The user will be able to enter the details and attach relevant documentation in the PMIS.</p> <p>An officer in pension will verify and validate that the details are correct by invoking the IPRS and relevant payroll systems and also verify the supporting documentation, and make remarks.</p> <p>Where the record is verified as correct the request is forwarded for authorisation and approval. Should the submitted request fail input validation, the client will be presented with the failure reason(s).</p> <p>Once approved the user is registered and he/she gets a notification through email, sms etc. including login credentials for confirmation and change of password.</p>	2		
SUB-TOTAL MARKS			4		

2. Claims Module

Item No	Features	Detailed requirements	Score	Tenderer's Response	Reference Pages in brochure /document
1	General	<p>System must allow submission of claims from source</p> <p>Initiation is to be done by MDA's HRM by generating a notification to the retiree with instructions of how to use the PMIS portal to submit the required data/documents.</p> <p>Once the retiree gets communication from HRM, he/she access the portal, registers and submits/attach the relevant documents. (PMIS system will pull retirees biodata from payroll system-GHRIS/IPPD, and the system will use auto-validation with existing systems; Retiree will only capture data that is not present in the payroll System-Bank details, Contacts, fill automated commutation form. A claim form should generate a barcode on being validated)</p> <p>Once HRM receives response from the retiree, they fill the standard claim form and attach the rest of the certified copies of supporting documents.</p> <p>(Certification to be done by stamping and signing each page of each document).</p>	3		
		<p>Duplication</p> <p>The system should have a pop up box to prompt the user of any duplications at the entry point and flag it out.</p> <p>The system will be integrated with the Huduma Number, IPRS/CRD/NRB to validate the ID and death certificate in real-time.</p> <p>The System to detect duplication of ID/Death Certificate number and should validate the same before the case proceeds.</p> <p>System should not allow duplicate records</p>	2		
2	Receiving	<p>The submitted documents are received by the Team Leader online at Pensions Department - Claims,</p> <p>S/he acknowledges receipt and feedback alert is sent back to the respective MDAs,</p>	1		

		<p>The System auto allocates the workload amongst assigned claims officers randomly and an alert is triggered to the Claims officers</p> <p>Upon receipt of a claim at the Pensions Department, there will be an alert to the potential retiree that his claim has been received at the Pensions Department via USSD, email, sms. (The pensioner can track claim using the ID No. or pension number once issued).</p>			
3	Verification	<p>Claims officer at Pensions Department checks for completeness of the claim form, verifies the authenticity of the attached supporting documents.</p> <p>The verified record is passed to the validator for validation if correct else it is sent back to MDAs through the team leader with remarks for correction. Alerts are generated.</p>	0.5		
4	Validation	<p>The validator checks and validates the claim against the attached supporting documents.</p> <p>Where the claim meets set standard it is sent for approval, if not it is sent back to MDAs with remarks for correction.</p>	0.5		
5	Resubmission	<p>The authorized officer at the MDA re-sends the claim back to Pensions Department after correction. The record follows the workflow from beginning. A feedback advisory alert is sent to the pensioner via USSD, email, sms and follows the defined workflow</p>	0.5		
6	Claim Approval	<p>The approver approves the records for Assessment, and alerts the assessor, else he queries and the record is sent back to the claims validator and subsequently to the next as per workflow.</p>	0.5		
7	Other claims apart from pension	<p>Killed on duty - When an officer is killed while on duty and in the actual discharge of his/her duties an alert must be generated in claims office through the e-portal</p> <p>Injury Pension – Claim for military officer/civilian who are injured while on duty.</p> <p>These claims are submitted from MDAs but</p>	1		

		require the authority of the Director of pension for processing-this follows a different workflow from main pension processing			
8	Revised claims	<p>The system should provide a work-flow for revision of disability claims</p> <p>The system should tie the retirees' personal number with the ministry's vote (Votes always change) so as to differentiate the source of the claim.</p>	1		
		<p>System should allow change of ministry codes/ votes so that system can capture either claims or revised cases.</p> <p>The system should allow for capture of revised claims or dependants accompanied with relevant approvals. The system should allow retrieval of the record whose claim is to be revised,</p>	1		
		Sub Total	11		

3. Assessment and Directorate Module

Item No	Features	Detailed requirements	Score	Tenderer's Response	Reference Pages brochure /document
1	General	<p>Pension award is determined as per pension laws, policy and regulations of schemes administered by the Pensions Department.</p> <p>Award computation: The pension system must be configured to compute the different awards.</p> <p>System also does the computation of benefits and pension gratuity and monthly pension awards as per auto configured formulas,</p> <p>Diverse scenarios: Assessment module should be configured to manage diverse scenarios of benefits/awards within and between different respective statutes</p> <p>Tax Exemption/recovery/revision: The system should be able to factor tax exemptions for exempted persons/groups with relevant approvals There are some files where benefits should attract tax recovery/revision therefore system must be configured to automatically recover/revise tax for these cases.</p> <p>The System should generate a report with explanatory of what tax exemption is awarded i.e basis of the exemption in respective cases.</p> <p>Payment of maintenance awards: System should be configured to process Files/records that have Court orders to pay a given percentage/apportion to a spouse/dependent of the pensioner. the system shall automatically apportion the benefits as per the court order and the configured formula</p>	5		
2	Receiving and workload distribution	Team leader in Assessment receives the claims online and distributes (auto assign) the workload equally and randomly to assessors with timestamping and dashboard monitoring	0.5		
3	Verification and	The assessor verifies, validates the type of	0.5		

	Validation	award and certify its correctness including the pension awards, applicable income tax and recoveries of Government liability against the attached documents			
		Once satisfied the assessor generates pension number with the relevant prefix ,	0.5		
4	Award computation	Assessor computes the award as per the auto configured formulas, System also does the computation of benefits and pension gratuity and monthly pension awards reports for filing Assessor appends a digital signature, stamp and claim is sent to Directorate for approval and an alert is sent to the approver. A feedback alert is sent to Pensioner via USSD, email, sms etc.	1		
Types of Awards					
5	Apportionment of pension award	The proposed system should have the ability of apportioning pension awards in a given proportions	0.5		
6	Refund Of Widows & Children's Pension Scheme (WCPS) contributions	The system should make provision for processing refund of WCPS contributions after gratuity has been paid. Under normal circumstances retirees eligible for refund of WCPS contributions are supposed to claim the refund along with their lump sum so that they are processed together.	0.5		
7	WCPS recovery for the temporary service and under recovery	The system should facilitate automatic recovery of WCPS The system should have a provision to automatically give the net WCPS recovery.	0.5		
8	Revised Dependants Pension	The system should be able to revise dependant/WCPS pension automatically once there is a revision of the principal pension award	0.5		
9	Revised Taxation	In revised claims, the system should be able to calculate net tax in lieu of the tax recovered in the previous claim. The system should be programmed to automatically give net Income Tax for revised claims.	0.5		
10	Payment of deceased widow's pension portion	Where a widow dies before being paid her benefits. The next of kin is entitled for payment of that amount. The system should be configured to facilitate payment of such a benefit to the next of kin. The system should be configured to	0.5		

		facilitate processing of such claims.			
11	Deficiency	There are rare cases where a pensioner retires then dies shortly after retirement with a span of less than one year. These cases are computed slightly differently as the period between date of retirement and the date of death is considered in the pension computation. The system should be configured to facilitate processing of such claims.	0.5		
12	Direct payment of death gratuity to next of kin	When paying death gratuity directly to the next of kin of a deceased pensioner, the Tax Pin number of the next of kin is required for purposes of payment of tax. The field for Tax Pin should be a mandatory field for all payees. The same should apply for Widows and Guardians (Include requirement for the Tax Pin Numbers in declaration/Guardianship forms) to enable Accounts Section to remit income tax to KRA on behalf of the payee. The system should provide a window for capturing the Next of Kin's Tax Pin Number.	0.5		
13	Disability pension transfer to widow	Once the Defense Forces Pension Assessment committee (DFPAC) approves that the cause of death of the officer/service member was related to the approved disability, the PMIS should facilitate transfer of such disability allowance to the widow as part of the dependants pension Disability Pension transfer to widows	0.5		
14	Final death gratuity apportionment	When an unmarried officer/service member dies in service and the (DFPAC) approves dependents pension then a final death gratuity award is payable to the next of kin (Parents). This payment is apportioned between the mother and father of the deceased and therefore PMIS should be able to automatically apportion the final death gratuity as per the formula.	0.5		
15	Taxation when paying two (2) or more next of kin.	PMIS should automatically recover the total tax percentage recoverable from each person's share when paying death gratuity directly to two (2) or more next of kin according to approved percentage by the Board of Inquiry (BOI). The tax recovery is as per the percentages of benefits granted by the Board of	0.5		

		Inquiry.			
16	Change of disability percentage after re-board.	<p>The system should be programmed to facilitate processing of all types of awards provided for in the Defense Forces Pensions and Gratuities Regulations. Change of Disability Percentage after Re-Board Introduction of WDG, change of guardian & migration</p> <p>Where a disabled serviceman/officer is re-boarded and the percentage of disability enhanced, the system should allow editing of the record by authorized staff to capture the new changes of payment. The changes have to be tracked and history/versions recorded</p> <p>When a constabulary is injured while in service and he has no pension file, i.e. he will only be paid a service gratuity (APN/MG file) it should be possible to process the disability award approved by the Pensions Assessment Committee (DFPAC).</p> <p>System should allow for direct disability pension process as per approval.</p> <p>Where a constabulary is injured while in service and he earns a monthly pension (under APN/MP file), it should be possible to process the disability award approved by the DFPAC.</p>	0.5		
17	Introduction of a left out family in the WDG award.	When a military dependant's pension file (WDG) is processed and one family member paid the benefits through the payroll, the PMIS should allow introduction of another family member who was left out at a later date	0.5		
18	Change of guardian.	The system should facilitate migration of WDG files and processing of change of guardian for all the cases that will be migrated to the PMIS from the legacy systems.	0.5		
19	Change of pay points	<p>Pensioners who request for their pay points to be changed request through the online self-service portal. They will complete the change of pay point form and supports it with a bank/ATM card and copy of their national ID card.</p> <p>The changes go through a workflow in the Assessment module for approval by the</p>	0.5		

		<p>assessor and the approver at directorate level upon which the change of pay point takes effect in the payroll and other tables.</p> <p>The Payroll section verifies the correctness of the new pay point details. If correct, the processing continues but if not correct the pensioner gets alerted through sms and system to correct the errors</p>			
20	Approval of Award	<p>Team leader at the Directorate distributes the workload equally (auto-assigns) to directorate officers with timestamping and updates dashboard for monitoring</p> <p>The Directorate officers validate the award against the attached documents, approves, appends a digital signature, electronically stamps and sends to Payroll for processing of the payment. An alert is sent to the Payroll. Alert is sent to Pensioner via USSD, email, sms</p>	1		
SUB-TOTAL			16		

4 Payroll Module

Item NO.	Feature	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
1	General	<p>A payroll module factoring all pensions payroll processes.</p> <p>The system should be able to allow for stoppage of pension and reinstatement where clearance has been granted.</p> <p>The system should allow for recoveries of various liabilities from the monthly pension</p> <p>The system should provide for the running and closing of the monthly pension in the payroll.</p>	3		
	Payroll Initiation and sorting	<p>Upon receipt of alert the system should allow the payroll officer to verify, validate and forward payroll for processing. The system should automatically perform the following functions;</p> <p>Receipt of records</p> <p>Calculate gross pay</p> <p>Subtract taxes and other deductions</p>	1		

Item NO.	Feature	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
		<p>Verifying payroll and generate the schedules/payroll</p> <p>Effect non-recurrent payments which are usually in arrears to eligible pensioner.</p> <p>Effect recoveries of government liabilities from the monthly pension and stoppage of monthly pension.</p> <p>Resumption of payment of monthly pension that had been stopped.</p> <p>Forward to controller of budget for approval</p> <p>Sending of alerts to accounts and payroll both gratuity and monthly pension</p>			
		The pensioners whose commuted pension gratuities have been processed and finalized upon being scheduled in Cash Office should be introduced in the monthly payroll trial run automatically.	0.5		
2	Sorting	<p>The payroll staff effect non-recurrent payments which are usually in arrears to eligible pensioner which is usually a one off payment.</p> <p>Effect recoveries of government liabilities from the monthly pension and stoppage of monthly pension with the requisite authority owing to detected fraud, overpayments, court orders or upon receipt of returns from the bank due to invalid, closed or dormant accounts of pensioners.</p> <p>Resumption of payment of monthly pension that had been stopped is also done by users of the payroll module with the requisite authority and justification.</p>	0.5		
3	Change of pay points	<p>The system should allow pensioners to change their pay point online and notification alert sent to the pensioner/dependant.</p> <p>The system should allow pay point changes through various approvals for both gratuity and pension.</p>	0.5		
4	Salary Progression	The system should be able to progress the salary in the payroll and in so doing keep	0.5		

Item NO.	Feature	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
		the history of such salary			
5	Non-recurrent Payments	The system should be able to process non-recurrent payments which are usually in arrears to the eligible pensioner /dependant	0.5		
6	Payroll Auditing and Balancing	The system should provide for auditing and balancing of the payroll prior to and after running the payroll.	0.5		
7	COB	The system should allow the controller of budget to electronically verify validate, approve, digitally sign and electronically stamp the schedules against the attached corresponding documents and send back the payroll schedule to Secretary/ Director of Pension who sends to payroll and then to accounts for electronic generation of the payment voucher(F.O20	0.5		
Sub total			7.5		

5 Accounts/Cash Office Module

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
1	Process Summary	The system should support automation of the accounts payables, accounts receivables and reports generation processes and have well defined workflows to manage the various transaction and also have the capability to void transaction and send back alerts.	0.5		
		The system should support the following functions; Processing gratuities, Processing returned pension /gratuities Bank reconciliation Receipts of revenue	2		
2	Receiving of schedules	The system should allow the team leader Accounts to receive the payroll payment schedule and distributes the workload equally to accountants with time-stamping and dashboard monitoring.	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
3	Validation and approval	<p>The system should allow the voucher approver to verify, validate, approve and electronically stamp, digitally sign the payment voucher and electronically sign the pensioner's letter.</p> <p>The system should send alert to cash office.</p> <p>The system should send feedback alert to Pensioner via USSD, email, sms and API.</p>	0.5		
CASH OFFICE					
4	Payment	Cashier receives the electronic file, verifies, validates and generates payment schedules and Requests for exchequer through the IFMIS system	0.5		
5	Bank transfer	<p>Generating EFT numbers in the PMIS system</p> <p>Encryption of payments for SACCOs in the E-Pay system.</p> <p>Payments due to Public trustees after sorting, schedule analysis are prepared and signed then delivered to various public trustees</p>	0.5		
6	Tax management and other 3rd party payments	<p>The system should be programmed to automatically effect tax exemptions on gratuities for eligible persons living with disability who have KRA tax exemption certificates.</p> <p>The system should be configured to automatically exempt eligible pensioners who had attained the allowable age at the time of their retirement.</p>	0.5		
7	Financial Reports	The system should facilitate generation of all financial reports for accounting purposes in line with Public Finance Management Act 2012.It should generate the general ledger reports which should include the accounts payables, accounts receivable, revenue, and HR, payroll including KRA reports, budgeting, and management reports among	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
		<p>others.</p> <p>The system should have an auto-reconciliation module for all the payments done by the department, with reports from Central Bank as regards to the payment that have been paid as while as the payment that have been returned back.</p> <p>Payment update: The system should be programmed to automatically update payment voucher/financial year, voucher numbers and exchequer notification tables.</p>			
8	Feedback Alerts	The system should be programmed to generate SMS/email alerts once transmission of payment to individual banks has been done and also allow for auto generated notification letters that can be downloaded from the self-service portal.	0.5		
9	Arrears calculation	<p>The system should allow auto-calculation of arrears and also trigger an alert to show that the first and any subsequent payments were done.</p> <p>The system should also be programmed to facilitate migration of payment vouchers for all cases that had been paid in the legacy system and those that were paid manually prior to computerization.</p>	0.5		
10	Journal entries / adjustments	The system should allow journal entries/adjustments by Accountants for accounting purposes.	0.5		
11	System Accounting Calendar	The system should automatically update the accounting calendar in order to validate the financial year, voucher numbers and exchequer notification tables.	0.5		
12		There is need to program Pension system to accept receipt numbers with alphabetic characters as per the standard GoK official receipts.	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
13	Cashbook	The System should be programmed to facilitate maintenance of an automated cash book that is automatically updated.	0.5		
14	Ledger	<p>The system should be programmed so as to be updating the ledger after a case is placed in a schedule in Cash Office and gone through to the IB system.</p> <p>Update of the ledger should be done automatically to the PMIS and also allow any adjustments required in the ledger on debits and credits.</p>	0.5		
Sub total			9		

6 Dependants' Module

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
1	Process Summary	<p>When a death is reported at CRD by an informant, the officer manning the Civil Servants/Teachers/ Military/ Parliamentarians Desk should be allowed to enter the data of the deceased pensioner in Pension system (ID no., Burial Permit No) and attach the ID and Burial permit adjacent to these fields</p> <p>The system should be programmed to facilitate both the Five Years' dependants' pension and Widows and Children's Pension to automatically load in the payroll after Directorate approval.</p> <p>The system validates the ID with Pension System to authenticate ownership and correctness of the names. If matching the system invokes Stop-Resume in the payroll, and move the record to temporary storage</p> <p>The system will allow the dependant to self-register on the Pension system portal. The ID/birth certificate of the dependant is validated in the PMIS against the ID of the primary pensioner, ID of the dependant, birth certificate for children without IDs, if validated the details are completed and the login credentials generated. The dependant logs-in and fills the relevant form and attaches the required documents online</p> <p>The verification and validation must be at least 2 level with Government of Kenya databases that may include Civil Registry/IPRS, KNBS etc. or recognized database such as telecos</p>	5		

2	Initiation	<p>The ID of the dependant is validated in the PMIS against the ID of the primary pensioner, ID of the dependant (attach), birth certificate for children without IDs,</p> <p>If validated the details are completed and the login credentials generated.</p> <p>The dependant logs-in and fills the relevant form and attaches the required documents online e.g. Letter from the chief for Guardian, Death Certificate etc.</p> <p>(The chief's introductory letter should introduce the dependant/ guardian in case widow or widower is not present and children have not attained the age of 18years.)</p> <p>The completed transaction is submitted to pension.</p>	0.5		
		<p>The submitted documents are received by the Team Leader at Pensions Department-Claims,</p> <p>S/he acknowledges receipt and feedback alert is sent back to the dependant that his claim has been received at the Pensions Department via USSD, email or sms. The dependant can track claim using the ID No. or dependant pension number once issued.</p> <p>The System auto allocates the workload amongst assigned claims officers (randomly distributed to the Claims officers and an alert is triggered to the Claims officers either by email, sms, etc.).</p>	0.5		
		<p>Claims officer at Pensions Department verifies the authenticity of the documents and the data against the attached documents</p> <p>The verified record is passed to the relevant officer for validation; else the queried record is sent back to dependant with remarks. Alerts are generated.</p>	0.5		
		<p>The dependant re- sends the claim back after correction to Pensions Department (the claims Team Leader) A feedback advisory alert is sent to the dependant via USSD, email, sms and follows the defined workflow</p>	0.5		

		<p>The validator validates the data against the attached documents and forwards for approval</p> <p>The approver approves the records for Assessment, and alerts the assessor, else he queries and the record is sent back to the claims validator and subsequently to the next as per workflow.</p>	0.5		
3	Assessment	<p>Team leader in Assessment receives and distributes the workload equally and randomly to assessors with timestamping and dashboard monitoring</p> <p>The assessor validates the type of award against the attached documents, the dependant pension number is generated, computation is done, appends a digital signature, stamp and sends to Directorate for approval and an alert is sent to the directorate. Alert is sent to Pensioner via USSD, email, sms and API.</p>	0.5		
4	Directorate	<p>Team leader at the Directorate distributes the workload equally to directorate officers with time-stamping and dashboard monitoring</p> <p>The Directorate officers validate the award against the attached documents (ERDMS), approves, appends a digital signature, electronically stamps and sends the alert to Payroll</p>	0.5		
5	Controller Of Budget	The COB accesses the system to validate the assessed award and make remark where necessary and appends a digital signature, electronically stamps and sends the alert to Payroll	0.5		
6	Payroll	An Alert is received in Payroll from Directorate and Payroll is processed. An Alert is sent to Pensioner via USSD, email, sms and API.	0.5		

7	Scenarios	<p>In cases where a pensionable officer dies in service or after retirement and he is survived by eligible dependants (widow and/or children), the department processes the five years dependants pension and the widows and children's pension and killed on duty dependants pension where applicable.</p> <p>The pension awards for these cases is a monthly pension award paid through the dependants' payroll.</p> <p>In cases of polygamous families, the payment is apportioned based on the number of the families eligible for the dependants' pension.</p> <p>Dependants' pension claims originate from data capture and processing is done through the assessment workflow from Data capture to Assessor, COB Level I, COB level II and directorate approval.</p> <p>Once a case is approved at Directorate an alert is generated at dependants' payroll level for introduction of the case in the monthly payroll trial run.</p> <p>The dependants are not automatically loaded in the dependants payroll and users of the dependants payroll module should automatically load the dependants cases into the trial run along with their requisite arrears</p>	0.5		
8	Trial run	<p>Verification and approval of the dependants pension cases for introduction in the trial run</p> <p>Auditing by the internal auditor of the cases introduced in the payroll trial run</p> <p>Running of the payroll and generation of the payroll and its' by-products followed by balancing</p>	0.5		

9	Payroll preparation	<p>Loading the five years dependants pension, widows' and children's' pension and killed on duty dependants' pension into the payroll trial run.</p> <p>Printing, stamping and signing letters advising dependants of the monthly pension arrears payments made to them including the monthly pension award and cease dates of their pension.</p> <p>Stoppage and resumption of payment of monthly pension</p> <p>Verification and confirmation of payees' bank account details.</p> <p>Running and balancing the payroll and processing the payroll payment voucher</p>	0.5		
10	Detailed Functionalities for both main beneficiary & dependant	<p>The system should be programmed to pay other widow(s) / guardian(s) who are enrolled later, from the enrollment date but not date of death.</p> <p>The system should be programmed to pick the date of the second discharge as the pension commencement date for purposes of computing monthly pension arrears.</p> <p>The system be programmed to automatically apportion the correct percentages as ordered by the court.</p> <p>The system should be programmed to pick the effective date and award pension increase automatically.</p> <p>The system should automatically and seamlessly introduce new pensioners into the payroll & retain eligible pensioners in the payroll unless an authorized stoppage is effected.</p> <p>The system should be programmed to automatically load disability allowance cases in the payroll once the award is approved at Directorate level.</p> <p>The system should have a provision for collecting back up for existing cases, new entrants and deleted cases for a particular month before running the payroll for reconciliation and audit purposes.</p> <p>The system be programmed "raise a red flag on detecting" any abnormal payments & recoveries in the payroll based on a set threshold.</p>	0.5		
			2		

		The PMIS should be programmed to have a mandatory requirement for an officer deleting a pensioner from the payroll to indicate the reasons for the transaction to be completed. The reasons for stoppage of pension should appear under remarks columns of the CRM.			
		The system should be interfaced with IPRS/Civil Registration of Births & Deaths system to trigger alerts of reported death cases in the PMIS for stoppage of pension. This interface would also assist the department verify authenticity of birth and death certificates used to support pension claims.			
		<p>The system should be programmed to send alerts to Pensioners/Dependants/Guardians informing them of the following in regards to their pension;</p> <p>Ceassation of 5PN, Ceassation of BPN upon beneficiary's child attaining 24 years</p> <p>Confirming Bank Change</p> <p>Payments of Lump sums, Gratuity,</p> <p>Introduction/reinstatement in the payroll pension</p> <p>Stoppage of monthly pension</p> <p>Introduction and ceassation of recoveries on monthly pension alerts once transmission to individual banks has been made and also allow to print letters from our web site</p>			
		The system should be programmed to distinguish PWDs and grant tax exemptions on monthly pension & gratuities for those who have been issued with tax exemption certificates by KRA.			
11	Reports	The system should be programmed to produce all the requisite payroll reports. The system should produce the requisite Payroll management Reports (PMRs)	0.5		
SUB-TOTAL			14		

7 Membership and Contributory Module

Item No	Features	Detailed Requirements	Score	Tenderer's Response Reference	Pages in brochure /document
1	General	The contributory module should accommodate contributory membership under Defined Contribution (DC) Schemes.	2		
2	Registration	The MPS apply for membership in PMIS and the clerk approves request and he registers them in the MP payroll system which is integrated with PMIS	1		
3	Contribution tracking	As the MPS get deducted the monthly contribution, clerk updates the contribution in PMIS and treasury can access data to validate	1		
4	Validation	National Treasury acknowledges the receipt of contribution by feedback in the system to the clerk	0.5		
5	Claim initiation	On exit from the service, the clerk initiates the claim by filling the parliament claim form and submit to treasury to validate and calculate interest earned on contributions and then send to pension department (To earn a Pension a member must have served for 10 years and above or have for 2 terms. Terms less than 2 or less than 10 years attract a refund of contribution + interest earned)	1		
6	Benefits processing	At pension, the claim follows the normal process (claim, assessment, payroll, COB, Accounts	0.5		
Sub Total			6		

8 Deferred Pension Module

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
1	General	<p>The module should allow the pension department to stop the benefits as advised by authorities due to Imprisonment, Bankruptcy, Reappointment, Fraud, Family Disputes, Dormant or wrong Bank account details.</p> <p>The module should also allow for reinstatement once the case has been lifted.</p> <p>The system should allow management of deferred pensioners under DB and DC schemes.</p>	3		
2	Deferred cases	<p>Deferred cases occur when there is:-</p> <p>Imprisonment by a competent court: -</p> <p>Bankruptcy: -declared bankrupt by a competent court</p> <p>Reappointment: -an officer who retired and then was reappointed in to the Government</p> <p>Fraud: - where there is suspicion of fraud</p> <p>Family Disputes: - revolving around the pensioner benefits, Maintenance issues, NOK has not been agreed upon by family.</p> <p>Dormant or wrong Bank account details:- Causes pension to return repeatedly.</p>	2		
3	Reinstatement of cases	To reinstate a client, the Department requires a letter from the client together with supporting documents. The Director gives authority for the client to be reinstated and payroll initiate and edit the information to start paying.	1		
Sub total			6		

9 Electronic Records and Document Management

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
1	General	<p>Offer a standard document management interface.</p> <p>The EDMS must be configured to allow for scanning of documents directly into the PMIS</p> <p>allow creation of indexing/metadata for all the documents the system must be able to import images created from other imaging systems and other applications and be able to create indexing/metadata and then offer a development environment capable of creating dedicated Line of Business imaging applications (custom application) integrating all of the document management functionality and technologies (including storage management, index/metadata management, image processing/conversion, redaction, Optical Character Recognition (OCR)- Mark and annotate PDF files, Extract, rotate and cut pdf pages, Create digital signatures, add bookmarks and hyperlinks to pdf documents etc, and COLD (Computer Output to Laser Disk) procedure of importing data into a digital archiving system etc. with PMIS</p>	5		
2	Technology	The system should be platform independent and should support both Linux and Windows platform. It should support both these platforms with or without virtualization.	0.5		
		The system shall support separate Document/Image server for better management of documents and store only metadata information in database.	0.5		
3	Document management	<p>The system should store only index information in database while images should be stored in separate file server or separate storage.</p> <p>Solution should be compliant to ODMA, WebDav open source standards.</p>	0.5		
4	Scanning capabilities	Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing.	2		
		The scanning solution should have the capability to capture the document through mobile devices.			

		Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.			
		Should be able to support the capture of documents of at least the following formats: OCR documents Images - .tiff, jpeg, gif, PDF etc.			
		The proposed solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.			
		Support all the special image enhancement functionality offered by the scanner through the driver interface.			
		Should have capability of automatic segregation of documents/records based on, Blank page, Fixed page and auto Form recognition			
		Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc. and other imaging features like compression and extraction etc.			
		The software solution should include the rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.			
5	Document capture	The mobile capture should support image compression, B/w conversion from color images, G4 compression for B&W, JPEG for color and gray scale, multiple page document capture, auto cropping, auto orientation, perspective correction, noise removal and geo capture	2		
		The captured data must be linked to scanned images/cards and uploaded onto the PMIS			

		Solution shall support Bulk Import of image and electronic documents			
		Should have capability of automatic segregation of documents/records based on Barcode, Blank page, Fixed page and auto Form recognition			
		Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc. and other imaging features like compression and extraction etc.			
		The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.			
		Should be scalable for unlimited number of database instances for the different registries, with the same feel and look for uniformity to the users.			
		The System should support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder			
		The System should provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc.			
		The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked			
		The system shall support versioning of documents with facility to write version comments control and audit trails			
		The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features			
		System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review			
		The System shall provide fully functional APIs for Integration.			
		The System shall support Web based interfaces, Desktop interface, mobile interface.			

		The system shall provide end-to-end life cycle of electronic document records			
6	Archival of Electronic documents	The System shall support categorization of documents in folders-subfolders. There should not be any limit on the number of folder and levels of sub folder. The system shall support multiple databases i.e. MS SQL, Oracle and PostgreSQL.	2		
		The System shall provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc.			
		The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked			
		The system shall support versioning of documents with facility to write version comments			
		The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features. Repository should be format agnostic.			
		System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review			
7	Document View	The System shall support Applet for viewing Image documents- No third party viewers should be there for viewing of scanned images.	2		
		Even for multi-page document. The download and view should be page by page. System should include this feature in the mobile app for accessing documents.			
		The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.			
		Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents)			
		Document view shall have the provision to draw a line, insert arrows etc. over image document.			
		The system should support viewing and rendering of PDF/A documents in inbuilt viewer.			

		Document view shall have the provision to highlight or hide certain text by drawing line rectangle and solid rectangle.			
		The System shall support for viewing documents in native modules.			
		The system shall provide facility of putting text, graphic and image annotations on scanned document pages.			
		The system should have mobile application for retrieval and archiving of documents			
8	Annotations	The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.	1		
		The system shall support automatic stamping of annotations with user name, date and time of putting annotations.			
		The system shall provide facility for securing annotations for selective users.			
		The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations			
		The System shall provide facility to index folders, files and documents on user-defined indexes like department, ministry, file number, year etc.			
		The system shall facilitate manual and automatic indexing using OCR functionality or from other applications			
		The System shall support Automatic full text indexing for Text search.			
9	Search and Retrieval	The system shall provide extensive search facility to retrieve documents or Folders/Files	0.5		
		The system shall support saving of search queries and search results			
		The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc.			
10	Security & User Management	The Document management system shall support definition of Users, Groups and Roles relation in the system	1		
		The system shall support access permissions on Folders, documents and object level			

		The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).			
		System shall support Modular based rights			
		The system shall support system privileges like Create/Delete Users, Define indexes etc.			
SUB-TOTAL			17		

10 Customer Management, Complaints and Enquires (CRM)

Item No	Features	Detailed Requirements	Tenderer's Response	Reference Pages in brochure /document
1	General	Customer Relationship Management module (CRM) which will be Integrated with a Call Center to Provide effective communication, event management, case management, help desk, and multi-channel self-service to promote effective and efficient customer service and improve customer satisfaction.	2	
		<p>Establishment of web based short code SMS query service to allow pensioners and dependants' remote access to the PMIS to establish status of their pension claims.</p> <p>Setting up an electronic complaints' management system.</p> <p>National Treasury Shall Establish a well-equipped modern call Centre which will be integrated with the CRM</p> <p>National Treasury shall Establish an electronic Queue Management System (QMS) which will be integrated with the CRM</p>	1	
2	Access privileges	Configure information access privileges to customer care staff on read only mode.	0.5	
		Configuration of the PMIS to facilitate faster processing/retrieval of information and improved turn-around time in responding to customer enquiries.		
3	Easy integration	<p>The CRM module should not require a lot of input to integrate with PMIS</p> <p>The CRM Should be easily integrated with call manager (PABX, call centre).</p> <p>It should be able to integrate with the existing SMS/USSD.</p>	0.5	
4	Adaptability	The CRM module should be easily adaptable to the Pension department's future customer needs. It should not just fit the current needs but also have the potential to grow and evolve.	0.5	
5	Personalized customer experience.	The CRM should let the pension staff see a comprehensive customer profile. It should enable staff to easily answer customer questions and offer them relevant services.	0.5	

6	Data and Reporting	<p>The CRM system should help analyze the existing data to find customer behavior, trends or to understand which actions need to be taken to improve a customer relationship.</p> <p>Exporting, compiling and analyzing data should be achievable using the CRM system.</p> <p>It should allow staff to analyze customer & employee activities and use the information for the benefit of the Pension department. This could be done through lead generating surveys, outlining key areas of interest potential customers have, and the estimated time frame they expect to need those products or services.</p>	0.5	
7	Notifications	The CRM should give an alert whenever a response or query comes in so that the staff can quickly follow up.	0.5	
8	Flexible Security & Access Permissions	The CRM system must keep data secure, but also allow permitted users access to needed information. It should have a way of allowing specific users access, without compromising data security.	0.5	
9	Escalation	The module should allow for escalation of issues they cannot resolve/handle to senior staff	0.5	
10	Tracking Customers and Services	CRM system should help to effectively collect information about customers and services needed. This helps better manage the customer experience as it organizes information about when, why, where, how, etc. the client was dissatisfied or satisfied with a service. It also helps track whether and how the issue have been addressed.	0.5	
11	Customer Calls management	<p>The CRM system should track and record calls status of each customer.</p> <p>The system should show status of calls forwarded such as answered, not answered, disconnected etc.</p> <p>The system should allow escalation of the customer calls to senior staff.</p>	0.5	
12	Huduma Centers/ Service kiosk	<p>huduma centre appointed staff to be connected to the PMIS and be facilitated and allowed appropriate user rights to access the requisite information to effectively address enquiries and complaints received from clients.</p> <p>The PMIS should be rolled out to the</p>	0.5	

		Huduma Centers via VPN in order for staff at the centres to access the PMIS on read only mode.		
		Pension services offered in the huduma centres include: queries, Printing of Pensioner/ Dependents /Guardian payment letter and P9 , Assist the pensioners/ dependants to register online, use the new self service portal to fill relevant forms	0.5	
Sub total			9	

11 System Administration Module

Item No	Features	Detailed Requirements	Tenderer's Response	Reference Pages in brochure /document
1	General	<p>The tenderer will implement system administration to ensure that the ICT department are equipped to ensure users are facilitated in using the system, ensure 99.9 uptime, ensure new requirements are met by using the inbuilt wizards and tools. They will be equipped to undertake the following issues but not limited to:</p> <p>ICT User Support/Help desk Preventive Maintenance Corrective maintenance Routine Backup User Administration (Authentication, Authorization Generate adhoc Reports/dashboard for users Generate new Workflows and new process rules and data entry forms</p>	5	
2	ICT User Support/Help desk	<p>Upon receipt of the request from the user (member of staff) from the various division and units through the e-ticketing system</p> <p>ICT officer shall inspect the reported ICT problem and diagnose.</p> <p>Where the ICT staff is in a position to rectify the problem, he/she shall resolve the problem and close the ticket on the e-ticketing system.</p> <p>The user automatically notified of the action taken through an email from the e ticketing system, (there should be a form to facilitate tracking of unresolved issues).</p> <p>Where the officer cannot solve the problem, the ticket shall remain open. The officer shall then escalate to the HICT with recommendations.</p> <p>The HICT shall review the recommendations and advice on the appropriate action including sourcing for expertise from the prequalified service providers</p> <p>The user shall close the ticket once the</p>	1	

		<p>recommendation is implemented and the problem solved.</p> <p>Service support function that provides the PMIS's technical support on the below areas; Networks, Servers, Applications, Database and Users Services.</p>		
3	Preventive Maintenance	<p>The ICT Staff shall prepare the annual maintenance schedule during the first week of every quarter for consideration and forward to the HICT for approval.</p> <p>The ICT shall inform all concerned members of staff of the scheduled preventive maintenance online</p> <p>Upon undertaking the scheduled maintenance, they shall prepare a report and forward to the HICT Section for information, recommendations and actions as applicable.</p> <p>The HICT shall forward the report to the SCM to facilitate the payment of the service provider.</p>	0.5	
4	Corrective maintenance	On diagnosis, the ICT staff shall fix the problem	0.5	
5	Backup	<p>Establishment of offsite backup</p> <p>Prepare a disaster recovery plan</p> <p>Automated/Scheduled backup with flexibility; full, incremental, differential</p> <p>Backup restoration & roll back to database and system be enabled on the system</p> <p>Conduct dry runs of disaster recovery to test that it is working</p>	0.5	
		Manage and update self-service portal		
6	System Administration - Authentication	<p>Creation of user accounts.</p> <p>Should not allow password reuse. Especially for critical users and super users passwords should not be reused.</p> <p>Disable login upon 3 attempts of wrong credentials and notify system administrator.</p> <p>Enabling of locked accounts to be done by the System Administrator /super user only</p>	0.5	

		<p>and once enabled should have system generated password sent to users email.</p> <p>Have module administrators and process owner for each and every module in the system.</p> <p>System user accounts validation to ensure each user has 1 account in the system</p> <p>Disable retired or revoked accounts</p>		
7	Authorization	<p>Creation of user groups; each module to have user groups, with each user group having their roles clearly defined.</p> <p>Assigning of user rights to be based on the user groups and roles.</p> <p>Each module to have users with higher authority (Division/unit super user).</p> <p>Rights and roles to be clearly defined in the system.</p>	0.5	
8	Audit trail	<p>Summarizes all user activity in the system.</p> <p>Keeps records of all transactions even history.</p> <p>It should be flexible to enable filtering</p>	0.5	
9	Reports	<p>Should allow ICT team to configure dashboards for various users as they get introduced to the system</p> <p>Enable system administrators to customize reports that best fit the user and as per arising needs-based parameters of all data in the system.</p>	0.5	
10	Documentation	<p>Inbuilt help within the system for each module the user is accessing and tooltips.</p> <p>Entire system to have elaborate documentation including all modules, database structure,</p> <p>Documentation of system software used and compatibility, licenses</p> <p>System Updates and versions should be documented.</p> <p>General maintenance of the system should be documented.</p>	0.5	

		<p>Dormant users - system should automatically disable the account after 3 months of inactivity for staff.</p> <p>System updates to be done centrally on the main server and monitored by the ICT staff</p>		
11	Workflow	<p>Workflow Engine: This internally coordinates Web services by using a Business Process Execution Language for Web Services (BPEL) based business process language. It consists of building a fully instantiated workflow description at design time, where users are dynamically defined at execution time.</p>	0.5	
12	Form generation	<p>Form Designer: The System should provide a form generating tool which can be used to design new data entry forms to feed into the PMIS database and integrate with the existing processes.</p>	1	
	SUB-TOTAL		11.5	

12 Internal Audit Module

Item No	Feature	Detailed Requirements	Tenderers' Response	Reference Pages in brochure /document
1	Process Summary	<p>The Internal audit is an independent, objective assurance and consultative activity designed to add value and improve an organization's operations.</p> <p>The internal audit unit studies the audit universe and classifies the risks as High Medium and low depending on the risks identified by management. High risk activities are regularly audited to mitigate them.</p> <p>The proposed system should provide a workflow to interrogate all the pension processes.</p>	3	
	SUB TOTAL		3	

13 Workflow Engine

Item No	Features	Detailed Requirements	Tenderers' Response	Reference Pages in brochure /document
1	Process Summary	<p>The system should provide inbuilt workflow tools to develop workflow for the existing and emerging processes.</p> <p>This internally will coordinate Web services consisting of building a fully instantiated workflow description at design time, where users are dynamically defined at execution time.</p> <p>The tenderer is to automate all the processes defined in this document with the defined workflows and allow for proper management of the same.</p> <p>The system should support authorized users to forward data for validation and approval in a predefined and flexible route. Users in the workflow should be able to access the work items in their inbox and process them accordingly.</p> <p>The tool shall have the facility to categorize overdue work, pending work, all my work, Work Assigned to Me, by filtering using the user login ID</p> <p>Creation of different action codes (attributions) for different tasks with different automatic alerts e.g. e-mail, Short Message Service etc. or notification for pending work to officers</p> <p>The Workflow solution shall support dynamic rights allocation on objects after receiving the work item. The rights should be enabled / disabled automatically as the work is routed in the defined path.</p> <p>The system should support time and event based reminders and automatic escalations to relevant user after specified time intervals has lapsed, completed items, items pending with specific users etc.</p> <p>The system should provide a facility for automatically assigning tasks and deadlines for users in a work flow.</p>	5	

		<p>The system should provide for the change of deadlines based on requests</p> <p>The tool should have a facility of defining new workflows for new processes and new users by using wizards.</p>		
	SUB TOTAL		5	

14 Mobile App Module

Item No	Features	Detailed Requirements	Tenderers Response	Reference Pages in brochure /document
1	Registration	Allow users to register online to be given login credentials	0.5	
2	Submission of data	Should have the capability of allowing users to capture various sets of data and notification of successful registration	0.5	
3	Links on the landing page	Logo About us FAQs Call customer support. Social media accounts Official Pensions email General info on the usage of the App Available Services Social media Survey forms Dashboard Messaging/feedback Log in/log out Change password	3	
4	View and Change requests	Users should be able to view their current personal data as captured in the PMIS The users will be allowed to submit requests for any changes	1	
5	Claim status	Graphical presentation of claims workflow Ability to provide claim status using the graphical representation Provide information of other benefits that accrue to the Pensioner	1	
6	Live certification	Ability to capture live bio data i.e. selfies etc. App should be Interfaced with mobile phone camera Periodically capture bio data and synchronize with PMIS	1	
7	Help desk	Interfaced with PMIS online help Manual for using the APP The App is interfaced with CRM to receive requests and feedback is given through sms, email, and other channels	1	
8	Operating System	Supported OS - Android and iOS	1	
9	Security	Securely transmit captured data to and from the PMIS	1	

		Change password, Phone number, and email with necessary security features e.g two-factor authentication. If the app remains idle for 5-10mins, it automatically logs you out		
10	Scalability	The App should be flexible enough to accommodate emerging features and demands	1	
	SUB TOTAL		11	

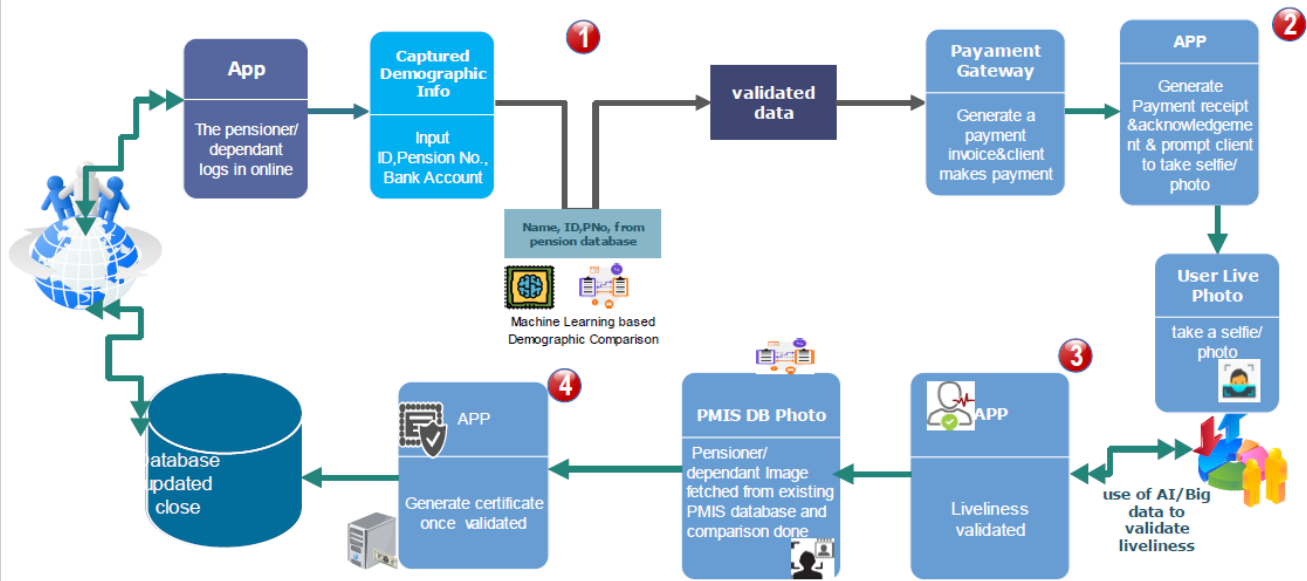
15 Life Certificate Module

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Reference Pages in brochure /document
1	General	The tenderer will be required to configure a life certification module to enable the pensioner/dependants' to submit a Biometric validated life certificate biannually. This module must utilize tools such as Big Data, Block Chain and Artificial Intelligence for verification and taking a selfie to validate liveness of the person (the person is alive).	2		
2	Mode	<p>Pensioners will provide their Life Certificate from any time anywhere through a smart phone without visiting any specific location and without dependence on bio metrics.</p> <p>The pensioners can also visit the nearest huduma number Centre to get the services and therefore the vendor will be required to configure the system to be available at this centres.</p>	1		
3	Key Principles	<p>Anytime, Anywhere</p> <p>High Accuracy</p> <p>Biometric Independent</p> <p>Real-time Authentication</p>	1		
4	Integration	<p>Integrated/Linked to PMIS main system for data validation</p> <p>Linked to payment getaway to allow for online payments through mpesa, credit card etc.</p>	1		
5	Authentication	Three factor Authentication Based on Demographic Check + Photo + Liveness+Payment=Certificate	1		
6	Technology	The vendor must develop the mobile app that is downloadable to allow the pensioners and dependents submit their details for the life certificate	1		
7	Process	<p>Log in to app</p> <p>Key in the ID NO, Pension number</p> <p>Once the record is verified, the pensioner will be required to</p> <p>Make payments</p> <p>After payment is done they will be required to Take their picture/selfie and save the record</p> <p>Matching will be done</p>	2		

		<p>The system will check the liveness and also compare with the existing picture and other details in the database to authenticate the pensioner.</p> <p>If approved, the Life certificate will be generated in the system and can be accessed by the pensioner</p>			
8	Licenses	The vendor needs to describe in detail the cost implication of the solution and its management	1		
9	Notifications	After a successful authentication an acknowledgement SMS is sent to user mobile number including their life Certificate ID.	1		
10	Certificate storage	<p>The certificates are stored in the Life Certificate Repository for making it available anytime and anywhere for the pensioner and the Pension department until the next cycle.</p> <p>Access your Certificate: The pensioner/dependent can download a PDF copy of the certificate from the pension portal by providing the life certificate ID.</p>	1		
	SUB-TOTAL		12		

The diagram below shows depicts the perceived 3 factor authentication in determining the liveness of the pensioner/dependants

LIVE CERTIFICATE WORKFLOW

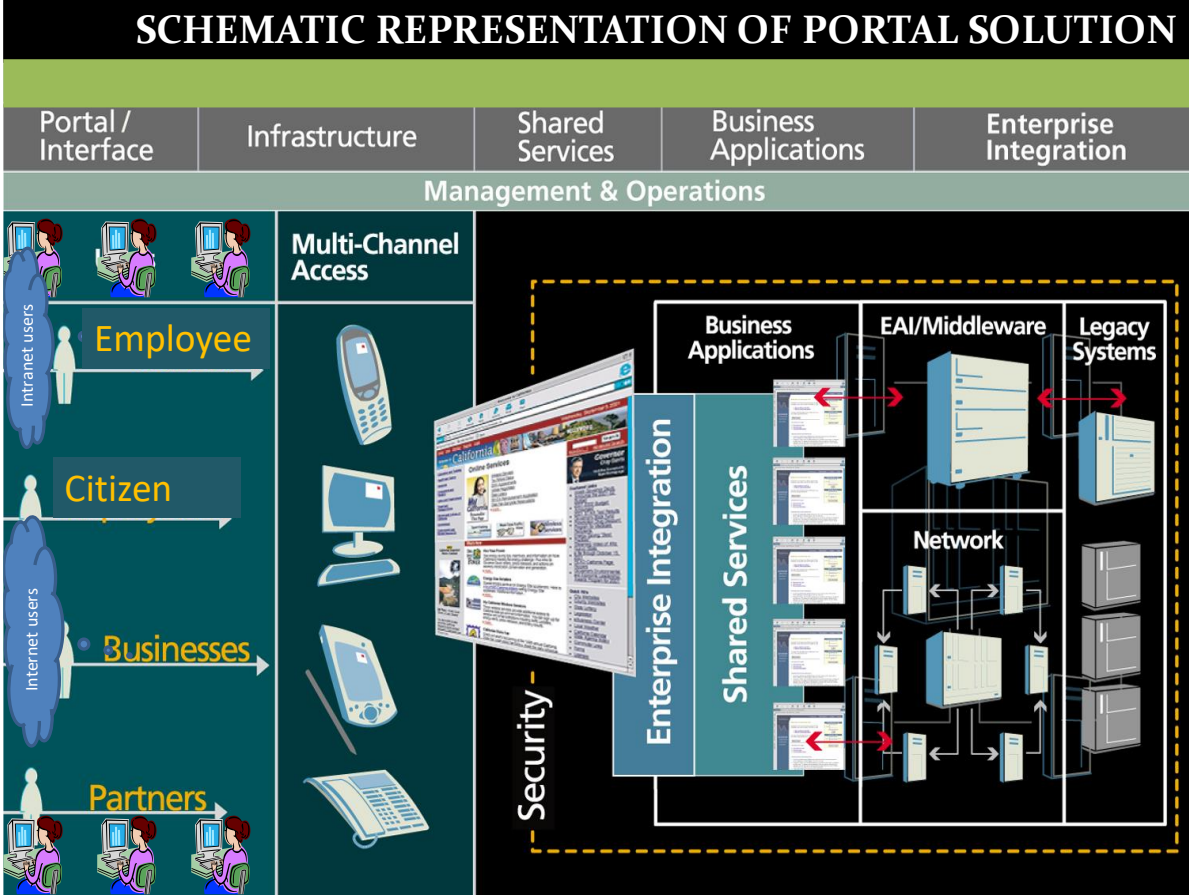


3 factor authentication, the payment and the generation of the certificate is treated as the submission of the live certificate

Source: ICT Authority-Kenya 2021

16 The e-Pension Self Service Portal

The scope will include the Design, develop and deploy a creative, interactive, professional electronic portal which shall serve to register pensioners and provide a platform for the pensioners to interact with the PMIS for functions like track progress of claims, change personal details, among others.



Source: ICT Authority-Kenya 2021

Scope of Work, Deliverables and Acceptance Process

Broadly the scope of work includes:

Design, develop and deploy a creative, interactive, professional electronic portal which shall serve to build the capacity of pensioner/dependants and ultimately link them with MCDA. It is expected that the content management system (CMS) used will meet the specific needs of this project, including CMS workflow, and not require programming or specialized knowledge to maintain, update, edit, and delete content.

Design an appropriate open architecture for the portal and implement this mechanism in a Build a Mobile Application that will help various users easily get services

Securely Host the portal on designated Government Cloud services

Provide Warranty, Maintenance, and Technical Support for 2 years from the date of issue of completion certificate.

Train various key users of the portal

Provide adequate training to Ministry staff and any other users to enable them to effectively operate, update and maintain the web portal and all its components or internal links. Training should be tailored for different types of users viz

IT Staff : train them how to add new sub-domains/modules/portlet (applications) to the portal

Content Manager: train staff on how to maintain the content by using the content management module and how to transfer content.

End users: train Agency staff how to use the portal

Implement workflow based content management that allows the different admin users to develop/author their content, the communication team to edit and format and allow designated authorised administrators to publish the content.

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Response Reference Pages in brochure /document
1	General	<p>Develop a single sign on self-service Portal for different users.</p> <p>Enable the aggregation and presentation of separate content from multiple heterogeneous systems through a single Web-based user interface.</p> <p>Additional functional capabilities to help people work together and improve business process execution through unique Web features, such as in-context collaborative workspaces.</p> <p>Portal features should be architected to allow decentralized administration to ensure portal content stays current and relevant.</p>	2		
2	Kenyan Brands	Use of the brand Kenya guidelines for the portal to maintain the Kenya brand	0.25		
3	Your Story/experience	Allow for users to participate and share positive stories through a Community Management Platform	0.5		
4	Amendment of pensioner details	The portal should provide for a pensioner to request for several services	0.5		
5	Uploads	The portal should have provision for uploading of documents/files in different file formats	0.5		
6	Downloads	The portal should have provision for downloads of documents/files in different file formats	0.25		
7	Communication/ Information	The Pensions Department should be able to communicate important information to Pensioners through the portal – public announcements and relevant news; relevant ACTS, Regulations, etc.	0.5		
8	Availability/Uptime	The portal should be 99.9% available	0.5		
9	Pensioner/Personal profiles	The portal should have provision for updating of some personal fields e.g.	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Response Reference Pages in brochure /document
		change of password of the portal			
10	Other Portal Technical requirements				
11	Portal Security	<p>Provide security features like User two factor authentication, authorization, role based access; rules based access, etc. and should be able to work with user information repositories including standard relational databases and identity management systems (LDAP).</p> <p>Managerial rights and privileges must be managed according to the predefined roles for security and to ensure that participants are undertaking suitable and appropriate tasks.</p>	0.5		
12	User Interface and Usability	<p>Operate over the Internet and through all web browsers across various devices.</p> <p>The portal must not require the installation of Software on user's personal computers other than software normally associated with web browsers' operation.</p>	0.5		
13	Feedback	The pensioners should be able to track progress of their pension claims on the portal, and should be able to raise complaints through the portal	0.5		
14	Portal Solution	Provides the web interface of the multiple functional entities and exposes the functionality of the pension service applications like online surveys, e-directory etc., to the users through Internet	0.5		
15	Portal Presentation	<p>Provide consistent look & feel to the users and the standards shall be defined for content, structure and presentation of the portal.</p> <p>These standards should be applied and followed throughout the portal and the directorates'/Mission' websites</p>	0.5		
16	Metadata Directory	<p>Shall provide Metadata directories or indexes for data and about the data available in the proposed solution (e.g.) portal user information, etc.</p> <p>The search engine should be integrated with the metadata directory or any other data sources created for the content in</p>	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Response Reference Pages in brochure /document
		the proposed solution, which enables efficient retrieval of the information within the portal and the databases based on the access to the user.			
17	Caching	Provide caching at multiple levels including page/sections in the page, which improves the performance of the portal, in terms of the speed at which content is delivered to users, by caching frequently accessed information.	0.5		
18	Portal Usage MIS	<p>Provide interface that manages and creates reports on solution usage and the analysis of user or system behaviour. Metrics that are logged shall pertain to portal user network demographics as well as click-through behaviour. Web analytics is required.</p> <p>Enable these metrics to be analysed in order to derive user trends.</p> <p>Shall provide trend analysis facility to record usage behaviour patterns providing forward-looking predictions of user interests in the portal.</p>	0.5		
19	Interfacing to Other systems	<p>Include a standards (preferably web services) based Connector for easy integration with PMIS and the identified legacy systems</p> <p>Must be able to consume the web services from other G2B/Government content sources/portals and vice-versa.</p>	0.5		
20	Content Management	<p>Provide import/export tools as well as APIs so as to easily manage content and documents during staging, back-up, offline usage and for deployment.</p> <p>Content management framework should manage the process of content creation, revision and approval through a combination of work flow (Author, editor and publisher) and version control technologies</p> <p>Shall support WebDAV so as to allow content creation and management using compliant tools like a browser, Microsoft</p>	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Response Reference Pages in brochure /document
		<p>Office, Adobe, Macromedia Dreamweaver etc.</p> <p>It should provide a WebDAV client side API to enhance the client application side functionality to tightly integrate with the specialized content management capabilities of the portal solution (e.g. assign categories to documents, associates custom metadata with content, create content using custom templates called document Types as defined in the portal etc.).</p> <p>Shall support market leading database solution as the content repository. The content management solution should be able to get the content from multiple databases or database engines at the backend.</p> <p>Content must be tagged with the Metadata to enable it to be retrieved more easily.</p> <p>Content repositories must be managed, through versioning and version control, to ensure integrity and authority of the core content.</p> <p>Access management and privileges for content management should be secured and advanced authentication technologies such as SSO shall be used for controlling access to the Portal content management.</p>			
21	Mail ,call, SMS Gateway	<p>Necessary for Portal administration, and tasks related to customer complaints, enquiries etc.</p> <p>This will be integrated with the customer Relation system so as to ticket the request and channel the feedback to the user</p>	0.5		
About Pension Department					
22	Legal Mandate	<p>Actual mandate to be uploaded</p> <p>Legal mandate download link.</p> <p>Vision, Mission, Core values</p>	0.5		
23	What we do	<p>Objectives</p> <p>How we do it</p> <p>How can we assist you?</p>	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Response Reference Pages in brochure /document
		Link contact us form.			
24	Leadership	Senior Leadership Photo with their profiles. LinkedIn profiles link.	0.5		
25	Our Achievements	Awards and recognition Awards won Testimonials	0.5		
26	Contact Us	Enquiry form (Linked to various services offered/queries). Emails Map - pin Live chat features Postal address (Linked to call center and email and chat) Mailchimp Integrations. NB: Respond within 24 hours FAQs	0.5		
27	Social media Integration	Facebook Twitter, LinkedIn Instagram, YouTube TikTok, Pinterest WhatsApp	0.5		
28	Newsroom	Press releases Podcasts, Publications Interviews, Webinars	0.5		
29	Downloads	Strategic Plan Tenders Recruitment Service Charter Publications Forms Step by step guidelines/manuals	0.5		
30	Events	Live calendar of events Sign up forms for events Education Forums This interface should have the following Group activities by region Show upcoming events for the year Show past events for the year(s) After a user has selected the event he/she is interested in, the visitor should see the status i.e. CLOSED, NOW/ RECRUITING, OPEN. When an event's status is NOW/ RECRUITING, one is presented with the button to Register/Apply.	0.5		
31	ATO Z	Targets all documents within the portal to	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Response Reference Pages in brochure /document
		allow ease of locating and access			
32	Multi-lingual capability	Provide for translation of the website content into different languages (English, Kiswahili, etc.)	0.5		
33	People with Disability	Feature to cater for PWD ,e.g. increasing fonts or audible etc.	0.5		
34	The Newsletter	<p>Design a newsletter which will be send to a list of customers. The layout to have a professional feel and allow for changing/customization of templates/layout/wizard</p> <p>The application for sending newsletters should: - Allow users to register and be confirmed to be legitimate human being. Avoid scripts or spammers</p> <p>The email registered to be validated on entry. Do not accept invalid email addresses like ereter@yahhoo, xyx@yahoo.orgna.co</p> <p>Allow update the of list with email addresses collected from other sources Allow delete of some contacts which may have expired or not desirable.</p>	0.5		
35	Chatting and collaboration forum, wikis	<p>Develop and incorporate into the portal a CHAT service that has a professional look. This service will serve as a forum/platform for:- users to reach and have an online dialogue with the Department</p> <p>Features Enable a visitor to know whether there is a pension staff online to respond</p> <p>Require the visitor to give some primary information to confirm that he/she is indeed human</p> <p>Enable the visitor and the pension Staff to know the identity of the person they are talking to</p> <p>Enable the visitor/staff to copy and where needed keep such communication</p>	0.5		

Item No	Features	Detailed Requirements	Score	Tenderer's Response	Response Reference Pages in brochure /document
		through the CRM Enable sharing of attachments and web links After a session, the client to give feedback how satisfied they are with the service.			
	SUB-TOTAL		18		

GRAND TOTALS (TECHNICAL & FUNCTIONAL SPECIFICATIONS)

S/No.	Description	Totals
1.	General technical requirement	121
2.	Registration Module	4
3.	Claims Module	11
4.	Assessment and Directorate Module	16
5.	Payroll Module	7.5
6.	Accounts/Cash Office Module	9
7.	Dependants' Module	14
8.	Membership and Contributory Module	6
9.	Deferred Pension Module	6
10.	Electronic Records and Document Management	17
11.	Customer Management, Complaints and Enquires (CRM)	9
12.	System Administration Module	11.5
13.	Internal Audit Module	3
14.	Workflow Engine	5
15.	Mobile App Module	11
16.	Life Certificate Module	12
17.	The e-Pension Self Service Portal	18
	GRAND TOTAL	281

6 FINANCIAL EVALUATION

Tender Financial Evaluation (ITT 35.5)

FINANCIAL PROPOSAL MANDATORY CRITERIA

A preliminary mandatory evaluation shall be undertaken as follows:

All Tenderers **MUST** meet the following mandatory requirements. **Tenderers that do not meet ALL the mandatory requirements will be considered non-responsive and will not be considered further**

S/No	REQUIREMENT	YES/NO	REFERENCE IN DOCUMENT	EVALUATOR REMARKS
1	Duly filled, signed and stamped Price Schedule Form in the format provided. The tenderer should quote for a packaged solution and not components. (It is an integrated end to end			

	solution)			
2	Duly filled, signed and stamped Form of Tender in the Format Provided			
3	The Financial Proposals “Original” and “Copies” must be chronologically serialized			
4	Submitted the required number of copies of the Financial Proposal i.e. One (1) Original and Four (4) hard copies.No soft copy is required			

Price evaluation: in addition to the criteria listed in ITT 35.5 (a)–(e) the following criteria shall apply:

- i) **Time Schedule:** Time to complete the **Design, Development, Supply, Configuration, Installation, Implementation, Commissioning and Maintenance of an Online Pension Management Information System For The National Treasury** from the effective date specified in Article 3 of the Contract Agreement for determining time for completion of pre-commissioning activities is: **Twelve (12) months**. No credit will be given for earlier completion. Tenders offering a completion date beyond the maximum designated period shall be rejected. The **PMIS** system functions will be developed in phases in the General Technical Requirements.
- ii) **Alternative Technical Solutions for specified parts of the Works, if permitted** under ITT 13.4, will be evaluated as follows: **Not applicable**
- iii) **Other specific additional criteria-** if permitted under ITT 36.5 (f) the relevant evaluation method, if any, shall be as follows: **Not applicable**
- iv) **Recurrent Costs** - since the operation and maintenance of the system being procured form a major part of the implementation, the resulting recurrent costs will be evaluated according to the principles given here after, including the cost of recurrent cost items for the initial period of operation stated below, based on prices furnished by each Tenderer in Price Schedule Nos. 3.3 and 3.5. The recurrent cost factors for calculation of the implementation schedule are: **APPLICABLE**
 - i) *Software licenses and updates*
 - ii) *Technical services*
 - iii) *Other services (if any).*
- v) **Recurrent cost items for post- warranty service period** if subject to evaluation shall be included in the main contractor a separate contract signed together with the main contract. Such costs shall be added to the Tender price for evaluation. **APPLICABLE**

7 Alternative Tenders (ITT13.1) - NOT APPLICABLE

An alternative if permitted under ITT 13.1, will be evaluated as follows:

The Procuring Entity shall consider Tenders offered for alternatives as specified in Part 2- Procuring Entity's requirements. Only the technical alternatives, if any, of the Tenderer with the Best Evaluated Tender conforming to the basic technical requirements shall be considered by the Procuring Entity.

8 Apply Margin of Preference – APPLICABLE

- 8.1 If the TDS so specifies, the Procuring Entity will grant a margin of preference of fifteen percent (15%) to be loaded on evaluated prices of the foreign tenderers, where the percentage of shareholding of Kenyan citizens is less than fifty-one percent (51%).
- 8.2 Contractors for such preference shall be asked to provide, as part of the data for qualification, such information, including details of ownership, as shall be required to determine whether, according to the classification established by the Procuring Entity, a particular contractor or group of contractors qualifies for a margin of preference.
- 8.3 After Tenders have been received and reviewed by the Procuring Entity, responsive Tenders shall

be assessed to ascertain their percentage of shareholding of Kenyan citizens. Responsive tenders shall be classified into the following groups:

- i) Group A: tenders offered by Kenyan Contractors and other Tenderers where Kenyan citizens hold shares of over fifty one percent (51%).
- ii) Group B: tenders offered by foreign Contractors and other Tenderers where Kenyan citizens hold shares of less than fifty one percent (51%).

8.4 All evaluated tenders in each group shall, as a first evaluation step, be compared to determine the lowest tender, and the lowest evaluated tender in each group shall be further compared with each other. If, as a result of this comparison, a tender from Group A is the lowest, it shall be selected for the award. If a tender from Group B is the lowest, an amount equal to the percentage indicated in Item 3.1 of the respective tender price, including unconditional discounts and excluding provisional sums and the cost of day works, if any, shall be added to the evaluated price offered in each tender from Group B. All tenders shall then be compared using new prices with added prices to Group B and the lowest evaluated tender from Group A. If the tender from Group A is still the lowest tender, it shall be selected for award. If not, the lowest evaluated tender from Group B based on the first evaluation price shall be selected.

9 Post qualification and Contract award (ITT 39), more specifically,

- a) In case the tender was subject to post-qualification, the contract shall be awarded the lowest evaluated / best tenderer, subject to confirmation of pre-qualification data, if so required. **APPLICABLE**

The evaluation committee shall undertake due diligence on the lowest evaluated responsive tenderer to confirm and verify the qualification Tenderer prior to the award of the tender. The following criteria shall be applied during due diligence;

i) Qualification of the firm

- a. **In case of JVs, Exemption Certificate from Competition Authority of Kenya in accordance with ITT 4.12**
- b. Authenticity of the document provided including but not limited to CVs and certificates of personnel (Resources)
- c. The tenderer's reference projects and sites
- d. the Tenderer has the legal capacity to enter into a contract i.e the Tenderer is duly registered, not insolvent, in receivership, bankrupt or in the process of being wound up;
- e. The Tenderers financial capacity;
- f. The Tenderer's sub-contractor, if any, is not debarred from participating in procurement proceedings pursuant to Section 41 of the Act;
- g. The Tenderer has fulfilled tax obligations;
- h. The Tenderer has not been convicted of corrupt or fraudulent practices; and
- i. The Tenderer is not guilty of any serious violation of fair employment laws and practices.
- j. Any other relevant issues relating to the submitted Tender Document
- k. No front loading of the price quoted
- l. The price quoted shall not be abnormally low or high.

In case of the Joint Venture/subcontractors, the above criteria will apply to all the members.

ii) Systems Demonstration

The demonstration of the proposed solution shall be done using the following criteria:

- Demonstration of the Technical requirements of the proposed system shall be done through a live demonstration.
- Demonstration of an end to end proposed solution as per the client's requirements.
- Process Workflow
- Seamless integration of modules and the entire solution

- Verification of liveness
- User friendliness of the system interfaces;
- Reporting capability of the system.
- User management (ease of assignment roles and rights, access control)
- System Security (audit logs, data encryption, data in storage and application)
- Data Analytics and Business Intelligence
- Functionality of the Electronic Document Management System
- Self service portal and mobile application

b) In case the tender was not subject to post-qualification, the tender that has been determined to be the lowest evaluated tenderer shall be considered for contract award, subject to meeting each of the following conditions. **NOT APPLICABLE**

i) The Tenderer shall demonstrate that it has access to, or has available, liquid assets, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the construction cash flow of Kenya Shillings

ii) Minimum average annual construction turnover of Kenya Shillings _____ *[insert amount]*, equivalent calculated as total certified payments received for contracts in progress and/ or completed within the last _____ *[insert of year]* years.

iii) At least _____ *(insert number)* of contract(s) of a similar nature executed within Kenya, or the East African Community or abroad, that have been satisfactorily and substantially completed as a prime contractor, or joint venture member or sub-contractor each of minimum value Kenya shillings _____ equivalent.

iv) Contractor's Representative and Key Personnel, which are specified as _____

v) Contractors' key equipment listed on the table "Contractor's Equipment" below and more specifically listed as *[specify requirements for each lot as applicable]* _____

iv) Other conditions depending on their seriousness.

a) **History of non-performing contracts:**

Tenderer and each member of JV in case the Tenderer is a JV, shall demonstrate that Non-performance of a contract did not occur because of the default of the Tenderer, or the member of a JV in the last **Three (3) years**. The required information shall be furnished in the appropriate form.

b) **Pending Litigation**

Financial position and prospective long-term profitability of the Single Tenderer, and in the case the Tenderer is a JV, of each member of the JV, shall remain sound according to criteria established with respect to Financial Capability under Paragraph (i) above if all pending litigation will be resolved against the Tenderer. Tenderer shall provide information on pending litigations in the appropriate form.

c) **Litigation History**

There shall be no consistent history of court/arbitral award decisions against the Tenderer, in the last **Five (5) years**. All parties to the contract shall furnish the information in the appropriate form about any litigation or arbitration resulting from contracts completed or on going under its execution over the years specified. A consistent history of awards against the Tenderer or any member of a JV may result in rejection of the tender.

10 Computation of combined Technical and Financial scores

b) Financial score

The following shall be the formula for Financial Evaluation.

The formulae for determining the Financial Score (Sf) is as follows: -

(Sf = 100 X (FM /F) where Sf is the financial score; Fm is the lowest priced financial proposal and F is the price of the proposal under consideration or another proportional linear formula)

The weights given to the Technical and Financial Proposals are:

$$T= 0.80$$

$$P=0.20$$

10. QUALIFICATION FORM

Item No.	Qualification Subject	Qualification Requirement to be met	Document To be Completed by Tenderer	For Procuring Entity's Use (Qualification met or Not Met)
1	2.1.1 Nationality	Nationality in accordance with ITT 4.5.	Form ELI –2.1.1 and 2.1.2, with attachments	
2	Tax Obligations for Kenyan Tenderers	Has produced a current tax clearance certificate or tax exemption certificate issued by the Kenya Revenue Authority in accordance with ITT 3.14.	Form of Tender	
3	2.1.2 Conflict of Interest	No- conflicts of interests as described in ITT 4.3.	Form of Tender	
4	2.1.3 Country Ineligibility	Not having been declared ineligible by the PPRA as described in ITT 4.6.	Form of Tender	
5	2.1.4 State owned Entity of the Procuring Entity country	Compliance with conditions of ITT 4.7	Form ELI –2.1.1 and 2.1.2, with attachments	
6	2.1.5 United Nations resolution or Kenya law	Not having been excluded as a result of prohibition in Kenya laws or official regulations against commercial relations with the Tenderer's country, or by an act of compliance with UN Security Council resolution, both in accordance with ITT 4.8	Form of Tender	
7	History of non-performing contracts	Non-performance of a contract ¹ did not occur as a result of Tenderer's default since 1 st January [insert year].	Form CON - 2	
8	Suspension	Not under suspension based on execution of a Tender Securing Declaration or Tender Securing Declaration pursuant to ITT 4.8 and ITT 20.10	Form of Tender	
9	Pending Litigation	Tenderer's financial position and prospective long-term profitability still sound according to criteria established in 2.3.1 below and assuming that all pending litigation will be resolved against the Tenderer.	Form CON – 2	
10	2.3.1 Historical	Submission of audited balance sheets or if not required by the	Form FIN – 2.3.1	

¹ Nonperformance, as decided by the Procuring Entity, shall include all contracts where (a) nonperformance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Nonperformance shall not include contracts where Procuring Entity decision was overruled by the dispute resolution mechanism. Nonperformance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the applicant have been exhausted.

Item No.	Qualification Subject	Qualification Requirement to be met	Document To be Completed by Tenderer	For Procuring Entity's Use (Qualification met or Not Met)
	Financial Performance	law of the Tenderer's country, other financial statements acceptable to the Procuring Entity, for the last _Three [3] years to demonstrate the current soundness of the Tenderers financial position and its prospective long-term profitability.	with attachments	
11	2.3.2 Average Annual Turnover	Minimum average annual turnover greater or equal to 2 times the Tender Price in Kenya Shillings equivalent, calculated as total certified payments received for contracts in progress or completed, within the last _Three (3) years Turnover shall be greater or equal to Kshs. 50 million per year for the last Three (3) years	Form FIN –2.3.2	
12	2.3.3 Financial Resources	The Tenderer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement: Minimum of Ksh.100,000,000.00 or equivalent.	Form FIN –2.3.3	
13	2.4.1 General Experience	Experience under Information System contracts in the role of prime supplier, management contractor, JV member, or subcontractor in at least Five (5) contracts each having automated and integrated at least 10 modules within the last _five [5] years prior to the applications submission deadline.	Form EXP-2.4.1	
	2.4.2 Specific Experience	Participation as a prime supplier, management contractor, JV ² member, sub-contractor, in at least two (2) contracts of similar magnitude within the last _Five (5) years, with a value of at least Ksh.100,000,000.00 that have been successfully and substantially completed and that are similar to the proposed Information System. <i>[Specify minimum key requirements in terms of physical size, complexity, methods, technology and/or other characteristics from those described in Section VII, Procuring Entity's Requirements]</i>	Form EXP 2.4.2	

² For contracts under which the Tenderer participated as a joint venture member or sub-contractor, only the Tenderer's share, by value, and role and responsibilities shall be considered to meet this requireme

11. PERSONNEL

The Tenderer must demonstrate that it will have the personnel for the key positions that meet the following requirements:

No.	Position	Minimum required Number
1	Project Manager	1
2	Security expert	1
3	System designer and developer	<u>1</u>
4	System Integrator	1
5	Webmaster (designer and developer) and Mobile Application	1
6	Quality Assurance Expert	1

The Tenderer shall provide details of the proposed personnel and their experience records in the relevant Forms included in Section IV, Tendering Forms.

12. Subcontractors/vendors/manufacturers

Subcontractors/vendors/manufacturers for the following major items of supply or services must meet the following minimum criteria, herein listed for that item:

Item No.	Description of Item	Minimum Criteria to be met
1	For major items of the PMIS System which the Tenderer intends to purchase or subcontract, the Tenderer shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items.	<ol style="list-style-type: none">1. Manufacturers Authorization for the contracted sub-system2. Subcontractor MUST meet the evaluation criteria provided herein (this bid document) for the contracted sub-system

Failure to comply with this requirement will result in rejection of the subcontractor/vendor.

In the case of a Tenderer who offers to supply and install major items of supply under the contract that the Tenderer did not manufacture or otherwise produce, the Tenderer shall provide the manufacturer's authorization, using the form provided in Section IV, showing that the Tenderer has been duly authorized by the manufacturer or producer of the related sub system or component to supply and install that item in Kenya. The Tenderer is responsible for ensuring that the manufacturer or producer complies with the requirements of ITT 4 and 5 and meets the minimum criteria listed above for that item.

SECTION IV - TENDERING FORMS

FORM OF TENDER

(Amended and issued pursuant to PPRA CIRCULAR No. 02/2022)

INSTRUCTIONS TO TENDERERS

- i) *All italicized text is to help the Tenderer in preparing this form.*
- ii) *The Tenderer must prepare this Form of Tender on stationery with its letterhead clearly showing the Tenderer's complete name and business address. Tenderers are reminded that this is a mandatory requirement.*
- iii) *Tenderer must complete and sign CERTIFICATE OF INDEPENDENT TENDER DETERMINATION and the SELF DECLARATION FORMS OF THE TENDERER as listed under (s) below.*

Date of this Tender submission:.....[insert date (as day, month and year) of Tender submission]

Tender Name and Identification:.....[insert identification]

Alternative No.:.....[insert identification No if this is a Tender for an alternative]

To: [Insert complete name of Procuring Entity]

- a) **No reservations:** We have examined and have no reservations to the tendering document, including Addenda issued in accordance with Instructions to Tenderers (ITT 8);
- b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITT 4;
- c) **Tender-Securing Declaration:** We have not been debarred by the Authority based on execution of a Tender-Securing Declaration or Tender Securing Declaration in Kenya in accordance with ITT 4.8;
- d) **Conformity:** We offer to provide design, supply and installation services in conformity with the tendering document of the following: [insert a brief description of the IS Design, Supply and Installation Services];
- e) **Tender Price:** The total price of our Tender, excluding any discounts offered in item (f) below is: [Insert one of the options below as appropriate]
[Option 1, in case of one lot:] Total price is: [insert the total price of the Tender in words and figures, indicating the various amounts and the respective currencies];
Or
[Option 2, in case of multiple lots:] (a) Total price of each lot [insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies]; and (b) Total price of all lots (sum of all lots) [insert the total price of all lots in words and figures, indicating the various amounts and the respective currencies];
- (f) **Discounts:** The discounts offered and the methodology for their application are:
- i) The discounts offered are: [Specify in detail each discount offered.]
- ii) The exact method of calculations to determine the net price after application of discounts is shown below: [Specify in detail the method that shall be used to apply the discounts];
- g) **Tender Validity Period:** Our Tender shall be valid for the period specified in TDS ITT 19.1 (as amended if applicable) from the date fixed for the Tender submission deadline (specified in TDS ITT 23.1 (as amended if applicable), and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

- h) **Performance Security:** If our Tender is accepted, we commit to obtain a Performance Security in accordance with the tendering document;
- i) **One Tender per Tenderer:** We are not submitting any other Tender (s) as an individual Tenderer, and we are not participating in any other Tender (s) as a Joint Venture member, and meet the requirements of ITT 4.3, other than alternative Tenders submitted in accordance with ITT 13;
- j) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the PPRA. Further, we are not in eligible under Laws of Kenya or official regulations or pursuant to a decision of the United Nations Security Council;
- k) **State-owned enterprise or institution:** *[select the appropriate option and delete the other] [We are not a state- owned enterprise or institution]/ [We are a state-owned enterprise or institution but meet the requirements of ITT 4.7];*
- l) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the Tendering process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]*

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate “none.”)

- m) **Binding Contract:** We understand that this Tender, together with your written acceptance thereof included in your Form of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- n) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Tender, the Best Evaluated Tender or any other Tender that you may receive; and
- o) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.
- Name of the Tenderer:** **[insert complete name of person signing the Tender]*
- p) **Collusive practices:** We hereby certify and confirm that the tender is genuine, non-collusive and made with the intention of accepting the contract if awarded. To this effect we have signed the “Certificate of Independent Tender Determination” attached below.
- q) **Code of Ethical Conduct:** We undertake to adhere by the Code of Ethical Conduct for Persons Participating in Public Procurement and Asset Disposal Activities in Kenya, copy available from www.pppra.go.ke during the procurement process and the execution of any resulting contract.
- r) **Beneficial Ownership Information:** We commit to provide to the procuring entity the Beneficial Ownership Information in conformity with the Beneficial Ownership Disclosure Form upon receipt of notification of intention to enter into a contract in the event we are the successful tenderer in this subject procurement proceeding.
- s) We, the Tenderer, have duly completed, signed and stamped the following Forms as part of our Tender:
- Tenderer's Eligibility; Confidential Business Questionnaire – to establish we are not in any conflict to interest.
 - Certificate of Independent Tender Determination – to declare that we completed the tender without colluding with other tenderers.
 - Self-Declaration of the Tenderer–to declare that we will, if awarded a contract, not engage in any form

of fraud and corruption.

- iv) Declaration and commitment to the code of ethics for Persons Participating in Public Procurement and Asset Disposal Activities in Kenya. Further, we confirm that we have read and understood the full content and scope of fraud and corruption as in formed in “**Appendix1-Fraud and Corruption**” attached to the Form of Tender.

Name of the person duly authorized to sign the Tender on behalf of the Tenderer: ***[insert complete name of person duly authorized to sign the Tender]*

Title of the person signing the Tender: *[insert complete title of the person signing the Tender]* Signature of

the person named above: *[insert signature of person whose name and capacity are shown above]* **Date**

signed *[insert date of signing]* **day of** *[insert month]*, *[insert year]*.

(1) TENDERER'S ELIGIBILITY-CONFIDENTIAL BUSINESS QUESTIONNAIRE

Instruction to Tenderer

Tender is instructed to complete the particulars required in this Form, *one form for each entity if Tender is a JV*. Tenderer is further reminded that it is an offence to give false information on this Form.

a) Tenderer's details

	ITEM	DESCRIPTION
1	Name of the Procuring Entity	
2	Reference Number of the Tender	
3	Date and Time of Tender Opening	
4	Name of the Tenderer	
5	Full Address and Contact Details of the Tenderer.	1. Country 2. City 3. Location 4. Building 5. Floor 6. Postal Address 7. Name and email of contact person.
6	Current Trade License Registration Number and Expiring date	
7	Name, country and full address (<i>postal and physical addresses, email, and telephone number</i>) of Registering Body/Agency	
8	Description of Nature of Business	
9	Maximum value of business which the Tenderer handles.	
10	State if Tenders Company is listed in stock exchange, give name and full address (<i>postal and physical addresses, email, and telephone number</i>) of state which stock exchange	

General and Specific Details

b) Sole Proprietor, provide the following details.

Name in full _____ Age _____

Nationality _____ Country of Origin _____

Citizenship _____

c) Partnership, provide the following details.

	Names of Partners	Nationality	Citizenship	% Shares owned
1				
2				
3				

d) Registered Company, provide the following details.

(i) Private or public Company _____

- (ii) State the nominal and issued capital of the Company

Nominal Kenya Shillings (Equivalent).....

Issued Kenya Shillings (Equivalent).....

- (iii) Give details of Directors as follows.

	Names of Director	Nationality	Citizenship	% Shares owned
1				
2				
3				

e) DISCLOSURE OF INTEREST - Interest of the Firm in the Procuring Entity.

- i) are there any person/persons in..... (*Name of Procuring Entity*) who has/have an interest or relationship in this firm? Yes/ No.....

If yes, provide details as follows.

	Names of Person	Designation in the Procuring Entity	Interest or Relationship with Tenderer
1			
2			
3			

ii) Conflict of interest disclosure

	Type of Conflict	Disclosure YES OR NO	If YES provide details of the relationship with Tenderer
1	Tenderer is directly or indirectly controls, is controlled by or is under common control with another tenderer.		
2	Tenderer receives or has received any direct or indirect subsidy from another tenderer.		
3	Tenderer has the same legal representative as another tenderer		
4	Tender has a relationship with another tenderer, directly or through common third parties, that puts it in a position to influence the tender of another tenderer, or influence the decisions of the Procuring Entity regarding this tendering process.		
5	Any of the Tenderer's affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the tender.		
6	Tenderer would be providing goods, works, non-consulting services or consulting services during implementation of the contract specified in this Tender Document.		
7	Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who are directly or indirectly involved in the preparation of the Tender document or specifications of the Contract, and/or the Tender evaluation process of such contract.		
8	Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who would be involved in the implementation or supervision of the such Contract.		
9	Has the conflict stemming from such relationship stated in item 7 and 8 above been resolved in a manner acceptable to the Procuring Entity throughout the tendering process and		

	Type of Conflict	Disclosure YES OR NO	If YES provide details of the relationship with Tenderer
	execution of the Contract.		

f) Certification

On behalf of the Tenderer, I certify that the information given above is complete, current and accurate as at the date of submission.

Full Name_____

Title orDesignation_____

(Signature)

(Date)

(2) CERTIFICATE OF INDEPENDENT TENDER DETERMINATION

I, the undersigned, in submitting the accompanying Letter of Tender to the _____ [Name of Procuring Entity] for: _____ [Name and number of tenders] in response to the request for tenders made by: _____ [Name of Tenderer] do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of _____ [Name of Tenderer] that:

- i). I have read and I understand the contents of this Certificate;
- ii). I understand that the Tender will be disqualified if this Certificate is found not to be true and complete in every respect;
- iii). I am the authorized representative of the Tenderer with authority to sign this Certificate, and to submit the Tender on behalf of the Tenderer;
- iv). For the purposes of this Certificate and the Tender, I understand that the word “competitor” shall include any individual or organization, other than the Tenderer, whether or not affiliated with the Tenderer, who:
 - a) Has been requested to submit a Tender in response to this request for tenders;
 - b) could potentially submit a tender in response to this request for tenders, based on their qualifications, abilities or experience;
- v). The Tenderer discloses that [check one of the following, as applicable]:
 - a) The Tenderer has arrived at the Tender independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - b) the Tenderer has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this request for tenders, and the Tenderer discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
- vi). In particular, without limiting the generality of paragraphs (5) (a) or (5) (b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - a) prices;
 - b) methods, factors or formulas used to calculate prices;
 - c) the intention or decision to submit, or not to submit, a tender; or
 - d) the submission of a tender which does not meet the specifications of the request for Tenders; except as specifically disclosed pursuant to paragraph (5) (b) above;
- vii). In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the works or services to which this request for tenders relates, except as specifically authorized by the procuring authority or as specifically disclosed pursuant to paragraph (5) (b) above;
- viii). The terms of the Tender have not been, and will not be, knowingly disclosed by the Tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening, or of the awarding of the Contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph(5)(b) above.

Name _____

Title _____

Date _____

[Name, title and signature of authorized agent of Tenderer and Date]

(3) SELF-DECLARATION FORMS

FORM SD1

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

I,, of Post Office Box being a resident of in the Republic of do hereby make a statement as follows: -

1. THAT I am the Company Secretary/ Chief Executive/Managing Director/Principal Officer/Director of (*insert name of the Company*) who is a Bidder in respect of **Tender No.....** for..... (*insert tender title/description*) for..... (*insert name of the Procuring entity*) and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
3. THAT what is deponed to here in above is true to the best of my knowledge, information and belief.

.....
(Title)

.....
(Signature)

.....
(Date)

Bidder Official Stamp

FORM SD2

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

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

1. THAT I am the Chief Executive /Managing Director/ Principal Officer/ Director of.....
..... (*insert name of the Company*) who is a Bidder in respect of **Tender No.**
..... for (*insert tender title/description*) for (*insert name of the Procuring entity*) and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and /or employees and /or agents of..... (*insert name of the Procuring entity*) which is the procuring entity.
3. THAT the aforesaid Bidder, its servants and /or agents /subcontractors have not offered any inducement to any member of the Board, Management, Staff and/ or employees and/ or agents of..... (*name of the procuring entity*).
4. THAT the aforesaid Bidder will not engage /has not engaged in any corrosive practice with other bidders participating in the subject tender
5. THAT what is deponed to here in above is true to the best of my knowledge information and belief.

.....
(Title)

.....
(Signature)

.....
(Date)

Bidder Official Stamp

DECLARATION AND COMMITMENT TO THE CODE OF ETHICS

I (person) on behalf of (*Name of the Business/Company/Firm*) declare that I have read and fully understood the contents of the Public Procurement & Asset Disposal Act, 2015, Regulations and the Code of Ethics for persons participating in Public Procurement and Asset Disposal activities in Kenya and my responsibilities under the Code.

I do hereby commit to abide by the provisions of the Code of Ethics for persons participating in Public Procurement and Asset Disposal.

Name of Authorized signatory.....

Sign.....

Position.....

Office address..... Telephone.....

E-mail.....

Name of the Firm/Company.....

Date.....

(Company Seal/ Rubber Stamp where applicable)

Witness

Name.....

Sign.....

Date.....

APPENDIX 1 - FRAUD AND CORRUPTION

(Appendix 1 shall not be modified)

1. Purpose

- 1.1 The Government of Kenya's Anti-Corruption and Economic Crime laws and their sanction's policies and procedures, Public Procurement and Asset Disposal Act, 2015 (the Act) and the Public Procurement and Asset Regulations, 2020 (the Regulations) and any other relevant Kenya's Acts or Regulations related to Fraud and Corruption, and similar offences, shall apply with respect to Public Procurement Processes and Contracts that are governed by the laws of Kenya.

2. Requirements

- 2.1 The Government of Kenya requires that all parties including Procuring Entities, Tenderers, (applicants/proposers), Consultants, Contractors and Suppliers; any Sub-contractors, Sub-consultants, Service providers or Suppliers; any Agents (whether declared or not); and any of their Personnel, involved and engaged in procurement under Kenya's Laws and Regulation, observe the highest standard of ethics during the procurement process, selection and contract execution of all contracts, and refrain from Fraud and Corruption and fully comply with Kenya's laws and Regulations as per paragraphs 1.1 above.
- 2.2 Section 66 of the Act describes rules to be followed and actions to be taken in dealing with Corrupt, Coercive, Obstructive, Collusive or Fraudulent practices, and Conflicts of Interest in procurement including consequences for offences committed. A few of the provisions noted below high light Kenya's policy of no tolerance for such practices and behavior:
- i) A person to whom this Act applies shall not be involved in any corrupt, coercive, obstructive, collusive or fraudulent practice; or conflicts of interest in any procurement or asset disposal proceeding;
 - ii) A person referred to under subsection (1) who contravenes the provisions of that sub-section commits an offence;
 - iii) Without limiting the generality of the subsection (1) and (2), the person shall be: -
 - a) disqualified from entering into a contract for a procurement or asset disposal proceeding; or
 - b) if a contract has already been entered into with the person, the contract shall be voidable;
 - iv) The voiding of a contract by the procuring entity under subsection (7) does not limit any legal remedy the procuring entity may have;
 - v) An employee or agent of the procuring entity or a member of the Board or committee of the procuring entity who has a conflict of interest with respect to a procurement: -
 - a) Shall not take part in the procurement proceedings;
 - b) shall not, after a procurement contract has been entered into, take part in any decision relating to the procurement or contract; and
 - c) shall not be a subcontractor for the tenderer to whom was awarded contract, or a member of the group of tenderers to whom the contract was awarded, but the subcontractor appointed shall meet all the requirements of this Act.
 - vi) An employee, agent or member described in subsection (1) who refrains from doing anything prohibited under that subsection, but for that subsection, would have been within his or her duties shall disclose the conflict of interest to the procuring entity;
 - vii) If a person contravenes sub section (1) with respect to a conflict of interest described in sub section (5) (a) and the contract is awarded to the person or his relative or to another person in whom one of them had a direct or indirect pecuniary interest, the contract shall be terminated and all costs incurred by the public entity shall be made good by the awarding officer. Etc.
- 2.2 In compliance with Kenya's laws, regulations and policies mentioned above, the Procuring Entity:
- a) Defines broadly, for the purposes of the above provisions, the terms:
 - i) "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

- ii) “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
- iii) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- v) “obstructive practice” is:
 - 1) Deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede investigation by Public Procurement Regulatory Authority (PPRA) or any other appropriate authority appointed by Government of Kenya into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - 2) acts intended to materially impede the exercise of the PPRA's or the appointed authority's inspection and audit rights provided for under paragraph 2.3e. below.
- b) Defines more specifically, in accordance with the Act, provisions set forth for fraudulent and collusive practices as follows:

"fraudulent practice" includes a misrepresentation of fact in order to influence a procurement or disposal processor the exercise of a contract to the detriment of the procuring entity or the tenderer or the contractor, and includes collusive practices amongst tenderers prior to or after tender submission designed to establish tender prices at artificial non-competitive levels and to deprive the procuring entity of the benefits of free and open competition.
- c) Rejects a proposal for award¹ of a contract if PPRA determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- d) Pursuant to the Act and the Regulations, the Procuring Entity may recommend to PPRA for sanctioning and debarment of a firm or individual, as applicable under the Act and the Regulations;
- e) Requires that a clause be included in the tender documents and Request for Proposal documents requiring (i) Tenderers (applicants/proposers), Consultants, Contractors, and Suppliers, and their Sub-contractors, Sub-consultants, Service providers, Suppliers, Agents personnel, permit the PPRA or any other appropriate authority appointed by Government of Kenya to inspect² all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the PPRA or any other appropriate authority appointed by Government of Kenya; and
- f) Pursuant to Section 62 of the Act, requires Applicants/Tenderers to submit along with their Applications/Tenders/Proposals a “Self-Declaration Form” as included in the procurement document declaring that they and all parties involved in the procurement process and contract execution have not engaged/ will not engage in any corrupt or fraudulent practices.

¹For the avoidance of doubt, a party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in A consultancy, and tendering, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

²Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Investigating Authority or persons appointed by the Procuring Entity to address specific matters related to investigations/ audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies there of as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/ audit, and making copies there of as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

PRICE SCHEDULE FORMS

Notes to Tenderers on working with the Price Schedules

The tenderer should quote for a packaged solution and not components. (It is an integrated end to end solution)

1.1 General

The Price Schedules are divided into separate Schedules as follows:

- a Grand Summary Cost Table
- b Supply and Installation Cost Summary Table
- c Recurrent Cost Summary Table
- d Supply and Installation Cost Sub-Table (s)
- e Recurrent Cost Sub-Tables (s)
- f Country of Origin Code Table

[insert:]

- 1.2 The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Tenderers shall have read the Technical Requirements and other sections of these tendering documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
- 1.3 If Tenderers are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Tenderers in the tendering documents prior to submitting their tender.

2. Pricing

- 2.1 Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Tenderer. As specified in the Tender Data Sheet, prices shall be fixed and firm for the duration of the Contract.
- 2.2 Tender prices shall be quoted in the manner indicated and, in the currencies, specified in ITT 18.1 and ITT 18.2. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these tendering documents.
- 2.3 The Tenderer must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of tenders has passed. A single error in specifying a unit price can therefore change a Tenderer's overall total tender price substantially, make the tender noncompetitive, or subject the Tenderer to possible loss. The Procuring Entity will correct any arithmetic error in accordance with the provisions of ITT 32.
- 2.4 Payments will be made to the Supplier in the currency or currencies indicated under each respective item. As specified in ITT18.2, no more than two foreign currencies may be used.

Grand Summary Cost Table

		<i>[insert: Kenya shillings] Price</i>	<i>[insert: Foreign Currency A] Price</i>	<i>[insert: Foreign Currency B] Price</i>
1.	Supply and Installation Costs (from Supply and Installation Cost Summary Table)			
2.	Recurrent Costs (from Recurrent Cost Summary Table)			
3.	Grand Totals (to Tender Submission Form)			
4				

Name of Tenderer: _____

_____ Date _____

Authorized Signature of Tenderer:

2. Supply and Installation Cost SummaryTable

Costs MUST reflect prices and rates quoted in accordance with ITT17 and 18.

Line Item No.	Subsystem / Item	Supply and Installation Cost Sub-Table No.	[insert: Kenya shillings] Price	[insert: Local Currency] Price	[insert: Foreign Currency A] Price
1	Software Licenses (where applicable)	- -			
	i. Registration Module	-			
	ii. Membership and Contributions Module	-			
	iii. Claims Module	-			
	iv. Assessment & Directorate Module	-			
	v. Dependants module	-			
	vi. Payroll and Accounts Module (Payments and Receipts)	-			
	vii. Deferred Pensioners Module	-			
	viii. Reporting Module (Business Intelligence, Periodic Reporting, Management Reporting, Statutory Reporting)	-			
	ix. Customer Relationship Management (CRM); Complaints and Enquiries	-			
	x. Life Certification module	-			
	xi. E-pension self-service portal	-			
	xii. Mobile App module	-			
	xiii. System Administration Module	-			
	xiv. Internal Audit	-			
	xv. Electronic Document and Records Management System	-			
	xvi. Data migration	-			
	xvii. Any Others	-			
2	Customisation, Installation and Implementation Services Cost	-			
	i)				
	ii)				

Line Item No.	Subsystem / Item	Supply and Installation Cost Sub-Table No.	<i>[insert: Kenya shillings]</i> Price	<i>[insert: Local Currency]</i> Price	<i>[insert: Foreign Currency A]</i> Price
3	Training and Skill Transfer Program				
4	Any Other Cost				
SUBTOTALS					
TOTAL (Supply and Installations Cost - To Grand Summary Table)					

Note: - indicates not applicable. “Indicates repetition of table entry above. Refer to the relevant Supply and Installation Cost Sub-Table for the specific components that constitute each Subsystem or line item in this summary table

Name of Tenderer: _____

_____Date_____

Authorized Signature of Tenderer:

3. Recurrent Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITT 17 and ITT18.

Line Item No.	Subsystem / Item	Recurrent Cost Sub-Table No.	[insert: Kenya shilling] Price	[insert: Foreign Currency A] Price	[insert: Foreign Currency B] Price
1.	application/module subscription/Licenses (where applicable)				
	i. Registration Module				
	ii. Membership and Contributions Module				
	iii. Claims Module				
	iv. Assessment & Directorate Module				
	v. Dependants module				
	vi. Payroll and Accounts Module (Payments and Receipts)				
	vii. Deferred Pensioners Module				
	viii. Reporting Module (Business Intelligence, Periodic Reporting, Management Reporting, Statutory Reporting)				
	ix. Customer Relationship Management (CRM); Complaints and Enquiries				
	x. Life Certification module				
	xi. E-pension self-service portal				
	xii. Mobile App module				
	xiii. System Administration Module				
	xiv. Internal Audit				
	xv. Electronic Document and Records Management System				
	xvi. Data migration				
	xvii. System integration tools and users experience				
	xviii. Any Others				
2.	Annual Support and Maintenance (after warranty period)-				
3.	Any Other Cost				

Line Item No.	Subsystem / Item	Recurrent Cost Sub- Table No.	<i>[insert: Kenya shilling] Price</i>	<i>[insert: Foreign Currency A] Price</i>	<i>[insert: Foreign Currency B] Price</i>
	Subtotals				
	Total (Recurrent cost - To Grand Summary Table)				

Note: Refer to the relevant Recurrent Cost Sub-Tables for the specific components that constitute the Sub system or line item in this summary table.

Name of Tenderer:_____

Date_____

Authorized Signature of Tenderer:_____

4. **Supply and Installation Cost Sub-Table [insert: identifying number]**

Line-item number: [*specify: relevant line-item number from the Supply and Installation Cost Summary Table (e.g., 1.1)*]

Prices, rates, and subtotals MUST be quoted in accordance with ITT 17 and ITT18.

				Unit Prices / Rates					Total Prices			
				Supplied Locally	Supplied from outside Kenya				Supplied Locally	Supplied from outside Kenya		
Component No.	Component Description	Country of Origin Code	Quantity	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert foreign currency B]		[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]
X.1	_____	--	--	--	--	--	--					
Subtotals (to [insert: line item] of Supply and Installation Cost Summary Table)												

Note: -- indicates not applicable

Components should be inclusive of the applicable technical service charge e.g man hours

Name of Tenderer: _____

_____ Date _____

Authorized Signature of Tenderer:

5. Recurrent Cost Sub-Table [insert: identifying number] –Warranty Period

Lot number: [if a multi-lot procurement, insert: **lot number**, otherwise state “**single lot procurement**”] Line item

number: [specify: **relevant line item number from the Recurrent Cost Summary Table**– (e.g., y.1)] Currency:

[specify: **the currency of the Recurrent Costs in which the costs expressed in this Sub-Table are expressed**]

[As necessary for operation of the System, specify: **the detailed components and quantities in the Sub-Table below for the line item specified above, modifying the sample components and sample table entries as needed. Repeat the Sub-Table as needed to cover each and every line item in the Recurrent Cost Summary Table that requires elaboration.**]

Costs MUST reflect prices and rates quoted in accordance with ITT 17 and ITT18.

Component No.	Component	Maximum all-inclusive costs (for costs in [insert: currency])			
		Y1	Y2	Y3	Sub-total for [insert: currency]
1.	Solution Licenses & Updates				
1.1	Registration Module Module	Incl. in Warranty			
1.2	Membership and Contributions Module	Incl. in Warranty			
1.3	Claims Module	Incl. in Warranty			
1.4	Assessment & Directorate Module	Incl. in Warranty			
1.5	Dependants module	Incl. in Warranty			
1.6	Payroll and Accounts Module (Payments and Receipts)	Incl. in Warranty			
1.7	Deferred Pensioners Module	Incl. in Warranty			
1.8	Reporting Module (Business Intelligence, Periodic Reporting, Management Reporting, Statutory Reporting)	Incl. in Warranty			
1.9	Customer Relationship Management (CRM); Complaints and Enquiries	Incl. in Warranty			
1.10	Life Certification module	Incl. in Warranty			

		Maximum all-inclusive costs (for costs in [insert: currency])			
Component No.	Component	Y1	Y2	Y3	Sub-total for [insert: currency]
1.11	E-pension self-service portal	Incl. in Warranty			
1.12	Mobile App module	Incl. in Warranty			
1.13	System Administration Module	Incl. in Warranty			
1.14	Internal Audit	Incl. in Warranty			
1.15	Electronic Document and Records Management System	Incl. in Warranty			
1.6	i. Any Others				
2.	Annual Support and Maintenance (after warranty period)-				
2.1	i)				
2.2	ii)				
2.3					
3.					
4.	[Identify other recurrent costs as may apply]				
	Annual Subtotals:				--
Cumulative Subtotal (to [insert: currency] entry for [insert: line item] in the Recurrent Cost Summary Table)					

Name of Tenderer: _____ Date _____

Authorized Signature of Tenderer: _____

6. Country of Origin Code Table

Country of Origin	Country Code	Country of Origin	Country Code	Country of Origin	Country Code

QUALIFICATION FORMS

1. FOREIGN TENDERERS 40% RULE

Pursuant to ITT 4.11, a foreign tenderer must complete this form to demonstrate that the tender fulfils this condition.

[illegible]

2 Form ELI-1 Tenderer Information Form

[The Tenderer shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date:*[insert date (as day, month and year) of Tender submission]*

ITT No.:*[insert number of Tendering process]*

Alternative No.:*[insert identification No if this is a Tender for an alternative]*

1. Tenderer's Name <i>[insert Tenderer's legal name]</i>
2. In case of JV, legal name of each member: <i>[insert legal name of each member in JV]</i>
3. Tenderer's actual or intended country of registration: <i>[insert actual or intended country of registration]</i>
4. Tenderer's year of registration: <i>[insert Tenderer's year of registration]</i>
5. Tenderer's Address in country of registration: <i>[insert Tenderer's legal address in country of registration]</i>
6. Tenderer's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITT 4.4. <input type="checkbox"/> In case of JV, Form of intent to form JV or JV agreement, in accordance with ITT 4.1. <input type="checkbox"/> In case of state-owned enterprise or institution, in accordance with ITT 4.6 documents establishing: <ul style="list-style-type: none">• Legal and financial autonomy• Operation under commercial law• Establishing that the Tenderer is not under the supervision of the Procuring Entity <input type="checkbox"/> Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

3 Form ELI-1 Tenderer's JV Members Information Form

[The Tenderer shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Tenderer and for each member of a Joint Venture].

Date:*[insert date (as day, month and year) of Tender submission]*

ITT No.:*[insert number of Tendering process]*

Alternative No.:*[insert identification No if this is a Tender for an alternative]* Page__of____pages

1. Tenderer's Name: <i>[insert Tenderer's legal name]</i>
2. Tenderer's JV Member's name: <i>[insert JV's Member legal name]</i>
3. Tenderer's JV Member's country of registration: <i>[insert JV's Member country of registration]</i>
4. Tenderer's JV Member's year of registration: <i>[insert JV's Member year of registration]</i>
5. Tenderer's JV Member's legal address in country of registration: <i>[insert JV's Member legal address in country of registration]</i>
6. Tenderer's JV Member's authorized representative information Name: <i>[insert name of JV's Member authorized representative]</i> Address: <i>[insert address of JV's Member authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Member authorized representative]</i> Email Address: <i>[insert email address of JV's Member authorized representative]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITT 4.4. <input type="checkbox"/> In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and they are not under the supervision of the Procuring Entity in accordance with ITT 4.6. <input type="checkbox"/> Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

4 Form CON-1 Historical Contract Non-Performance and Pending Litigation.

In case a pre-qualification process was conducted this form should be used only if the information submitted at the time of pre-qualification requires updating

Tenderer's Legal Name: _____ Date: _____

JV member Legal Name: _____

ITT No.: _____

page of _____ pages

Non-Performing Contracts in accordance with Section III, Evaluation and Qualification Criteria			
Contract non-performance did not occur during the stipulated period, in accordance with the Qualification form, Item 7 and 9 1 of Section III, Evaluation Criteria			
Pending Litigation, in accordance with Section III, Evaluation and Qualification Criteria			
No pending litigation in accordance with Sub-Factor 2.2.3 of Section III, Evaluation Criteria			
Pending litigation in accordance with Sub-Factor 2.2.3 of Section III, Evaluation Criteria, as indicated below			
Year	Outcome as Percent of Total Assets	Contract Identification	Total Contract Amount (current value, US\$ equivalent)
_____	_____	Contract Identification: Name of Procuring Entity: Address of Procuring Entity: Matter in dispute:	_____
_____	_____	Contract Identification: Name of Procuring Entity: Address of Procuring Entity: Matter in dispute:	_____

5 Form EXP - 1 Experience – General Experience

Tenderer's Legal Name: _____ Date: _____

JV Member Legal Name: _____ ITT No.: _____

Page _____ of _____ pages

Starting Month / Year	Ending Month / Year	Years*	Contract Identification	Role of Tenderer
_____	_____		Contract name: Brief Description of the Information System performed by the Tenderer: Name of Procuring Entity: Address:	_____
_____	_____		Contract name: Brief Description of the Information System performed by the Tenderer: Name of Procuring Entity: Address:	_____
_____	_____		Contract name: Brief Description of the Information System performed by the Tenderer: Name of Procuring Entity: Address:	_____
_____	_____		Contract name: Brief Description of the Information System performed by the Tenderer: Name of Procuring Entity: Address:	_____
_____	_____		Contract name: Brief Description of the Information System performed by the Tenderer: Name of Procuring Entity: Address:	_____
_____	_____		Contract name: Brief Description of the Information System performed by the Tenderer: Name of Procuring Entity: Address:	_____

*List calendar year for years with contracts with at least **Four (4) years** starting with the earliest year.

6 Form EXP – 2 Specific Experience

Tenderer's Legal Name: _____
JV Member Legal Name: _____

Date: _____
ITT No.: _____

Page _____ of _____ pages

Similar Contract Number: ____ of ____ required.	Information		
Contract Identification	_____		
Award date	_____		
Completion date	_____		
Role in Contract	<input type="checkbox"/> Prime Supplier	<input type="checkbox"/> Management Contractor	<input type="checkbox"/> Subcontractor
Total contract amount	_____		US\$ _____ —
If member in a JV or subcontractor, specify participation of total contract amount	_____ %	_____	US\$ _____
Procuring Entity's Name:	_____		
Address:	_____ _____		
Telephone/fax number:	_____		
E-mail:	_____		

7 Form EXP – 2 (cont.) Specific Experience (cont.)

Tenderer's Legal Name: _____
JV Member Legal Name: _____

Page _____ of _____ pages

Similar Contract No. __ [insert specific number] of [total number of contracts] ____ required	Information
Description of the similarity in accordance with Sub-Factor 2.4.2 of Section III:	
Amount	_____
Physical size	_____
Complexity	_____
Methods/Technology	_____
Key Activities	_____

8 Form CCC-1 Summary Sheet: Current Contract Commitments/ Work in Progress

Name of Tenderer or partner of a Joint Venture.

Tenderers and each partner to a Joint Venture tender should provide information on their current commitments on all contracts that have been awarded, or for which a Form of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued

Name of contract	Procuring Entity, contact address/tel./fax	Value of outstanding Information System (current Kshs. or equivalent)	Estimated completion date	Average monthly invoicing over last six months (Kshs.or equivalent/ month)
1.				
2.				
3.				
4.				
5.				
etc.				

9 Form FIN – 1 Financial Situation

Historical Financial Performance

Tenderer's Legal Name: _____ Date: _____

JV Member Legal Name: _____ ITT No. _____

Page _____ of _____ pages

To be completed by the Tenderer and, if JV, by each member

Financial information in Kshs. or equivalent	Historic information for previous _____ (____) years (Kshs. or equivalent in 000s)						
	Year 1	Year 2	Year 3	Year ...	Year n	Avg.	Avg. Ratio
Information from Balance Sheet							
Total Assets (TA)							
Total Liabilities (TL)							
Net Worth (NW)							
Current Assets (CA)							
Current Liabilities (CL)							
Information from Income Statement							
Total Revenue (TR)							
Profits Before Taxes (PBT)							

Attached are copies of financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following conditions:

- a) Must reflect the financial situation of the Tenderer or member to a JV, and not sister or parent companies.
- b) Historic financial statements must be audited by a certified accountant.
- c) Historic financial statements must be complete, including all notes to the financial statements.
- d) Historic financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

10. Form FIN –2 Average Annual Turnover

Tenderer's Legal Name: _____ Date: _____

JV Member Legal Name: _____ ITT No.: _____

Page _____ of _____ pages

Annual turnover data (applicable activities only)		
Year	Amount and Currency	Kshs. or equivalent
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
*Average Annual Turnover	_____	_____

*Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the number of years specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 2.3.2.

11. Form F-3 Financial Resources

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total cash flow demands of the subject contract or contracts as indicated in Section III, Evaluation and Qualification Criteria.

Source of financing	Amount (Kshs. or equivalent)
1.	
2.	
3.	
4.	

12 Personnel Capabilities

i) Key Personnel

Name of Tenderer or partner of a Joint Venture

Tenderers should provide the names and details of the suitably qualified Personnel to perform the Contract. The data on their experience should be supplied using the Form PER-2 below for each candidate.

1.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
2.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
3.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
4.	Title of position:	
	Name of candidate	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
6...	Title of position:	
	Name of candidate	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>

Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>

ii) Candidate Summary

Position		Candidate <input type="checkbox"/> Prime <input type="checkbox"/> Alternate
Candidate information	Name of candidate	Date of birth
	Professional qualifications	
Present employme	Name of Employer	
	Address of Employer	
	Telephone	Contact (manager / personnel officer)
	Fax	Email
	Job title of candidate	Years with present Employer

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experience

iii) Technical Capabilities

Tenderer shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. With this form, the Tenderer should summarize important certifications, proprietary methodologies, and/or specialized technologies that the Tenderer proposes to utilize in the execution of the Contract or Contracts.

(iv) Manufacturer's Authorization

Note: This authorization should be written on the Form head of the Manufacturer and be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.

Invitation for Tenders Title and No.: _____ [Procuring Entity insert: **ITT Title and Number**]

To: _____ [Procuring Entity insert: **Procuring Entity's Officer to receive the Manufacture's Authorization**]

WHEREAS [insert: **Name of Manufacturer**] who are official producers of _____
[insert: **items of supply by Manufacturer**] and having production facilities at _____ [insert: **address of Manufacturer**] do here by authorize _____ [insert: **name of Tenderer or Joint Venture**] located at _____ [insert: **address of Tenderer or Joint Venture**] (hereinafter, the "Tenderer") to submit a tender and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us:

We hereby confirm that, in case the tendering results in a Contract between you and the Tenderer, the above-listed products will come with our full standard warranty.

Name [insert: **Name of Officer**] in the capacity of [insert: **Title of Officer**] Signed _____

Duly authorized to sign the authorization for and on behalf of: _____ [insert: **Name of Manufacturer**]

Dated this _____ [insert: **ordinal**] day of _____ [insert: **month**], [insert: **year**]. [add Corporate Seal

(where appropriate)]

(v) **Subcontractor's Agreement**

Note: This agreement should be written on the Form head of the Subcontractor and be signed by a person with the proper authority to sign documents that are binding on the Subcontractor.

Invitation for Tenders Title and No.: _____[*Procuring Entity insert: ITT Title and Number*]

To: _____[*Procuring Entity insert: Procuring Entity's Officer to receive the Subcontractor's Agreement*]

WHERE AS [*insert: Name of Subcontractor*], having head offices at _____[*insert: address of Subcontractor*], have been informed by _____[*insert: name of Tenderer or Joint Venture*] located at _____[*insert: address of Tenderer or Joint Venture*] (here in after, the “Tenderer”) that it will submit a tender in which _____[*insert: Name of Subcontractor*] will provide[*insert: items of supply or services provided by the Subcontractor*]. We hereby commit to provide the above-named items, in the instance that the Tenderer is awarded the Contract.

Name [*insert: Name of Officer*]in the capacity of _____[*insert: Title of Officer*]

Signed _____ Duly authorized to sign the authorization for and on

behalf of: _____[*insert: Name of Subcontractor*]

Dated this _____[*insert: ordinal*] day of _____[*insert: month*], _____ [*insert: year*].

[*add Corporate Seal (where appropriate)*]

i) List of Proposed Subcontractors

	Item	Proposed Subcontractor	Place of Registration & Qualifications

13. Intellectual Property Forms Not Applicable

Notes to Tenderers on working with the Intellectual Property Forms

In accordance with ITT 12.1(j), Tenderers must submit, as part of their tenders, lists of all the Software included in the tender assigned to one of the following categories: (A) System, General-Purpose, or Application Software; or (B) Standard or Custom Software. Tenderers must also submit a list of all Custom Materials. These categorizations are needed to support the Intellectual Property in the GCC and SCC.

i) Software List

	(select one per item)			(select one per item)	
Software Item	System Software	General-Purpose Software	Application Software	Standard Software	Custom Software

i) List of Custom Materials

Custom Materials

14 Conformance of Information System Materials

I) Format of the Technical Tender

In accordance with ITT 18.2, the documentary evidence of conformity of the Information System to the tendering documents includes (but is not restricted to):

- a) The Tenderer's Preliminary Project Plan, including, but not restricted, to the topics specified in the TDS ITT 18.2. The Preliminary Project Plan should also state the Tenderer's assessment of the major responsibilities of the Procuring Entity and any other involved third parties in System supply and installation, as well as the Tenderer's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.
- b) A written confirmation by the Tenderer that, if awarded the Contract, it shall accept responsibility for successful integration and interoperability of all the proposed Information Technologies included in the System, as further specified in the Technical Requirements.
- c) Item-by-Item Commentary on the Technical Requirements demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Technical Requirements.

In demonstrating the responsiveness of its tender, the Tenderer must use the Technical Responsiveness Checklist (Format). Failure to do so increases significantly the risk that the Tenderer's Technical Tender will be declared technically non-responsive. Among other things, the checklist should contain explicit cross-references to the relevant pages in supporting materials included the Tenderer's Technical Tender.

Note: The Technical Requirements are voiced as requirements of the *Supplier* and/or the *System*. The Tenderer's response must provide clear evidence for the evaluation team to assess the credibility of the response. A response of "yes" or "will do" is unlikely to convey the credibility of the response. The Tenderer should indicate *that*—and to the greatest extent practical—*how* the Tenderer would comply with the requirements if awarded the contract. Whenever the technical requirements relate to feature(s) of existing products (e.g., hardware or software), the features should be described and the relevant product literature referenced. When the technical requirements relate to professional services (e.g., analysis, configuration, integration, training, etc.) some effort should be expended to describe how they would be rendered – not just a commitment to perform the [cut-and-paste] requirement. Whenever a technical requirement is for the Supplier to provide certifications (e.g., ISO9001), copies of these certifications must be included in the Technical Tender.

Note: The Manufacture's Authorizations (and any Subcontractor Agreements) are to be included in Attachment 2 (Tenderer Qualifications), in accordance with and ITT 15.

Note: As a matter of practice, the contract cannot be awarded to a Tenderer whose Technical Tender deviates (materially) from the Technical Requirements – *on any Technical Requirement*. Such deviations include omissions (e.g., non-responses) and responses that do not meet or exceed the requirement. Extreme care must be exercised in the preparation and presentation of the responses to all the Technical Requirements.

- d) Supporting materials to underpin the Item-by-item Commentary on the Technical Requirements (e.g., product literature, white-papers, narrative descriptions of technical approaches to be employed, etc.). In the interest of timely tender evaluation and contract award, Tenderers are encouraged not to overload the supporting materials with documents that do not directly address the Procuring Entity's requirements.
- e) Any separate and enforceable contract(s) for Recurrent Cost items which the TDSITT17.2 required Tenderers to tender.

Note: To facilitate tender evaluation and contract award, Tenderers encouraged to provide electronic copies of their Technical Tender—preferably in a format that the evaluation team can extract text from to facilitate the tender clarification process and to facilitate the preparation of the Tender Evaluation Report.

II) Technical Responsiveness Checklist (Format)

Tech. Require. No. _	Technical Requirement: [<i>insert: abbreviated description of Requirement</i>]
Tenderer's technical reasons supporting compliance:	
Tenderer's cross references to supporting information in Technical Tender:	

PRE BID CONFERENCE ATTENDANCE FORM

This is to certify that M/s (Name of the Tenderer) have participated in the virtual Pre – bid conference meeting held on for the

(Tender Number and Tender Name)

I..... **Head, Supply Chain Management Services** and Client Representative of Tender for Design, Development, Supply, Configuration, Installation, Implementation, Commissioning and Maintenance of an Online Pension Management Information System for The National Treasury do hereby certify that

.....
(Name of tender/tenderers representative)

of.....
(Name of bidding firm and address)

Have actually attended the Pre Bid Conference Meeting for the provision of

.....
(Name of the services for which bids are invited)

This.....day of.....month.....20.....

.....
Signature

.....
Official Stamp

Declaration (by Tenderer)

I..... (Name of tenderer)

Do hereby declare that we have participated in the pre bid conference virtual meeting held on for the above services.

.....
Signature

.....
Date

.....
Official Stamp

FORM OF TENDER SECURITY-[Option 1–Demand Bank Guarantee]

Beneficiary: _____

Request for Tenders No:

Date: _____

TENDER GUARANTEE No.: _____

Guarantor: _____

1. We have been informed that _____ (here inafter called "the Applicant") has submitted or will submit to the Beneficiary its Tender (here inafter called" the Tender") for the execution of _____ under Request for Tenders No. _____ ("the ITT").
2. Furthermore, we understand that, according to the Beneficiary's conditions, Tenders must be supported by a Tender guarantee.
3. At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of _____ (_____) upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:
 - (a) has withdrawn its Tender during the period of Tender validity set forth in the Applicant's Letter of Tender ("the Tender Validity Period"), or any extension thereto provided by the Applicant; or
 - b) having been notified of the acceptance of its Tender by the Beneficiary during the Tender Validity Period or any extension there to provided by the Applicant, (i) has failed to execute the contract agreement, or (ii) has failed to furnish the Performance.
4. This guarantee will expire: (a) if the Applicant is the successful Tenderer, upon our receipt of copies of the contract agreement signed by the Applicant and the Performance Security and, or (b) if the Applicant is not the successful Tenderer, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Tendering process; or (ii) thirty days after the end of the Tender Validity Period.
5. Consequently, any demand for payment under this guarantee must be received by us at the office indicated above onor before that date.

[signature(s)]

Note: All italicized text is for use in preparing this form and shall be deleted from the final product.

PART 2 – PROCURING ENTITY'S REQUIREMENTS

SECTION V - SCHEDULE OF REQUIREMENTS

5.1. BACKGROUND

The administration and payment of pensions, gratuities and other retirement benefits in respect of the public service officers in the Government of Kenya is mandated to the National Treasury. Additionally, the National Treasury is the repository of the National Pensions Policy. The legal framework within which the public service pension scheme is operationalized is comprised of various statutes.

Most of the pension schemes currently being administered by the National Treasury are Defined Benefit schemes with a pay-as-you-go model. This has however evolved overtime from 1921 when the European Officers Pensions Act was enacted. The first scheme meant specifically for Africans was enacted in 1946 under the Pensions Act (Cap. 189) Laws of Kenya. This is the main Act being administered and managed by the National Government under the Pensions Department domiciled in the National Treasury. Cap. 189 majorly covers officers in the service under Public Service Commission, the National Police Service Commission, the Correctional Services and teachers under the Teachers Service Commission.

The Act has been amended from time to time with the last amendment having taken effect on 21st May, 2018 through the Statute Law (Miscellaneous Amendment) Act, No. 4 of 2018. However, Cap 189 still remains a non-contributory scheme and unfunded. The Widows and Children's Pension Scheme' for civil servants, teachers and members of the disciplined services is mandatory for male officers contributing 2% of their basic salary. However, the contributions for this scheme are collected by the Kenya Revenue Authority as agent and paid to the Consolidated Fund Services.

Other unfunded schemes administered by the National Treasury include those provided for under the Presidential Retirement Benefits Act No. 11 of 2003 and the Retirement Benefits (Deputy President and Designated State Officers) Act No. 8 of 2015. These Acts provide varying retirement benefits for different State Officers. The Department also administers the Parliamentary Pensions Act Cap 196 for Members of Parliament that took effect from 1st July, 1984. This is a defined benefit scheme that is contributory with members and the employer contributing 12.6% and 25.4% of the basic salary respectively. The Government contribution is however notional. The Act requires the National Treasury to maintain individual members' accounts with interest accrued at the end of every year. The National Treasury currently maintains a stand-alone database (outside the PMIS) for MPs contributions in compliance with this requirement. Printouts of members contribution statement from the system is used to support to pension claims for retired members of Parliament.

In addition to the various Pensions Acts, the National Treasury also relies on the various Human Resource Policies and Circulars issued by government from time to time in the administration of pension for the entitled officers and their dependants. Key among these policies are the Human Resource Manual and Policies for the Public Service and the Kenya Defence Forces Pension and Gratuities Regulations for Servicemen and Officers.

Different formulae apply when computing retirement benefits for the various categories of Public and State Officers under the aforementioned Acts. On the other hand, the Acts provide for different

pension awards to entitled persons based on the grounds for their retirement.

In order to further improve the pensions policy framework, the National Treasury is developing a National Pensions Policy that sets the guiding principles to be applied across board on structuring and management of retirement benefits for public servants.

The National Treasury for a long-time processed pension on a purely manual basis but has progressively overtime adopted computerization of the processes. Initially, the only aspect of the pension process that was partially computerised was processing of the payroll which was run by the Government Information Technology Services (GITS) as was the payrolls for the other Government Ministries. Later in the year 1999 the Pensions Department computerised some of its function which included the registration of claims, assessment of pension awards, voucher processing, payment schedule preparation and cheque printing. The Dependants Payroll was managed through the legacy Pensions System (run on MS-DOS). However, the main payroll continued to be processed at the GITS with manual processing of the payroll data by Pensions Officers on Campay forms and thereafter captured in diskettes for upload in the GITS system. The pension process was not end to end and required a lot of manual interStage for a transaction to be completed. These manual processes were prone to a lot of errors.

Later in the year 2009, the National Treasury implemented the web based Pensions Management Information System (PMIS) using windows operating system which integrated all the functional areas of Claims, Assessment, Accounts and Payroll with a workflow management capability. The PMIS enabled the National Treasury to integrate the main and the dependant's payrolls in the PMIS besides adopting a running file numbering system in an ascending order regardless of the prefixes denoting the various award types.

5.2. CHALLENGES

Over the past eleven (11) years, the PMIS has served the National Treasury. However, a myriad of challenges have been experienced in processing pension owing to changes in policies, increased numbers of users and clients and demand for efficient and effective services. Among the challenges faced are:

- Inordinate delay in receipt of retirement benefits causing financial and mental suffering at old age
- Filling up large numbers of Physical Forms with repeated information in several places
- Movement of voluminous hardcopies of pension papers to / from one office to another and from across the country
- Physical touch points at many offices
- Time consuming & error prone manual process at all levels
- Opacity of the process, status, objections, etc.
- Lack of validation of data against other systems leading to wrong calculations, duplication and over / under payments,
- Delay in receipt of retrial dues: employees compelled to take recourse to judicial process
- Preservation of ever-increasing number of voluminous pension files at Pension Directorate
- Damaged / Missing physical copies of documents in transit or in storage
- Lack of interfacing with other relevant databases/ systems

- Manual submission of incomplete documents that take time to correct

5.3. JUSTIFICATION

The above challenges have over the years adversely affected some critical functionality of the PMIS and the speed of processing pension awards. This therefore prompted the necessity to procure a modern Pensions System that is customer-centric, flexible and accessible at the customer convenience and more user friendly to enable the National Treasury meet the current needs of the over 300 users and 300,000 pensioners in the new information age. The Department receives an average of 20,000 new claims annually leading to a fast growth of its client base thus occasioning:

- Backlog of cases not adjudicated and paid
- Lost documents
- Repetitive processes

5.4.OBJECTIVES

The Government Pension scheme would wish to achieve the following objectives.

- Seamless and timely settlement of Pension claims of retirees/dependants;
- Eliminate the personal visits / Physical Touch Points of the pensioners and their beneficiaries;
- Ensure transparency, accountability in the flow of information on the status of processes
- Minimize physical movements of files and documents
- Eliminate the chances of loss / damage of files, documents, certificates, etc.
- Availability of MIS facility and Real-time Reporting Mechanism for monitoring and decision making
- Develop a Comprehensive and Reliable Pensioners/Dependant Database
- Monitor the liveness of the pensioner online
- Utilize the human resources more optimally

The vendor is required to respond on how the proposed system will achieve each of the objective.

5.5. E-PENSION VISION

Payment of Gratuity in 24 Hours, Pension in 1 Month

5.6.KEY FEATURES AND INNOVATIONS

The key features and innovations that will facilitate the achievement of the vision are:

- Online submission of claims from source;
- Self-service e-pension Portal for processing and tracking of pension matters;
- Real time Life certification for proof of liveness for the pensioners/dependants;
- Auto population of biodata of the potential pensioners/dependants from existing systems;
- Business intelligence for Real time reporting, Dashboards and information to support informed decision making;

- Harness the potential of emerging technologies such Artificial Intelligence, Big data, Internet of Everything (IOE), Block chain, digital signature technology, among others;
- Establishment electronic document and records management system (EDRMS) with workflows
- Capability to integrate with other third-party systems such as autogenerated messaging gateways, payment gateways;
- Single sign-on service based on the defined roles;
- In-built system Alerts;
- Based on proven open architectural framework that ensures Interoperability, Flexibility, Scalability and Replicability;
- Based on Perpetual Licensing regime;
- Process work-flows that are flexible and customizable with minimum hard-coding;
- Securely accessible by all the stakeholders, anytime and anywhere through any web browser from any type of device;
- Hosted in a primary data centre and replicated at a secondary site (Disaster recovery site) to ensure real time replication and high availability;
- Cover diverse categories of pensioners/dependants of multiple Institutions/ Organizations with changeable work flow based operational procedure with minimal customization.

5.7.KEY MODULES TO BE IMPLEMENTED

The envisioned system will consist of the following key modules

1. Registration Module
2. Membership and Contributions Module
3. Claims Module
4. Assessment & Directorate Module
5. Dependants module
6. Payroll and Accounts Module (Payments and Receipts)
7. Deferred Pensioners Module
8. Reporting Module (Business Intelligence, Periodic Reporting, Management Reporting, Statutory Reporting)
9. Electronic Document management Module
10. Customer Relationship Management (CRM); Complaints and Enquiries Module
11. Life Certification module
12. E-pension self-service portal
13. Mobile App module
14. System Administration Module
15. Internal Audit

5.8.GENERAL IMPLEMENTATION REQUIREMENT

5.8.1. PROJECT IMPLEMENTATION

The project will be implemented within twelve (12) months of contract signing comprising of the following seven (7) Project Phases :

- **Phase 1: *Project planning and solution conceptualization:*** conducting feasibility, understanding the requirements and developing the Project plan.
- **Phase 2: *Detailed analysis and design of the solution:*** Create user requirements blueprint and design the web-based platform prototype based on the blueprint.

- **Phase 3: *Development/customization and configuration of the solution:*** Development and customization of the platform while incorporating the user validation comments including testing of each module
- **Phase 4: *Preparation of the provisioned hardware:*** The National Treasury will provide the proposed hardware, and it is the responsibility of the vendor to prepare the required environment (development, testing, and production)
- **Phase 5: *System installation, integration and testing:*** This will entail the system installation; integration within the modules and integration with other identified external systems; and the end-to-end system testing
- **Phase 6: *Data migration:*** This will entail migration of cleansed data from the existing to the new system/platform. It is the responsibility of the vendor to prepare the data migration templates in collaboration with the client
- **Phase 7: *Capacity Building/Training:*** Provision of training and knowledge transfer to all the identified system users (End-Users, Technical, Administrators, Super users and other stakeholders).
- **Phase 8: *System Go-live:*** This entails, full system implementation and hand over to the client.
- **Phase 9: *Maintenance and Support:*** This entails maintenance and support within the warranty period of 24 months during and after completion of Stages 1-8.

5.8.2. Scope, Deliverables and Acceptance Process

5.8.2.1 Scope,

The scope of work includes: -

- i. The Design, Development, Supply, Configuration, Installation, Implementation, Commissioning and Maintenance of an Online Pension Management Information System for The National Treasury with a web interface, database, mobile application;
- ii. Configuration of the system security measures as per the provided system architecture;
- iii. Supply of the perpetual licences of the proposed solution;
- iv. Provide specifications of the appropriate hardware that will support the proposed solution;
- v. Migration of data from the existing systems;
- vi. Integration with the identified existing and future systems
- vii. Use of big data, data mining and Artificial intelligence tools to get data from the various systems to validate and give insights about a pensioner/dependant;
- viii. Provision of training and knowledge transfer to all the identified system users (End-Users, Technical, Administrators, Super users and other stakeholders). Training of Trainers-of-Trainers (TOTs) for users (50 minimum) and specialized technical training (20 ICT Staff minimum);
- ix. Provision of warranty after successful commissioning (go-live) of the system;
- x. Preparation and timely submission of project reports;
- xi. Implementation of a reporting tool/ Business Intelligence that will facilitate the production of static and dynamic reports including dashboards in the system;
- xii. Development of a Mobile App usable in both android and ios, which will be integrated with the system;

- xiii. Implementation of a life certification functionality for the pensioner/dependant to validate that they are still alive by using the mobile app and live photo/selfie;
- xiv. Provide Integration with USSD, bulk SMS service to allow real time communication to pensioners/dependants.

5.8.2.2 Acceptance Process

No.	Phases	Project Deliverables	PROOF
1.	Phase 1 Project planning and solution conceptualization	<div>Feasibility report, Requirements Document</div> <div>Full detailed project implementation plan including work plan & Gantt chart, risk management, project charter</div>	Certificate of Acceptance and Sign Off for inception report entailing project implementation plan including workplan and risk management plan, project charter, feasibility report
2.	Phase 2 <i>Detailed analysis and design of the solution</i>	<div>User requirements blueprint and system workflows</div> <div>System Design Document, proposed Web-based Integrated platform, development of Prototype based on the blueprint.</div>	Certificate of Acceptance and Sign Off for System analysis and design document Final Business Requirements Doc (blueprint? and prototype system
3.	Phase 3 <i>Development/customization and configuration of the solution</i>	<ul style="list-style-type: none"> Preparation of the development and testing environment Development/customization and configuration of system integration <div>Test reports for each module/functionality</div>	Certificate of Acceptance and Sign Off for Fully developed modules and their testing reports and user acceptance signoff
4.	Phase 4 <i>Preparation of the provisioned hardware</i>	Hardware configuration ready for installation of the fully developed system.	UAT Certificate
5.	Phase 5 <i>System installation, integration and testing</i>	<div>system installation; integration within the modules and integration with other identified external systems;</div> <div>Preparation of User Acceptance Test Cases/Scripts and UAT Plan</div>	Certificate of Acceptance and Sign Off for Cases/Scripts and UAT Plan Test report for the integrated

		Undertake end to end and UAT system testing	system(end to end) User Acceptance Test report
6.	Phase 6: Data migration	<ul style="list-style-type: none"> This will entail migration of cleansed data from the existing to the new system/platform. It is the responsibility of the vendor to prepare the data migration templates in collaboration with the client. 	Certificate of Acceptance and Sign Off for: Data Migration templates,
7.	Phase 7: Capacity Building/Training	Preparation and approval of Training Plan.	Certificate of Acceptance and Sign Off for training documents (approved training plan, training reports and evaluation reports, user and technical manuals, Operational Manuals for all solution configuration and related Software)
		Provision of training to all the identified users. (Training of Trainers of trainers (TOT) for users (50 minimum) and specialized technical training (20 ICT Staff minimum)).	
		Preparation of User and Technical Manuals for the System.	
		Operational Manuals for all solution configuration and related Software.	
		User Manuals and Training Manuals for the System.	
8.	Phase 7: Pilot	Selected Sample population that give all scenarios for New and existing systems to give 100% quality of output.	Certificate of Acceptance and Sign Off for training documents Output documents Comparison report for old and new system
9.	Phase 8: System Go-live.	Implementation and Handover plan	Certificate of Acceptance and Sign Off for handover documents
10.	Phase 9: Maintenance and Support	Maintenance and Support plan for 24 months warranty period	Certificate of Acceptance and Sign Off for maintenance documents
11.	Phase 10: Ongoing	Monthly Progress Reports for Executive Steering Committee	Signed off Project Status Reports including quality

			assurance
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5.9.TECHNICAL REQUIREMENT

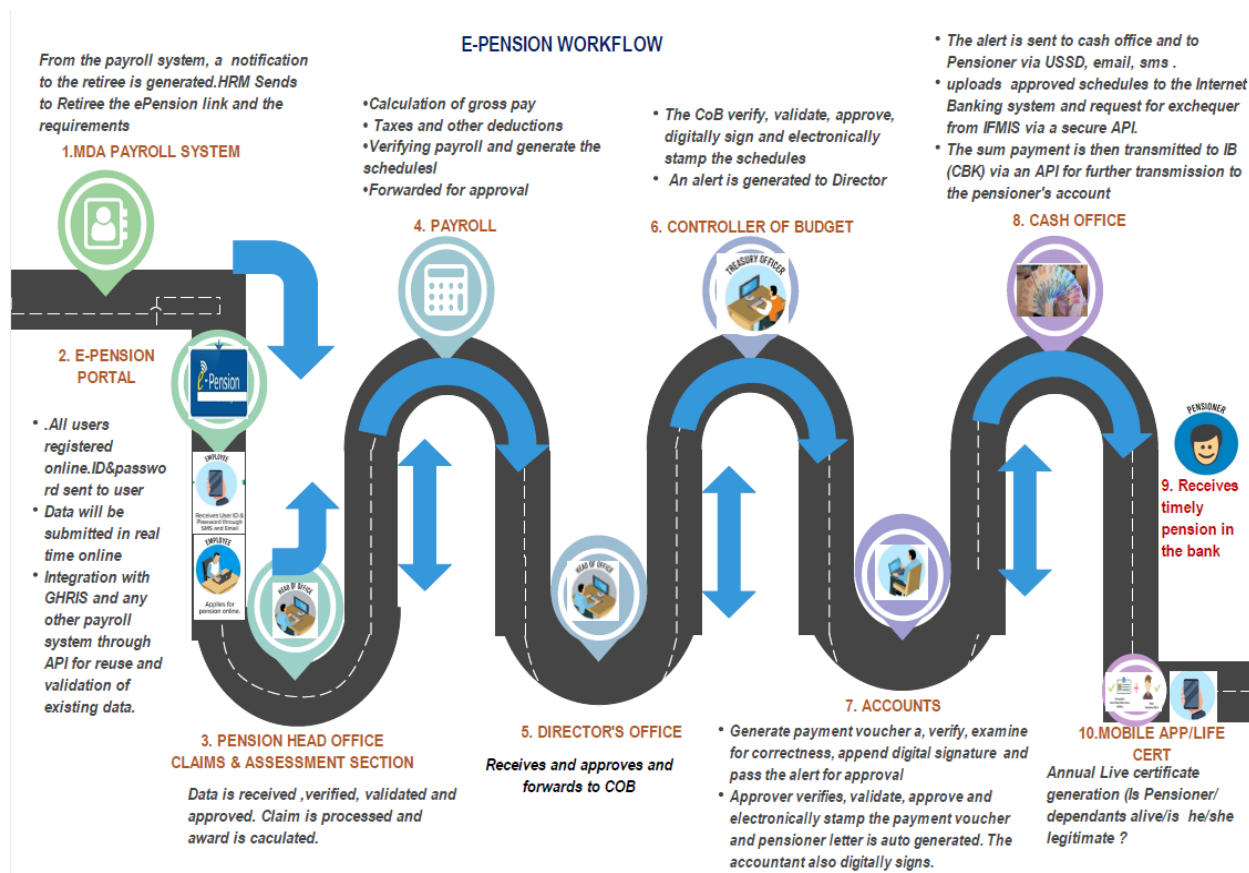
All features described in the specifications must be explicitly be licensed and supported for 24 months by the manufacturer and the tenderer.

For all of the technical specifications, the tenderer is expected to explain in details how the solution meets the requirement. This description together with the tenderer’s attached brochure will be used to determine and score their understanding of the technical specification.

In all cases, vendors are requested to put as much information as possible in the “TENDERER COMMENTS” to support their responses. **Including reference pages of the attached manufacturer product sheets/Brochure.**

5.9.1. General Technical Information

5.9.1.1 E-Pension Workflow



5.9.1.2 Multi-tier design Requirements to be met by the Information System

1. Benefits of N-Tier Architecture

The benefits the client is looking for is an n-tier architecture for software development that is :

- **Secure:** You can secure each of the three tiers separately using different methods.
- **Easy to manage:** You can manage each tier separately, adding or modifying each tier without affecting the other tiers.
- **Scalable:** If you need to add more resources, you can do it per tier, without affecting the other tiers.
- **Flexible:** Apart from isolated scalability, you can also expand each tier in any manner that your requirements dictate. With multi-tier architecture, vendor will adopt new technologies and pension department can add more components without having to rewrite the entire application or redesigning the whole software, thus making it easier to scale or maintain. Meanwhile, in terms of security, you can store sensitive or confidential information in the logic tier, keeping it away from the presentation tier, thus making it more secure.
- **Easy to add new features.** If pension department want to introduce a new feature, you can add it to the appropriate tier without affecting the other tiers.

- **Easy to reuse.** Because the application is divided into independent tiers, you can easily reuse each tier for other software projects. For instance, if you want to use the same program, but for a different data set, you can just replicate the logic and presentation tiers and then create a new data tier.

Tiers to be considered include:

- The application logic tier.** The application logic tier is where all the “thinking” happens, and it knows what is allowed by your application and what is possible, and it makes other decisions. This logic tier is also the one that writes and reads data into the data tier.
- The data tier.** The data tier is where all the data used in your application are stored. You can securely store data on this tier, do transaction, and even search through volumes and volumes of data in a matter of seconds.
- The presentation tier.** The presentation tier is the user interface. This is what the software user sees and interacts with. This is where they enter the needed information. This tier also acts as a go-between for the data tier and the user, passing on the user’s different actions to the logic tier.

PMIS system Enterprise architecture should be based on multi-tier design to achieve:

- Service Orientation
- Multi-platform support
- Maintainability
- Interoperability
- Security
- Separation of roles
- Database Independency
- Performance improvement
- High-level usability and Reusability
- Scalability
- Data Integrity
- Improved Security
- Improved Availability

5.9.1.3 System Architecture

The Pension System **MUST** be supplied and configured to embrace the following architectures.

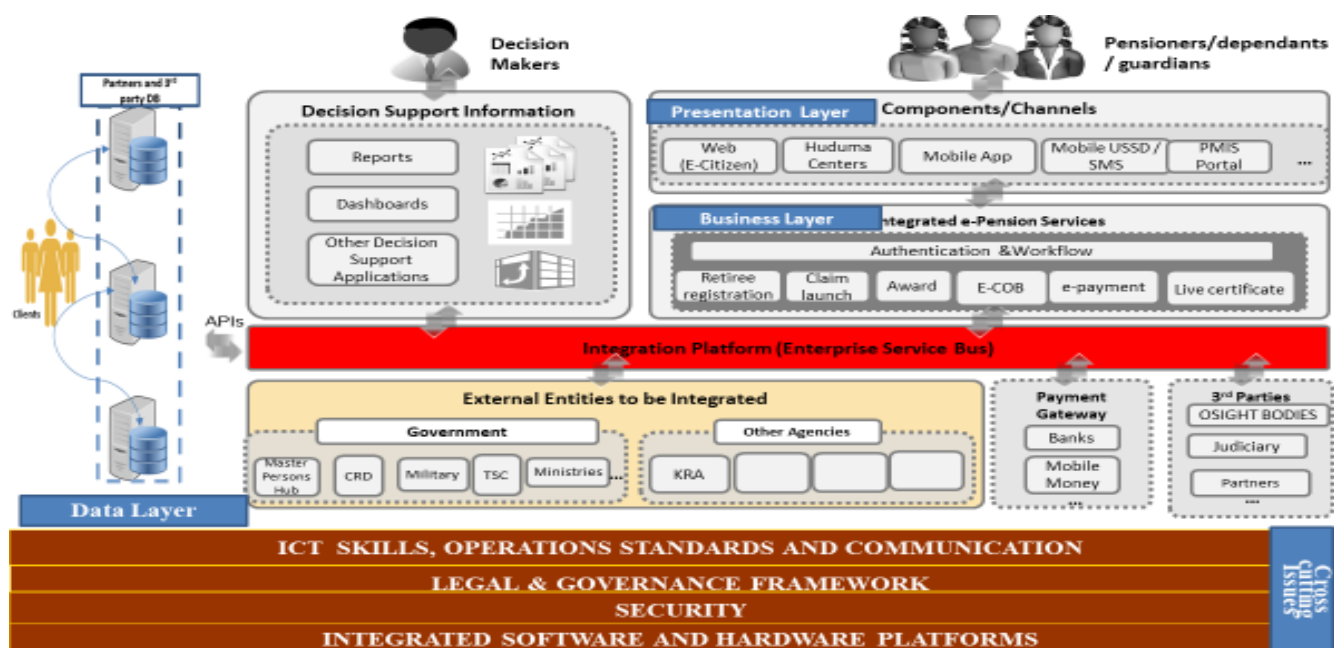
Architectural Requirements to be met by the Information System

The Architectural analysis will enable the tenderer to understand the environment in which the proposed system will operate and determine the requirements for the system. The input or requirements to the analysis activity will come from a number of stakeholders and include items such as:

- what the system will do when operational (the functional requirements)
- how well the system will perform runtime non-functional requirements such as reliability, operability, performance efficiency, security, compatibility defined in ISO/IEC 25010:2011 standard
- development-time of non-functional requirements such as maintainability and transferability defined in ISO 25010:2011 standard
- business requirements and environmental contexts of the system that may change over time,

Such as legal, social, financial, competitive, and technology concerns

Enterprise Architecture

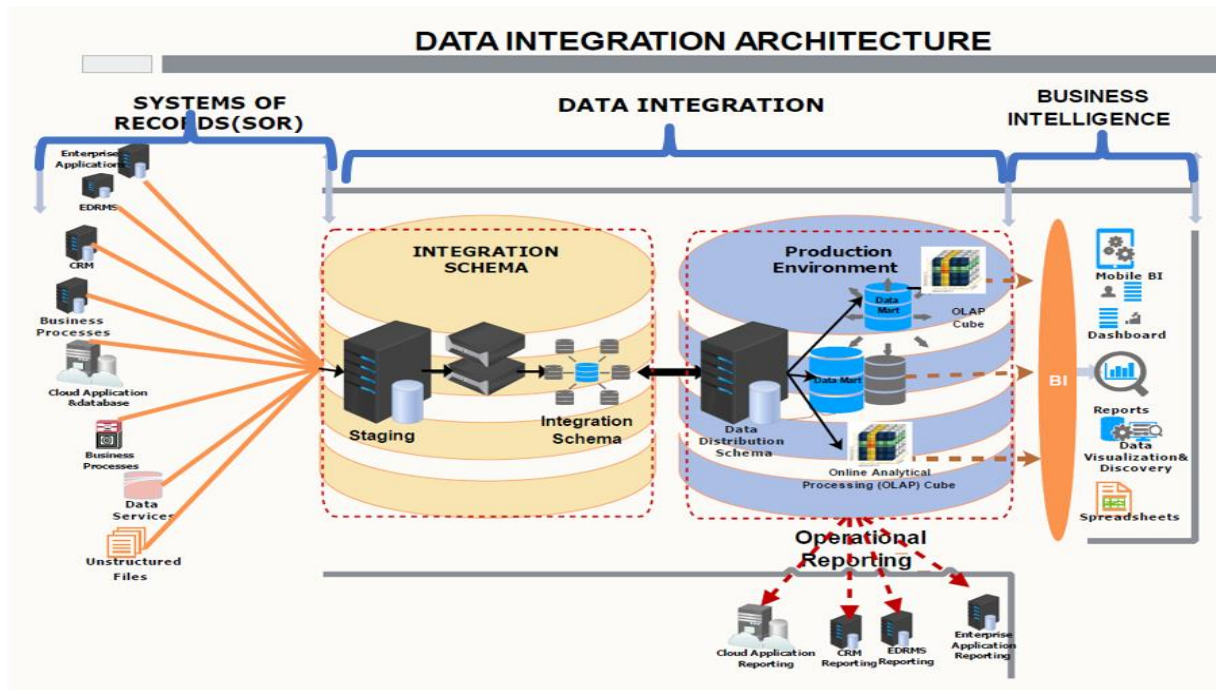


a) Configuration Architecture

The Pension system shall be designed to run in the following environments for their own purposes:

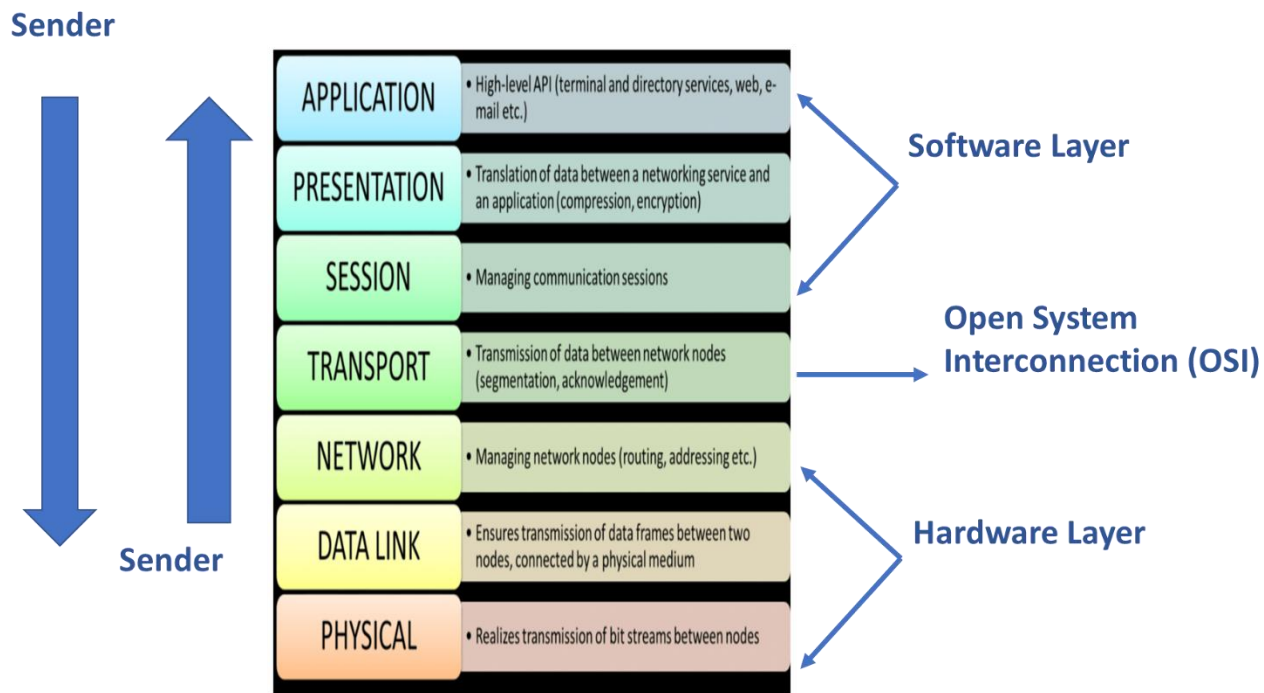
Item No	Features	Minimum Requirements
1.	Development environment	Environment for developing and first level testing of the system which is accessible to the developers, quality assurance team, and system administrators.
2.	Staging and Training	In this environment the developed product will undergo further testing and debugging. UAT to be conducted at this level. The output from this should be ready to move to production.
3.	Production environment	Live system with real transaction data and information.
4.	Disaster Recovery environment	Real time replication of the system in the production environment.
5.	Note: In case of any subsequent updates the system will go through the same cycle with having the current system in production fully integrated at the staging.	

b) Information/data Architecture



Item No	Features	Minimum Requirements
1.	Information/data Architecture Principles	<p>Information Architecture will include, but are not limited to,</p> <ul style="list-style-type: none"> ○ business services and processes, ○ business locations, ○ computer applications, ○ databases, ○ data marts/schema, ○ data warehouses, ○ communications networks, ○ access channels, ○ data components and data services.

c) Technology/Application Architecture

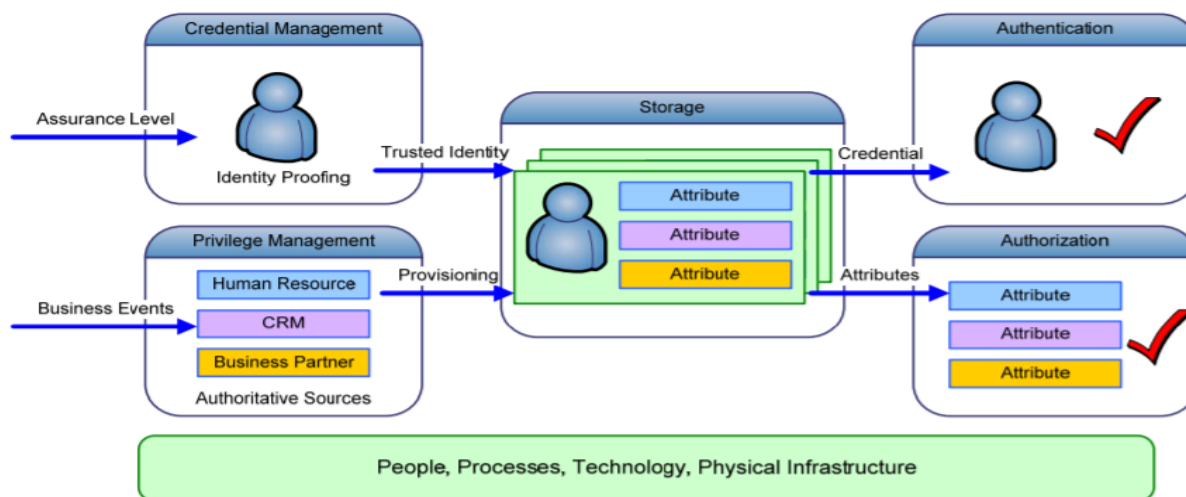


Item No	Features	Minimum Requirements
1.	Application Architecture Principles (Diagram above)	<ul style="list-style-type: none"> ➤ The applications should be designed to gain maximum interoperability for ease of integration of applications/modules, efficient reuse of existing application assets, faster deployment of new applications, and better responsiveness to changing business needs. ➤ The components should cooperate to allow the amplification of reusability, extensibility, testability, and increase cohesion • Open Access Protocol (OAP) Message Analyzer: This determines the structure and content of the documents exchanged in business processes involved in pension management collaborations. • Service Registry: it is the mechanism for registering and publishing information about business processes, products and services, and to update and adapt to different scenarios. • Subscription Registry: it is the mechanism for registering interactions in which systems publish information about an event to the network so that other systems, which have subscribed and authorized to receive such messages, can receive that information and act on it appropriately. • Discovery Service: This module is used to discover business processes implementations. • Given the dynamic environment surrounding the awards processing, the power of being able to find business processes on the fly to create new business processes is highly desirable. • Dynamic Binding Service: This component binds compatible business processes described as Web services. The binding of a Web Service refers to how strong the degree of coupling with other Web Services is. • Dynamic Invoker: This module transforms data from one format to another.

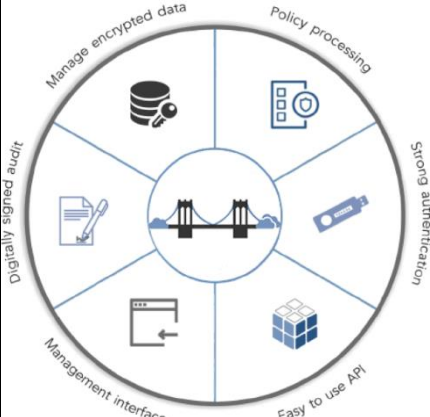
		<ul style="list-style-type: none"> • Web Service Definition Language (WSDL) Document Analyzer: it validates WSDL documents that describe business processes by their interfaces which are provided and used by the system. • Web Services Reliable Messaging (WSRM) -based Messaging Service: it is the communication mechanism for the collaboration among the actors involved along the whole chain. • Response Formulator: This component receives the responses from the pensioners about a requested service. • Workflow Engine: This internally coordinates Web services by using a Business Process Execution Language for Web Services (BPEL) based business process language. It consists of building a fully instantiated workflow description at design time, where users are dynamically defined at execution time.
2.	Technology Architecture Principles	Vendor should demonstrate how they will use the Technology and Infrastructure Service Principles and show how technology, services, patterns, blueprints, components, delivery levels, responsibilities, etc. will be used to develop, deliver, and manage the system. They need to also show how the changes will be managed and the impact of this potential changes to the system architecture

d) Security Architecture

Basic Identity and Access Management Components



Item No	Features	Minimum Requirements
1.	Components	<ol style="list-style-type: none"> 1. Platform security 2. Hardware security 3. Network security 4. Operating system security 5. File security 6. User security 7. Database security, practices and procedures
2.	Component architecture mapped with physical	<ul style="list-style-type: none"> • Security standards (e.g. ISO, US National Institute of Standards and Technology [NIST]) • Security products and tools (e.g., antivirus [AV], virtual private network [VPN], firewall, wireless security, vulnerability scanner)

	architecture Standards	<ul style="list-style-type: none"> • Web services security (e.g., HTTP/HTTPS protocol, application program interface [API], web application firewall [WAF]) • Hardware security module (HSM): HSM (physical computing device that safeguards and manages digital keys, performs encryption and decryption functions for digital signatures, strong authentication and other cryptographic functions. These modules traditionally come in the form of a plug-in card or an external device that attaches directly to a computer or network server. A hardware security module contains one or more secure cryptoprocessor chips.
3.	Operational security:	<ul style="list-style-type: none"> ➤ Implementation guides ➤ Administration ➤ Configuration/patch management ➤ Monitoring ➤ Logging ➤ Pen testing ➤ Access management ➤ Change management ➤ Forensics, etc. 

e) Integration Architecture

Integration Architecture Principles

Service Component Framework	<div> <div>Service Area</div> <div>Service Category</div> <div>Service Standard</div> </div>			
	Access Channel <ul style="list-style-type: none"> • Web browser • Web access standards (WCAG) • Mobile devices • Collaboration & Communications (Social Networking services, IVR, VoIP, SMS, email, Kiosk) 	Delivery Channel <ul style="list-style-type: none"> • Internet • Intranet • P2P • VPN 	Presentation/ Interface <ul style="list-style-type: none"> • Static display (HTML Display) • Dynamic Server Side Display (JSP, ASP) • Content Rendering • Wireless (WML) / Mobile / Voice (Voice XML) • User Personalization 	Interconnection <ul style="list-style-type: none"> • Enterprise Level IP network • Application Layer Protocols • Transport Layer Protocols • Internet Layer Protocols
	Process Integration <ul style="list-style-type: none"> • BPM • Workflow • Rules engine 	Application/ Service Integration <ul style="list-style-type: none"> • Middleware • Enterprise Service Bus • Object Request Brokers • Remote Procedural Calls • Service Discovery (UDDI) and description (WSDL) 	Data Integration <ul style="list-style-type: none"> • Data exchange and transformation • Data exchange format / classification • Data integration / meta language • Interoperable character set • ETL and SWIFT 	External Integration <ul style="list-style-type: none"> • Service interface with External Gateways (Payment gateway, Development Partners, Government gateway)
	Business Service Components <ul style="list-style-type: none"> • Lines of Business Application • Business Logic • Common Utilities • Reusable Components 	Data Management <ul style="list-style-type: none"> • Data Connectivity (JDBC, ODBC) • Data Access Objects (ORM) • Data validation, cleansing, de-duplications • Data backup and archival 	BI & Reporting <ul style="list-style-type: none"> • BI Tools & Standards • Reporting Tools & Standards • Search Technology 	Security Management <ul style="list-style-type: none"> • Access Mgmt • Anti-virus/Anti-spam • Desktop/Enterprise Firewall • Identity, Authentication, Authorization and privacy • Single sign-on / Identity Management • Email Security • IP Security • Public key technology • Intrusion detection and prevention • Proxy Servers/Directory Services • Remote Security • Secured Transport • XML Security • Electronic Finger Printing
Service Platform, Storage and Infrastructure	Database / Storage <ul style="list-style-type: none"> • Structure Data Storage (DBMS) • Unstructured Data Storage (Content, GIS, etc) • Storage Devices (NAS, SAN) 	Platform / Delivery Servers <ul style="list-style-type: none"> • Web Servers • Application Servers • Portal Servers • Content Servers • Media Servers • Desktop/Mobile/Server OS 	Hardware Infrastructure <ul style="list-style-type: none"> • Servers/ Computers / Laptops • Embedded Technology Devices • Peripherals • Wide Area Network • Local Area Network • Network Devices / Standards 	Software Engineering <ul style="list-style-type: none"> • Requirements Analysis • Modelling Procedures, Application and data design • Integrated Development Environment • Application Development Framework • Programming Language for Application Development • Testing Tools • Configuration Management Software • COTS

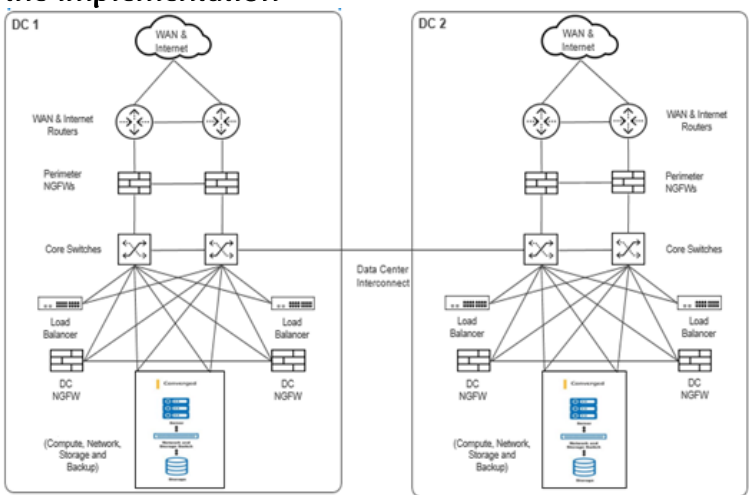
i. Enterprise Service Bus conceptual architecture

Item No	Features	Minimum Requirements
1.	Integration Architecture	<p>This Identifies common components (including existing Government policies, standards, applications/systems technology etc. wherever relevant) across the interoperability domain and define policies, standards, and procedures to ensure reusability of artefacts. The Technical Integration Architecture service components and capabilities provide a foundation to advance the re-use and standardization of technology and service components from a government-wide perspective.</p> <ul style="list-style-type: none"> • Interoperability • Confidentiality • Open standards based • Enterprise Service Bus (ESB) based national service delivery gateway • Web services for information exchange and granular service.

f) Software Architecture:

Item No	Features	Minimum Requirements
1.	Software architecture	<p>Software architecture exhibits the following:</p> <p>Multitude of stakeholders: software systems have to cater to a variety of stakeholders such as business managers, owners, users, and operators. These stakeholders all have their own concerns with respect to the system. Balancing these concerns and demonstrating that they are addressed is part of designing the system. This implies that architecture involves dealing with a broad variety of concerns and stakeholders, and has a multidisciplinary nature.</p> <p>Separation of concerns: the established way for architects to reduce complexity is to separate the concerns that drive the design. Architecture documentation shows that all stakeholder concerns are addressed by modeling and describing the architecture from separate points of view associated with the various stakeholder concerns</p> <p>Quality-driven: classic software design approaches should be driven by required functionality and the flow of data through the system, but more importantly the software system should be more closely related to its quality attributes such as fault-tolerance, backward compatibility, extensibility, reliability, maintainability, availability, security and usability.</p> <p>Recurring styles: like building architecture, the software architecture has to be developed around standard ways to address recurring concerns.</p> <p>Conceptual integrity: the architecture of the system must represent an overall vision of what it should do and how it should do it. This vision should be separated from its implementation. The architect assumes the role of "keeper of the vision", making sure that additions to the system are in line with the architecture, hence preserving conceptual integrity.</p> <p>Cognitive constraints: the designed system must be a mirror of the communication</p>

g) Hardware/Technology Architecture:

Architecture	<ul style="list-style-type: none"> The PMIS shall be configured to implement below hardware architecture; <p>NB: The Client shall provide the hardware and virtualized environment for the implementation</p> 
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h) Training and Skills/Knowledge Transfer

As part of the implementation process, it is the hope of the National Treasury that its implementation personnel can gain significant expertise in both the technology used by the application as well as the inner workings of the application itself. It is our requirement that you ensure that the team is familiar with all aspects of your application. Capacity building is necessary to build competence and to institutionalize the usage of the platform within the National Treasury.

Item No	Features	Minimum Requirements
1.	Technical Skills Assessment	The tenderer is expected to explicitly state the technical skills of its staff required to successfully implement and sustain the System. Attach CVs and certificate copies
2.	Methods of Training and Skill Transfer	The tenderer is expected to elaborate on their proposed training methods to be used for skills transfer who will ensure that National Treasury has enough internal capacity to maintain and use the System.
3.	Training Curriculum	The tenderer is expected to provide the training curriculum to be used to train at least thirty (30) business users on use of the system. These users will then train other end users (Training of Trainers concept) The training curriculum shall adhere to the functional requirements.
4.	Admin/Technical Training	The tenderer is expected to provide the training curriculum to be used to train at least twenty (20) IT technical staff (administrators and technical support staff). This should be comprehensive to ensure that the technical staff can fully manage and support the solution.
5.	Training Evaluation	The tenderer is expected to provide a methodology of evaluation of the training, learning and skills transfer.

6.	Training facility	All trainings must be provided at an accredited center. Tenderers shall propose training site and location and this shall be in agreement with the purchaser. This should not be costed in this bid
7.	Training materials	<p>(i) The Vendor shall develop training materials illustrated in English with screen shots of all user interfaces of the application. The training materials must be designed to also facilitate Training for Trainers approach, and must be developed with a view that they can be used by National Treasury staff in conducting future training. The tenderer is expected to provide all trainees with training material both soft and hard copies.</p> <p>(ii) The Vendor must maintain and update all documentation for any system changes performed by the Vendor during the contract period and any negotiated extensions at no cost to the client.</p> <p>(iii) The Vendor must agree that the National Treasury shall have the right to copy all documents for internal distribution.</p> <p>(iv) The Vendor shall propose a method of ensuring efficient document control. The Vendor shall provide the details of a Knowledge Coordination Approach which indicates the specific formats (versions) and procedures for all documentation to be disseminated amongst the client project team.</p> <p>(v) The Vendor must ensure that a detailed User Guide is provided with the system. Context-sensitive Help screens (help narratives) within the system are also required.</p> <p>(vi) In addition to the full User Guide referenced above, the Vendor will be required to provide a “Quick reference guide”, preferably in the form of a small booklet. The objective is to provide a structured, user-friendly, means to help a user perform a task. It is expected that this guide will focus on providing “how-to” essentials of the key everyday functions without the user having to peruse the main document.</p> <p>vii) In order to ensure sustainability, it is expected that within the proposed twenty four (24) months of post-implementation, knowledge transfer will be completed and identified ICT officials of the Ministry will be fully trained so that Ministry is able to maintain and operate the system independently without Vendor support.</p>
8.	Experienced trainers	The tenderer should have trainers to be able to transfer knowledge to Ministry’s staff. The successful tenderer should provide a detailed Training Schedule for their solution, detailing the training approach and methods, location, and curriculum as well as indicated the cost of training in the price schedule.

i) Testing plan

The Vendor should describe in details in their proposal the testing environment and methodology to be used prior to handing over the system for client user acceptance testing (UAT). The Client expects the following test cycle to include:

Item No	Features	Minimum Requirements
System Testing		
1.	General	<ul style="list-style-type: none">• Create test cases and test data.• Manage the test environments and associated test data from an applications perspective.• Ensure that all testing activities conform to the requirements of defined Change Control procedures.• Perform unit and system testing and document results.• Perform integration, stress, and regression testing and document results.• Perform data migration and data conversion tests.• Review and approve results of all testing activities.• Develop and conduct user acceptance, quality assurance (QA) testing and document results.• Assist in conducting and documenting user acceptance and QA testing.• Review testing results to identify variances between documented requirements and provided functionality and usability.• Review testing results for compliance with policies, procedures, plans, and metrics (e.g. defect rates, progress against schedule, etc.).• Correct defects identified during the testing efforts.• Prepare application(s)/module(s) for migration into INPRS production environment.
2.	Unit Testing:	The vendor will carry out the unit testing in house to make sure each component and module of the system functions as designed.
3.	Integration Testing:	After all modules of the system are developed, integration testing is carried out to make sure that all modules function and perform as expected when working in combination.
4.	Load testing:	Since the application will be used by a large number of users in future, load testing will be performed to see how the system performs under heavy loads. This may require fine tuning the web server, application, application server, and/or the database server or network configuration and load balancing.
5.	Recovery Testing:	One of the important aspects of an application is how well it can recover in case of a system failure, server shutdown, or

		service failure. Tests will be carried out to see how well the system recovers from crashes and hardware failures.
6.	Security Testing	it is necessary to perform detailed security testing of the system. This involves a complete penetration test to make sure the application and the server is not vulnerable to any type of attacks such as SQL injection attack, XSS attacks etc. This will be done by using threat detection and vulnerability scanner software
UAT testing approach		
7.	Usability Testing	The client will test the navigation between screens, user-friendliness and workflows of each of the screens. Against this, if deficiencies are identified the interface maybe redesigned during this testing Stage based on feedback from the Client.
8.	Functional Testing:	A complete end to end functional testing cycle will run. During the functional test, actual processes, and all key services provided by system will be tested against the business requirement, (end to end) to see if the system meets the requirements as described in the in the RFP document and stores data and generate reports properly.
9.	Acceptance Testing	An end to end functional and quality of service testing (including security, performance and robustness) will be performed by the Ministry before any system sign off.
10.	UAT Test Script	An end to end user functional and quality of service testing will be performed by the Ministry prior to any system sign off.

j) Technology Platform

Item No	Feature	Minimum Requirements
1.	Platform	Tenderers shall give a detailed response to demonstrate how their proposed platform will meet the functional requirements mentioned in all the sections in this tender document. The requirements shown in Tenderer response should, therefore, provide exhaustive details on the features of their proposed platform, in such a way as to ensure that the proposed platform leverages on the power of the platform to integrate administrative functions in line with modern best practices. The tenderer must define the technology platform(s) to be used to fully deliver their proposed solution.
2.	Components	The tenderer shall state the proposed components of the platform in terms of: Names and versions The Integration engine. The database proposed. Operating system proposed. Client or end-user operating systems supported The system must be scalable to accommodate growth in the user base as well as data analysis transactions. Comment on how this can be realized. Elaborate on the open-endedness of the system to allow integration with other

		<p>systems within Government</p> <p>Describe the programming language/technology of the system.</p> <p>Setup of necessary IT security measures for the system;</p> <p>The system must be highly available with an uptime of at least 99.9% availability.</p> <p>For each specification, tenderers are requested to provide a clear and concise explanation and provide across-reference to where that explanation or supporting information can be found in other part of the technical proposal.</p> <p>They are required to provide a system brochure that points out the functionalities that have been outlined in this tender document.</p>
3.	Hardware	<p>Tenderers will be required to give the indicative minimum hardware specifications required for the optimum operation to run the system. All the software that will enable the running of the system should come coupled with the solution</p>

k) Service Level Agreement (SLA) Requirements.

The objective of the Service Level and Support requirements is to ensure that the system implemented is adequately supported and that the system maintains the acceptable uptime levels.

Item No	Features
1.	The tenderer MUST guarantee support for the proposed system for two (2) years after commissioning.
2.	The tenderer should furnish a maintenance schedule for the platform supplied.
3.	The tenderer MUST test all the necessary interfaces and interconnection facilities which integrate the components of the proposed system.
4.	The tenderer MUST commit to providing ongoing technical support for the tuning and re-configuration as requested from time to time once an SLA is signed before the expiry of the warranty period.
5.	<p>The tenderers shall propose a service level agreement that addresses the following:</p> <ul style="list-style-type: none"> • Escalation matrix • Contact persons • Response time (2 hours) • Proof of local presence • Online support from manufacturer <p>Any other related SLA requirements</p>

l) Support and Maintenance requirements

After completion of the project, continuing support and maintenance activities will be required from the Tenderer for a period of time where the platform will be on warranty and with continued support and maintenance. This would also include on-site support, hence the tenderer must demonstrate availability of local support.

Tenderers are required to provide a clause-by-clause response to the specifications in the given format. All tenderers are expected to demonstrate and give detailed information on how their

proposed system meets the requirements identified below:

Item No.	Features	Minimum Requirements
1.	System and infrastructure Licensing	<p>The tenderer is expected to: Indicate the period of warranty (not less than 24 months)</p> <ul style="list-style-type: none"> Hand over Intellectual Property Rights related to the customization to National Treasury, including all related designs and all relevant further documentation or propose an agreeable escrow contractual agreement. Grant to the National Treasury license to access and use the Software, including all inventions, designs, and marks embodied in the platform. <p>Tenderers are required to give information on all licensing regime. Such license to access and use the Software shall be:</p> <ul style="list-style-type: none"> Non-exclusive; Fully paid up and irrevocable Valid for use within the processes of National Treasury, within the volume restrictions of the license structure It should be noted that National Treasury prefers perpetual licensing (one-off) <p>Tenderer must provide a price quotation for end to end solution that meets all the requirements in the financial bid. The quote shall include all the software that will run the platform e.g. operating systems, application, databases, middleware etc.</p> <ul style="list-style-type: none"> The nature of the System is such a way as to permit access, from other computers connected to the primary and/or backup Sites by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access; Reproduced for safekeeping or backup purposes; The Software license shall permit the Software to be disclosed to and reproduced for use (including a valid sublicense) The Tenderer will not include configuration in the platform that restricts and/or limits access to certain features, functionality or capacity of such Software subject to the Purchaser making payments or for other self-help or retaliatory
2.		<p>Ability to allow remote diagnostic support. Ability to detect on-line violations and maintain a history of security profiles and other system areas Ability to provide on-line time/date control on access</p>

Item No.	Features	Minimum Requirements
3.	Product upgrades	At any point during performance of the Contract, should technological advances become available for technologies originally offered by the Tenderer in its bid and still to be delivered, the Tenderer shall be obligated to offer to the Client the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices
		<ul style="list-style-type: none"> At any point during performance of the Contract, for Information Technologies still to be delivered, the Tenderer will also pass on to the Client any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Tenderer in the Client's Country
		<ul style="list-style-type: none"> During performance of the Contract, the Tenderer shall offer to the Client all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within agreed timelines.
		<ul style="list-style-type: none"> During the Warranty Period and Support, the Tenderer will provide at no additional cost to the Client all new versions, releases, and updates for all Standard Software that are used in the System, within agreed timelines.
4.		<ul style="list-style-type: none"> During the Warranty Period, the Purchaser shall introduce all new versions, releases or updates of the Software within agreed timelines of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect system operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects system operation or performance, or requires extensive reworking of the System, the Tenderer shall continue to support and maintain the version in operation for as long as necessary to allow introduction of the new version, release, or update.
5.	Duration of license agreements	In relation to standard software, the license agreements should be perpetual. The support on these solutions should cover an agreed period after the start of the project. After this period National Treasury must be able to extend the support directly with the product owner.
6.	Cost reductions	At any point during performance of the Contract, for Information Technologies still to be delivered, the Tenderer will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Tenderer in the Purchaser's Country
7.	Help desk	Vendors must have an existing helpdesk.

m) Copyright

- The Intellectual property rights in all non-standard customized software and its code shall vest and be to the exclusive use of the Ministry.
- The Intellectual Property Rights in all Standard Software and Standard solutions shall remain vested in the owner of such rights;
- The Ministry's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement.
- Software License Agreements: Except to the extent that the Intellectual Property Rights in the Software vest in the Ministry, the Supplier hereby grants to the Ministry license to access and use the associated Software and its code.

n) General Technology Features Requirements

The system that will be proposed in response to these terms of reference should meet all the general functional technical requirements presented in this section.

Item No.	Item	Architect technical requirements
1.	Technology	The system should be developed in the current opensource trend technology and must have a capability to be viewed in all operating systems and devices without distortion of information and user interface. The system should support an administration module for the complete management of the total system.
		The system should be user friendly, menu driven with extensive online help facilities. The system should have an extensive use of parameters and tables to ensure that the system is flexible to enable the National Treasury accommodate future changes.
		The tenderer must define the technology platform(s) to be used to fully deliver their proposed platform. This should include: - <ul style="list-style-type: none">• The proposed components of the system (Names and versions)• The application development environment.• The database proposed.• Operating system proposed.• Client or end-user operating systems supported• open-endedness of the platform to allow integration with other upcoming systems• Describe the programming language/technology of the system.• Supply and installation/setup of the appropriate software, licenses and kits;
		Tenderer to describe the following architectures that will be embraced by the proposed platform system architecture. Information architecture Infrastructure architecture

Item No.	Item	Architect technical requirements
2.	Functional Interface	<p>The platform must be accessible in all the web browsers i.e. Internet Explorer, Opera, Google Chrome, Firefox etc</p> <p>Have a Graphical User-friendly interface that is web-based</p> <p>Simple and Intuitive navigation between functions such as dropdown menu-driven options for common/known data fields.</p> <p>Automatic population of known fields to reduce data re-entry</p> <p>Ability to print any information displayed on a screen.</p> <p>Data validation and error checking facility.</p> <p>The ability for the system to set up various parameters that are user-specific (data classifications, formulas).</p> <p>Be service-oriented architecture and based on web technology standards, interoperability with open standards. Ability to allow for remote access to the System through a standard web browser, mobile.</p> <p>The ability for the system to grant access to users through a single sign-on/log-on facility.</p> <p>The system should interface with other applications.</p>
3.	Scalability and Performance	<p>One of the fundamental requirements of solution architecture to be provided by the vendor is its ability to scale up as and when new applications and services are added and transaction volumes increase without compromising the performance of the overall solution.</p> <p>It should provide for Scale-Up and Scale out on the platform, Web Servers, Database Servers, Application Integration Servers, Business Intelligence (BI) and all other solution components.</p> <p>The system must be adaptable and scalable with changing technology</p>
4.	Availability	<p>Solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures, thus protecting against many multiple component failures.</p>
5.	Manageability	<p>All the components of the system must be managed from a remote management station. Shall provide custom reporting of current and historical system performance parameters. Performance parameters to be tracked include resource utilization (CPU, Memory, Hard Disk, I/O, and Processes), uptime, throughput, device alerts/failure etc.</p>
6.	Architecture	<p>The system should support a multi-tier architecture with each tier fully independent.</p> <p>It should have the ability to integrate with Active Directory (for authentication) and e-mail system and also provide a flexible API for system integration and application development.</p> <p>The system should provide a modular facility to customize the document management interface to meet specific functional requirements</p>
7.	Security	<p>The ability for the system to grant access to users through a single sign-on/log-on facility.</p> <p>Login, password and user settings are limited to administrator role and define password strength and alerts to change password for a defined period</p> <p>Different confidentiality settings for groups and individuals to be managed by the administrator.</p> <p>Modern threat protection, customizable content controls and an intuitive web-based console</p> <p>Configure Violations to warn users, block the files from being posted</p>

Item No.	Item	Architect technical requirements
		and/or replace the files with custom text. Two factor Authentication of users The system must support extensive audit trails at folder/ aggregation of records level to the lowest object level for each action done by a particular user by stamping the user name, date and time. The system should ensure that the audit trails remain unalterable and this function should be fully handed over to the purchaser.
		Provide system's security driven by roles, so as to reduce the number of security profiles that need to be maintained? The system should have adequate data entry security controls, validation, check digit, etc. Definable password security permission with read, update, add, delete and post. Separation of business application system access and administration from that of Database Administration and Operating System access and administration. Audit trail on Users, functions accessed with details of transactions should be posted to a secure log file both within the system and an offsite location that is only accessed by a designated staff. Maintain Disk Storage of Audit Trail Log file (log password reinstructed) The system should be modular allowing Staged implementation of additional modules.
	User Authentication	Each user must be authenticated with a unique user-id / username and password on the application. The User IDs / Usernames should be case sensitive.
		All user accounts must be managed with reference to and in synchronization with an authoritative central user management system e.g. identifying personal numbers in Ministry's active staff database (Active Directory, Central HR database or the ERP etc.) for internal Ministry users <i>NB:</i> User accounts management activities include but not limited to new user creation, user maintenance, and user authentication (during login).
		All new user accounts must have a system-generated random password when created. A secure way of communicating the initial password to the user should be utilized, e.g. via an e-mail account.
		The system must prompt users to change their passwords the first time they log on to the application.
		The system must support password expiry features with a configurable frequency. This should be parameterized to allow flexibility in adjusting this value as required.
		The system should not support automatic logins to guard against brute force attacks. The login page should include a challenge which the user responds to before proceeding with the login.
		The system must implement the following Password Strength Controls:
		Passwords should have a configurable minimum and maximum lengths
		Password must meet a configurable combination of the following 4

Item No.	Item	Architect technical requirements
		complexity rules: at least 1 uppercase character (A-Z) at least 1 lowercase character (a-z) at least 1 digit (0-9) at least 1 special character (punctuation)
		These password features should be configurable to support future complexity requirements
		During password change, if the new password doesn't comply with the complexity policy, the error message should describe EVERY complexity rule that the new password does not comply with
		The solution should implement a secure self-service password recovery mechanism in the event the user forgot their password
		Any password reset/recovery mechanism option must not reveal whether or not an account is valid, preventing username harvesting
		The login page and all subsequent authenticated pages must be exclusively accessed over TLS. All active sessions must be encrypted
		The solution should support expiring of newly created accounts if not used for a configurable period of time. This should be parameterized to allow flexibility in adjusting this value as required
		The solution must support a password change notification and a configurable number of grace logins. The password must be changed after a configurable duration. This should be parameterized for flexibility
		The solution must support password lock out after a configurable number of unsuccessful login attempts. This should be parameterized to allow flexibility in adjusting this value as required
		The solution should respond with a generic error message regardless of whether the user ID or password was incorrect. It should also give no indication to the status of an existing account. The generic message should not reveal which of the authentication parameters is invalid
		The solution must expire a user account after the session has been idle for a configurable period of time. This should be parameterized to allow flexibility in adjusting this value as required
		The solution should support re-authentication for sensitive features e.g. before updating sensitive account information such as the user's password, user's email, or before performing sensitive transactions. The function(s) requiring re-authentication should be configurable/determined
		The solution must not allow the re-use of a past password until a set period of time and a set number of password changes have been made. This should be parameterized to allow flexibility in adjusting this value as required
	Security plan	Tenderers are required to submit a comprehensive security plan taking into account physical security, network security, user, application and database-level security for the system platform User Authentication Logging & Auditing Session Management Session Expiration: etc
8.	Confidentiality	The system must ensure that data are accessible only to those

Item No.	Item	Architect technical requirements
		<p>authorized to have access.</p> <p>Access to the server resources must be protected and authorized by the system to prescribed Actors/Roles as documented.</p> <p>All user account management functions must require re-authentication even if the user has a valid session id. Session should expire in 5 minutes after request is idle. This time shall be configurable.</p> <p>Time of changes to data must be recorded to the nearest second-Accountability. The system must maintain complete, secure records of actions that affect security. Such action includes introducing new user to the system, assigning or changing the security level of a subject or an object and denying access attempts.</p>
9.	System integration	<p>Seamlessly Integration with all existing digitized systems for all relevant organizations and allow for future integration too.</p> <p>The solution/interface needs to be integrated with the back-end government Systems like IPRS, Lands, NEMIS, GHRIS among others for effective transfer/retrieval of information to and from the backend applications</p> <p>Should support both Synchronous and Asynchronous communication (information exchange) with the backend business applications</p> <p>The integration should enable Administrators to easily surface documents in the system, allowing them to:</p> <p>Link to one or more individual documents selected from the system</p> <p>Create lists of documents based on specific selection criteria: e.g. library, folder or metadata</p> <p>Insert links to individual documents inside rich text areas</p> <p>Easily give access to documents in other systems by selecting libraries, for folders or individual files.</p>
10.	Workflow	<p>The tenderer is to automate all the processes defined for the generation of appropriate reports, data analysis etc. as per the requests</p> <p>Develop workflow for each of the processes and allow for proper management of the same. The workflow should be accessible anywhere in the world.</p> <p>The system should support authorized users to forward data for approval in a predefined and flexible route. Users in the workflow should be able to access the work items in their inbox and process them accordingly. These inboxes shall have the facility to categorize overdue work, pending work, all my work, Work Assigned to Me, by filtering using the user login ID</p> <p>The System should provide a form generating tool which can be used to design a data entry form to feed into the database so that stakeholders who don't have a digitized system can open, fill and update the database.</p> <p>Creation of different action codes (attributions) for different tasks with different automatic alerts e.g. e-mail, Short Message Service etc. or notification for pending work to officers</p> <p>Allow for drill down of data and give a Clear overview in one window of all attributions to a person or to a department or item search for persons/departments and their records, closed, open and</p>

Item No.	Item	Architect technical requirements
		<p>overdue payments from the aggregated data from all the integrated systems.</p> <p>The Workflow solution shall support dynamic rights allocation on objects after receiving the work item. The rights should be enabled / disabled automatically as the work is routed in the defined path.</p> <p>The system should support time and event based reminders and automatic escalations to relevant user after specified time intervals pending work items, completed items, items pending with specific users etc.</p> <p>The system should provide a facility for assigning tasks and deadlines for users in a work flow.</p> <p>The system should provide for the change of deadlines based on requests</p>
11.	Documentations	<p>Provide technical documentation detailing how the system has been setup and how the various features will be utilized</p> <p>Create backup and disaster recovery plan</p> <p>Create documents and guides for day-to-day use of the system by end users</p> <p>On-going support, user management and system administration</p> <p>On-going maintenance of the entire platform and related applications</p> <p>Core Integration architecture</p> <p>A comprehensive work plan showing the scheduling of project tasks and resource allocation.</p>
12.	Notification	<p>The system should have a capability sending notifications to the relevant user/stakeholder.</p> <p>The system must be configured to send system functionality and availability alerts to the administrator and should self healing feature in case of an error, and enable Error logging</p>
13.	Business continuity:	Scheduled backup and real-time replication
		Have multi-user capability: with many users logging in at the same time -concurrent users
		The system be accessible over LAN and WAN using client server.
		Run on Relational Database Management System such as MS SQL, Oracle, Sybase, or DB2.
		Provide Detailed Operational and Maintenance Manuals and On-line Reference Manual.
		Training Operators on daily operations of the system.
		Training IT staff on management and user support of the software.
		<p>Built in Backup Function and File Recovery Utilities. Provide back-up/recovery and restart procedures and programs as well as an active audit trail for continuity of operations</p> <p>The application will have a centralized database to be accessed by all authorized users.</p> <p>The application will be expected to have the ability to archive data designated as dormant to different data files.</p> <p>The system must have process workflows, triggers and escalation for report generation of analysed data</p>
		The System must have the capability of performing incremental backups without system downtime.
		Transaction Rollback After Crash, System Integrity Check for file and

Item No.	Item	Architect technical requirements
		data corruption.
		Ability to scale in database size to store data for 5 years.
	Reports	Have an adhoc report writer/report generating tool that will enable the Ministry to design and tailor reports to meet specific reporting requirements. Generate standard and customized reports with the provision for a drill-down capability.
		The system should allow the reports to be exported to PDF, DOCX, CSV, Excel or any other file format required by the user.
		Ability to email reports directly.
		The system must provide comprehensive reporting facilities including: parameter-driven standard reports available from menus An ad hoc query reports The ability to integrate with a data warehouse.
		The system must provide the facility to allow authorized users to download information in various formats such as pdf,
		The system must provide an online help facility to the users
		The stakeholders will request online for reports and analysis documents. The requested reports will be allocated to internal users to undertake the generation and submit to the relevant office to release. Ability to process batched report requests without operators intervention
		Ability to retain archived history transactions online for a specified period of time without affecting system processing capacity
		Ability to develop custom menus and reports and assign to users to minimize and prohibit direct access to database records
		The system should provide various dashboards on pension-related information for different users. The system should allow the users to be able to customize their dashboards depending on the data they need to see.
		The system must provide a facility for output/reports to be directed either to a printer, screen or file and have the following fields: • Title/description; Page numbering; End of report message; and Default spooling where output size exceeds user-defined limits. Item No, General Report features etc
		<ul style="list-style-type: none"> •Ability to handle versatile reporting queries from staff. •Automatically refresh when the underlying data is changed. •Ability to configure the layout of standard reports. •Ability to transform existing data in a report into a chart or graph. •Ability to predefine the generation of automatic reports for example weekly, bi-weekly, monthly, quarterly, annually.
		The tenderer shall demonstrate that the platform has tools that provide easy to use wizards that will enable users to create customized reports. Users who perform this function will have to be trained on the use of the tools.

5.10. MODULE FUNCTIONAL AREAS

5.10.1. Claims Module

Item No	Features	Detailed requirements
1.	Initiation	<ul style="list-style-type: none"> • HRM generates a notification to the retiree with instructions of how to use the PMIS portal to submit the required data/documents. • Once the retiree gets communication from HRM, He/she goes to the portal, registers and submits/attaches the relevant documents. <i>(PMIS system will pull retirees biodata from payroll system-GHRIS/IPPD, and the system will use auto-validation with existing systems; Retiree will only capture data that is not present in the payroll system-Bank details, Contacts, fill automated commutation form,)</i> • Once HRM receives response from the retiree, they fill the standard claim form and attach the rest of the certified copies of supporting documents. (Certification to be done by stamping and signing each page of each document). • HRM submits to MDA's Accounting officer for approval and onward transmission to pension department and a feedback alert is sent to retiree
2.	Receiving	<ul style="list-style-type: none"> • The submitted documents are received by the Team Leader online at Pensions Department - Claims, • S/he acknowledges receipt and feedback alert is sent back to the respective MDAs, • The System auto allocates the workload amongst assigned claims officers randomly and an alert is triggered to the Claims officers • Upon receipt of a claim at the Pensions Dept, there will be an alert to the potential retiree that his claim has been received at the Pensions Department via USSD, email, sms. (The pensioner can track claim using the ID No. or pension number once issued).
3.	Verification	<ul style="list-style-type: none"> • Claims officer at Pensions Department checks for completeness of the claim form, verifies the authenticity of the attached supporting documents. <p>The verified record is passed to the a validator for validation if correct else it is sent back to MDAs through the team leader with remarks for correction.; Alerts are generated.</p>
4.	Validation	<p>The validator checks and validates the claim against the attached supporting documents where the claim meets set standard it is sent for approval, if not it is sent back to MDAs with remarks for correction.</p>
5.	Resubmission	<p>The authorized officer at the MDA re- sends the claim back to Pensions Department after correction. The record follows the workflow from beginning. A feedback advisory alert is sent to the pensioner via USSD, email, sms and follows the defined workflow</p>
6.	Claim Approval	<p>The approver approves the records for Assessment, and alerts the assessor, else he queries and the record is sent back to the claims validator and subsequently to the next as per workflow.</p>
7.	Duplication	<ul style="list-style-type: none"> • The system should have a pop up box to prompt the user of any duplications at the entry point and flag it out. • The system will be integrated with the IPRS/CRD/NRB to validate the ID and death certificate in real-time.

Item No	Features	Detailed requirements
		<ul style="list-style-type: none"> •The System to detect duplication of ID/Death Certificate number and should validate the same before the case proceeds. •System should not allow duplicate records
8.	Other claims apart from pension	<ol style="list-style-type: none"> 1. Killed on duty - When an officer is killed while on duty and in the actual discharge of his/her duties an alert must be generated in claims office through the e-portal 2. Injury Pension – Claim for military officer/civilian who are injured while on duty. <ul style="list-style-type: none"> •These claims are submitted from MDAs but require the authority of the Director of pension for processing-this follows a different workflow from main pension processing
9.	workflow engine	<p>The system should provide a work-flow for</p> <ul style="list-style-type: none"> • revision of disability claims • The system should tie the retirees' personal number with the ministry's vote(Votes always change) so as to differentiate the source of the claim.
10.		<ul style="list-style-type: none"> •System should allow change of ministry codes/ votes so that system can capture either claims or revised cases. •The system should allow for capture of revised claims or dependants accompanied with relevant approvals. The system should allow retrieval of the record whose claim is to be revised,

5.10.2.Assessment Module

Item No	Features	Detailed requirements
1.	General	Assessment is a unit within the pensions department of the National Treasury where pension technical work takes place. In this section, pension award is determined as per pension laws, policy and regulations of schemes administered by the Pensions Department.
2.	Receiving and workload distribution	Team leader in Assessment receives the claims online and distributes (auto assign) the workload equally and randomly to assessors with timestamping and dashboard monitoring
3.	Verification and Validation	<p>The assessor verifies, validates the type of award and certify its correctness including the pension awards, applicable income tax and recoveries of Government liability against the attached documents</p> <p>Once satisfied the assessor generates pension number with the relevant prefix ,</p>
4.	Award computation	<ul style="list-style-type: none"> • Assessor computes the award as per the auto configured formulas, • System also does the computation of benefits and pension gratuity and monthly pension awards reports for filing • Assessor appends a digital signature, stamp and claim is sent to Directorate for approval and an <i>alert is sent to the approver. A feedback alert is sent to Pensioner via USSD, email, sms etc.</i>
Types of Awards		
5.	<ul style="list-style-type: none"> • The awards have defined formulas and the tendere will be required to configure the same in PMIS so as to allow automatic calculations of the benefits. • The tenderer will avail wizards to help in generating new formulas as and when required. The awards include but not limited to: <ul style="list-style-type: none"> • Retirement on age ground • 40 year rule (closed 30.6.97) • 50 year rule • Retirement on abolition / reorganization of office • Voluntary retirement without additional pensions • Retirement on medical grounds • Completion of color service • Compassionate gratuity (military) • Retirement on medical grounds (military) • Retirement on public interest • Disability allowance • Direct BPNs • Death Gratuity • Death gratuity military • Deputy president and designated state officers • Dependant payroll 	

Item No	Features	Detailed requirements
	<ul style="list-style-type: none"> • Disability pension • Injury pension • Service gratuity • 12-20 year rule • Marriage gratuity • Compassionate gratuity • Killed on duty • Parliamentary death • Presidential pension • Parliamentary pension for service more than 10 years • Parliamentary refund • Service gratuity • Transfer of service • Termination of commission • No widow 1 child • No widow 2 children • No widow 3 children • No widow 4 children • WCPS • WCPS for parliament • WCPS refund 	
6.	Apportionment of pension award	<ul style="list-style-type: none"> • The proposed system should have the ability of apportioning pension awards in a given proportions
7.	Payment of maintenance awards	<ul style="list-style-type: none"> • System should be configured to process Files/records that have Court orders to pay a given percentage to a spouse/dependent of the pensioner. • In such cases the pension gratuity and monthly pension should be apportioned between the retiree and the spouse/dependent. • The System should be programmed to allow for the percentages to be captured at claim data validation level in order to automatically apportion the benefits as per the court order. • Payment of maintenance awards should be done for cases where pension & gratuity is shared between retiree & next of kin
8.	Refund Of Widows & Children's Pension Scheme (WCPS) contributions	<ul style="list-style-type: none"> • The system should make provision for processing refund of WCPS contributions after gratuity has been paid. • Under normal circumstances retirees eligible for refund of WCPS contributions are supposed to claim the refund along with their lump sum so that they are processed together.
9.	WCPS recovery for the temporary service and under recovery	<ul style="list-style-type: none"> • The system should facilitate automatic recovery of WCPS • The system should have a provision to automatically give the net WCPS recovery.

Item No	Features	Detailed requirements
10.	Revised Pension Dependants	<ul style="list-style-type: none"> •The system should be able to revise dependant/W/CPS pension automatically once there is a revision of the principal pension award
11.	Revised Taxation	<ul style="list-style-type: none"> •In revised claims, the system should be able to calculate net tax in lieu of the tax recovered in the previous claim. •The system should be programmed to automatically give net Income Tax for revised claims.
12.	Tax Exemption	<ul style="list-style-type: none"> •The system should be able to give tax exemptions for exempted groups (e.g. PWD).the tax exemption certificates issued by KRA must be attached •There are some files where benefits should attract tax recovery system must be configured to automatically recover tax for this cases.
13.	Payment of deceased widow's pension portion	<ul style="list-style-type: none"> •Where a widow dies before being paid her benefits. The next of kin is entitled for payment of that amount. The system should be configured to facilitate payment of such a benefit to the next of kin. •The system should be configured to facilitate processing of such claims.
14.	Deficiency	There are rare cases where a pensioner retires then dies shortly after retirement with a span of less than one year. These cases are computed slightly differently as the period between date of retirement and the date of death is considered in the pension computation. The system should be configured to facilitate processing of such claims.
15.	Direct payment of death gratuity to next of kin	<p>When paying death gratuity directly to the next of kin of a deceased pensioner, the Tax Pin number of the next of kin is required for purposes of payment of tax. The field for Tax Pin should be a mandatory field for all payees. The same should apply for Widows and Guardians (Include requirement for the Tax Pin Numbers in declaration/Guardianship forms)to enable Accounts Section to remit income tax to KRA on behalf of the payee.</p> <p>The system should provide a window for capturing the Next of Kin's Tax Pin Number.</p>
16.	Disability pension transfer to widow	<p>Once the Defense Forces Pension Assessment committee (DFPAC) approves that the cause of death of the officer/service member was related to the approved disability, the PMIS should facilitate transfer of such disability allowance to the widow as part of the dependants pension</p> <p>Disability Pension transfer to widows</p>
17.	Final death gratuity apportionment	When an unmarried officer/service member dies in service and the (DFPAC) approves dependents pension then a final death gratuity

Item No	Features	Detailed requirements
		award is payable to the next of kin (Parents). This payment is apportioned between the mother and father of the deceased and therefore PMIS should be able to automatically apportion the final death gratuity as per the formula.
18.	Taxation when paying two (2) or more next of kin.	PMIS should automatically recover the total tax percentage recoverable from each person's share when paying death gratuity directly to two (2) or more next of kin according to approved percentage by the Board of Inquiry (BOI) the The tax recovery is as per the percentages of benefits granted by the Board of Inquiry.
19.	Change of disability percentage after re-board.	The system should be programmed to facilitate processing of all types of awards provided for in the Defense Forces Pensions and Gratuities Regulations. Change of Disability Percentage after Re-Board Introduction of WDG, change of guardian & migration <ul style="list-style-type: none"> • Where a disabled serviceman/officer is re-boarded and the percentage of disability enhanced, the system should allow editing of the record by authorized staff to capture the new changes of payment. The changes have to be tracked and history/versions recorded • When a constabulary is injured while in service and he has no pension file, i.e. he will only be paid a service gratuity (APN/MG file) it should be possible to process the disability award approved by the Pensions Assessment Committee (DFPAC). • System should allow for direct disability pension process as per approval. • Where a constabulary is injured while in service and he earns a monthly pension (under APN/MP file), it should be possible to process the disability award approved by the DFPAC.
20.	Introduction of a left out family in the wdg award.	When a military dependant's pension file (WDG) is processed and one family member paid the benefits through the payroll, the PMIS should allow introduction of another family member who was left out at a later date
21.	Change of guardian.	The system should facilitate migration of WDG files and processing of change of guardian for all the cases that will be migrated to the PMIS from the legacy systems.
22.	Change of pay points	<ul style="list-style-type: none"> • Pensioners who request for their pay points to be changed request through the online self service portal. They will complete the change of pay point form and supports it with a bank/ATM card and copy of their national ID card. • The changes go through a workflow in the Assessment module for approval by the assessor and the approver at directorate level upon which the change of pay point takes effect in the

Item No	Features	Detailed requirements
		<p>payroll and other tables.</p> <p>The Payroll section verifies the correctness of the new pay point details. If correct, the processing continues but if not correct the pensioner gets alerted through sms and system to correct the errors</p>
23.	Approval Of Award- Directorate	<ul style="list-style-type: none"> Team leader at the Directorate distributes the workload equally (auto-assigns) to directorate officers with timestamping and updates dashboard for monitoring The Directorate officers validate the award against the attached documents, approves, appends a digital signature, electronically stamps and sends to Payroll for processing of the payment. An alert is sent to the Payroll. Alert is sent to Pensioner via USSD, email, sms

5.10.3.PAYROLL

Item NO.	Feature	Detailed requirements
1.	Payroll Initiation and sorting	<p>Upon receipt of alert the system should allow the payroll officer to verify, validate and forward payroll for processing. The system should automatically perform the following functions</p> <ul style="list-style-type: none"> Receipt of records Calculate gross pay Subtract taxes and other deductions Verifying payroll and generate the schedules/payroll Effect non-recurrent payments which are usually in arrears to eligible pensioner. Effect recoveries of government liabilities from the monthly pension and stoppage of monthly pension. Resumption of payment of monthly pension that had been stopped . Forward to controller of budget for approval Generation of payment voucher upon approval by COB Sending of alerts to accounts and payroll both gratuity and monthly pension <p>Director receives and approves and forwards to COB.</p> <p>The pensioners whose commuted pension gratuities have been processed and finalized upon being scheduled in Cash Office should be introduced in the monthly payroll trial run automatically.</p>

Item NO.	Feature	Detailed requirements
2.	Sorting	<p>The payroll staff</p> <ul style="list-style-type: none"> • Effect non-recurrent payments which are usually in arrears to eligible pensioner which is usually a one off payment. • Effect recoveries of government liabilities from the monthly pension and stoppage of monthly pension with the requisite authority owing to detected fraud, overpayments, court orders or upon receipt of returns from the bank due to invalid, closed or dormant accounts of pensioners. • Resumption of payment of monthly pension that had been stopped is also done by users of the payroll module with the requisite authority and justification.
3.	Change of pay points	<ul style="list-style-type: none"> • The system should allow pensioners to change their pay point online and notification alert sent to the pensioner/dependant . • The system should allow pay point changes through various approvals for both gratuity and pension.
4.	Salary Progression	<ul style="list-style-type: none"> • The system should be able to progress the salary in the payroll and in so doing keep the history of such salary
5.	Stopping and Reinstatement	<ul style="list-style-type: none"> • The system should be able to allow for stoppage of pension and reinstatement where clearance has been granted.
6.	Nonrecurrent Payments	<ul style="list-style-type: none"> • The system should be able to process non-recurrent payments which are usually in arrears to the eligible pensioner /dependant
7.	Payroll Recoveries	<ul style="list-style-type: none"> • The system should allow for recoveries of various liabilities from the monthly pension
8.	Running Closing of Monthly Payroll	<ul style="list-style-type: none"> • The system should provide for the running and closing of the monthly pension in the payroll.
9.	Payroll Auditing and Balancing	<ul style="list-style-type: none"> • The system should provide for auditing and balancing of the payroll prior to and after running the payroll.

5.10.4.CONTROLLER OF BUDGET (COB)

Item NO.	Detailed requirements
1.	<ul style="list-style-type: none">• The system should allow the controller of budget to electronically verify validate, approve, digitally sign and electronically stamp the schedules against the attached corresponding documents and send back the payroll schedule to to Secretary/ Director of Pension who sends to payroll and then to accounts for electronic generation of the payment voucher (F. O20)

5.10.5.ACCOUNTS/CASH OFFICE MODULE

Item No	Features	Detailed requirements
1.	Accounts Module	<p>The system should support the following functions</p> <ul style="list-style-type: none"> ➤ Processing gratuities, ➤ Processing returned pension /gratuities ➤ Bank reconciliation <p>Receipts of revenue.</p>
2.	Process Summary	<ul style="list-style-type: none"> ➤ The system should support automation of the accounts payables, accounts receivables and reports generation processes and have well defined workflows to manage the various transaction and also have the capability to void transaction and send back alerts. •
3.	Receiving of schedules	The system should allow the team leader Accounts to receive the claims payment schedule and distributes the workload equally to accountants with time-stamping and dashboard monitoring.
4.	Voucher preparation	<p>The system should facilitate accountant to generates financial order no 20 (payment voucher) and pensioner letter, verifies, examines for correctness, appends digital signature as per directorate approval and passes the alert to the voucher approval</p> <p>The system should allow the Accountants processing the payroll voucher to view on read only mode reports on New Entrants, Ceased Cases for both pensioners and Dependants/Guardians, pension Increments and none recurrent payments (arrears) for reconciliation purposes.</p>
5.	Validation approval and	<ul style="list-style-type: none"> • The system should allow the voucher approver to verify, validate, approve and electronically stamp, digitally sign the payment voucher and electronically sign the pensioner's letter. • The system should send alert to cash office. • The system should send feedback alert to Pensioner via USSD, email, sms and API.
CASH OFFICE		
1.	Payment	Cashier receives the electronic file, verifies, validates and generates payment schedules and Requests for exchequer through the IFMIS system
2.	Bank transfer	<ul style="list-style-type: none"> • The system should allow the cashier to uploads the approved schedules to the Internet Banking system through API and request for exchequer from IFMIS via a secure API. The Lump sum payment should then be transmitted to IB (CBK) via an API for further transmission to the pensioner's account. • <i>The system should send an alert to Pensioner via USSD, email, sms and API. The pensioner letter is availed/ downloadable to the</i>

Item No	Features	Detailed requirements
		<p><i>pensioner through the portal.</i></p> <ul style="list-style-type: none"> <i>The two systems should be interfaced to allow encryption of payment data directly without manual intervention through a third party.</i>
3.	Dispatching various payments	<ul style="list-style-type: none"> Generating EFT numbers in the PMIS system Encryption of payments for SACCOs in the E-Pay system for National Bank Payments due to Public trustees after sorting, schedule analysis are prepared and signed then delivered to various public trustees
4.	Tax management and other 3 rd party payments	<p>The system should be integrated with the KRA ITax system to facilitate filing of statutory income and withholding tax deductions as while as uploading of budgets.</p> <p>The system should be programmed to automatically effect tax exemptions on gratuities for eligible persons living with disability who have KRA tax exemption certificates.</p> <p>The system should be configured to automatically exempt pensioners who had attained age 65 at the time of their retirement.</p>
5.	Financial Reports	<ul style="list-style-type: none"> The system should facilitate generation of all financial reports for accounting purposes in line with Public Finance Management Act 2012. It should generate the general ledger reports which should include the accounts payables, accounts receivable, revenue, HR payroll including KRA reports, budgeting, management reports among others. The system should have an auto-reconciliation module for all the payments done by the department, with reports from Central Bank as regards to the payment that have been paid as while as the payment that have been returned back. Payment update: The system should be programmed to automatically update payment voucher/financial year, voucher numbers and exchequer notification tables.
6.	Feedback Alerts	The system should be programmed to generate SMS/email alerts once transmission of payment to individual banks has been done and also allow for auto generated notification letters that can be downloaded from the self-service portal.
7.	Arrears calculation	<p>The system should allow auto-calculation of arrears and also trigger an alert to show that the first and any subsequent payments were done.</p> <p>The system should also be programmed to facilitate migration of payment vouchers for all cases that had been paid in the legacy system and those that were paid manually prior to computerization.</p>
8.	Journal entries/adjustments	The system should allow journal entries/adjustments by Accountants for accounting purposes.

Item No	Features	Detailed requirements
9.	System Accounting Calendar	The system should automatically update the accounting calendar in order to validate the financial year, voucher numbers and exchequer notification tables.
10.	Online banking	<p>The system should allow for online banking transfers to The National Treasury Revenue account at the central bank of Kenya for the 31% pension contributions among other receipts and allow issuance of electronic receipts to the payees.</p> <p>There is need to programme the PMIS to accept receipt numbers with alphabetic characters as per the standard GoK official receipts.</p>
11.	Cashbook	The System should be programmed to facilitate maintenance of an automated cash book that is automatically updated.
12.	Ledger	<ul style="list-style-type: none"> • The system should be programmed so as to be updating the ledger after a case is placed in a schedule in Cash Office and gone through to the IB system. • Update of the ledger should be done automatically to the PMIS and also allow any adjustments required in the ledger on debits and credits.
13.	Budget management	The system should have the budgetary module which is integrated to the ifmis to allow uploading of budgets and capture expenditures as per the chart of accounts allocation in the budgets .It should automatically defy expenditure on the vote of accounts wherein budget is exhausted. The system prompts the Head of Accounts to seek re-allocation of budget from one chart of account to another.

5.10.6.Dependants management

The MDAs should sensitize staff to update dependants' and 1st and 2nd Next of Kin details and indicate guardians in GHRIS regularly. Also Pensions Department to carry out sensitization regularly (media or otherwise).

NO.	Feature	Requirements
1.	General	<p>When a death is reported at CRD by an informant, the officer manning the Civil Servants/Teachers/ Military/ Parliamentarians Desk should be allowed to enter the data of the deceased pensioner in PMIS system (ID no., Burial Permit No) and attach the ID and Burial permit adjacent to these fields</p> <p>The system validates the ID with PMIS to authenticate ownership and correctness of the names. If matching the system invokes Stop-Resume, and move the record to temporary storage</p>

		<ul style="list-style-type: none"> • The dependant can now self-register on the PMIS portal. • The ID of the dependant is validated in the PMIS against the ID of the primary pensioner, ID of the dependant (attach), birth certificate for children without IDs, • If validated the details are completed and the login credentials generated. • The dependant logs-in and fills the relevant form and attaches the required documents online e.g. <p>Letter from the chief for Guardian, Death Certificate etc. (The chief's introductory letter should introduce the dependant/ guardian in case widow or widower is not present and children have not attained the age of 18years.)</p> <p>The completed transaction is submitted to pension.</p>
		<ul style="list-style-type: none"> •The submitted documents are received by the Team Leader at Pensions Department- Claims, •S/he acknowledges receipt and feedback alert is sent back to the dependant that his claim has been received at the Pensions Department via USSD, email or sms. The dependant can track claim using the ID No. or dependant pension number once issued. •The System auto allocates the workload amongst assigned claims officers (randomly distributed to the Claims officers and an alert is triggered to the Claims officers either by email, sms, etc).
		For special cases, i.e. litigation, authority to be sought from accounting officer and only one authorised staff opens the system.
		Claims officer at Pensions Department verifies the authenticity of the documents and the data against the attached documents
		The verified record is passed to the relevant officer for validation; else the queried record is sent back to dependant with remarks. Alerts are generated.
		The dependant re- sends the claim back after correction to Pensions Department (the claims Team Leader) A feedback advisory alert is sent to the dependant via USSD, email, sms and follows the defined workflow
		The validator validates the data against the attached documents and forwards for approval
		The approver approves the records for Assessment, and alerts the assessor, else he queries and the record is sent back to the claims validator and subsequently to the next as per workflow.
1.	Assessment	<p>Team leader in Assessment receives and distributes the workload equally and randomly to assessors with timestamping and dashboard monitoring</p> <p>The assessor validates the type of award against the attached documents, the dependant pension number is generated, computation is done, appends a digital signature, stamp and sends to Directorate for approval and <i>an alert is sent to the directorate. Alert is sent to Pensioner via USSD, email, sms and API.</i></p>
2.	Directorate	<p>Team leader at the Directorate distributes the workload equally to directorate officers with time-stamping and dashboard monitoring</p> <p>The Directorate officers validate the award against the attached documents (ERDMS), approves, appends a digital signature, electronically stamps and sends the alert to Payroll</p>
3.	Controller Of Budget	The CoB accesses the system to validate the assessed award and make remark where necessary and appends a digital signature, electronically stamps and sends the alert to Payroll

4.	Payroll	An Alert is received in Payroll from Directorate and Payroll is processed. An Alert is sent to Pensioner via USSD, email, sms and API.
5.		<ul style="list-style-type: none"> • In cases where a pensionable officer dies in service or after retirement and he is survived by eligible dependants (widow and/or children), the department processes the five years dependants pension and the widows and childrens pension and killed on duty dependants pension where applicable. • The pension awards for these cases is a monthly pension award paid through the dependants payroll. • In cases of polygamous families, the payment is apportioned based on the number of the families eligible for the dependants pension. • Dependants pension claims originate from data capture and processing is done through the assessment workflow from Data capture to Assessor, Cob Level I, CoB level II and directorate approval. • Once a case is approved at Directorate an alert is generated at dependants payroll level for introduction of the case in the monthly payroll trial run. The dependants are not automatically loaded in the dependants payroll and users of the dependants payroll module should automatically load the dependants cases into the trial run along with their requisite arrears
6.	Trial run	<ul style="list-style-type: none"> • Verification and approval of the dependants pension cases for introduction in the trial run • Auditing by the internal auditor of the cases introduced in the payroll trial run Running of the payroll and generation of the payroll and its' by-products followed by balancing
7.	Payroll preparation	<ul style="list-style-type: none"> • Loading the five years dependants pension, widows' and childrens' pension and killed on duty dependants' pension into the payroll trial run. • Printing, stamping and signing letters advising dependants of the monthly pension arrears payments made to them including the monthly pension award and cease dates of their pension. • Stoppage and resumption of payment of monthly pension • Verification and confirmation of payees' bank account details. Running and balancing the payroll and processing the payroll payment voucher and
8.	Detailed Functionalities for both main & dependant	<p>The system should be programmed to pay other widow(s) / guardian(s) who are enrolled later, from the enrollment date but not date of death.</p> <p>The system should be programmed to facilitate both the five years dependants pension and widows and children's pension to automatically load in the payroll after Directorate approval.</p> <p>The system should be programmed to pick the date of the second discharge as the pension commencement date for purposes of computing monthly pension arrears.</p> <p>The system be programmed to automatically apportion the correct percentages as ordered by the court.</p> <p>The system should be programmed to pick the effective date and award pension increase automatically.</p> <p>The system should automatically and seamlessly introduce new pensioners into the payroll & retain eligible pensioners in the payroll unless an authorized stoppage is effected.</p> <p>The system should be programmed to automatically load disability allowance cases in the payroll once the award is approved at Directorate level.</p>

		The system should have a provision for collecting back up for existing cases, new entrants and deleted cases for a particular month before running the payroll for reconciliation and audit purposes.
		The system be programmed “raise a red flag on detecting” any abnormal payments & recoveries in the payroll based on a set threshold.
		The PMIS should be programmed to have a mandatory requirement for an officer deleting a pensioner from the payroll to indicate the reasons for the transaction to be completed. The reasons for stoppage of pension should appear under remarks columns of the CRM.
		The system should be interfaced with IPRS/Civil Registration of Births & Deaths system to trigger alerts of reported death cases in the PMIS for stoppage of pension. This interface would also assist the department verify authenticity of birth and death certificates used to support pension claims.
		The system should be programmed to send alerts to Pensioners/Dependants/Guardians informing them of the following in regards to their pension; <ul style="list-style-type: none"> • Cessation of 5PN, • Cessation of BPN upon beneficiary’s child attaining 24 years • Confirming Bank Change • Payments of Lump sums, Gratuity, • Introduction/reinstatement in the payroll pension • Stoppage of monthly pension Introduction and cessation of recoveries on monthly pension alerts once transmission to individual banks has been made and also allow to print letters from our web site
		The system should be programmed to distinguish PWDs and grant tax exemptions on monthly pension & gratuities for those who have been issued with tax exemption certificates by KRA.
		There is need to carry out data cleansing in the PMIS to link all dependants pension cases to the principal pensioners files to ensure that pension increase is apportioned accordingly to avoid overpayments.
		The hanging alerts for cases that have been paid or for cases that may not qualify for pension for certain reasons should be cleared from the system. The system should be programmed so that alerts have a life span beyond which they should clear automatically
9.	Reports	The system should be programmed to produce all the requisite payroll reports. The system should produce the requisite Payroll management Reports (PMRs)

5.10.7.Internal Audit

Item No	Features	Detailed requirements
1.		The Internal audit is an independent, objective assurance and consultative activity designed to add value and improve an organization’s operations. The internal audit unit studies the audit universe and classifies the risks as High Medium and low depending on the risks identified by management. High risk activities are regularly audited to mitigate them.

2.	Workflow	<ul style="list-style-type: none"> •Get alerts from dependent payroll section •Verification of the dependants payment i.e. 5PN, BPN & KND •Counterchecking in the system under dependent salary details •Interrogation of the payments in the trial run •Noted errors are sent back to either assessment/dependent payroll section for corrections. • Approval of payroll voucher in the system for <ul style="list-style-type: none"> ○ Main payroll, ○ Dependent payroll, ○ Agency Payroll and ○ Crown Agent payment •Signing of the payroll voucher.
3.		<p>The Internal audit is an independent, objective assurance and consultative activity designed to add value and improve an organization's operations.</p> <ul style="list-style-type: none"> •The internal audit unit studies the audit universe and classifies the risks as High Medium and low depending on the risks identified by management. High risk activities are regularly audited to mitigate them.

5.10.8.Differed Pension Module

Item No	Features	Detailed requirements
1.	Deferred cases	<p>Deferred cases occur when there is:-</p> <ul style="list-style-type: none"> • Imprisonment by a competent court:- • Bankruptcy:-declared bankrupt by a competent court • Reappointment:-an officer who retired and then was reappointed in to the Government • Fraud:- where there is suspicion of fraud • Family Disputes:- revolving around the pensioner benefits, Maintenance issues, NOK has not been agreed upon by family. • Dormant or wrong Bank account details:- Causes pension to return repeatedly.
2.	Reinstatement of cases	<p>To reinstate a client the Department requires a letter from the client together with supporting documents. The Director gives authority for the client to be reinstated and payroll initiate and edit the information to start paying.</p>

5.10.9.Pension Mobile Application

The PMIS shall have a mobile application that shall be interfaced the main system to provide quick access of pensioner's information as well as capturing and uploading data to the PMIS.

The Mobile application shall provide access to Pensioner account, check payment history, status and progress tracking of pensioner/dependant claim and connect to customer support with facility to make calls from the App among other features.

The App shall have the following features;

Item No	Features	Detailed requirements
1.	Registration	<ul style="list-style-type: none"> • Allow users to register online to be given login credentials
2.	Submission of data	<ul style="list-style-type: none"> • Should have the capability of allowing users to capture various sets of data • Notification of successful registration
3.	Links on the landing page	<ul style="list-style-type: none"> • Logo • About us • FAQs • Call customer support. • Social media accounts • Official Pensions email • General info on the usage of the App • Available Services • Social media • Survey forms • Dashboard • Messaging/feedback • Log in/log out • Change password
4.	View and Change requests	<ul style="list-style-type: none"> • Users should be able to view their current personal data as captured in the PMIS • The users will be allowed to submit requests for any changes
5.	Claim status	<ul style="list-style-type: none"> • Graphical presentation of claims workflow • Ability to provide claim status using the graphical representation • Provide information of other benefits that accrue to the Pensioner
6.	Live certification	<ul style="list-style-type: none"> • Ability to capture live bio data i.e selfies, etc • App should be Interfaced with mobile phone camera • Periodically capture bio data and synchronize with PMIS
7.	Help desk	<ul style="list-style-type: none"> • Interfaced with PMIS online help • Manual for using the APP • The App is interfaced with CRM to receive requests and feedback is given through sms, email, and other channels
8.	OS	<ul style="list-style-type: none"> • Supported OS - Android and iOS
9.	Security	<ul style="list-style-type: none"> • Securely transmit captured data to and from the PMIS • Change password, Phone number, email with necessary security features e.g two-factor authentication. • If the app remains idle for 5-10mins, it automatically logs you out
10.	Scalability	<ul style="list-style-type: none"> • The App should be flexible enough to accommodate emerging features and demands

5.10.10. Electronic Document Management System (EDMS)

Item No	Features	Detailed requirements
1.	Technology	The system should be platform independent and should support both Linux and Windows platform. It should support both these platforms with or without virtualization.
		The system shall support separate Document/Image server for better management of documents and store only metadata information in database.
2.	Document management	The system should store only index information in database while images should be stored in separate file server or separate storage.
		Solution should be compliant to ODMA, WebDav open source standards.
3.	Scanning capabilities	Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing.
		The scanning solution should have the capability to capture the document through mobile devices.
		Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.
		Should be able to support the capture of documents of at least the following formats: OCR documents Images - .tiff, jpeg, gif, PDF etc
		<ul style="list-style-type: none"> • The proposed solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. • The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.
		Support all the special image enhancement functionality offered by the scanner through the driver interface.
		Solution shall support Bulk Import of image and electronic documents
		Should have capability of automatic segregation of documents/records based on, Blank page, Fixed page and auto Form recognition
		Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc and other imaging features like compression and extraction etc.

		The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.
4.	Document capture	<p>The mobile capture should support image compression, B/w conversion from color images, G4 compression for B&W, JPEG for color and gray scale, multiple page document capture, auto cropping, auto orientation, perspective correction, noise removal and geo capture</p> <p>The captured data must be linked to scanned images/cards and uploaded onto the PMIS</p> <p>Solution shall support Bulk Import of image and electronic documents</p> <p>Should have capability of automatic segregation of documents/records based on Barcode, Blank page, Fixed page and auto Form recognition</p> <p>Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc and other imaging features like compression and extraction etc.</p> <p>The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.</p> <p>Should be scalable for unlimited number of database instances for the different registries, with the same feel and look for uniformity to the users.</p> <p>The System should support categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder</p> <p>The System should provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc.</p> <p>The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked</p> <p>The system shall support versioning of documents with facility to write version comments control and audit trails</p> <p>The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features</p> <p>System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review</p> <p>The System shall provide fully functional APIs for Integration.</p> <p>The System shall support Web based interfaces, Desktop interface, mobile interface.</p> <p>The system shall provide end-to-end life cycle of electronic document records</p>
5.	Archival Electronic	<p>The System shall support categorization of documents in folders-subfolders. There should not be any limit on the number of folder and levels of sub folder. The system shall support multiple databases i.e. MS</p>

	documents	SQL, Oracle and PostgreSQL.
		The System shall provide facility to link cross-related documents like Application form and Field report, Grievance and reply sent etc.
		The system shall provide search facility to in the same interface, so that users are able to search the documents to be linked
		The system shall support versioning of documents with facility to write version comments
		The system shall allow Locking of documents for editing and importing it back into the system through check-in/Check-out features
		Repository should be format agnostic.
		System should support configuration of verification processes for different business types. It should be able to handle multi-user environment for processing files related to different business types. While processing a file, all the data and images for each transaction should be displayed to processing users and processing users should be allowed to accept, reject or send the files for review
6.	Document View	The System shall support Applet for viewing Image documents- No third party viewers should be there for viewing of scanned images.
		Even for multi page document. The download and view should be page by page. System should include mobile app for accessing documents.
		The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.
		Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents)
		Document view shall have the provision to draw a line, insert arrows etc over image document.
		The system should support viewing and rendering of PDF/A documents in inbuilt viewer.
		Document view shall have the provision to highlight or hide certain text by drawing line rectangle and solid rectangle.
		The System shall support for viewing documents in native modules.
		The system shall provide facility of putting text, graphic and image annotations on scanned document pages.
7.	Annotations	The system should have mobile application for retrieval and archiving of documents
		The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.
		The system shall support automatic stamping of annotations with user name, date and time of putting annotations.

		The system shall provide facility for securing annotations for selective users.
		The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations Indexing
		The System shall provide facility to index folders, files and documents on user-defined indexes like department, ministry, file number, year etc.
		The system shall facilitate manual and automatic indexing using OCR functionality or from other applications
		The System shall support Automatic full text indexing for Text search.
8.	Search and Retrieval	The system shall provide extensive search facility to retrieve documents or Folders/Files
		The system shall support saving of search queries and search results
		The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc.
9.	Security & User Management	The Document management system shall support definition of Users, Groups and Roles relation in the system
		The system shall support access permissions on Folders, documents and object level
		The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).
		System shall support Modular based rights
		The system shall support system privileges like Create/Delete Users, Define indexes etc.

5.10.11. Customer Relation Management

Item No	Features	Detailed requirements
1.		<p>The customer relations shall be dealing with customer enquiries and complaints. These enquiries and complaints are received through <i>personal visits, letters, email, social media</i> and through PMIS</p> <p>The above enquires will be responded by appointed staff by interacting with the PMIS</p>
2.		<p>a) Establishment of web based short code SMS query service to allow pensioners and dependants remote access to the PMIS to establish status of their pension claims.</p> <p>b) Setting up an electronic complaints' management system.</p> <p>c) National Treasury shall Establish a well-equipped modern call Centre which will be integrated with the CRM</p> <p>d) National Treasury shall Establish an electronic Queue Management System (QMS) which will be integrated with the CRM</p>
		Configure information access privileges to customer care staff on read only mode.
		Configuration of the PMIS to facilitate faster processing/retrieval of information and improved turn-around time in responding to customer enquiries.
	Easy integration	<p>The CRM module should not require a lot of input to integrate with PMIS</p> <ul style="list-style-type: none"> • The CRM Should be easily integrated with call manager (PABX, call centre). • It should be able to integrate with • the existing SMS/USSD.
	Adaptability	The CRM module should be easily adaptable to the Pension department 's future customer needs. It should not just fit the current needs but also have the potential to grow and evolve.
	Personalized customer experience.	The CRM should let the pension staff see a comprehensive customer profile. It should enable staff to easily answer customer questions and offer them relevant services.
	Data and Reporting	<ul style="list-style-type: none"> • The CRM system should help analyze the existing data to find customer behavior, trends or to understand which actions need to be taken to improve a customer relationship. • Exporting, compiling and analyzing data • should be achievable using the CRM system. • It should allow staff to analyze customer & employee activities and use the information for the benefit of the Pension department. This could be done through lead generating surveys, outlining key areas of interest

		potential customers have, and the estimated time frame they expect to need those products or services.
	Notifications	The CRM should give an alert whenever a response or query comes in so that the staff can quickly follow up.
	Flexible Security & Access Permissions	The CRM system must keep data secure, but also allow permitted users access to needed information. It should have a way of allowing specific users access, without compromising data security.
	Escalation	The module should allow for escalation of issues they cannot resolve/handle to senior staff
	Tracking Customers and Services	CRM system should help to effectively collect information about customers and services needed. This helps better manage the customer experience as it organizes information about when, why, where, how, etc. the client was dissatisfied or satisfied with a service. It also helps track whether and how the issue have been addressed.
	Customer Calls management	<p>The CRM system should track and record calls status of each customer.</p> <p>The system should show status of calls forwarded such as answered, not answered, disconnected etc</p> <p>The system should allow escalation of the customer calls to senior staff.</p>
	Huduma Centers/ Service kiosk	<p>a) huduma centre appointed staff to be connected to the PMIS and be facilitated and allowed appropriate user rights to access the requisite information to effectively address enquiries and complaints received from clients.</p> <p>b) The PMIS should be rolled out to the Huduma Centers via VPN in order for staff at the centres to access the PMIS on read only mode.</p> <p>c) pension services offered in the huduma centres include: queries, Printing of Pensioner/ Dependents /Guardian payment letter and P9 , Assist the pensioners/ dependants to register online, use the new self service portal to fill relevant forms</p>

5.10.12. System Administration

Item No	Features	Detailed requirements
1.	ICT User Support/Help desk	<p>Upon receipt of the request from the user (member of staff) from the various division and units through the e-ticketing system</p> <p>ICT officer shall inspect the reported ICT problem and diagnose.</p> <p>Where the ICT staff is in a position to rectify the problem, he/she shall resolve the problem and close the ticket on the e-ticketing system.</p> <p>The user automatically notified of the action taken through an email from the e ticketing system, (there should be a form to facilitate tracking of unresolved issues).</p> <p>Where the officer cannot solve the problem, the ticket shall remain open. The officer shall then escalate to the HICT with recommendations.</p> <p>The HICT shall review the recommendations and advice on the appropriate action including sourcing for expertise from the prequalified service providers</p> <p>The user shall close the ticket once the recommendation is implemented and the problem solved.</p> <p>Service support function that provides the PMIS's technical support on the below areas;</p> <ul style="list-style-type: none"> • Networks, • Servers, • Applications, • Database and • Users Services.
2.	Preventive Maintenance	<p>The ICT Staff shall prepare the annual maintenance schedule during the first week of every quarter for consideration and forward to the HICT for approval.</p> <p>The ICT shall inform all concerned members of staff of the scheduled preventive maintenance online</p> <p>Upon undertaking the scheduled maintenance, the they shall prepare a report and forward to the HICT Section for information, recommendations and actions as applicable.</p> <p>The HICT shall forward the report to the SCM to facilitate the payment of the service provider.</p>
3.	Corrective maintenance	On diagnosis, the ICT staff shall fix the problem
4.	Backup	<ul style="list-style-type: none"> ✓ Establishment of offsite backup ✓ Prepare a disaster recovery plan ✓ Automated/Scheduled backup with flexibility; full, incremental, differential ✓ Backup restoration & roll back to database and system be enabled on the system ✓ Conduct dry runs of disaster recovery to test that it is working ✓ Manage and update self service portal
5.	System Administration	<ul style="list-style-type: none"> • Creation of user accounts. • Should not allow password reuse. Especially for critical users and super users

	Authentication	<p>passwords should not be reused.</p> <ul style="list-style-type: none"> • Disable login upon 3 attempts of wrong credentials and notify system administrator. • Enabling of locked accounts to be done by the System Administrator /super user only and once enabled should have system generated password sent to users email. • Have module administrators and process owner for each and every module in the system. • System user accounts validation to ensure each user has 1 account in the system • Disable retired or revoked accounts
6.	Authorization	<ul style="list-style-type: none"> • Creation of user groups; each module to have user groups, with each user group having their roles clearly defined. • Assigning of user rights to be based on the user groups and roles. • Each module to have users with higher authority (Division/unit super user). • Rights and roles to be clearly defined in the system.
7.	Audit trail	<ul style="list-style-type: none"> • Summarizes all user activity in the system. • Keeps records of all transactions even history. • It should be flexible to enable filtering
8.	Reports	<ul style="list-style-type: none"> • Should allow ICT team to configure dashboards for various users as they get introduced to the system • Enable system administrators to customize reports that best fit the user and as per arising needs-based parameters of all data in the system.
9.	Documentation	<ul style="list-style-type: none"> • Inbuilt help within the system for each module the user is accessing and tooltips. • Entire system to have elaborate documentation including all modules, database structure, • Documentation of system software used and compatibility, licenses • System Updates and versions should be documented. • General maintenance of the system should be documented. • Dormant users - system should automatically disable the account after 3 months of inactivity for staff. • System updates to be done centrally on the main server and monitored by the ICT staff
10.	Workflow	<ul style="list-style-type: none"> • Workflow Engine: This internally coordinates Web services by using a Business Process Execution Language for Web Services (BPEL) based business process language. It consists of building a fully instantiated workflow description at design time, where users are dynamically defined at execution time.
11.	Form generation	<p>Form Designer: The System should provide a form generating tool which can be used to design new data entry forms to feed into the PMIS database and integrate with the existing processes as the system is being scaled up.</p>

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

SECTION VI - GENERAL CONDITIONS OF CONTRACT

General Conditions of Contract

A. CONTRACT AND INTERPRETATION

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated below.

a) Contract Elements

- i) “Contract” means the Contract Agreement entered into between the Procuring Entity and the Supplier, together with the Contract Documents referred to therein. The Contract Agreement and the Contract Documents shall constitute the Contract, and the term “the Contract” shall in all such documents be construed accordingly.
- ii) “Contract Documents” means the documents specified in Article 1.1 (Contract Documents) of the Contract Agreement (including any amendments to these Documents).
- iii) “Contract Agreement” means the agreement entered into between the Procuring Entity and the Supplier using the form of Contract Agreement contained in the Sample Contractual Forms Section of the tender documents and any modifications to this form agreed to by the Procuring Entity and the Supplier. The date of the Contract Agreement shall be recorded in the signed form.
- iv) “GCC” means the General Conditions of Contract.
- v) “SCC” means the Special Conditions of Contract.
- vi) “Technical Requirements” means the Technical Requirements in Section VII of the tendering documents.
- vii) “Implementation Schedule” means the Implementation Schedule in Section VII of the tendering documents.
- viii) “Contract Price” means the price or prices defined in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.
- ix) “Procurement Regulations” refers to the Regulations issued under the Public Procurement and Asset Disposal Act (2015).
- x) “tendering documents” refers to the collection of documents issued by the Procuring Entity to instruct and inform potential suppliers of the processes for tendering, selection of the winning tender, and Contract formation, as well as the contractual conditions governing the relationship between the Procuring Entity and the Supplier. The General and Special Conditions of Contract, the Technical Requirements, and all other documents included in the tendering documents reflect the Procurement Regulations that the Procuring Entity is obligated to follow during procurement and administration of this Contract.

b) Entities

- i) “Procuring Entity” means the entity purchasing the Information System, as **specified in the SCC**.
- ii) “Project Manager” means the person **named as such in the SCC** or otherwise appointed by the Procuring Entity in the manner provided in GCC Clause 18.1 (Project Manager) to perform the duties delegated by the Procuring Entity.
- iii) “Supplier” means the firm or Joint Venture whose tender to perform the Contract has been accepted by the Procuring Entity and is named as such in the Contract Agreement.
- iv) “Supplier's Representative” means any person nominated by the Supplier and named as such in the Contract Agreement or otherwise approved by the Procuring Entity in the manner provided in GCC Clause 18.2 (Supplier's Representative) to perform the duties delegated by the Supplier.
- v) “Subcontractor” means any firm to whom any of the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is sub contracted directly or indirectly by the Supplier.
- vi) “Adjudicator” means the person named in Appendix 2 of the Contract Agreement, appointed by agreement between the Procuring Entity and the Supplier to make a decision on or to settle

any Dispute between the Procuring Entity and the Supplier referred to him or her by the parties, pursuant to GCC Clause 43.1 (Adjudication)

c) Scope

- i) “Information System,” also called “the System,” means all the Information Technologies, Materials, and other Goods to be supplied, installed, integrated, and made operational (exclusive of the Supplier's Equipment), together with the Services to be carried out by the Supplier under the Contract.
- ii) “Subsystem” means any subset of the System identified as such in the Contract that may be supplied, installed, tested, and commissioned individually before Commissioning of the entire System.
- i) “Information Technologies” means all information processing and communications-related hardware, Software, supplies, and consumable items that the Supplier is required to supply and install under the Contract.
- ii) “Goods” means all equipment, machinery, furnishings, Materials, and other tangible items that the Supplier is required to supply or supply and install under the Contract, including, without limitation, the Information Technologies and Materials, but excluding the Supplier's Equipment.
- iii) “Services” means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract to supply, install, customize, integrate, and make operational the System. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, Pre- commissioning, Commissioning, maintenance, and technical support.
- iv) “The Project Plan” means the document to be developed by the Supplier and approved by the Procuring Entity, pursuant to GCC Clause 19, based on the requirements of the Contract and the Preliminary Project Plan included in the Supplier's tender. The “Agreed Project Plan” is the version of the Project Plan approved by the Procuring Entity, in accordance with GCC Clause 19.2. Should the Project Plan conflict with the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.
- v) “Software” means that part of the System which are instructions that cause information processing Sub systems to perform in a specific manner or execute specific operations.
- vi) “System Software” means Software that provides the operating and management instructions for the underlying hardware and other components, and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Systems Software. Such System Software includes, but is not restricted to, micro-code embedded in hardware (i.e., “firmware”), operating systems, communications, system and network management, and utility software.
- vii) “General-Purpose Software” means Software that supports general-purpose office and software development activities and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be General-Purpose Software. Such General- Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software.
- viii) “Application Software” means Software formulated to perform specific business or technical functions and interface with the business or technical users of the System and is identified as such in Appendix4 of the Contract Agreement and such other Software as the parties may agree in writing to be Application Software.
- ix) “Standard Software” means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Standard Software.
- x) “Custom Software” means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Custom Software.
- xi) “Source Code” means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software (typically, but not exclusively, required for Custom Software).
- xii) “Materials” means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided

to the Procuring Entity under the Contract.

- xiii) “Standard Materials” means all Materials not specified as Custom Materials.
- xiv) “Custom Materials” means Materials developed by the Supplier at the Procuring Entity's expense under the Contract and identified as such in Appendix 5 of the Contract Agreement and such other Materials as the parties may agree in writing to be Custom Materials. Custom Materials includes Materials created from Standard Materials.
- xv) “Intellectual Property Rights” means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extractor re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sub license, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter in to computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.
- xvi) “Supplier's Equipment” means all equipment, tools, apparatus, or things of every kind required in or for installation, completion and maintenance of the System that are to be provided by the Supplier, but excluding the Information Technologies, or other items forming part of the System.

d) Activities

- i) “Delivery” means the transfer of the Goods from the Supplier to the Procuring Entity in accordance with the current edition Incoterms specified in the Contract.
- ii) “Installation” means that the System or a Subsystem as specified in the Contract is ready for Commissioning as provided in GCC Clause 26 (Installation).
- iii) “Pre-commissioning” means the testing, checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the Supplier in preparation for Commissioning of the System as provided in GCC Clause 26 (Installation).
- iv) “Commissioning” means operation of the System or any Subsystem by the Supplier following Installation, which operation is to be carried out by the Supplier as provided in GCC Clause 27.1 (Commissioning), for the purpose of carrying out Operational Acceptance Test (s).
- v) “Operational Acceptance Tests” means the tests specified in the Technical Requirements and Agreed Project Plan to be carried out to ascertain whether the System, or a specified Sub system, is able to attain the functional and performance requirements specified in the Technical Requirements and Agreed Project Plan, in accordance with the provisions of GCC Clause 27.2 (Operational Acceptance Test).
- vi) “Operational Acceptance” means the acceptance by the Procuring Entity of the System (or any Subsystem(s) where the Contract provides for acceptance of the System in parts), in accordance with GCC Clause 27.3 (Operational Acceptance).

e) Place and Time

- i) “Supplier's Country” is the country in which the Supplier is legally organized, as named in the Contract Agreement.
- ii) **Unless otherwise specified in the SCC** “Project Site (s)” means the place (s) in the Site Table in the Technical Requirements Section for the supply and installation of the System.
- iii) “Eligible Country” means the countries and territories eligible for participation in procurements.
- iv) “Day” means calendar day of the Gregorian Calendar.
- v) “Week” means seven (7) consecutive Days, beginning the day of the week as is customary in Kenya.
- vi) “Month” means calendar month of the Gregorian Calendar.
- vii) “Year” means twelve (12) consecutive Months.

- viii) “Effective Date” means the date of fulfillment of all conditions specified in Article 3 (Effective Date for Determining Time for Achieving Operational Acceptance) of the Contract Agreement, for the purpose of determining the Delivery, Installation, and Operational Acceptance dates for the System or Sub system(s).
- ix) “Contract Period” is the time period during which this Contract governs the relations and obligations of the Procuring Entity and Supplier in relation to the System, as **unless otherwise specified in the SCC**, the Contract shall continue in force until the Information System and all the Services have been provided, unless the Contract is terminated earlier in accordance with the terms set out in the Contract.
- x) “Defect Liability Period” (also referred to as the “Warranty Period”) means the period of validity of the warranties given by the Supplier commencing at date of the Operational Acceptance Certificate of the System or Sub system(s), during which the Supplier is responsible for defects with respect to the System (or the relevant Sub-system[s]) as provided in GCC Clause 29 (Defect Liability).
- xi) “The Coverage Period” means the Days of the Week and the hours of those Days during which maintenance, operational, and/ or technical support services (if any) must be available.
- xii) The Post-Warranty Services Period” means the number of years **defined in the SCC** (if any), following the expiration of the Warranty Period during which the Supplier may be obligated to provide Software licenses, maintenance, and/ or technical support services for the System, either under this Contractor under separate contract(s).

2 Contract Documents

- 2.1 Subject to Article 1.2 (Order of Precedence) of the Contract Agreement, all documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract shall be read as a whole.

3 Interpretation

3.1 Governing Language

- 3.1.1 All Contract Documents and related correspondence exchanged between Procuring Entity and Supplier shall be written in **the English Language** of these tendering documents, and the Contract shall be construed and interpreted in accordance with that language.
- 3.1.2 If any of the Contract Documents or related correspondence are prepared in a language other than the English Language under GCC Clause 3.1.1 above, the translation of such documents into the **English** language shall prevail in matters of interpretation. The originating party, with respect to such documents shall bear the costs and risks of such translation.

- 3.2 Singular and Plural The singular shall include the plural and the plural the singular, except where the context otherwise requires.

3.3 Headings

The headings and marginal notes in the GCC are included for ease of reference and shall neither constitute a part of the Contract nor affect its interpretation.

3.4 Persons

Words importing persons or parties shall include firms, corporations, and government entities.

3.5 Incoterms

Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties thereunder shall be as prescribed by the Incoterms.

Incoterms means international rules for interpreting trade terms published by the International Chamber of Commerce (latest edition), 38 Cours Albert 1^{er}, 75008 Paris, France.

3.6 Entire Agreement

The Contract constitutes the entire agreement between the Procuring Entity and Supplier with respect to the subject matter of Contract and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect to the subject matter of the Contract made prior to the date of

Contract.

3.7 Amendment

No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party to the Contract.

3.8 Independent Supplier

The Supplier shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture, or other joint relationship between the parties to the Contract.

Subject to the provisions of the Contract, the Supplier shall be solely responsible for the manner in which the Contract is performed. All employees, representatives, or Sub contractors engaged by the Supplier in connection with the performance of the Contract shall be under the complete control of the Supplier and shall not be deemed to be employees of the Procuring Entity, and nothing contained in the Contractor in any sub contract awarded by the Supplier shall be construed to create any contractual relationship between any such employees, representatives, or Sub contractors and the Procuring Entity.

3.9 Joint Venture

If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Procuring Entity for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture. The composition or constitution of the Joint Venture shall not be altered without the prior consent of the Procuring Entity.

3.10 Non-waiver

3.10.1 Subject to GCC Clause 3.10.2 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contractor the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, nor shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

3.10.2 Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, must be dated and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

3.11 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity, or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

3.12 Country of Origin

“Origin” means the place where the Information Technologies, Materials, and other Goods for the System were produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing, Software development, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The Origin of Goods and Services is distinct from the nationality of the Supplier and may be different.

4 Notices

4.1 Unless otherwise stated in the Contract, all notices to be given under the Contract shall be in writing and shall be sent, pursuant to GCC Clause 4.3 below, by personal delivery, air mail post, special courier, facsimile, electronic mail, or Electronic Data Interchange (EDI), with the following provisions.

4.1.1 Any notice sent by facsimile, electronic mail, or EDI shall be confirmed within two (2) days after dispatch by notice sent by air mail post or special courier, except as otherwise specified in the Contract.

4.1.2 Any notice sent by air mail post or special courier shall be deemed (in the absence of evidence of earlier receipt) to have been delivered ten (10) days after dispatch. In proving the fact of dispatch, it shall be sufficient to show that the envelope containing such notice was properly addressed, stamped, and conveyed to the postal authorities or courier service for transmission by air mail or special courier.

- 4.1.3 Any notice delivered personally or sent by facsimile, electronic mail, or EDI shall be deemed to have been delivered on the date of its dispatch.
- 4.1.4 Either party may change its postal, facsimile, electronic mail, or EDI addresses for receipt of such notices by ten (10) days' notice to the other party in writing.
- 4.2 Notices shall be deemed to include any approvals, consents, instructions, orders, certificates, information and other communication to be given under the Contract.
- 4.3 Pursuant to GCC Clause 18, notices from/to the Procuring Entity are normally given by, or addressed to, the Project Manager, while notices from/to the Supplier are normally given by, or addressed to, the Supplier's Representative, or in its absence its deputy if any. If there is no appointed Project Manager or Supplier's Representative (or deputy), or if their related authority is limited by the SCC for GCC Clauses 18.1 or 18.2.2, or for any other reason, the Procuring Entity or Supplier may give and receive notices at their fall back addresses. The address of the Project Manager and the fall back address of the Procuring Entity are as **specified in the SCC** or as subsequently established/ amended. The address of the Supplier's Representative and the fall back address of the Supplier are as specified in Appendix 1 of the Contract Agreement or as subsequently established/amended.

5. Governing Law

- 5.1 The Contract shall be governed by and interpreted in accordance with the laws of Kenya.
- 5.2 Throughout the execution of the Contract, the Supplier shall comply with the import of goods and services prohibitions in Kenya when
- a As a matter of law or official regulations, Kenya prohibits commercial relations with that country; or
 - b by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, Kenya prohibits any import of goods from that country or any payments to any country, person, or entity in that country.

6. Fraud and Corruption

- 6.1 The Procuring Entity requires compliance with the laws of Kenya on Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in its statutes.
- 6.2 The Procuring Entity requires the Suppliers to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the tendering process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

B. SUBJECT MATTER OF CONTRACT

7. Scope of the System

- 7.1 Unless otherwise expressly **limited in the SCC** or Technical Requirements, the Supplier's obligations cover the provision of Information Technologies, Materials and other Goods as well as the performance of all Services required for the design, development, and implementation (including procurement, quality assurance, assembly, associated site preparation, Delivery, Pre-commissioning, Installation, Testing, and Commissioning) of the System, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the Contract and the Agreed Project Plan.
- 7.2 The Supplier shall, unless specifically excluded in the Contract, perform all such work and/or supply all such items and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and/or items and Materials were expressly mentioned in the Contract.
- 7.3 The Supplier's obligations (if any) to provide Goods and Services as implied by the Recurrent Cost tables of the Supplier's tender, such as consumables, spare parts, and technical services (e.g., maintenance, technical assistance, and operational support), areas **specified in the SCC**, including the relevant terms, characteristics, and timings.

8 Time for Commencement and Operational Acceptance

- 8.1 The Supplier shall commence work on the System within the period **specified in the SCC**, and without prejudice to GCC Clause 28.2, the Supplier shall thereafter proceed with the System in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan.
- 8.2 The Supplier shall achieve Operational Acceptance of the System (or Subsystem(s) where a separate time for Operational Acceptance of such Sub system (s) is specified in the Contract) in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

9 Supplier's Responsibilities

- 10.1 The Supplier shall conduct all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of information technologies, information systems, support, maintenance, training, and other related services, or in accordance with best industry practices. In particular, the Supplier shall provide and employ only technical personnel who are skilled and experienced in the irrespective callings and supervisory staff who are competent to adequately supervise the work at hand.
- 10.2 The Supplier confirms that it has entered into this Contract on the basis of a proper examination of the data relating to the System provided by the Procuring Entity and on the basis of information that the Supplier could have obtained from a visual inspection of the site (if access to the site was available) and of other data readily available to the Supplier relating to the System as at the date twenty-eight (28) days prior to tender submission. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.
- 10.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision-making may constitute grounds for termination pursuant to GCC Clause 41.2.
- 10.4 The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings in Kenya that are necessary for the performance of the Contract, including, without limitation, visas for the Supplier's and Subcontractor's personnel and entry permits for all imported Supplier's Equipment. The Supplier shall acquire all other permits, approvals, and/or licenses that are not the responsibility of the Procuring Entity under GCC Clause 10.4 and that are necessary for the performance of the Contract.
- 10.5 The Supplier shall comply with all laws in force in Kenya. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless the Procuring Entity from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Sub contractors and their personnel, but without prejudice to GCC Clause 10.1. The Supplier shall not indemnify the Procuring Entity to the extent that such liability, damage, claims, fines, penalties, and expenses were caused or contributed to by a fault of the Procuring Entity.
- 10.6 The Supplier shall, in all dealings with its labor and the labor of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.
- 10.7 Any Information Technologies or other Goods and Services that will be incorporated in or be required for the System and other supplies shall have their Origin, as defined in GCC Clause 3.12, in a country that shall be an Eligible Country, as defined in GCC Clause 1.1 (e) (iv).
- 10.8 Pursuant to paragraph 2.2e. of Appendix B to the General Conditions the Supplier shall permit and shall cause its subcontractors and sub-consultants to permit, the PPRA and/or persons appointed by the PPRA to inspect the Site and/or the accounts and records relating to the procurement process, selection and/or contract execution, and to have such accounts and records audited by auditors appointed by the PPRA if requested by the PPRA. The Supplier's and its Sub contractors' and sub-consultants' attention is drawn to Sub-Clause 6.1 which provides, inter alia, that acts intended to materially impede the exercise of the PPRA's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the PPRA's prevailing sanctions procedures).

10.9 The Supplier shall conform to the sustainable procurement contractual provisions, if and as **specified in the SCC**.

10.10 **Unless otherwise specified in the SCC** the Supplier shall have no other Supplier responsibilities.

10. Procuring Entity's Responsibilities

17.1 The Procuring Entity shall ensure the accuracy of all information and/or data to be supplied by the Procuring Entity to the Supplier, except when otherwise expressly stated in the Contract.

17.2 The Procuring Entity shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision making may constitute grounds for Termination pursuant to GCC Clause 41.3.1(b).

17.3 The Procuring Entity shall be responsible for acquiring and providing legal and physical possession of the site and access to it, and for providing possession of and access to all other are as reasonably required for the proper execution of the Contract.

17.4 If requested by the Supplier, the Procuring Entity shall use its best endeavors to assist the Supplier in obtaining in a timely and expeditious manner all permits, approvals, and/or licenses necessary for the execution of the Contract from all local, state, or national government authorities or public service undertakings that such authorities or under takings require the Supplier or Sub contractors or the personnel of the Supplier or Sub contractors, as the case may be, to obtain.

17.5 In such cases where the responsibilities of specifying and acquiring or upgrading telecommunications and/or electric power services falls to the Supplier, as specified in the Technical Requirements, SCC, Agreed Project Plan, or other parts of the Contract, the Procuring Entity shall use its best endeavors to assist the Supplier in obtaining such services in a timely and expeditious manner.

17.6 The Procuring Entity shall be responsible for timely provision of all resources, access, and information necessary for the Installation and Operational Acceptance of the System (including, but not limited to, any required telecommunications or electric power services), as identified in the Agreed Project Plan, except where provision of such items is explicitly identified in the Contract as being the responsibility of the Supplier. Delay by the Procuring Entity may result in an appropriate extension of the Time for Operational Acceptance, at the Supplier's discretion.

17.7 Unless otherwise specified in the Contractor agreed upon by the Procuring Entity and the Supplier, the Procuring Entity shall provide sufficient, properly qualified operating and technical personnel, as required by the Supplier to properly carry out Delivery, Pre-commissioning, Installation, Commissioning, and Operational Acceptance, at or before the time specified in the Implementation Schedule and the Agreed Project Plan.

17.8 The Procuring Entity will designate appropriate staff for the training courses to be given by the Supplier and shall make all appropriate logistical arrangements for such training as specified in the Technical Requirements, SCC, the Agreed Project Plan, or other parts of the Contract.

17.9 The Procuring Entity assumes primary responsibility for the Operational Acceptance Test (s) for the System, in accordance with GCC Clause 27.2, and shall be responsible for the continued operation of the System after Operational Acceptance. However, this shall not limit in anyway the Supplier's responsibilities after the date of Operational Acceptance otherwise specified in the Contract.

17.10 The Procuring Entity is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles, except where such responsibility is clearly assigned to the Supplier elsewhere in the Contract.

17.11 All costs and expenses involved in the performance of the obligations under this GCC Clause 10 shall be the responsibility of the Procuring Entity, save those to be incurred by the Supplier with respect to the performance of the Operational Acceptance Test (s), in accordance with GCC Clause 27.2.

17.12 **Unless otherwise specified in the SCC** the Procuring Entity shall have no other Procuring Entity responsibilities.

C. Payment

11. Contract Price

- 1.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.
- 1.2 Unless an adjustment clause is **provided for in the SCC**, the Contract Price shall be a firm lump sum not subject to any alteration, except in the event of a Change in the System pursuant to GCC Clause 39 or to other clauses in the Contract;
- 1.3 The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract, cover all its obligations under the Contract.
- 1.4 Where the contract price is different from the corrected tender price, in order to ensure the contractor is not paid less or more relative to the contract price (*which would be the tender price*), payment valuation certificates and variation orders on omissions and additions valued based on rates in the Bill of Quantities or schedule of rates in the Tender, will be adjusted by a plus or minus percentage. The percentage already worked out during tender evaluation is worked out as follows: $(\text{corrected tender price} - \text{tender price}) / \text{tender price} \times 100$.

12. Terms of Payment

- 13.1 The Supplier's request for payment shall be made to the Procuring Entity in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Pre-commissioned, Installed, and Operationally Accepted, and by documents submitted pursuant to GCC Clause 22.5 and upon fulfillment of other obligations stipulated in the Contract. The Contract Price shall be paid as **specified in the SCC**.
- 13.2 No payment made by the Procuring Entity herein shall be deemed to constitute acceptance by the Procuring Entity of the System or any Sub system (s).
- 13.3 Payments shall be made promptly by the Procuring Entity, but in no case later than (sixty (60) days after submission of a valid invoice and upon satisfactorily performance of the contractual obligations by the Supplier. In the event that the Procuring Entity fails to make any payment by its respective due date or within the period set forth in the Contract, the Procuring Entity shall pay to the Supplier interest on the amount of such delayed payment at the rate (s) **specified in the SCC** for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.
- 13.4 Payments shall be made in the currency (ies) specified in the Contract Agreement, pursuant to GCC Clause 11. For Goods and Services supplied locally, payments shall be made **as specified in the SCC**.
- 13.5 **Unless otherwise specified in the SCC**, payment of the foreign currency portion of the Contract Price for Goods supplied from outside Kenya shall be made to the Supplier through an irrevocable Form of credit opened by an authorized bank in the Supplier's Country and will be payable on presentation of the appropriate documents. It is agreed that the Form of credit will be subject to Article 10 of the latest revision of *Uniform Customs and Practice for Documentary Credits*, published by the International Chamber of Commerce, Paris.

13. Securities

- 14.1 **Issuance of Securities**
The Supplier shall provide the securities specified below in favor of the Procuring Entity at the times and in the amount, manner, and form specified below.
- 14.2 Advance Payment Security
 - 14.2.1 Unless otherwise specified in the SCC, the Supplier shall provide within twenty-eight (28) days of the notification of Contract award an Advance Payment Security in the amount and currency of the Advance Payment specified in SCC for GCC Clause 12.1 above and valid until the System is Operationally Accepted.

14.2.2 The security shall be in the form provided in the tendering documents or in another form acceptable to the Procuring Entity. The amount of the security shall be reduced in proportion to the value of the System executed by and paid to the Supplier from time to time and shall automatically become null and void when the full amount of the advance payment has been recovered by the Procuring Entity. **Unless otherwise specified in the SCC**, the reduction in value and expiration of the Advance Payment Security are calculated as follows:

$P \times a / (100 - a)$, where “P” is the sum of all payments effected so far to the Supplier (excluding the Advance Payment), and “a” is the Advance Payment expressed as a percentage of the Contract Price pursuant to the SCC for GCC Clause 12.1.

The security shall be returned to the Supplier immediately after its expiration.

14.3 Performance Security

13.3.1 The Supplier shall, within twenty-eight (28) days of the notification of Contract award, provide a security for the due performance of the Contract in the amount and currency **specified in the SCC**.

13.3.2 The security shall be a bank guarantee in the form provided in the Sample Contractual Forms Section of the tendering documents, or it shall be in another form acceptable to the Procuring Entity.

13.3.3 The security shall automatically become null and void once all the obligations of the Supplier under the Contract have been fulfilled, including, but not limited to, any obligations during the Warranty Period and any extensions to the period. The security shall be returned to the Supplier no later than twenty-eight (28) days after its expiration.

13.3.4 Upon Operational Acceptance of the entire System, the security shall be reduced to the amount specified in the SCC, on the date of the Operational Acceptance, so that the reduced security would only cover the remaining warranty obligations of the Supplier.

14 Taxes and Duties

15.1 For Goods or Services supplied from outside and inside Kenya, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside Kenya and inside Kenya, and these duties or taxes shall be made part of the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to, in which case the duties and taxes will be the Supplier's responsibility.

15.2 For Goods or Services supplied locally, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods or Services to the Procuring Entity. The only exception are taxes or duties, such as value-added or sales tax or stamp duty as apply to, or are clearly identifiable, on the invoices and provided they apply in Kenya, and only if these taxes, levies and/or duties are also excluded from the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to.

15.3 If any tax exemptions, reductions, allowances, or privileges may be available to the Supplier in Kenya, the Procuring Entity shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.

15.4 For the purpose of the Contract, it is agreed that the Contract Price specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) days prior to the date of tender submission in Kenya (also called “Tax” in this GCC Clause 14.4). If any Tax rates are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the Supplier, its Sub contractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

D. Intellectual Property

15. Copyright

- 16.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.
- 16.2 The Procuring Entity agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with GCC Clause 16, except that additional copies of Standard Materials may be made by the Procuring Entity for use within the scope of the project of which the System is apart, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.
- 16.3 The Procuring Entity's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or **unless otherwise specified in the SCC** to a legally constituted successor organization (e.g., a reorganization of a public entity formally authorized by the government or through a merger or acquisition of a private entity).
- 16.4 **Unless otherwise specified in the SCC**, the Intellectual Property Rights in all Custom Software and Custom Materials specified in Appendices 4 and 5 of the Contract Agreement (if any) shall, at the date of this Contractor on creation of the rights (if later than the date of this Contract), vest in the Procuring Entity. The Supplier shall do and execute or arrange for the doing and executing of each necessary act, document, and thing that the Procuring Entity may consider necessary or desirable to perfect the right, title, and interest of the Procuring Entity in and to those rights. In respect of such Custom Software and Custom Materials, the Supplier shall ensure that the holder of any right in such an item does not assert it, and the Supplier shall, if requested to do so by the Procuring Entity and where permitted by applicable law, ensure that the holder of such a moral right waives it.
- 16.5 **Unless otherwise specified in the SCC**, escrow arrangements shall NOT be required.

16. Software License Agreements

- 17.1 Except to the extent that the Intellectual Property Rights in the Software vest in the Procuring Entity, the Supplier hereby grants to the Procuring Entity license to access and use the Software, including all inventions, designs, and marks embodied in the Software.
- Such license to access and use the Software shall:
- 17.1.1 be:
- i. non-exclusive;
 - ii. fully paid up and irrevocable (except that it shall terminate if the Contract terminates under GCC Clauses 41.1 or 41.3);
 - iii. **unless otherwise specified in the SCC** valid throughout Kenya;
 - iv. **unless otherwise specified in the SCC** subject to NO additional restrictions.
- 17.1.2 Permit the Software to be:
- i. used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier's tender), plus a backup computer(s) of the same or similar capacity, if the primary is (are) in operative, and during a reasonable transitional period when use is being transferred between primary and back up;
 - ii. used or copied for use on or transferred to a replacement computer (s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Supplier's tender specifies a class of computer to which the license is restricted, the replacement computer (s) is (are) within that class;
 - iii. if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or back up computer (s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;
 - iv. reproduced for safe keeping or back up purposes;

- v. customized, adapted, or combined with other computer software for use by the Procuring Entity, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as a reset forth in this Contract;
- vi. **unless otherwise specified in the SCC**, disclosed to, and reproduced for use by, support service suppliers and their sub-contractors, (and the Procuring Entity may sub-license such persons to use and copy for use the Software) to the extent reasonably necessary to the performance of their support service contracts, subject to the same restrictions as a reset forth in this Contract; and **unless otherwise specified in the SCC** disclosed to, and reproduced for use by, NO other parties.

17.2 The Supplier has the right to audit the Standard Software to verify compliance with the above license agreements.

Unless otherwise specified in the SCC, the Procuring Entity will make available to the Supplier, within seven (7) days of a written request, accurate and up-to-date records of the number and location of copies, the number of authorized users, or any other relevant data required to demonstrate use of the Standard Software as per the license agreement. If and only if, expressly agreed in writing between the Procuring Entity and the Supplier, Procuring Entity will allow, under a pre-specified agreed procedure, the execution of embedded software functions under Supplier's control, and unencumbered transmission of resulting information on software usage.

17. Confidential Information

18.1 **Unless otherwise specified in the SCC**, the "Receiving Party" (either the Procuring Entity or the Supplier) shall keep confidential and shall not, without the written consent of the other party to this Contract ("the Disclosing Party"), divulge to any third party any documents, data, or other information of a confidential nature ("Confidential Information") connected with this Contract, and furnished directly or indirectly by the Disclosing Party prior to or during performance, or following termination, of this Contract.

18.2 For the purposes of GCC Clause 17.1, the Supplier is also deemed to be the Receiving Party of Confidential Information generated by the Supplier itself in the course of the performance of its obligations under the Contract and relating to the businesses, finances, suppliers, employees, or other contacts of the Procuring Entity or the Procuring Entity's use of the System.

18.3 Notwithstanding GCC Clauses 17.1 and 17.2:

18.3.1 the Supplier may furnish to its Subcontractor Confidential Information of the Procuring Entity to the extent reasonably required for the Subcontractor to perform its work under the Contract; and

18.3.2 the Procuring Entity may furnish Confidential Information of the Supplier: (i) to its support service suppliers and their subcontractors to the extent reasonably required for them to perform their work under their support service contracts; and (ii) to its affiliates and subsidiaries, in which event the Receiving Party shall ensure that the person to whom it furnishes Confidential Information of the Disclosing Party is aware of and a tenderer by the Receiving Party's obligations under this GCC Clause 17 as if that person were party to the Contract in place of the Receiving Party.

18.4 The Procuring Entity shall not, without the Supplier's prior written consent, use any Confidential Information received from the Supplier for any purpose other than the operation, maintenance and further development of the System. Similarly, the Supplier shall not, without the Procuring Entity's prior written consent, use any Confidential Information received from the Procuring Entity for any purpose other than those that are required for the performance of the Contract.

18.5 The obligation of a party under GCC Clauses 17.1 through 17.4 above, however, shall not apply to that information which:

18.5.1 Now or hereafter enters the public domain through no fault of the Receiving Party;

18.5.2 can be proven to have been possessed by the Receiving Party at the time of disclosure and that was not previously obtained, directly or indirectly, from the Disclosing Party;

18.5.3 otherwise lawfully becomes available to the Receiving Party from a third party that has no obligation of confidentiality.

18.6 The above provisions of this GCC Clause 17 shall not in any way modify any undertaking of confidentiality given by either of the parties to this Contract prior to the date of the Contract in respect of the System or any part thereof.

18.7 **Unless otherwise specified in the SCC**, the provisions of this GCC Clause 17 shall survive the termination,

for whatever reason, of the Contract for three (3) years.

E. Supply, Installation, Testing, Commissioning, and Acceptance of the System

18. Representatives

19.1 Project Manager

If the Project Manager is not named in the Contract, then within fourteen (14) days of the Effective Date, the Procuring Entity shall appoint and notify the Supplier in writing of the name of the Project Manager. The Procuring Entity may from time to time appoint some other person as the Project Manager in place of the person previously so appointed and shall give a notice of the name of such other person to the Supplier without delay. No such appointment shall be made at such a time or in such a manner as to impede the progress of work on the System. Such appointment shall take effect only upon receipt of such notice by the Supplier.

Unless otherwise specified in the SCC (if any), the Project Manager shall have the authority to represent the Procuring Entity on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Procuring Entity pursuant to GCC Clause 4.

19.2 Supplier's Representative

18.2.1 If the Supplier's Representative is not named in the Contract, then within fourteen (14) days of the Effective Date, the Supplier shall appoint the Supplier's Representative and shall request the Procuring Entity in writing to approve the person so appointed. The request must be accompanied by a detailed curriculum vitae for the nominee, as well as a description of any other System or non-System responsibilities the nominee would retain while performing the duties of the Supplier's Representative. If the Procuring Entity does not object to the appointment within fourteen (14) days, the Supplier's Representative shall be deemed to have been approved. If the Procuring Entity objects to the appointment within fourteen (14) days giving the reason therefor, then the Supplier shall appoint a replacement within fourteen (14) days of such objection in accordance with this GCC Clause 18.2.1.

18.2.2 **Unless otherwise specified in the SCC** (if any), the Supplier's Representative shall have the authority to represent the Supplier on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Supplier pursuant to GCC Clause 4.

18.2.3 The Supplier shall not revoke the appointment of the Supplier's Representative without the Procuring Entity's prior written consent, which shall not be unreasonably withheld. If the Procuring Entity consents to such an action, the Supplier shall appoint another person of equal or superior qualifications as the Supplier's Representative, pursuant to the procedure set out in GCC Clause 18.2.1.

18.2.4 The Supplier's Representative and staff are obliged to work closely with the Procuring Entity's Project Manager and staff, act within their own authority, and a tenderer by directives issued by the Procuring Entity that are consistent with the terms of the Contract. The Supplier's Representative is responsible for managing the activities of its personnel and any subcontracted personnel.

18.2.5 The Supplier's Representative may, subject to the approval of the Procuring Entity (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities vested in him or her. Any such delegation may be revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Supplier's Representative and shall specify the powers, functions, and authorities there by delegated or revoked. No such delegation or revocation shall take effect unless and until the notice of it has been delivered.

18.2.6 Any act or exercise by any person of powers, functions and authorities so delegated to him or her in accordance with GCC Clause 18.2.5 shall be deemed to be an act or exercise by the Supplier's Representative.

18.3 Objections and Removals

18.3.1 The Procuring Entity may by notice to the Supplier object to any representative or person employed by the Supplier in the execution of the Contract who, in the reasonable opinion of the Procuring Entity, may have behaved inappropriately, be incompetent, or be negligent. The Procuring Entity shall provide evidence of

the same, where upon the Supplier shall remove such person from work on the System.

- 18.3.2 If any representative or person employed by the Supplier is removed in accordance with GCC Clause 18.3.1, the Supplier shall, where required, promptly appoint a replacement.

19. Project Plan

- 20.1 In close cooperation with the Procuring Entity and based on the Preliminary Project Plan included in the Supplier's tender, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as **specified in the SCC** and/ or Technical Requirements.
- 20.2 **Unless otherwise specified in the SCC**, within thirty (30) days from the Effective Date of the Contract, the Supplier shall present a Project Plan to the Procuring Entity. The Procuring Entity shall, within fourteen (14) days of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements and/or the SCC (in this Clause 19.2 called "non-conformities" below). The Supplier shall, within five (5) days of receipt of such notification, correct the Project Plan and resubmit to the Procuring Entity. The Procuring Entity shall, within five (5) days of resubmission of the Project Plan, notify the Supplier of any remaining non-conformities. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, the Procuring Entity shall provide confirmation in writing to the Supplier. This approved Project Plan ("the Agreed Project Plan") shall be contractually binding on the Procuring Entity and the Supplier.
- 20.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed Project Plan shall be incorporated in the Contract by amendment, in accordance with GCC Clauses 39 and 40.
- 20.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Agreed Project Plan and the Contract.
- 20.5 **Unless otherwise specified in the SCC**, the Supplier shall submit to the Procuring Entity Monthly Progress Reports summarizing:
- i) Results accomplished during the prior period;
 - ii) cumulative deviations to date from schedule of progress milestones as specified in the Agreed Project Plan;
 - iii) corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule;
 - iv) other issues and outstanding problems; proposed actions to be taken;
 - v) resources that the Supplier expects to be provided by the Procuring Entity and/ or actions to be taken by the Procuring Entity in the next reporting period;
 - vi) other issues or potential problems the Supplier foresees that could impact on project progress and/or effectiveness.
- 20.6 The Supplier shall submit to the Procuring Entity other (periodic) reports **as specified in the SCC**.

20. Sub-contracting

- 21.1 Appendix 3 (List of Approved Subcontractors) to the Contract Agreement specifies critical items of supply or services and a list of Subcontractors for each item that are considered acceptable by the Procuring Entity. If no Subcontractors are listed for an item, the Supplier shall prepare a list of Subcontractors it considers qualified and wishes to be added to the list for such items. The Supplier may from time to time propose additions to or deletions from any such list. The Supplier shall submit any such list or any modification to the list to the Procuring Entity for its approval insufficient time so as not to impede the progress of work on the System. The Procuring Entity shall not withhold such approval unreasonably. Such approval by the Procuring Entity of a Subcontractor (s) shall not relieve the Supplier from any of its obligations, duties, or responsibilities under the Contract.
- 21.2 The Supplier may, at its discretion, select and employ Subcontractors for such critical items from those Subcontractors listed pursuant to GCC Clause 20.1. If the Supplier wishes to employ a Subcontractor not so listed, or subcontract an item not so listed, it must seek the Procuring Entity's prior approval under GCC

Clause 20.3.

- 21.3 For items for which pre-approved Subcontractor lists have not been specified in Appendix 3 to the Contract Agreement, the Supplier may employ such Subcontractors as it may select, provided: (i) the Supplier notifies the Procuring Entity in writing at least twenty-eight (28) days prior to the proposed mobilization date for such Subcontractor; and (ii) by the end of this period either the Procuring Entity has granted its approval in writing or fails to respond. The Supplier shall not engage any Subcontract or to which the Procuring Entity has objected in writing prior to the end of the notice period. The absence of a written objection by the Procuring Entity during the above specified period shall constitute formal acceptance of the proposed Subcontractor. Except to the extent that it permits the deemed approval of the Procuring Entity of Subcontractors not listed in the Contract Agreement, nothing in this Clause, however, shall limit the rights and obligations of either the Procuring Entity or Supplier as they are specified in GCC Clauses 20.1 and 20.2, or in Appendix 3 of the Contract Agreement.

21. Design and Engineering

22.1 Technical Specifications and Drawings

- 21.1.1 The Supplier shall execute the basic and detailed design and the implementation activities necessary for successful installation of the System in compliance with the provisions of the Contractor, where not so specified, in accordance with good industry practice.

The Supplier shall be responsible for any discrepancies, errors or omissions in the specifications, drawings, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Supplier by or on behalf of the Procuring Entity.

- 21.1.2 The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification, or other document, or any modification of such design, drawings, specification, or other documents provided or designated by or on behalf of the Procuring Entity, by giving a notice of such disclaimer to the Project Manager.

21.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) days prior to date of tender submission shall apply. During Contract execution, any changes in such codes and standards shall be applied after approval by the Procuring Entity and shall be treated in accordance with GCC Clause 39.3.

21.3 Approval/ Review of Controlling Technical Documents by the Project Manager

- 21.3.2 **Unless otherwise specified in the SCC**, there will NO Controlling Technical Documents required. However, **if the SCC specifies** Controlling Technical Documents, the Supplier shall prepare and furnish such documents for the Project Manager's approval or review.

Any part of the System covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents.

GCC Clauses 21.3.2 through 21.3.7 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

- 21.3.3 Within fourteen (14) days after receipt by the Project Manager of any document requiring the Project Manager's approval in accordance with GCC Clause 21.3.1, the Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes. If the Project Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Project Manager.

- 21.3.4 The Project Manager shall not disapprove any document except on the grounds that the document does not comply with some specified provision of the Contract or that it is contrary to good industry practice.

- 21.3.5 If the Project Manager disapproves the document, the Supplier shall modify the document and resubmit it for the Project Manager's approval in accordance with GCC Clause 21.3.2. If the Project Manager approves the document subject to modification(s), the Supplier shall make the required modification(s), and the document shall then be deemed to have been approved, subject to GCC Clause 21.3.5. The procedure set out in GCC Clauses 21.3.2 through 21.3.4 shall be repeated, as appropriate, until the Project Manager approves such documents.

- 21.3.6 If any dispute occurs between the Procuring Entity and the Supplier in connection with or arising out of the disapproval by the Project Manager of any document and/ or any modification (s) to a document that cannot be settled between the parties within a reasonable period, then, in case the Contract Agreement includes and names an Adjudicator, such dispute may be referred to the Adjudicator for determination in accordance with GCC Clause 43.1 (Adjudication). If such dispute is referred to an Adjudicator, the Project Manager shall give instructions as to whether and if so, how, performance of the Contract is to proceed. The Supplier shall proceed with the Contract in accordance with the Project Manager's instructions, provided that if the Adjudicator upholds the Supplier's view on the dispute and if the Procuring Entity has not given notice under GCC Clause 43.1.2, then the Supplier shall be reimbursed by the Procuring Entity for any additional costs incurred by reason of such instructions and shall be relieved of such responsibility or liability in connection with the dispute and the execution of the instructions as the Adjudicator shall decide, and the Time for Achieving Operational Acceptance shall be extended accordingly.
- 21.3.7 The Project Manager's approval, with or without modification of the document furnished by the Supplier, shall not relieve the Supplier of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Project Manager or inaccurate information furnished in writing to the Supplier by or on behalf of the Procuring Entity.
- 21.3.8 The Supplier shall not depart from any approved document unless the Supplier has first submitted to the Project Manager an amended document and obtained the Project Manager's approval of the document, pursuant to the provisions of this GCC Clause 21.3. If the Project Manager requests any change in any already approved document and/or in any document based on such an approved document, the provisions of GCC Clause 39 (Changes to the System) shall apply to such request.

22 Procurement, Delivery, and Transport

- 23.1 Subject to related Procuring Entity's responsibilities pursuant to GCC Clauses 10 and 14, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.
- 23.2 Delivery of the Information Technologies, Materials, and other Goods shall be made by the Supplier in accordance with the Technical Requirements.
- 23.3 Early or partial deliveries require the explicit written consent of the Procuring Entity; which consent shall not be unreasonably withheld.
- 23.4 Packaging and Transportation
- 22.4.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during shipment. The packing, marking, and documentation within and outside the packages shall comply strictly with the Procuring Entity's instructions to the Supplier.
- 22.4.2 The Supplier will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the Price Schedules, including the terms and conditions of the associated Inco terms.
- 22.4.3 **Unless otherwise specified in the SCC**, the Supplier shall be free to use transportation through carriers registered in any eligible country and to obtain insurance from any eligible source country.

Unless otherwise specified in the SCC, the Supplier will provide the Procuring Entity with shipping and other documents, as specified below:

- 22.4.4 For Goods supplied from outside Kenya:
Upon shipment, the Supplier shall notify the Procuring Entity and the insurance company contracted by the Supplier to provide cargo insurance by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Procuring Entity by mail or courier, as appropriate, with a copy to the cargo insurance company:
- a Two copies of the Supplier's invoice showing the description of the Goods, quantity, unit price, and total amount;
 - b usual transportation documents;

- c insurance certificate;
- d certificate (s) of origin; and
- e estimated time and point of arrival in Kenya and at the site.

22.4.5 For Goods supplied locally (i.e., from within Kenya):

Upon shipment, the Supplier shall notify the Procuring Entity by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Procuring Entity by mail or courier, as appropriate:

- a Two copies of the Supplier's invoice showing the Goods' description, quantity, unit price, and total amount;
- b Delivery note, railway receipt, or truck receipt;
- c certificate of insurance;
- d certificate (s) of origin; and
- e estimated time of arrival at the site.

23.5 Customs Clearance

- a) The Procuring Entity will bear responsibility for, and cost of, customs clearance into Kenya in accordance with the particular Incoterm(s) used for Goods supplied from outside Kenya in the Price Schedules referred to by Article 2 of the Contract Agreement.
- b) At the request of the Procuring Entity, the Supplier will make available a representative or agent during the process of customs clearance in Kenya for goods supplied from outside Kenya. In the event of delays in customs clearance that are not the fault of the Supplier:
 - i) the Supplier shall be entitled to an extension in the Time for Achieving Operational Acceptance, pursuant to GCC Clause 40;
 - ii) the Contract Price shall be adjusted to compensate the Supplier for any additional storage charges that the Supplier may incur as a result of the delay.

23 Product Upgrades

- 24.1 At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its tender and still to be delivered, the Supplier shall be obligated to offer to the Procuring Entity the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System).
- 24.2 At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Procuring Entity any cost reductions and additional and/ or improved support and facilities that it offers to other clients of the Supplier in Kenya, pursuant to GCC Clause 39 (Changes to the System).
- 24.3 During performance of the Contract, the Supplier shall offer to the Procuring Entity all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in Kenya, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these Software exceed those quoted by the Supplier in the Recurrent Costs tables in its tender.
- 24.4 **Unless otherwise specified in the SCC**, during the Warranty Period, the Supplier will provide at no additional cost to the Procuring Entity all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in Kenya, and no later than twelve (12) months after they are released in the country of origin of the Software.
- 24.5 The Procuring Entity shall introduce all new versions, releases or updates of the Software within eighteen (18) months of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update. In no case shall the Supplier stop supporting or

maintaining a version or release of the Software less than twenty-four (24) months after the Procuring Entity receives a production-ready copy of a subsequent version, release, or update. The Procuring Entity shall use all reasonable endeavors to implement any new version, release, or update as soon as practicable, subject to the twenty-four-month-long stop date.

24 Implementation, Installation, and Other Services

- 25.1 The Supplier shall provide all Services specified in the Contract and Agreed Project Plan in accordance with the highest standards of professional competence and integrity.
- 25.2 Prices charged by the Supplier for Services, if not included in the Contract, shall be agreed upon in advance by the parties (including, but not restricted to, any prices submitted by the Supplier in the Recurrent Cost Schedules of its Tender) and shall not exceed the prevailing rates charged by the Supplier to other Procuring Entity's in Kenya for similar services.

25 Inspections and Tests

- 26.1 The Procuring Entity or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/ or conformity to the Contract at the point of delivery and/ or at the Project Site.
- 26.2 The Procuring Entity or its representative shall be entitled to attend any such inspections and/or tests of the components, provided that the Procuring Entity shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses.
- 26.3 Should the inspected or tested components fail to conform to the Contract, the Procuring Entity may reject the component (s), and the Supplier shall either replace the rejected component (s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Procuring Entity.
- 26.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such inspection and/ or test shall be added to the Contract Price. Further, if such inspection and/ or test impedes the progress of work on the System and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Time for Achieving Operational Acceptance and the other obligations so affected.
- 26.5 If any dispute shall arise between the parties in connection with or caused by an inspection and/ or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC Clause 43 (Settlement of Disputes), starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract Agreement.

26 Installation of the System

- 27.1 As soon as the System, or any Subsystem, has, in the opinion of the Supplier, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements, the SCC and the Agreed Project Plan, the Supplier shall so notify the Procuring Entity in writing.
- 27.2 The Project Manager shall, within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, either issue an Installation Certificate in the form specified in the Sample Contractual Forms Section in the tendering documents, stating that the System, or major component or Subsystem (if Acceptance by major component or Sub system is specified pursuant to the SCC for GCC Clause 27.2.1), has achieved Installation by the date of the Supplier's notice under GCC Clause 26.1, or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components and/or Subsystems making up the System. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/ or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the System or Sub system and, when in the Supplier's opinion the System or Sub system is ready for Commissioning and Operational Acceptance Testing, notify the Procuring Entity in writing, in accordance with GCC Clause 26.1. The procedure set out in this GCC Clause shall be repeated, as necessary, until an Installation Certificate is issued.

- 27.3 If the Project Manager fails to issue the Installation Certificate and fails to inform the Supplier of any defects and/or deficiencies within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, or if the Procuring Entity puts the System or a Subsystem in to production operation, then the System (or Subsystem) shall be deemed to have achieved successful Installation as of the date of the Supplier's notice or repeated notice, or when the Procuring Entity put the System in to production operation, as the case may be.

27. Commissioning and Operational Acceptance

28.1 Commissioning

- 27.1.1 Commissioning of the System (or Subsystem if specified pursuant to the SCC for GCC Clause 27.2.1) shall be commenced by the Supplier:
- a) immediately after the Installation Certificate is issued by the Project Manager, pursuant to GCC Clause 26.2; or
 - b) as otherwise specified in the Technical Requirement or the Agreed Project Plan; or
 - c) immediately after Installation is deemed to have occurred, under GCC Clause 26.3.
- 27.1.2 The Procuring Entity shall supply the operating and technical personnel and all materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning. Production use of the System or Subsystem(s) shall not commence prior to the start of formal Operational Acceptance Testing.

27.2 Operational Acceptance Tests

- 27.2.1 The Operational Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Procuring Entity (in accordance with GCC Clause 10.9), but shall be conducted with the full cooperation of the Supplier during Commissioning of the System (or major components or Subsystem[s]), to ascertain whether the System (or major component or Subsystem[s]) conforms to the Technical Requirements and meets the standard of performance quoted in the Supplier's tender, including, but not restricted to, the functional and technical performance requirements. **Unless otherwise specified in the SCC**, the Operational Acceptance Tests during Commissioning will be conducted as specified in the Technical Requirements and/ or the Agreed Project Plan. At the Procuring Entity's discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.
- 27.2.2 If for reasons attributable to the Procuring Entity, the Operational Acceptance Test of the System (or Subsystem[s] or major components, pursuant to the SCC for GCC Clause 27.2.1) cannot be successfully completed within ninety (90) days from the date of Installation or any other period agreed upon in writing by the Procuring Entity and the Supplier, the Supplier shall be deemed to have fulfilled its obligations with respect to the technical and functional aspects of the Technical Specifications, SCC and/ or the Agreed Project Plan, and GCC Clause 28.2 and 28.3 shall not apply.

27.3 Operational Acceptance

- 27.3.1 Subject to GCC Clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the System, when
- a) the Operational Acceptance Tests, as specified in the Technical Requirements, and/or SCC and/or the Agreed Project Plan have been successfully completed; or
 - b) the Operational Acceptance Tests have not been successfully completed or have not been carried out for reasons that are attributable to the Procuring Entity within the period from the date of Installation or any other agreed-upon period as specified in GCC Clause 27.2.2 above; or
 - c) the Procuring Entity has put the System into production or use for sixty (60) consecutive days. If the System is put into production or use in this manner, the Supplier shall notify the Procuring Entity and document such use.
- 27.3.2 At any time after any of the events set out in GCC Clause 27.3.1 have occurred, the Supplier may give a notice to the Project Manager requesting the issue of an Operational Acceptance Certificate.
- 27.3.3 After consultation with the Procuring Entity, and within fourteen (14) days after receipt of the Supplier's notice, the Project Manager shall:

- a Issue an Operational Acceptance Certificate; or
 - b Notify the Supplier in writing of any defect or deficiencies or other reason for the failure of the Operational Acceptance Tests; or
 - c Issue the Operational Acceptance Certificate, if the situation covered by GCC Clause 27.3.1 (b) arises.
- 27.3.4 The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Procuring Entity, and the Procuring Entity, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Sub system. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify the Procuring Entity of its request for Operational Acceptance Certification, in accordance with GCC Clause 27.3.3. The Procuring Entity shall then issue to the Supplier the Operational Acceptance Certification in accordance with GCC Clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GCC Clause 27.3.4 shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.
- 27.3.5 If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with GCC Clause 27.2, the neither:
- a The Procuring Entity may consider terminating the Contract, pursuant to GCC Clause 41.2.2; or
 - b If the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Procuring Entity to fulfill its obligations under the Contract, then the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the Contract, and GCC Clauses 30.3 and 30.4 shall not apply.
- 27.3.6 If within fourteen (14) days after receipt of the Supplier's notice the Project Manager fails to issue the Operational Acceptance Certificate or fails to inform the Supplier in writing of the justifiable reasons why the Project Manager has not issued the Operational Acceptance Certificate, the System or Subsystem shall be deemed to have been accepted as of the date of the Supplier's said notice.
- 27.4 Partial Acceptance
- 27.4.1 If so specified in the SCC for GCC Clause 27.2.1, Installation and Commissioning shall be carried out individually for each identified major component or Subsystem (s) of the System. In this event, the provisions in the Contract relating to Installation and Commissioning, including the Operational Acceptance Test, shall apply to each such major component or Subsystem individually, and Operational Acceptance Certificate (s) shall be issued accordingly for each such major component or Subsystem of the System, subject to the limitations contained in GCC Clause 27.4.2.
- 27.4.2 The issuance of Operational Acceptance Certificates for individual major components or Subsystems pursuant to GCC Clause 27.4.1 shall not relieve the Supplier of its obligation to obtain an Operational Acceptance Certificate for the System as an integrated whole (if so specified in the SCC for GCC Clauses 12.1 and 27.2.1) once all major components and Subsystems have been supplied, installed, tested, and commissioned.
- 27.4.3 In the case of minor components for the System that by their nature do not require Commissioning or an Operational Acceptance Test (e.g., minor fittings, furnishings or site works, etc.), the Project Manager shall issue an Operational Acceptance Certificate within fourteen (14) days after the fittings and/or furnishings have been delivered and/or installed or the site works have been completed. The Supplier shall, however, use all reasonable endeavors to promptly remedy any defects or deficiencies in such minor components detected by the Procuring Entity or Supplier.

F. Guarantees and Liabilities

28 Operational Acceptance Time Guarantee

- 28.1 The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, pursuant to the SCC for GCC Clause 27.2.1) within the time periods specified in the Implementation Schedule and/or the Agreed Project Plan pursuant to GCC Clause 8.2, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

- 29.2 **Unless otherwise specified in the SCC**, if the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems pursuant to the SCC for GCC Clause 27.2.1) within the time for achieving Operational Acceptance specified in the Implementation Schedule or the Agreed Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to the Procuring Entity liquidated damages at the rate of one half of one percent per week as a percentage of the Contract Price (exclusive of Recurrent Costs if any), or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount often (10) percent of the Contract Price (exclusive of Recurrent Costs if any). Once the Maximum is reached, the Procuring Entity may consider termination of the Contract, pursuant to GCC Clause 41.2.2.
- 29.3 **Unless otherwise specified in the SCC**, liquidated damages payable under GCC Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the Implementation Schedule and/or Agreed Project Plan. This Clause 28.3 shall not limit, however, any other rights or remedies the Procuring Entity may have under the Contract for other delays.
- 29.4 If liquidated damages are claimed by the Procuring Entity for the System (or Subsystem), the Supplier shall have no further liability whatsoever to the Procuring Entity in respect to the Operational Acceptance time guarantee for the System (or Subsystem). However, the payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any other of its obligations and liabilities under the Contract.

29. Defect Liability

- 30.1 The Supplier warrants that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems. **Unless otherwise specified in the SCC**, there will be NO exceptions and/or limitations to this warranty with respect to Software (or categories of Software). Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.
- 30.2 The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's or Subsystem's ability to fulfill the Technical Requirements.
- 30.3 **Unless otherwise specified in the SCC**, the Supplier warrants that : (i) all Goods components to be incorporated into the System form part of the Supplier's and/or Subcontractor's current product lines, and (ii) they have been previously released to the market.
- 30.4 **Unless otherwise specified in the SCC**, the Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract) and shall extend for thirty-six (36) months.
- 30.5 If during the Warranty Period any defect as described in GCC Clause 29.1 should be found in the design, engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation and agreement with the Procuring Entity regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Supplier shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that have been replaced by the Supplier shall remain the property of the Supplier.
- 30.6 The Supplier shall not be responsible for the repair, replacement, or making good of any defect, or of any damage to the System arising out of or resulting from any of the following causes:
- 30.6.1 Improper operation or maintenance of the System by the Procuring Entity;
 - 30.6.2 Normal wear and tear;
 - 30.6.3 use of the System with items not supplied by the Supplier, unless otherwise identified in the Technical Requirements, or approved by the Supplier; or
 - 30.6.4 modifications made to the System by the Procuring Entity, or a third party, not approved by the Supplier.
- 30.7 The Supplier's obligations under this GCC Clause 29 shall not apply to:
- 30.7.1 any materials that are normally consumed in operation or have a normal life shorter than the

Warranty Period; or

30.7.2 any designs, specifications, or other data designed, supplied, or specified by or on behalf of the Procuring Entity or any matters for which the Supplier has disclaimed responsibility, in accordance with GCC Clause 21.1.2.

30.8 The Procuring Entity shall give the Supplier a notice promptly following the discovery of such defect, stating the nature of any such defect together with all available evidence. The Procuring Entity shall afford all reasonable opportunity for the Supplier to inspect any such defect. The Procuring Entity shall afford the Supplier all necessary access to the System and the site to enable the Supplier to perform its obligations under this GCC Clause 29.

30.9 The Supplier may, with the consent of the Procuring Entity, remove from the site any Information Technologies and other Goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, the Procuring Entity may give the Supplier notice requiring that tests of the defective part be made by the Supplier immediately upon completion of such remedial work, where upon the Supplier shall carry out such tests.

If such part fails the tests, the Supplier shall carry out further repair, replacement, or making good (as the case maybe) until that part of the System passes such tests. The tests shall be agreed upon by the Procuring Entity and the Supplier.

30.10 **Unless otherwise specified in the SCC**, the response times and repair/replacement times for Warranty Defect Repair are specified in the Technical Requirements. Nevertheless, if the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within two weeks the Procuring Entity may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Procuring Entity in connection with such work shall be paid to the Procuring Entity by the Supplier or may be deducted by the Procuring Entity from any monies due the Supplier or claimed under the Performance Security.

30.11 If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by the Procuring Entity because of such defect and/or making good of such defect.

30.12 Items substituted for defective parts of the System during the Warranty Period shall be covered by the Defect Liability Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater. For reasons of information security, the Procuring Entity may choose to retain physical possession of any replaced defective information storage devices.

30.13 At the request of the Procuring Entity and without prejudice to any other rights and remedies that the Procuring Entity may have against the Supplier under the Contract, the Supplier will offer all possible assistance to the Procuring Entity to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of the Procuring Entity of the benefit of any warranties given by such producers or licensors to the Supplier.

30. Functional Guarantees

31.1 The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Procuring Entity's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that GCC Clause 27 regarding Commissioning and Operational Acceptance govern show technical conformance of the System to the Contract requirements will be determined.

31.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify the Procuring Entity upon completion of the necessary changes, modifications, and/or additions and shall request the Procuring Entity to repeat the Operational Acceptance Tests until the System achieves Operational

Acceptance.

- 31.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Procuring Entity may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of the Supplier's Performance Security in accordance with GCC Clause 13.3 in compensation for the extra costs and delays likely to result from this failure.

31. Intellectual Property Rights Warranty

- 32.1 The Supplier here by represents and warrants that:
- 32.1.1 The System as supplied, installed, tested, and accepted;
 - 32.1.2 Use of the System in accordance with the Contract; and
 - 32.1.3 Copying of the Software and Materials provided to the Procuring Entity in accordance with the Contract do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfer so frights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Procuring Entity to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

32. Intellectual Property Rights Indemnity

- 33.1 The Supplier shall indemnify and hold harmless the Procuring Entity and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Procuring Entity or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:
- 33.1.1 Installation of the System by the Supplier or the use of the System, including the Materials, in the country where the site is located;
 - 33.1.2 copying of the Software and Materials provided by the Supplier in accordance with the Agreement; and
 - 33.1.3 sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Procuring Entity's breach of GCC Clause 32.2.
- 33.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System produced there by in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.
- 33.3 Such indemnities shall also not apply if any claim of infringement:
- 33.3.1 Is asserted by apparent, subsidiary, or affiliate of the Procuring Entity's organization;
 - 33.3.2 Is a direct result of a design mandated by the Procuring Entity's Technical Requirements and the possibility of such infringement was duly noted in the Supplier's Tender; or
 - 33.3.3 Results from the alteration of the System, including the Materials, by the Procuring Entity or any persons other than the Supplier or a person authorized by the Supplier.
- 33.4 If any proceedings are brought or any claim is made against the Procuring Entity arising out of the matters referred to in GCC Clause 32.1, the Procuring Entity shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Procuring Entity's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

If the Supplier fails to notify the Procuring Entity within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Procuring Entity shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Procuring Entity within the twenty-eight (28) days, the Procuring Entity shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Procuring Entity shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

- 33.5 The Procuring Entity shall indemnify and hold harmless the Supplier and its employees, officers, and

Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or

Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with this Contract by the Procuring Entity or any persons (other than the Supplier) contracted by the Procuring Entity, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier's breach of GCC Clause 32.8.

33.6 Such indemnity shall not cover

33.6.1 any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract;

33.6.2 any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by the Procuring Entity or any other person contracted by the Procuring Entity, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.

33.7 Such indemnities shall also not apply:

33.7.1 If any claim of infringement is asserted by apparent, subsidiary, or affiliate of the Supplier's organization;

33.7.2 to the extent that any claim of infringement is caused by the alteration, by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing, specification, or other documents or materials provided to the Supplier by the Procuring Entity or any persons contracted by the Procuring Entity.

33.8 If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in GCC Clause 32.5, the Supplier shall promptly give the Procuring Entity notice of such proceedings or claims, and the Procuring Entity may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Procuring Entity fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Procuring Entity has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Procuring Entity's request, afford all available assistance to the Procuring Entity in conducting such proceedings or claim and shall be reimbursed by the Procuring Entity for all reasonable expenses incurred in so doing.

33 Limitation of Liability

34.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

34.1.1 the Supplier shall not be liable to the Procuring Entity, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Procuring Entity; and

34.1.2 the aggregate liability of the Supplier to the Procuring Entity, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Procuring Entity with respect to intellectual property rights infringement.

G. Risk Distribution

34 Transfer of Ownership

35.1 With the exception of Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to the Procuring Entity at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.

35.2 Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be

governed by GCC Clause 15 (Copyright) and any elaboration in the Technical Requirements.

- 35.3 Ownership of the Supplier's Equipment used by the Supplier and its Subcontractors in connection with the Contract shall remain with the Supplier or its Subcontractors.

35. Care of the System

- 36.1 The Procuring Entity shall become responsible for the care and custody of the System or Subsystems upon their Delivery. The Procuring Entity shall make good at its own cost any loss or damage that may occur to the System or Subsystems from any cause from the date of Delivery until the date of Operational Acceptance of the System or Subsystems, pursuant to GCC Clause 27 (Commissioning and Operational Acceptance), except such loss or damage arising from acts or omissions of the Supplier, its employees, or subcontractors.

- 36.2 If any loss or damage occurs to the System or any part of the System by reason of:

36.2.1 (in so far as they relate to the country where the Project Site is located) nuclear reaction, nuclear radiation, radioactive contamination, a pressure wave caused by aircraft or other aerial objects, or any other occurrences that an experienced contractor could not reasonably foresee, or if reasonably foreseeable could not reasonably make provision for or insure against, in so far as such risks are not normally insurable on the insurance market and are mentioned in the general exclusions of the policy of insurance taken out under GCC Clause 37;

36.2.2 Any use not in accordance with the Contract, by the Procuring Entity or any third party;

36.2.3 Any use of or reliance upon any design, data, or specification provided or designated by or on behalf of the Procuring Entity, or any such matter for which the Supplier has disclaimed responsibility in accordance with GCC Clause 21.1.2, the Procuring Entity shall pay to the Supplier all sums payable in respect of the System or Subsystems that have achieved Operational Acceptance, notwithstanding that the same be lost, destroyed, or damaged. If the Procuring Entity requests the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Supplier shall make good the same at the cost of the Procuring Entity in accordance with GCC Clause 39. If the Procuring Entity does not request the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Procuring Entity shall either request a change in accordance with GCC Clause 39, excluding the performance of that part of the System thereby lost, destroyed, or damaged, or, where the loss or damage affects a substantial part of the System, the Procuring Entity shall terminate the Contract pursuant to GCC Clause 41.1.

- 36.3 The Procuring Entity shall be liable for any loss of or damage to any Supplier's Equipment which the Procuring Entity has authorized to locate within the Procuring Entity's premises for use in fulfillment of Supplier's obligations under the Contract, except where such loss or damage arises from acts or omissions of the Supplier, its employees, or subcontractors.

36. Loss of or Damage to Property; Accident or Injury to Workers; Indemnification

- 37.1 The Supplier and each and every Subcontractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force in Kenya.

- 37.2 Subject to GCC Clause 36.3, the Supplier shall indemnify and hold harmless the Procuring Entity and its employees and officers from and against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Procuring Entity or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of the Procuring Entity, its contractors, employees, officers, or agents.

- 37.3 If any proceedings are brought or any claim is made against the Procuring Entity that might subject the Supplier to liability under GCC Clause 36.2, the Procuring Entity shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Procuring Entity's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Supplier fails to notify the Procuring Entity within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Procuring Entity shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Procuring Entity within the twenty-eight (28) day period, the Procuring Entity shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Procuring Entity shall, at the Supplier's request, afford all

available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

- 37.4 The Procuring Entity shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of the death or personal injury of any person or loss of or damage to property of the Procuring Entity, other than the System not yet achieving Operational Acceptance, that is caused by fire, explosion, or any other perils, in excess of the amount recoverable from insurances procured under GCC Clause 37 (Insurances), provided that such fire, explosion, or other perils were not caused by any act or failure of the Supplier.
- 37.5 If any proceedings are brought or any claim is made against the Supplier that might subject the Procuring Entity to liability under GCC Clause 36.4, the Supplier shall promptly give the Procuring Entity notice of such proceedings or claims, and the Procuring Entity may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Procuring Entity fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Procuring Entity has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Procuring Entity's request, afford all available assistance to the Procuring Entity in conducting such proceedings or claim and shall be reimbursed by the Procuring Entity for all reasonable expenses incurred in so doing.
- 37.6 The party entitled to the benefit of an indemnity under this GCC Clause 36 shall take all reasonable measures to mitigate any loss or damage that has occurred. If the party fails to take such measures, the other party's liabilities shall be correspondingly reduced.

37. Insurances

- 38.1 The Supplier shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurance set forth below. The identity of the insurers and the form of the policies shall be subject to the approval of the Procuring Entity, who should not unreasonably withhold such approval.

38.1.1 Cargo Insurance During Transport

as applicable, 110 percent of the price of the Information Technologies and other Goods in a freely convertible currency, covering the Goods from physical loss or damage during shipment through receipt at the Project Site.

38.1.2 Installation "All Risks" Insurance

as applicable, 110 percent of the price of the Information Technologies and other Goods covering the Goods at the site from all risks of physical loss or damage (excluding only perils commonly excluded under "all risks" insurance policies of this type by reputable insurers) occurring prior to Operational Acceptance of the System.

38.1.3 Third-Party Liability Insurance

On terms as **specified in the SCC**, covering bodily injury or death suffered by third parties (including the Procuring Entity's personnel) and loss of or damage to property (including the Procuring Entity's property and any Subsystems that have been accepted by the Procuring Entity) occurring in connection with the supply and installation of the Information System.

38.1.4 Automobile Liability Insurance

In accordance with the statutory requirements prevailing in Kenya, covering use of all vehicles used by the Supplier or its Subcontractors (whether or not owned by them) in connection with the execution of the Contract.

38.1.5 Other Insurance (if any), as specified in the SCC.

- 38.2 The Procuring Entity shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1, except for the Third-Party Liability, and the Supplier's Subcontractors shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1 except for Cargo Insurance During Transport. All insurer's rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.

- 38.3 The Supplier shall deliver to the Procuring Entity certificates of insurance (or copies of the insurance policies) as evidence that the required policies are in full force and effect.
- 38.4 The Supplier shall ensure that, where applicable, its Subcontractor(s) shall take out and maintain in effect adequate insurance policies for their personnel and vehicles and for work executed by them under the Contract, unless such Subcontractors are covered by the policies taken out by the Supplier.
- 38.5 If the Supplier fails to take out and/or maintain in effect the insurance referred to in GCC Clause 37.1, the Procuring Entity may take out and maintain in effect any such insurance and may from time to time deduct from any amount due to the Supplier under the Contract any premium that the Procuring Entity shall have paid to the insurer or may otherwise recover such amount as a debt due from the Supplier.
- 38.6 Unless otherwise provided in the Contract, the Supplier shall prepare and conduct all and any claims made under the policies affected by it pursuant to this GCC Clause 37, and all monies payable by any insurers shall be paid to the Supplier. The Procuring Entity shall give to the Supplier all such reasonable assistance as may be required by the Supplier in connection with any claim under the relevant insurance policies. With respect to insurance claims in which the Procuring Entity's interest is involved, the Supplier shall not give any release or make any compromise with the insurer without the prior written consent of the Procuring Entity. With respect to insurance claims in which the Supplier's interest is involved, the Procuring Entity shall not give any release or make any compromise with the insurer without the prior written consent of the Supplier.

38. Force Majeure

- 39.1 "Force Majeure" shall mean any event beyond the reasonable control of the Procuring Entity or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:
- 39.1.1 war, hostilities, or war like operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;
 - 39.1.2 rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;
 - 39.1.3 confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or defacto authority or ruler, or any other act or failure to act of any local state or national government authority;
 - 39.1.4 strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;
 - 39.1.5 earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;
 - 39.1.6 failure, by the Supplier, to obtain the necessary export permit (s) from the governments of the Country(s) of Origin of the Information Technologies or other Goods, or Supplier's Equipment provided that the Supplier has made all reasonable efforts to obtain the required export permit(s), including the exercise of due diligence in determining the eligibility of the System and all of its components for receipt of the necessary export permits.
- 39.2 If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.
- 39.3 The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The Time for Achieving Operational Acceptance shall be extended in accordance with GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).
- 39.4 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either party's right to terminate the Contract under

- 39.5 No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall:
- 39.5.1 Constitute a default or breach of the Contract;
- 39.5.2 (subject to GCC Clauses 35.2, 38.3, and 38.4) give rise to any claim for damages or additional cost or expense occasioned by the delay or nonperformance, if, and to the extent that, such delay or nonperformance is caused by the occurrence of an event of Force Majeure.
- 39.6 If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.
- 39.7 In the event of termination pursuant to GCC Clause 38.6, the rights and obligations of the Procuring Entity and the Supplier shall be as specified in GCC Clauses 41.1.2 and 41.1.3.
- 39.8 Notwithstanding GCC Clause 38.5, Force Majeure shall not apply to any obligation of the Procuring Entity to make payments to the Supplier under this Contract.

H. Change in Contract Elements

39. Changes to the System

40.1 Introducing a Change

39.1.1 Subject to GCC Clauses 39.2.5 and 39.2.7, the Procuring Entity shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called “Change”), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.

39.1.2 A Change may involve, but is not restricted to, the substitution of updated Information Technologies and related Services in accordance with GCC Clause 23 (Product Upgrades).

39.1.3 The Supplier may from time to time during its performance of the Contract propose to the Procuring Entity (with a copy to the Project Manager) any Change that the Supplier considers necessary or desirable to improve the quality or efficiency of the System. The Procuring Entity may at its discretion approve or reject any Change proposed by the Supplier.

39.1.4 Notwithstanding GCC Clauses 39.1.1 and 39.1.2, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any adjustment of the Contract Price or the Time for Achieving Operational Acceptance.

39.1.5 The procedure on how to proceed with and execute Changes is specified in GCC Clauses 39.2 and 39.3, and further details and sample forms are provided in the Sample Contractual Forms Section in the tendering documents.

39.1.6 Moreover, the Procuring Entity and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be “frozen.” Any Change initiated after this time will be dealt with after Operational Acceptance.

39.2 Changes Originating from Procuring Entity

39.2.4 If the Procuring Entity proposes a Change pursuant to GCC Clauses 39.1.1, it shall send to the Supplier a “Request for Change Proposal,” requiring the Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a “Change Proposal,” which shall include the following:

- a Brief description of the Change;
- b Impact on the Time for Achieving Operational Acceptance;
- c Detailed estimated cost of the Change;
- d Effect on Functional Guarantees (if any);
- e Effect on any other provisions of the Contract.

39.2.5 Prior to preparing and submitting the “Change Proposal,” the Supplier shall submit to the Project Manager a “Change Estimate Proposal,” which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Supplier's Change Estimate Proposal, the Procuring Entity shall do one of the following:

- a accept the Supplier's estimate with instructions to the Supplier to proceed with the preparation of the Change Proposal;
- b advise the Supplier of any part of its Change Estimate Proposal that is unacceptable and request the Supplier to review its estimate;
- c advise the Supplier that the Procuring Entity does not intend to proceed with the Change.

39.2.6 Upon receipt of the Procuring Entity's instruction to proceed under GCC Clause 39.2.2 (a), the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with GCC Clause 39.2.1. The Supplier, at its discretion, may specify a validity period for the Change Proposal, after which if the Procuring Entity and Supplier has not reached agreement in accordance with GCC Clause 39.2.6, then GCC Clause 39.2.7 shall apply.

39.2.7 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are in equitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.

39.2.8 If before or during the preparation of the Change Proposal it becomes apparent that the aggregate impact of compliance with the Request for Change Proposal and with all other Change Orders that have already become binding upon the Supplier under this GCC Clause 39 would be to increase or decrease the Contract Price as originally set forth in Article 2 (Contract Price) of the Contract Agreement by more than fifteen (15) percent, the Supplier may give a written notice of objection to this Request for Change Proposal prior to furnishing the Change Proposal. If the Procuring Entity accepts the Supplier's objection, the Procuring Entity shall withdraw the proposed Change and shall notify the Supplier in writing of its acceptance.

The Supplier's failure to so object to a Request for Change Proposal shall neither affect its right to object to any subsequent requested Changes or Change Orders, nor affect its right to take into account, when making such subsequent objection, the percentage increase or decrease in the Contract Price that any Change not objected to by the Supplier represents.

39.2.9 Upon receipt of the Change Proposal, the Procuring Entity and the Supplier shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, the Procuring Entity shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If the Procuring Entity is unable to reach a decision within fourteen (14) days, it shall notify the Supplier with details of when the Supplier can expect a decision. If the Procuring Entity decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Supplier accordingly. Under such circumstances, the Supplier shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation of the Change Proposal, provided that these do not exceed the amount given by the Supplier in its Change Estimate Proposal submitted in accordance with GCC Clause 39.2.2.

39.2.10 If the Procuring Entity and the Supplier cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented. However, this provision does not limit the rights of either party under GCC Clause 6 (Settlement of Disputes).

39.3 Changes Originating from Supplier

If the Supplier proposes a Change pursuant to GCC Clause 39.1.2, the Supplier shall submit to the Project Manager a written “Application for Change Proposal,” giving reasons for the proposed Change and including the information specified in GCC Clause 39.2.1. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in GCC Clauses 39.2.6 and 39.2.7. However, should the Procuring Entity choose not to proceed or the Procuring Entity and the Supplier cannot come to

agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the Supplier shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between the Procuring Entity and the Supplier to the contrary.

39.4 Value engineering. The Supplier may prepare, at its own cost, a value engineering proposal at any time during the performance of the Contract.

39.4.1 The value engineering proposal shall, at a minimum, include the following;

- (a) The proposed change (s), and a description of the difference to the existing Contract requirements;
- (b) a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs) the Procuring Entity may incur in implementing the value engineering proposal; and
- (c) a description of any effect(s) of the change on performance/ functionality.

39.4.2 The Procuring Entity may accept the value engineering proposal if the proposal demonstrates benefits that:

- a) accelerates the delivery period; or
- b) reduces the Contract Price or the life cycle costs to the Procuring Entity; or
- c) improves the quality, efficiency, safety or sustainability of the systems; or
- d) yields any other benefits to the Procuring Entity, without compromising the necessary functions of the systems.

39.4.3 If the value engineering proposal is approved by the Procuring Entity and results in:

- a) a reduction of the Contract Price; the amount to be paid to the Supplier shall be the percentage specified in the SCC of the reduction in the Contract Price; or
- b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in
 - (a) to (d) above, the amount to be paid to the Supplier shall be the full increase in the Contract Price.

40. Extension of Time for Achieving Operational Acceptance

41.1 The time(s) for achieving Operational Acceptance specified in the Schedule of Implementation shall be extended if the Supplier is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following:

- 41.1.1 Any Change in the System as provided in GCC Clause 39 (Change in the Information System);
- 41.1.2 Any occurrence of Force Majeure as provided in GCC Clause 38 (Force Majeure);
- 41.1.3 Default of the Procuring Entity; or
- 41.1.4 Any other matter specifically mentioned in the Contract; by such period as shall be fair and reasonable in all the circumstances and as shall fairly reflect the delay or impediment sustained by the Supplier.

41.2 Except where otherwise specifically provided in the Contract, the Supplier shall submit to the Project Manager a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable after receipt of such notice and supporting particulars of the claim, the Procuring Entity and the Supplier shall agree upon the period of such extension. In the event that the Supplier does not accept the Procuring Entity's estimate of a fair and reasonable time extension, the Supplier shall be entitled to refer the matter to the provisions for the Settlement of Disputes pursuant to GCC Clause 43.

41.3 The Supplier shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract.

41. Termination

42.1 Termination for Procuring Entity's Convenience

41.1.1 The Procuring Entity may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC Clause 41.1.

41.1.2 Upon receipt of the notice of termination under GCC Clause 41.1.1, the Supplier shall either as soon as reasonably practical or upon the date specified in the notice of termination

- a) cease all further work, except for such work as the Procuring Entity may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;
- b) terminate all subcontracts, except those to be assigned to the Procuring Entity pursuant to GCC Clause (d) (ii) below;
- c) Remove all Supplier's Equipment from the site, repatriate the Supplier's and its Sub contractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;
- d) In addition, the Supplier, subject to the payment specified in GCC Clause 41.1.3, shall
 - i) deliver to the Procuring Entity the parts of the System executed by the Supplier up to the date of termination;
 - ii) to the extent legally possible, assign to the Procuring Entity all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination, and, as may be required by the Procuring Entity, in any subcontracts concluded between the Supplier and its Subcontractors;
 - iii) deliver to the Procuring Entity all nonproprietary drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.1.3 In the event of termination of the Contract under GCC Clause 41.1.1, the Procuring Entity shall pay to the Supplier the following amounts:

- a) The Contract Price, properly attributable to the parts of the System executed by the Supplier as of the date of termination;
- b) The costs reasonably incurred by the Supplier in the removal of the Supplier's Equipment from the site and in the repatriation of the Supplier's and its Subcontractors' personnel;
- c) any amount to be paid by the Supplier to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges;
- d) costs incurred by the Supplier in protecting the System and leaving the site in a clean and safe condition pursuant to GCC Clause 41.1.2(a); and
- e) the cost of satisfying all other obligations, commitments, and claims that the Supplier may in good faith have undertaken with third parties in connection with the Contract and that are not covered by GCC Clauses 41.1.3 (a) through (d) above.

41.2 Termination for Supplier's Default

41.2.1 The Procuring Entity, without prejudice to any other rights or remedies it may possess, may terminate the Contract forth within the following circumstances by giving a notice of termination and its reasons there for to the Supplier, referring to this GCC Clause 41.2:

- a) If the Supplier becomes bankrupt or in solvent, has a receiving order issued against it, compounds with its creditors, or, if the Supplier is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Supplier takes or suffers any other analogous action in consequence of debt;
- b) If the Supplier assigns or transfers the Contractor any right or interest, there in in violation of the provision of GCC Clause 42 (Assignment); or
- c) If the Supplier, in the judgment of the Procuring Entity has engaged in Fraud and Corruption, as defined in paragraph 2.2a. of the Appendix to the GCC, in competing for or in executing the Contract, including but

Not limited to willful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer, the hardware, software, or materials provided under this Contract.

41.2.2 If the Supplier:

- d) Has abandoned or repudiated the Contract;
- e) Has without valid reason failed to commence work on the System promptly;
- f) Persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;
- g) Refuses or is unable to provide sufficient Materials, Services, or labor to execute and complete the System in the manner specified in the Agreed Project Plan furnished under GCC Clause 19 at rates of progress that give reasonable assurance to the Procuring Entity that the Supplier can attain Operational Acceptance of the System by the Time for Achieving Operational Acceptance as extended; then the Procuring Entity may, without prejudice to any other rights it may possess under the Contract, give a notice to the Supplier stating the nature of the default and requiring the Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice, then the Procuring Entity may terminate the Contract forthwith by giving a notice of termination to the Supplier that refers to this GCC Clause 41.2.

41.2.3 Upon receipt of the notice of termination under GCC Clauses 41.2.1 or 41.2.2, the Supplier shall, either immediately or upon such date as is specified in the notice of termination:

- h) cease all further work, except for such work as the Procuring Entity may specify in the notice of termination for the sole purpose of protecting that part of the System already executed or any work required to leave the site in a clean and safe condition;
- i) terminate all subcontracts, except those to be assigned to the Procuring Entity pursuant to GCC Clause (d) below;
- j) deliver to the Procuring Entity the parts of the System executed by the Supplier up to the date of termination;
- k) to the extent legally possible, assign to the Procuring Entity all right, title and benefit of the Supplier to the System or Subsystems as at the date of termination, and, as may be required by the Procuring Entity, in any subcontracts concluded between the Supplier and its Subcontractors;
- l) deliver to the Procuring Entity all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as at the date of termination in connection with the System.

41.2.4 The Procuring Entity may enter upon the site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as the Procuring Entity thinks appropriate, the Procuring Entity shall give notice to the Supplier that such Supplier's Equipment will be returned to the Supplier at or near the site and shall return such Supplier's Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the site.

41.2.5 Subject to GCC Clause 41.2.6, the Supplier shall be entitled to be paid the Contract Price attributable to the portion of the System executed as at the date of termination and the costs, if any, incurred in protecting the System and in leaving the site in a clean and safe condition pursuant to GCC Clause 41.2.3 (a). Any sums due the Procuring Entity from the Supplier accruing prior to the date of termination shall be deducted from the amount to be paid to the Supplier under this Contract.

41.2.6 If the Procuring Entity completes the System, the cost of completing the System by the Procuring Entity shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Procuring Entity in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Procuring Entity, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Procuring Entity shall pay the balance to the Supplier. The Procuring Entity and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

41.3 Termination by Supplier

41.3.1 If:

- a) the Procuring Entity has failed to pay the Supplier any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents without just cause **pursuant to the SCC**, or commits a substantial breach of the Contract, the Supplier may give a notice to the Procuring Entity that requires payment of such sum, with interest on this sum as stipulated in GCC Clause 12.3, requires approval of such invoice or supporting documents, or specifies the breach and requires the Procuring Entity to remedy the same, as the case may be. If the Procuring Entity fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Supplier's notice; or
- b) the Supplier is unable to carry out any of its obligations under the Contract for any reason attributable to the Procuring Entity, including but not limited to the Procuring Entity's failure to provide possession of or access to the site or other areas or failure to obtain any governmental permit necessary for the execution and/or completion of the System; then the Supplier may give a notice to the Procuring Entity of such events, and if the Procuring Entity has failed to pay the outstanding sum, to approve the invoice or supporting documents, to give its reasons for withholding such approval, or to remedy the breach within twenty-eight (28) days of such notice, or if the Supplier is still unable to carry out any of its obligations under the Contract for any reason attributable to the Procuring Entity within twenty-eight (28) days of the said notice, the Supplier may by a further notice to the Procuring Entity referring to this GCC Clause 41.3.1, forth with terminate the Contract.

41.3.2 The Supplier may terminate the Contract immediately by giving a notice to the Procuring Entity to that effect, referring to this GCC Clause 41.3.2, if the Procuring Entity becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Procuring Entity takes or suffers any other analogous action in consequence of debt.

41.3.3 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, then the Supplier shall immediately:

- c) Cease all further work, except for such work as may be necessary for the purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;
- d) Terminate all subcontracts, except those to be assigned to the Procuring Entity pursuant to Clause 41.3.3 (d) (ii);
- e) remove all Supplier's Equipment from the site and repatriate the Supplier's and its Subcontractor's personnel from the site.
- f) In addition, the Supplier, subject to the payment specified in GCC Clause 41.3.4, shall:
 - i) deliver to the Procuring Entity the parts of the System executed by the Supplier up to the date of termination;
 - ii) to the extent legally possible, assign to the Procuring Entity all right, title, and benefit of the Supplier to the System, or Subsystems, as of the date of termination, and, as may be required by the Procuring Entity, in any subcontracts concluded between the Supplier and its Subcontractors;
 - iii) to the extent legally possible, deliver to the Procuring Entity all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.3.4 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, the Procuring Entity shall pay to the Supplier all payments specified in GCC Clause 41.1.3 and reasonable compensation for all loss, except for loss of profit, or damage sustained by the Supplier arising out of, in connection with, or in consequence of such termination.

41.3.5 Termination by the Supplier pursuant to this GCC Clause 41.3 is without prejudice to any other rights or remedies of the Supplier that may be exercised in lieu of or in addition to rights conferred by GCC Clause 41.3.

41.4 In this GCC Clause 41, the expression "portion of the System executed" shall include all work executed, Services provided, and all Information Technologies, or other Goods acquired (or subject to a legally binding

Obligation to purchase) by the Supplier and used or intended to be used for the purpose of the System, up to and including the date of termination.

- 41.5 In this GCC Clause 41, in calculating any monies due from the Procuring Entity to the Supplier, account shall be taken of any sum previously paid by the Procuring Entity to the Supplier under the Contract, including any advance payment paid **pursuant to the SCC**.

42 Assignment

- 42.1 Neither the Procuring Entity nor the Supplier shall, without the express prior written consent of the other, assign to any third party the Contractor any part thereof, or any right, benefit, obligation, or interest there in or there under, except that the Supplier shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.

I. Settlement of Disputes

43 Settlement of Disputes

44.1 Adjudication

- 43.1.1 If any dispute of any kind what so ever shall arise between the Procuring Entity and the Supplier in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, or the operation of the System (whether during the progress of implementation or after its achieving Operational Acceptance and whether before or after the termination, abandonment, or breach of the Contract), the parties shall seek to resolve any such dispute **by mutual consultation**. If the parties fail to resolve such a dispute by mutual consultation within fourteen (14) days after one party has notified the other in writing of the dispute, then, if the Contract Agreement in Appendix2 includes and names an Adjudicator, the dispute shall, within another fourteen (14) days, be referred in writing by either party to the Adjudicator, with a copy to the other party. If there is no Adjudicator specified in the Contract Agreement, the mutual consultation period stated above shall last twenty-eight (28) days (instead of fourteen), upon expiry of which either party may move to the notification of arbitration pursuant to GCC Clause43.2.1.

- 43.1.2 The Adjudicator shall give his or her decision in writing to both parties within twenty-eight (28) days of the dispute being referred to the Adjudicator. If the Adjudicator has done so, and no notice of intention to commence arbitration has been given by either the Procuring Entity or the Supplier within fifty-six (56) days of such reference, the decision shall become final and binding upon the Procuring Entity and the Supplier. Any decision that has become final and binding shall be implemented by the parties forth with.

- 43.1.3 The Adjudicator shall be paid an hourly fee at the rate specified in the Contract Agreement plus reasonable expenditures incurred in the execution of duties as Adjudicator, and these costs shall be divided equally between the Procuring Entity and the Supplier.

- 43.1.4 Should the Adjudicator resign or die, or should the Procuring Entity and the Supplier agree that the Adjudicator is not fulfilling his or her functions in accordance with the provisions of the Contract, a new Adjudicator shall be jointly appointed by the Procuring Entity and the Supplier. Failing agreement between the two within twenty-eight (28) days, the new Adjudicator shall be appointed at the request of either party by the Appointing Authority **specified in the SCC**, or, if no Appointing Authority is **specified in SCC**, the Contract shall, from this point onward and until the parties may otherwise agree on an Adjudicator or an Appointing Authority, be implemented as if there is no Adjudicator.

43.2 Arbitration

- 43.2.1 If
- a) the Procuring Entity or the Supplier is dissatisfied with the Adjudicator's decision and acts before this decision has become final and binding pursuant to GCC Clause 43.1.2, or
 - b) the Adjudicator fails to give a decision within the allotted time from referral of the dispute pursuant to GCC Clause 43.1.2, and the Procuring Entity or the Supplier acts within the following fourteen (14) days, or
 - c) in the absence of an Adjudicator from the Contract Agreement, the mutual consultation pursuant to GCC Clause 43.1.1 expires without resolution of the dispute and the Procuring Entity or the Supplier acts within the following fourteen (14) days, then either the Procuring Entity or the Supplier may act to

give notice to the other party, with a copy for information to the Adjudicator incase an Adjudicator had been involved, of its intention to commence arbitration, as provided below, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

43.2.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC Clause 43.2.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after Installation of the Information System.

43.2.3 Arbitration proceedings shall be conducted in accordance with the rules of procedure **specified in the SCC**.

43.3 Notwithstanding any reference to the Adjudicator or arbitration in this clause,

- a) The parties shall continue to perform their respective obligations under the Contract unless they otherwise agree;
- b) The Procuring Entity shall pay the Supplier any monies due the Supplier.

SECTION VII - SPECIAL CONDITIONS OF CONTRACT

Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions of the SCC shall prevail over those in the General Conditions of Contract. For the purposes of clarity, any referenced GCC clause numbers are indicated in the left column of the SCC.

A. Contract and Interpretation

1. Definitions (GCC Clause 1)

GCC 1.1 (b) (i)	The Procuring Entity is: <i>The National Treasury</i>
GCC 1.1 (b) (ii)	The Project Manager is: <i>The Principal Secretary, National Treasury</i>
GCC 1.1 (e) (ix)	The Contract Period shall be <i>Three (3) years (One (1) year for implementation and Two (2) years for Support and Maintenance).</i>
GCC 1.1 (e) (x)	<i>There are no Special Conditions associated with GCC 1.1 (e) (x). Not Applicable</i>
GCC 1.1 (e) (xii)	The Post-Warranty Services Period; <i>Two (2) years for Support and Maintenance.</i>

2. Notices (GCC Clause 4)

GCC 4.3	<p>Address of the Project Manager: The Principal Secretary: National Treasury Building, P.O. Box 30007-00100 Nairobi, Email: <u>ps@treasury.go.ke</u></p> <p><i>Copy to Director, Pensions Department and the Project Manager</i></p> <p>Fallback address of the Procuring Entity: The Principal Secretary: National Treasury Building, P.O. BOX 30007-00100 Nairobi, Email: <u>ps@treasury.go.ke</u></p>
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B. Subject Matter of Contract

3. Scope of the System (GCC Clause 7)

GCC 7.3	<p>The Supplier's obligations under the Contract will include the following recurrent cost items, as identified in the Recurrent Cost tables in the Supplier's Tender:</p> <table border="1"> <thead> <tr> <th>Component No.</th><th>Component</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Solution Licenses & Updates</td></tr> <tr> <td>1.1</td><td>Registration Module Module</td></tr> <tr> <td>1.2</td><td>Membership and Contributions Module</td></tr> <tr> <td>1.3</td><td>Claims Module</td></tr> <tr> <td>1.4</td><td>Assessment & Directorate Module</td></tr> <tr> <td>1.5</td><td>Dependants module</td></tr> <tr> <td>1.6</td><td>Payroll and Accounts Module (Payments and Receipts)</td></tr> </tbody> </table>	Component No.	Component	1.	Solution Licenses & Updates	1.1	Registration Module Module	1.2	Membership and Contributions Module	1.3	Claims Module	1.4	Assessment & Directorate Module	1.5	Dependants module	1.6	Payroll and Accounts Module (Payments and Receipts)
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1.	Solution Licenses & Updates																
1.1	Registration Module Module																
1.2	Membership and Contributions Module																
1.3	Claims Module																
1.4	Assessment & Directorate Module																
1.5	Dependants module																
1.6	Payroll and Accounts Module (Payments and Receipts)																

	1.7	Deferred Pensioners Module
	1.8	Reporting Module (Business Intelligence, Periodic Reporting, Management Reporting, Statutory Reporting)
	1.9	Customer Relationship Management (CRM); Complaints and Enquiries
	1.10	Life Certification module
	1.11	E-pension self-service portal
	1.12	Mobile App module
	1.13	System Administration Module
	1.14	Internal Audit
	1.15	Electronic Document and Records Management System
	1.6	Any Others
	2.	Annual Support and Maintenance (after warranty period)-

4. Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work on the System within: after signing of the contract (the Effective Date)
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5. Supplier's Responsibilities (GCC Clause 9)

C. PAYMENT

6. Contract Price (GCC Clause 11)

GCC 11.2	Adjustments to the Contract Price shall be as follows: NOT APPLICABLE.
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7. Terms of Payment (GCC Clause 12)

GCC 12.1	Subject to the provisions of GCC Clause 12 (Terms of Payment), the Procuring Entity shall pay the Contract Price to the Supplier according to the categories and in the manner specified below. Only the categories Advance Payment and Complete System Integration relate to the entire Contract Price. In other payment categories, the term "total Contract Price" means the total cost of goods or services under the specific payment category. Within each such category, the Contract Implementation Schedule may trigger pro-rata payments for the portion of the total Contract Price for the category corresponding to the goods or services actually Delivered, Installed, or Operationally Accepted, at unit prices and in the currencies specified in the Price Schedules of the Contract Agreement.		
	S/No.	Description	Tasks
		System Implementation	
	1.	Inception Report	<ul style="list-style-type: none"> Full detailed project implementation plan including work plan & Gantt chart, risk management, project charter
			%
			10%

		<ul style="list-style-type: none"> User requirements blueprint and system workflows System Design Document, proposed Web-based and Integrated platform. 	
2.	System development / customization of the solution	<ul style="list-style-type: none"> System analysis Development of Prototype based on the blueprint. Preparation of the development and testing environment Development/customization of the proposed system 	20%
3.	Preparation of the provisioned hardware and system installation	<ul style="list-style-type: none"> Hardware configuration ready for installation of the fully developed system. System installation, integration and testing system installation; integration within the modules and integration with other identified external systems 	10%
4.	Data migration and Testing	<ul style="list-style-type: none"> Develop a data migration plan Develop a data migration template Migration of cleansed data from the existing to the new system/platform. Preparation of User Acceptance Test Cases/Scripts and UAT Plan Undertake end to end and UAT system testing 	15%
5.	Capacity Building/Training and Pilot	<ul style="list-style-type: none"> Development of Training, System, User and technical manuals Development of Operational Manuals for all solution configuration and related Software A report on Selected Sample population that gives all scenarios for New and existing systems to give 100% quality of output 	10
6.	System Go-live:	<ul style="list-style-type: none"> Implementation and Handover plan 	35%
	Maintenance and Support		
7.	Maintenance and Support	<ul style="list-style-type: none"> Maintenance and Support reports on a quarterly basis Monthly Progress Reports for Executive Steering Committee and operations 	On a quarterly basis
<p>([Note: If a separate Operational Acceptance for the System as an integrated whole is not required, increase by 10% points the final payment percentages of all other goods and services above.])</p>			
GCC 12.3	The Procuring Entity shall pay to the Supplier interest on the delayed payments at a rate of: NOT APPLICABLE		
GCC 12.4	The Supplier will invoice the Procuring Entity in the currency used in the Contract		

	Agreement and the Price Schedules it refers to, for Goods and Services supplied locally, and the conversion between this currency and Kenya shillings for payment purposes - in case the two currencies are different - will be made as of the actual payment date using the exchange rate found in The Central Bank of Kenya
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8. Securities (GCC Clause 13)

GCC 13.3.1	The Performance Security shall be denominated in Kenya Shillings or equivalent in a freely convertible currency for an amount equal to 10% percent of the Contract Price from a Bank.
GCC 13.3.4	During the Warranty Period (i.e., after Operational Acceptance of the System), the Performance Security shall be 10% percent of the Contract Price

D. Intellectual Property

9. Copyright (GCC Clause 15)

GCC 15.3	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.3</i>
GCC 15.4	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.4</i>
GCC 15.5	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.5</i>

10. Software License Agreements (GCC Clause 16)

GCC 16.1 (a) (iv)	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.1 (a) (iv)</i>
GCC 16.1 (b) (vi)	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vi)</i>
GCC 16.1 (b) (vii)	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vii)</i>
GCC 16.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.2</i>

11. Confidential Information (GCC Clause 17)

GCC 17.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 17.1</i>
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E. Supply, Installation, Testing, Commissioning, and Acceptance of the System

12. Representatives (GCC Clause 18)

GCC 18.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 18.1</i>
GCC 18.2.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 18.2.2</i> <i>The Joint Venture Agreement / Teaming Agreement shall provide the Suppliers Representative</i>

13. Project Plan (GCC Clause 19)

GCC 19.1	<p>Chapters in the Project Plan shall address the following subject:</p> <ul style="list-style-type: none"> (a) <i>Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);</i> (b) <i>Implementation Sub-Plan;</i> (c) <i>Training Sub-Plan;</i> (d) <i>Testing and Quality Assurance Sub-Plan;</i> (e) <i>Warranty Defect Repair and Technical Support Service Sub-Plan</i> (f) <i>Risk Register and Risk Management Plan</i> <p><i>Further details regarding the required contents of each of the above chapters are contained in the Technical Requirements</i></p>
GCC 19.2	<p>The project plan shall otherwise be agreed upon between the PE and the supplier not later than 30 days after the initial presentation of the plan. i.e. Two (2) weeks from contract signing.</p>
GCC 19.6	<p><i>The Supplier shall submit to the Procuring Entity:</i></p> <ul style="list-style-type: none"> (i) <i>monthly testing reports</i> (ii) <i>monthly reports on job training and knowledge Transfer</i> (iii) <i>monthly log of service calls and problem resolutions</i> (iv) <i>Monthly or on need basis updated Risk Register</i> (v) <i>Monthly or on need basis Project Progress Report</i>

14. Design and Engineering (GCC Clause 21)

GCC 21.3	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 21.3</i></p> <p><i>[Note: If necessary and appropriate, specify the Controlling Technical Documents (i.e., document that must be approved by the Procuring Entity's Project Manager before any relevant downstream work can be undertaken by the Supplier).]</i></p> <p><i>[The Supplier shall prepare and furnish to the Project Manager the following documents for which the Supplier must obtain the Project Manager's approval before proceeding with work on the System or any Subsystem covered by the documents. [state "none" or specify, for example:</i></p> <ul style="list-style-type: none"> (*) <i>detailed site surveys;</i> (*) <i>final Subsystem configurations;</i> (*) <i>etc.</i>
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15. Product Upgrades (GCC Clause 23)

GCC 23.4	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 23.4.</i></p>
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16. Inspections and Tests (GCC Clause 25)

GCC 25	<i>There are no Special Conditions of Contract applicable to GCC Clause 25.</i>
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17. Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 27.2.1.</i>

F. Guarantees and Liabilities

18. Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 28.2.</i>
GCC 28.3	<i>There are no Special Conditions of Contract applicable to GCC Clause 28.3.</i>

19. Defect Liability (GCC Clause 29)

GCC 29.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 29.1.</i>
GCC 29.4	<i>Warranty period for both Phase I and Phase II shall be 180 days</i>
GCC 29.10	<i>There are no Special Conditions of Contract applicable to GCC Clause 29.10</i>

20. Functional Guarantees (GCC Clause 30)

GCC 30	<i>There are no Special Conditions of Contract applicable to GCC Clause 30.</i>
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G. Risk Distribution

21. Insurances (GCC Clause 37)

GCC 37.1 (c)	<p>The Supplier shall obtain Third-Party Liability Insurance in the amount of <i>[insert: monetary value]</i> with deductible limits of no more than <i>[insert: monetary value]</i>. The insured Parties shall be <i>[list insured parties]</i>. The Insurance shall cover the period from <i>[insert: beginning date, relative to the Effective Date of the Contract]</i> until <i>[insert: expiration date, relative to the Effective Date of the Contract or its completion]</i>.</p> <p><i>(to be included during contract preparation)</i></p>
GCC 37.1 (e)	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e).</i></p> <p><i>The Supplier shall obtain Worker's Compensation Insurance in accordance with the statutory requirements of Kenya. Specifically: Work Injury Benefit Act. The</i></p>

	<p><i>Insurance shall cover the period from the commencement until Contract completion date.</i></p> <p><i>The Supplier shall obtain Employer's Liability Insurance in accordance with the statutory requirements of Kenya. The Insurance shall cover the period from the commencement until Contract completion date.</i></p>
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H. CHANGE IN CONTRACT ELEMENTS

22. Changes to the System (GCC Clause 39)

GCC 39.4	<p>Value Engineering</p> <p>If the value engineering proposal is approved by the Procuring Entity the amount to be paid to the Supplier shall be ____% (insert appropriate percentage. The percentage is normally up to 50%) of the reduction in the Contract Price. NOT APPLICABLE</p>
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I. Settlement of Disputes

23. Settlement of Disputes (GCC Clause 43)

GCC 43.1.4	<p>The Appointing Authority for the Adjudicator is:</p> <p>The Adjudicator shall be appointed by: Nairobi Centre for International arbitration</p>
GCC 43.2.3	<p>If the Supplier is from outside Kenya arbitration proceedings shall be conducted in accordance with the rules of arbitration of: Nairobi Centre for International arbitration</p> <p>These rules, in the version in force at the time of the request for arbitration, will be deemed to form part of this Contract.</p> <p>If the Supplier is a national of Kenya, any dispute between the Procuring Entity and a Supplier arising in connection with the present Contract shall be referred to arbitration in accordance with the laws of Kenya.</p>

SECTION VIII - CONTRACT FORMS

Notes to the Procuring Entity on preparing the Contract Forms.

Performance Security: Pursuant to GCC Clause 13.3, the successful Tenderer is required to provide the Performance Security within twenty-eight (28) days of notification of Contract award.

Advance Payment Security: Pursuant to Clause 13.2, the successful Tenderer is required to provide a bank guarantee securing the Advance Payment, if the SCC related to GCC Clause 12.1 provides for an Advance Payment.

Installation and Operational Acceptance Certificates: Recommended formats for these certificates are included in this SPD. Unless the Procuring Entity has good reason to require procedures that differ from those recommended, or to require different wording in the certificates, the procedures and forms shall be included unchanged. If the Procuring Entity wishes to amend the recommended procedures and/ or certificates, it may do so before release of the tendering document to potential Tenderers.

Change Order Procedures and Forms: Similar to the Installation and Operational Acceptance Certificates, the Change Estimate Proposal, Estimate Acceptance, Change Proposal, Change Order, and related Forms should be included in the tendering document unaltered. If the Procuring Entity wishes to amend the recommended procedures and/ or certificates, it may do so before release of the tendering document.

Notes to Tenderers on working with the Sample Contractual Forms

The following forms are to be completed and submitted by the successful Tenderer following notification of award: (i) Contract Agreement, with all Appendices; (ii) Performance Security; and (iii) Advance Payment Security.

Contract Agreement: In addition to specifying the parties and the Contract Price, the Contract Agreement is where the: (i) Supplier Representative; (ii) if applicable, agreed Adjudicator and his/her compensation; and (iii) the List of Approved Subcontractors are specified. In addition, modifications to the successful Tenderer's Tender Price Schedules are attached to the Agreement. These contain corrections and adjustments to the Supplier's tender prices to correct errors, adjust the Contract Price to reflect - if applicable - any extensions to tender validity beyond the last day of original tender validity plus 56 days, etc.

Performance Security: Pursuant to GCC Clause 13.3, the successful Tenderer is required to provide the Performance Security in the form contained in this section of these tendering documents and in the amount specified in accordance with the SCC.

Advance Payment Security: Pursuant to GCC Clause 13.2, the successful Tenderer is required to provide a bank guarantee for the full amount of the Advance Payment - if an Advance Payment is specified in the SCC for GCC Clause 12.1 - in the form contained in this section of these tendering documents or another form acceptable to the Procuring Entity. If a Tenderer wishes to propose a different Advance Payment Security form, it should submit a copy to the Procuring Entity promptly for review and confirmation of acceptability before the tender submission deadline.

The Procuring Entity and Supplier will use the following additional forms during Contract implementation to formalize or certify important Contract events: (i) the Installation and Operational Acceptance Certificates; and (ii) the various Change Order forms. These and the procedures for their use during performance of the Contract are included in the tendering documents for the information of Tenderers.

1. NOTIFICATION OF INTENTION TO AWARD

[This Notification of Intention to Award shall be sent to each Tenderer that submitted a Tender.]

[Send this Notification to the Tenderer's Authorized Representative named in the Tenderer Information Form]

1) For the attention of Tenderer's Authorized Representative Name: [insert Authorized Representative's name]

Address: [insert Authorized Representative's Address]

Telephone/Fax numbers: [insert Authorized Representative's telephone/fax numbers]

Email Address: [insert Authorized Representative's email address]

[IMPORTANT: insert the date that this Notification is transmitted to all participating Tenderers. The Notification must be sent to all Tenderers simultaneously. This means on the same date and as close to the same time as possible.]

DATE OF TRANSMISSION: This Notification is sent by: [email/fax] on [date] (local time)

Notification of Intention to Award

[Procuring Entity]: [insert the name of the Procuring Entity]

Project: [insert name of project]

Contract title: [insert the name of the contract]

Country: [insert country where ITT is issued]

ITT No: [insert ITT reference number from Procurement Plan]

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

- a) Request a debriefing in relation to the evaluation of your Tender, and/ or
- b) Submit a Procurement-related Complaint in relation to the decision to award the contract.

i) The successful Tenderer

Name:	[insert name of successful Tenderer]
Address:	[insert address of the successful Tenderer]
Contract price:	[insert contract price of the successful Tenderer]
Total combined score:	[insert the total combined score of the successful Tenderer]

2) Other Tenderers ***[INSTRUCTIONS: insert names of all Tenderers that submitted a Tender. If the Tender's price was evaluated include the evaluated price as well as the Tender price as read out.]***

Name of Tenderer	Technical Score (If applicable)	Tender price	Evaluated Tender Cost	Combined Score (if applicable)
[insert name]	[insert Technical score]	[insert Tender price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Tender price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Tender price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Tender price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Tender price]	[insert evaluated cost]	[insert combined score]

3) ***Reason/s why your Tender was unsuccessful [Delete if the combined score already reveals the reason]***

[INSTRUCTIONS; State the reason/s why this Tenderer's Tender was unsuccessful. Do NOT include: (a) a point by point comparison with another Tenderer's Tender or (b) information that is marked confidential by the Tenderer in its Tender.]

4) ***How to request a debriefing***

DEADLINE: The deadline to request a debriefing expires at midnight on [insert date] (local time).

You may request a debriefing in relation to the results of the evaluation of your Tender. If you decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.

Provide the contract name, reference number, name of the Tenderer, contact details; and address the request for debriefing as follows:

Attention: [insert full name of person, if applicable] **Title/position:** ____ [insert title/position]

Agency: [insert name of Procuring Entity] **Email address:** _____ [insert email address] **Fax number:** _____ [insert fax number] **delete if not used**

If your request for a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you and confirm the date that the extended Standstill Period will end.

The debriefing may be in writing, by phone, video conference call or in person. We shall promptly advise you in writing how the debriefing will take place and confirm the date and time.

If the deadline to request a debriefing has expired, you may still request a debriefing. In this case, we will provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of the Contract Award Notice.

5) ***How to make a complaint***

DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, [insert date] (local time).

Provide the contract name, reference number, name of the Tenderer, contact details; and address the Procurement-related Complaint as follows:

Attention: [insert full name of person, if applicable] **Title/position:** ____ [insert title/position]

Agency: [insert name of Procuring Entity] **Email address:** _____ [insert email address]

At this point in the procurement process, you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends. Further information:

For more information refer to the Public Procurement and Disposals Act 2015 and its Regulations available from the Website info@ppra.go.ke or complaints@ppra.go.ke.

In summary, there are four essential requirements:

1. You must be an 'interested party'. In this case, that means a Tenderer who submitted a Tender in this procurement, and is the recipient of a Notification of Intention to Award.
2. The complaint can only challenge the decision to award the contract.
3. You must submit the complaint within the deadline stated above.
4. You must include, in your complaint, all of the information required by the Procurement Regulations (as described in Annex III).

6) Standstill Period

DEADLINE: The Standstill Period is due to end at midnight on *[insert date]* (local time).

The Standstill Period lasts ten (10) Business Days after the date of transmission of this Notification of Intention to Award.

The Standstill Period may be extended. This may happen where we are unable to provide a debriefing within the five (5) Business Day deadline. If this happens we will notify you of the extension.

If you have any questions regarding this Notification please do not hesitate to contact us. On behalf of the Procuring Entity:

Signature:_____

Name:_____

Title/position:_____

Telephone:_____

Email:_____

2 REQUEST FOR REVIEW

FORM FOR REVIEW (r.203(1))

PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

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

BETWEEN

.....APPLICANT

AND

.....RESPONDENT (Procuring Entity)

Request for review of the decision of the..... (Name of the Procuring Entity ofdated the...day of20.....in the matter of Tender No.....of20..... for(Tender description).

REQUEST FOR REVIEW

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

- 1.
- 2.

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

- 1.
- 2.

SIGNED(Applicant) Dated on.....day of/...20.....

FOR OFFICIAL USE ONLY Lodged with the Secretary Public Procurement Administrative Review Board on.....day of20.....

SIGNED

Board Secretary

3. LETTER OF AWARD

_____)

To: _____

This is to notify you that your Tender dated _____ for execution of the _____ for the Contract Price in the aggregate of _____, as corrected and modified in accordance with the Instructions to Tenderers is here by accepted by our Agency.

You are requested to furnish the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose one of the Performance Security Forms included in Section X, - Contract Forms, of the Tendering Document.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract Agreement

4 CONTRACT AGREEMENT

THIS CONTRACT AGREEMENT is made on the*[insert: ordinal]* day of *[insert: month]*, *[insert: year]*. BETWEEN (1) *[insert: Name of Procuring Entity]*, a *[insert: description of type of legal entity, for example, an agency of the Department of.....]* of the Government of Kenya, or corporation incorporated under the laws of Kenya and having its principal place of business at *[insert: address of Procuring Entity]* (here in after called “the Procuring Entity”), and (2).....*[insert: name of Supplier]*, a corporation incorporated under the laws of *[insert: country of Supplier]* and having its principal place of business at *[insert: address of Supplier]* (here in after called “the Supplier”).

WHEREAS the Procuring Entity desires to engage the Supplier to supply, install, achieve Operational Acceptance of, and support the following Information System *[insert: brief description of the Information System]* (“the System”), and the Supplier has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HERE BY AGREED as follows:

Article 1. Contract Documents

a. Contract Documents (Reference GCC Clause 1.1(a) (ii))

The following documents shall constitute the Contract between the Procuring Entity and the Supplier, and each shall be read and construed as an integral part of the Contract:

- a) This Contract Agreement and the Appendices attached to the Contract Agreement
- b) Special Conditions of Contract
- c) General Conditions of Contract
- d) Technical Requirements (including Implementation Schedule)
- e) The Supplier's tender and original Price Schedules
- f) Service level agreement
- g) *[Add here: any other documents]*

1.2 Order of Precedence (Reference GCC Clause 2)

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above, provided that Appendix 7 shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above.

1.3 Definitions (Reference GCC Clause 1)

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as prescribed to them in the General Conditions of Contract.

Article 2.

Contract Price and Terms of Payment

- #### 2.1 Contract Price (Reference GCC Clause 1.1(a)(viii) and GCC Clause 11)
- The Procuring Entity here by agrees to pay to the Supplier the Contract Price in consideration of the performance by the Supplier of its obligations under the Contract. The Contract Price shall be the aggregate of: *[insert: amount of foreign currency A in words]*, *[insert: amount in figures]*, plus *[insert: amount of foreign currency B in words]*, *[insert: amount in figures]*, plus *[insert: amount of foreign currency C in words]*, *[insert: amount in figures]*, *[insert: amount of local currency in words]*, *[insert: amount in figures]*, as specified in the Grand Summary Price Schedule.

The Contract Price shall be understood to reflect the terms and conditions used in the specification of prices in the detailed price schedules, including the terms and conditions of the associated incoterms, and the taxes, duties and related levies if and as identified.

Article 3.

Effective Date for Determining Time for Operational Acceptance

3.1 Effective Date (Reference GCC Clause 1.1(e) (ix))

The time allowed for supply, installation, and achieving Operational Acceptance of the System shall be determined from the date when all of the following conditions have been fulfilled:

- a) This Contract Agreement has been duly executed for and on behalf of the Procuring Entity and the Supplier;
- b) The Supplier has submitted to the Procuring Entity the performance security and the advance payment security, in accordance with GCC Clause 13.2 and GCC Clause 13.3;

- c) The Procuring Entity has paid the Supplier the advance payment, in accordance with GCC Clause 12; Each party shall use its best efforts to fulfill the above conditions for which it is responsible as soon as practicable.

3.2 If the conditions listed under 3.1 are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Supplier, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time for Achieving Operational Acceptance and/or other relevant conditions of the Contract.

Article 4.

Appendixes

4.1 The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

4.2 Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

Appendix 1. Supplier's Representative

Appendix 2. Adjudicator *[If there is no Adjudicator, state “not applicable”]*

Appendix 3. List of Approved Subcontractors

Appendix 4. Categories of Software

Appendix 5. Custom Materials

Appendix 6. Revised Price Schedules (if any)

Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

IN WITNESS WHEREOF the Procuring Entity and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

a. For and on behalf of the Procuring Entity

Signed:

in the capacity of *[insert: title or other appropriate designation]*

in the presence of _____

b. For and on behalf of the Supplier

Signed:

in the capacity of *[insert: title or other appropriate designation]*

in the presence of _____

5. APPENDICES

a) **Appendix 1. Supplier's Representative**

In accordance with GCC Clause 1.1 (b) (iv), the Supplier's Representative is:

Name:[*insert: name and provide title and address further below, or state "to be nominated within fourteen (14) days of the Effective Date"*]

Title:[*if appropriate, insert: title*]

In accordance with GCC Clause 4.3, the Supplier's addresses for notices under the Contract are:

Address of the Supplier's Representative:[*as appropriate, insert: personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.*]

Fallback address of the Supplier:[*as appropriate, insert: personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.*]

b) Appendix

2. Adjudicator in accordance with GCC Clause 1.1 (b) (vi), the agreed-upon Adjudicator is: Name:

..... **[insert: name]** Title:

[insert: title] Address: **[insert: postal address]** Telephone:

..... **[insert: telephone]** in accordance with GCC Clause 43.1.3, the

agreed-upon fees and reimbursable expenses are: Hourly Fees:

[insert: hourly fees] Reimbursable Expenses: **[list: reimbursables]**

Pursuant to GCC Clause 43.1.4, if at the time of Contract signing, agreement has not been reached between the Procuring Entity and the Supplier, an Adjudicator will be appointed by the Appointing Authority named in the SCC.

c) Appendix 3. List of Approved Subcontractors

The Procuring Entity has approved use of the following Subcontractors nominated by the Supplier for carrying out the item or component of the System indicated. Where more than one Subcontractor is listed, the Supplier is free to choose between them, but it must notify the Procuring Entity of its choice sufficiently in advance of the time when the subcontracted work needs to commence to give the Procuring Entity reasonable time for review. In accordance with GCC Clause 20.1, the Supplier is free to submit proposals for Subcontractors for additional items from time to time. No subcontracts shall be placed with any such Subcontractors for additional items until the Subcontractors have been approved in writing by the Procuring Entity and their names have been added to this list of Approved Subcontractors, subject to GCC Clause 20.3.

[specify: item, approved Subcontractors, and their place of registration that the Supplier proposed in the corresponding attachment to its tender and that the Procuring Entity approves that the Supplier engage during the performance of the Contract. Add additional pages as necessary.]

Item	Approved Subcontractors	Place of Registration

d) Appendix 4. Categories of Software

The following table assigns each item of Software supplied and installed under the Contract to one of the three categories: (i) System Software, (ii) General-Purpose Software, or (iii) Application Software; and to one of the two categories: (i) Standard Software or (ii) Custom Software.

	(select one per item)			(select one per item)	
Software Item	System Software	General-Purpose Software	Application Software	Standard Software	Custom Software

e) **Appendix 5. Custom Materials**

The follow table specifies the Custom Materials the Supplier will provide under the Contract.

Custom Materials

f) Appendix 6. Revised Price Schedules NOT APPLICABLE

The attached Revised Price Schedules (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the Price Schedules contained in the Supplier's Tender. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's tender price, pursuant to the ITT Clauses 30.3 and 38.2.

g) Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

The attached Contract amendments (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the relevant clauses in the GCC, SCC, Technical Requirements, or other parts of this Contract as defined in GCC Clause 1.1 (a) (ii).

6 PERFORMANCE AND ADVANCE PAYMENT SECURITY FORMS

6.1 Performance Security Form (Demand Bank Guarantee)

[The bank, as requested by the successful Tenderer, shall fill in this form in accordance with the instructions indicated]

[Guarantor Form head or SWIFT identifier code]

*[insert: **Bank's Name, and Address of Issuing Branch or Office**]*

Beneficiary: *[insert: **Name and Address of Procuring Entity**]*

Date: *[insert: **date**]*

PERFORMANCE GUARANTEE No.: *[insert: **Performance Guarantee Number**]* **Guarantor:**
..... *[Insert name and address of place of issue, unless indicated in the Form head.]*

We have been informed that on *[insert: **date of award**]* you awarded Contract No. *[insert: **Contract number**]* for *[insert: **title and/or brief description of the Contract**]* (hereinafter called "the Contract") to *[insert: **complete name of Supplier which in the case of a joint venture shall be in the name of the joint venture**]* (hereinafter called "the Applicant"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor here by irrevocably undertake to pay you any sum(s) not exceeding *[insert: **amount(s)¹ in figures and words**]* such sum being payable in the types and proportions of currencies which the Contract Price is payable upon receipt by us of the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the contract without the Beneficiary needing to prove or to show grounds or reasons for their demand or the sum specified there in.

On the date of your issuing, to the Supplier, the Operational Acceptance Certificate for the System, the value of this guarantee will be reduced to any sum(s) not exceeding..... *[insert: **amount(s) 4 in figures and words**]*. This remaining guarantee shall expire no later than.....*[insert: **number** and select: **of months/of years (of the Warranty Period that needs to be covered by the remaining guarantee)**]* from the date of the Operational Acceptance Certificate for the System², and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under 15 (a) is hereby excluded.

[Signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

¹The bank shall insert the amount(s) specified and denominated in the SCC for GCC Clauses 13.3.1 and 13.3.4 respectively, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Procuring Entity.

²In this sample form, the formulation of this paragraph reflects the usual SCC provisions for GCC Clause 13.3. However, if the SCC for GCC Clauses 13.3.1 and 13.3.4 varies from the usual provisions, the paragraph, and possibly the previous paragraph, need to be adjusted to precisely reflect the provisions specified in the SCC.

6.2 Advance Payment Security

Demand Bank Guarantee

[Guarantor Form head or SWIFT identifier code]

Beneficiary: *[insert: Name and Address of Procuring Entity]*

Date: *[insert date of issue]*

ADVANCE PAYMENT GUARANTEE No.: *[insert: Advance Payment Guarantee Number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the Form head]*

We have been informed that on.....*[insert: date of award]* you awarded Contract No. *[insert: Contract number]* for*[insert: title and/or brief description of the Contract]* (here in after called "the Contract") to *[insert: complete name of Supplier, which in the case of a joint venture shall be the name of the joint venture]* (here in after called" the Applicant").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of *[insert: amount in numbers and words, for each currency of the advance payment]* is to be made to the Supplier against an advance payment guarantee.

At the request of the Applicant, we as Guarantor, here by irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of..... *[Insert amount in figures]* () *[insert amount in words]*¹ upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

- (a) Has used the advance payment for purposes other than toward delivery of Goods; or
- (b) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been credited to the Applicant on its account number.....*[insert number]*at.....*[insert name and address of Applicant's bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety

(90) percent of the Accepted Contract Amount, has been certified for payment, or on the.....*[insert day]* day of.....*[insert month]*, 2 *[insert year]*, whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No.758, except that the supporting statement under Article 15(a) is hereby excluded.

[signature(s)]

Note: *All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.*

L Installation and Acceptance Certificates (insert format)

Installation Certificate

Date: ***[insert: date]***

ITT: ***[insert: title and number of ITT]***

Contract: ***[insert: name and number of Contract]***

To: ***[insert: name and address of Supplier]***

Dear Sir or Madam:

Pursuant to GCC Clause 26 (Installation of the System) of the Contract entered into between yourselves and the..... ***[insert: name of Procuring Entity]*** (hereinafter the “Procuring Entity”) dated..... ***[insert: date of Contract]***, relating to the.....***[insert: brief description of the Information System]***, we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: ***[insert: description]***
2. Date of Installation: ***[insert: date]***

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This Form shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Procuring Entity

Signed:

Date:

in the capacity of:[***state: “Project Manager” or state the title of a higher-level authority in the Procuring Entity's organization***]

2 Operational Acceptance Certificate

Date:[insert: date]

ITT:[insert: title and number of ITT]

Contract:[insert: name of System or Subsystem and number of Contract]

To:[insert: name and address of Supplier]

Dear Sir or Madam:

Pursuant to GCC Clause 27 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the.....[insert: name of Procuring Entity] (hereinafter the “Procuring Entity”) dated..... [insert: date of Contract], relating to the.....[insert: brief description of the **Information System**], we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Procuring Entity here by takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component):[insert: description]
2. Date of Operational Acceptance:[insert: date]

This Form shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Procuring Entity

Signed:

Date:

in the capacity of:[state: “Project Manager” or higher-level authority in the Procuring Entity's organization]

3 Change Order Procedures and Forms

Date:[insert: date]

ITT:[insert: title and number of ITT]

Contract:[insert: name or System or Subsystem and number of Contract]

General

This section provides samples of procedures and forms for carrying out changes to the System during the performance of the Contract in accordance with GCC Clause 39 (Changes to the System) of the Contract.

Change Order Log

The Supplier shall keep an up-to-date Change Order Log to show the current status of Requests for Change and Change Orders authorized or pending. Changes shall be entered regularly in the Change Order Log to ensure that the log is kept up-to-date. The Supplier shall attach a copy of the current Change Order Log in the monthly progress report to be submitted to the Procuring Entity.

References to Changes

- 1) Request for Change Proposals (including Application for Change Proposals) shall be serially numbered CR-nnn.
- 2) Change Estimate Proposals shall be numbered CN-nnn.
- 3) Estimate Acceptances shall be numbered CA-nnn.
- 4) Change Proposals shall be numbered CP-nnn.
- 5) Change Orders shall be numbered CO-nnn. On all forms, the numbering shall be determined by the original CR-nnn.

Annexes

- 7.1 Request for Change Proposal Form
- 7.2 Change Estimate Proposal Form
- 7.3 Estimate Acceptance Form
- 7.4 Change Proposal Form
- 7.5 Change Order Form
- 7.6 Application for Change Proposal Form

4 Request for Change Proposal Form

(Procuring Entity's Form head)

Date:[insert: date]

ITT:[insert: title and number of ITT]

Contract:[insert: name of System or Subsystem or number of Contract]

To:[insert: name of Supplier and address]

Attention:[insert: name and title]

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within [**insert: number**] days of the date of this Form.

1. Title of Change: [**insert: title**]
2. Request for Change No./Rev.: [**insert: number**]
3. Originator of Change: [**select Procuring Entity / Supplier (by Application for Change Proposal), and add: name of originator**]
4. Brief Description of Change: [**insert: description**]
5. System (or Subsystem or major component affected by requested Change): [**insert: description**]
6. Technical documents and/ or drawings for the request of
Change: Document or Drawing No. Description
7. Detailed conditions or special requirements of the requested Change: [**insert: description**]
8. Procedures to be followed:
 - a) Your Change Proposal will have to show what effect the requested Change will have on the Contract Price.
 - b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire System agreed in the Contract.
 - c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the System, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.
 - d) You should also indicate what impact the Change will have on the number and mix of staff needed by the Supplier to perform the Contract.
 - e) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Contract Price and the Implementation Schedule in writing.
9. As next step, please respond using the Change Estimate Proposal form, indicating how much it will cost you to prepare a concrete Change Proposal that will describe the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause 39.2.1. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule and cost, of the Change.

For and on behalf of the Procuring Entity

Signed:

Date:

in the capacity of:[**state: "Project Manager" or higher-level authority in the Procuring Entity's organization**]

5 Change Estimate Proposal Form

(Supplier's Form head)

Date:[insert: date]

ITT:[insert: title and number of ITT]

Contract:[insert: name of System or Subsystem and number of Contract]

To:[insert: name of Procuring Entity and address]

Attention: [insert: name and title]

Dear Sir or Madam:

With reference to your Request for Change Proposal, we are pleased to notify you of the approximate cost of preparing the below-referenced Change in accordance with GCC Clause 39.2.1 of the Contract. We acknowledge that your agreement to the cost of preparing the Change Proposal, in accordance with GCC Clause 39.2.2, is required before we proceed to prepare the actual Change Proposal including a detailed estimate of the cost of implementing the Change itself.

1. Title of Change:[insert: title]

2. Request for Change No./Rev.:[insert: number]

3. Brief Description of Change (including proposed implementation approach):[insert: description]

4. Schedule Impact of Change (initial estimate):[insert: description]

5. Initial Cost Estimate for Implementing the Change:[insert: initial cost estimate]

6. Cost for Preparation of Change Proposal:[insert: cost in the currencies of the Contract], as detailed below in the breakdown of prices, rates, and quantities.

For and on behalf of the Supplier Signed:

.....

Date:

in the capacity of:[state: "Supplier's Representative" or other higher-level authority in the Supplier's organization]

6 Estimate Acceptance Form

(Procuring Entity's Form head) Date:[insert: date]

ITT.....[insert: title and number of ITT]

Contract:[insert: name of System or Subsystem and number of Contract]

To:[insert: name of Supplier and address]

Attention:[insert: name and title]

Dear Sir or Madam:

We hereby accept your Change Estimate and agree that you should proceed with the preparation of a formal Change Proposal.

1. Title of Change: [insert: title]
2. Request for Change No./ Rev.: [insert: request number /revision]
3. Change Estimate Proposal No./ Rev.: [insert: proposal number/ revision]
4. Estimate Acceptance No./ Rev.: [insert: estimate number/ revision]
5. Brief Description of Change: [insert: description]
6. Other Terms and Conditions:

In the event that we decide not to order the Change referenced above, you shall be entitled to compensation for the cost of preparing the Change Proposal up to the amount estimated for this purpose in the Change Estimate Proposal, in accordance with GCC Clause 39 of the General Conditions of Contract.

For and on behalf of the Procuring Entity

Signed:

Date:

in the capacity of:[state: "Project Manager" or higher-level authority in the Procuring Entity's organization]

7. Change Proposal Form

(Supplier's Form head)

Date:[insert: date]

ITT:[insert: title and number of ITT]

Contract:[insert: name of System or Subsystem and number of Contract]

To:[insert: name of Procuring Entity and address]

Attention:[insert: name and title]

Dear Sir or Madam:

In response to your Request for Change Proposal No. [insert: number], we here by submit our proposal as follows:

1. Title of Change: [insert: name]
2. Change Proposal No./ Rev.: [insert: proposal number /revision]
3. Origin at or of Change: [select: Procuring Entity /Supplier; and add: name]
4. Brief Description of Change: [insert: description]
5. Reasons for Change: [insert: reason]
6. The System Subsystem, major component, or equipment that will be affected by the requested Change: [insert: description]
7. Technical documents and/ or drawings for the requested Change: Document or Drawing No. Description
8. Estimate of the increase/ decrease to the Contract Price resulting from the proposed Change: [insert: amount in currencies of Contract], as detailed below in the breakdown of prices, rates, and quantities. Total lump sum cost of the Change:
Cost to prepare this Change Proposal (i. e., the amount payable if the Change is not accepted, limited as provided by GCC Clause 39.2.6):
9. Additional Time for Achieving Operational Acceptance required due to the Change: [insert: amount in days/ weeks]
10. Effect on the Functional Guarantees: [insert: description]
11. Effect on the other terms and conditions of the Contract: [insert: description]
12. Validity of this Proposal: for a period of[insert: number] days after receipt of this Proposal by the Procuring Entity
13. Procedures to be followed:
 - a) You are requested to notify us of your acceptance, comments, or rejection of this detailed Change Proposal within.....[insert: number] days from your receipt of this Proposal.
 - b) The amount of any increase and / or decrease shall be taken into account in the adjustment of the Contract Price.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: [state: "Supplier's Representative" or other higher-level authority in the Supplier's organization]

8 Change Order Form

(Procuring Entity's Form head)

Date:*[insert: date]*

ITT:*[insert: title and number of ITT]*

Contract:*[insert: name of System or Subsystem and number of Contract]*

To:*[insert: name of Supplier and address]*

Attention:*[insert: name and title]*

Dear Sir or Madam:

We hereby approve the Change Order for the work specified in Change Proposal No. *[insert: number]*, and agree to adjust the Contract Price, Time for Completion, and/ or other conditions of the Contract in accordance with GCC Clause 39 of the Contract.

1. Title of Change: *[insert: name]*
2. Request for Change No./ Rev.: *[insert: request number/ revision]*
3. Change Order No./ Rev.: *[insert: order number/ revision]*
4. Origin at or of Change: *[select: Procuring Entity / Supplier; and add: name]*
5. Authorized Price for the Change: Ref. No.: *[insert: number]* Date: *[insert: date]*
[insert: amount in foreign currency A] plus [insert: amount in foreign currency B] plus [insert: amount in foreign currency C] plus [insert: amount in local currency]
6. Adjustment of Time for Achieving Operational Acceptance: *[insert: amount and description of adjustment]*
7. Other effects, if any: *[state: "none" or insert description]*

For and on behalf of the Procuring Entity

Signed:

Date:

in the capacity of:*[state: "Project Manager" or higher-level authority in the Procuring Entity's organization]*

For and on behalf of the Supplier

Signed:

Date:

in the capacity of:*[state "Supplier's Representative" or higher-level authority in the Supplier's organization]*

9. Application for Change Proposal Form

(Supplier's Form head)

Date:

.....[insert:

date]

ITT:[insert: title and number of ITT]

Contract:[insert: name of System or Subsystem and number of Contract]

To:[insert: name of Procuring Entity and address]

Attention:[insert: name and title]

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as
a Change to the System.

1. Title of Change:[insert: name]
2. Application for Change Proposal No./ Rev.:[insert: number/ revision] dated:
[insert: date]
3. Brief Description of Change:[insert: description]
4. Reasons for Change:[insert: description]
5. Order of Magnitude Estimation:[insert: amount in currencies of the
Contract]
6. Schedule Impact of Change:[insert: description]
7. Effect on Functional Guarantees, if any:[insert: description]
8. Appendix:[insert: titles (if any); otherwise state "none"]

For and on behalf of the Supplier

Signed:

Date:

in the capacity of:[state: "Supplier's Representative" or higher-level
authority in the Supplier's organization]

7. BENEFICIAL OWNERSHIP DISCLOSURE FORM

INSTRUCTIONS TO TENDERERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the successful tenderer pursuant to Regulation 13 (2A) and 13 (6) of the Companies (Beneficial Ownership Information) Regulations, 2020. In case of joint venture, the tenderer must submit a separate Form for each member. The beneficial ownership information to be submitted in this Form shall be current as of the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Tenderer is any natural person who ultimately owns or controls the legal person (tenderer) or arrangements or a natural person on whose behalf a transaction is conducted, and includes those persons who exercise ultimate effective control over a legal person (Tenderer) or arrangement.

Tender Reference No.: _____

_____ [insert identification no] Name of the

Tender Title/Description: _____ [insert name of

the assignment] to: _____ [insert complete name of Procuring

Entity]

In response to the requirement in your notification of award dated ___ [insert date of notification of award] to furnish additional information on beneficial ownership: [select one option as applicable and delete the options that are not applicable]

I) We here by provide the following beneficial ownership information.

Details of beneficial ownership

	Details of all Beneficial Owners		% of shares a person holds in the company Directly or indirectly	% of voting rights a person holds in the company	Whether a person directly or indirectly holds a right to appoint or remove a member of the board of directors of the company or an equivalent governing body of the Tenderer (Yes / No)	Whether a person directly or indirectly exercises significant influence or control over the Company (tenderer) (Yes / No)
1.	Full Name		Directly----- ----- % of shares	Directly.....% of voting rights	1. Having the right to appoint a majority of the board of the directors or an equivalent governing body of the Tenderer: Yes -----No----	1. Exercises significant influence or control over the Company body of the Company (tenderer)
	National identity card number or Passport number			Indirectly----- % of voting rights	2. Is this right held directly or indirectly?:	Yes -----No-- --
	Personal Identification Number (where applicable)		Indirectly---- ----- % of shares		Direct.....	2. Is this influence or control exercised directly or
	Nationality					
	Date of birth [dd/mm/yyyy]					
	Postal address					
	Residential					

	Details of all Beneficial Owners		% of shares a person holds in the company Directly or indirectly	% of voting rights a person holds in the company	Whether a person directly or indirectly holds a right to appoint or remove a member of the board of directors of the company or an equivalent governing body of the Tenderer (Yes / No)	Whether a person directly or indirectly exercises significant influence or control over the Company (tenderer) (Yes / No)
	address				Indirect.....	indirectly? Direct.....
	Telephone number					
	Email address					
	Occupation or profession					Indirect..... ...
2.	Full Name		Directly----- ----- % of shares	Directly.....% of voting rights	1. Having the right to appoint a majority of the board of the directors or an equivalent governing body of the Tenderer: Yes -----No----	1. Exercises significant influence or control over the Company body of the Company (tenderer) Yes -----No--
	National identity card number or Passport number					
	Personal Identification Number (where applicable)		Indirectly---- ----- % of shares	Indirectly----- % of voting rights	2. Is this right held directly or indirectly?: Direct..... Indirect.....	2. Is this influence or control exercised directly or indirectly? Direct..... Indirect..... ...
	Nationality(ies)					
	Date of birth [dd/mm/yyyy]					
	Postal address					
	Residential address					
	Telephone number					
	Email address					
	Occupation or profession					
3. e.t.c						

II) Am fully aware that beneficial ownership information above shall be reported to the Public Procurement Regulatory Authority together with other details in relation to contract awards and shall be maintained in the Government Portal, published and made publicly available pursuant to Regulation 13(5) of the Companies (Beneficial Ownership Information) Regulations, 2020.(Notwithstanding this paragraph Personally Identifiable Information in line with the Data Protection Act shall not be published or made public). *Note that Personally Identifiable Information (PII) is defined as any information that can be used to distinguish one person from another and can be used to deanonymize previously anonymous data. This information includes National identity card number or Passport number, Personal Identification*

Number, Date of birth, Residential address, email address and Telephone number.

III) In determining who meets the threshold of who a beneficial owner is, the Tenderer must consider a natural person who in relation to the company:

- (a) holds at least ten percent of the issued shares in the company either directly or indirectly;
- (b) exercises at least ten percent of the voting rights in the company either directly or indirectly;
- (c) holds a right, directly or indirectly, to appoint or remove a director of the company; or
- (d) exercises significant influence or control, directly or indirectly, over the company.

IV) What is stated to herein above is true to the best of my knowledge, information and belief.

Name of the Tenderer:[insert complete name of the Tenderer]_____*

*Name of the person duly authorized to sign the Tender on behalf of the Tenderer: ** [insert complete name of person duly authorized to sign the Tender]*

Designation of the person signing the Tender: [insert complete title of the person signing the Tender]

Signature of the person named above: [insert signature of person whose name and capacity are shown above]

Date this [insert date of signing] day of..... [Insert month], [insert year]

Bidder Official Stamp