



PRIVATIZATION COMMISSION
Enhancing Kenya's Productive Capacity

REQUEST FOR PROPOSAL DOCUMENT

FOR

**PROVISION OF CUSTOMER SATISFACTION SURVEY
CONSULTANCY SERVICES**

REF NO: PC/009/2020-2021

SELECTION OF CONSULTANT -QUALITY COST BASED SELECTION

**10th FLOOR, NSSF ANNEX BUILDING (PARKING SILO) COMMUNITY,
NAIROBI
P.O. BOX 34542 – 00100
NAIROBI
EMAIL: info@pc.go.ke
TEL: +254 20 2212346-8**

Launch Date: 13th April 2021

Closing Date: 27th April 2021 at Time: 11.30 A.M.

TABLE OF CONTENTS

	Page
SECTION I. Letter of Invitation	3
SECTION II. Information to consultants.....	5
Appendix to information to Consultants...	19
SECTION III Technical Proposal	23
SECTION IV. Financial Proposal	34
SECTION V Terms of Reference	42
SECTION VI. Standard Forms of Contract	47
ANNEXES:	
Annex I: Small Assignments: Lump-Sum Payments	48

SECTION I - LETTER OF INVITATION

Date: 13th April 2021

TO: All invited consultants

Dear Sir/Madam,

RE: PROVISION OF CUSTOMER SATISFACTION SURVEY CONSULTANCY SERVICES

1.1 The Privatization Commission invites proposals for the following consultancy services: **Customer Satisfaction Survey Consultancy Services.**

Scope of coverage of the Consultancy services: The main objective of the assignment will be to determine the level of customer satisfaction and to assess the customers' perception of the level and quality of service delivery and whether their service expectations are being met by the Privatization Commission.

Expected output/Deliverables:

1. Inception report detailing consultant's understanding/interpretation of the task, overall analytical and facilitation approach and time line of execution;
2. Draft Report on the Customer Satisfaction Survey with details on the provided objectives above; and
3. Final Report of the Customer Satisfaction Survey with recommendations.

1.2 The request for proposals (RFP) includes the following documents:

- | | | |
|-------------|---|-------------------------------------|
| Section I | - | Letter of invitation |
| Section II | - | Information to consultants |
| | | Appendix to Consultants information |
| Section III | - | Terms of Reference |
| Section IV | - | Technical proposals |
| Section V | - | Financial proposal |
| Section VI | - | Standard Contract Form |

1.3 Upon receipt, please inform us

- i. that you have received the letter of invitation
- ii. whether or not you will submit a proposal for the assignment

1.4 A complete set of bidding documents can be obtained from the Privatization Commission offices at **10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi**, upon payment of a non-refundable fee of KES 1,000.00 for a hard copy payable to the Privatization Commission or downloaded free of charge from the Commission's website www.pc.go.ke or <http://www.tenders.go.ke>. Those who download the document should inform the Commission immediately via email info@pc.go.ke.

- 1.5 Complete proposal documents are to be enclosed in plain sealed envelopes marked with the tender reference number and addressed to ED/CEO Privatization Commission and either
- i. deposited in the Tender Box on **10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi**
 - or
 - ii. dropped in the Procurement Office on **10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi**

so as to be **received on or before 27th April 2021 at 11.30 a.m.**

Technical proposals will be opened immediately thereafter at the **Boardroom on 10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi**, in the presence of consultants or their representatives who choose to attend.

Prices quoted must be inclusive of all applicable taxes and must be in Kenya Shillings and shall remain valid for 120 days from the closing date of the tender.

Yours sincerely,

Joseph Koskey
Executive Director/CEO

SECTION II – INFORMATION TO CONSULTANTS (ITC)

Table of Contents

	Page
2.1 Introduction	6
2.2 Clarification and amendment of RFP document	7
2.3 Preparation of Technical Proposal	7
2.4 Financial proposal	10
2.5 Submission, Receipt and opening of proposals	10
2.6 Proposal evaluation general	11
2.7 Evaluation of Technical proposal	12
2.8 Public opening and Evaluation of financial proposal ...	14
2.9 Negotiations	16
2.10 Award of Contract	17
2.11 Confidentiality	18
2.12 Corrupt or fraudulent practices	18
2.13 Tender Security	18

SECTION II: - INFORMATION TO CONSULTANTS (ITC)

2.1 Introduction

- 2.1.1 The Client named in the Appendix to "ITC" will select a firm among those invited to submit a proposal, in accordance with the method of selection detailed in the appendix. The method of selection shall be as indicated by the procuring entity in the Appendix.
- 2.1.2 The consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Appendix "ITC" for consulting services required for the assignment named in the said Appendix. A Technical Proposal only may be submitted in assignments where the Client intends to apply standard conditions of engagement and scales of fees for professional services which are regulated as is the case with Building and Civil Engineering Consulting services. In such a case the highest ranked firm of the technical proposal shall be invited to negotiate a contract on the basis of scale fees. The proposal will be the basis for Contract negotiations and ultimately for a signed Contract with the selected firm.
- 2.1.3 The consultants must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain firsthand information on the assignment and on the local conditions, consultants are encouraged to liaise with the Client regarding any information that they may require before submitting a proposal and to attend a pre-proposal conference where applicable. Consultants should contact the officials named in the Appendix "ITC" to arrange for any visit or to obtain additional information on the pre-proposal conference. Consultants should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.

- 2.1.4 The Procuring entity will provide the inputs specified in the Appendix "ITC", assist the firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and reports.
- 2.1.5 Please note that (i) the costs of preparing the proposal and of negotiating the Contract, including any visit to the Client are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.
- 2.1.6 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate.
- 2.1.7 The price to be charged for the hard copy of tender document shall not exceed Kshs. 1,000/=.
- 2.1.8 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.2 Clarification and Amendment of RFP Documents

- 2.2.1 Consultants may request a clarification of any of the RFP documents only up to seven [7] days before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, telex, facsimile or electronic mail to the Client's address indicated in the Appendix "ITC". The Client will respond by cable, telex, facsimile or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.
- 2.2.2 At any time before the submission of proposals, the Client may for any reason, whether at his own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex or facsimile to all

invited consultants and will be binding on them. The Client may at his discretion extend the deadline for the submission of proposals.

2.3 Preparation of Technical Proposal

2.3.1 The Consultants proposal shall be written in English language

2.3.2 In preparing the Technical Proposal, consultants are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.3.3 While preparing the Technical Proposal, consultants must give particular attention to the following:

- (i) If a firm considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-consultancy as appropriate. Consultants shall not associate with the other consultants invited for this assignment. Any firms associating in contravention of this requirement shall automatically be disqualified.
- (ii) For assignments on a staff-time basis, the estimated number of professional staff-time is given in the Appendix. The proposal shall however be based on the number of professional staff-time estimated by the firm.
- (iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.
- (iv) Proposed professional staff must as a minimum, have the experience indicated in the Appendix, preferably working under conditions similar to those prevailing in Kenya.

- (v) Alternative professional staff shall not be proposed and only one Curriculum Vitae (CV) may be submitted for each position.

2.3.4 The Technical Proposal shall provide the following information using the attached Standard Forms;

- (i) A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature. For each assignment the outline should indicate *inter alia*, the profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.
- (iii) A description of the methodology and work plan for performing the assignment.
- (iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.
- (v) **CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal.** Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last five (5) years.
- (vi) Estimates of the total staff input (professional and support staff staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.

(vii) A detailed description of the proposed methodology, staffing and monitoring of training, if Appendix "A" specifies training as a major component of the assignment.

(viii) Any additional information requested in Appendix "A".

2.3.5 The Technical Proposal shall not include any financial information.

2.4 Preparation of Financial Proposal

2.4.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section D). It lists all costs associated with the assignment including; (a) remuneration for staff (in the field and at headquarters), and; (b) reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, if it is a major component of the assignment. If appropriate these costs should be broken down by activity.

2.4.2 The Financial Proposal should clearly identify as a separate amount, the local taxes, duties, fees, levies and other charges imposed under the law on the consultants, the sub-consultants and their personnel, unless Appendix "A" specifies otherwise.

2.4.3 Consultants shall express the price of their services in Kenya Shillings.

2.4.4 Commissions and gratuities, if any, paid or to be paid by consultants and related to the assignment will be listed in the Financial Proposal submission Form.

2.4.5 The RFP must remain valid for 90 days after the tender opening date. During this period, the consultant is expected to keep available, at his own cost, the professional staff proposed for the assignment. The Client will make his best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants shall agree to the extension.

2.5 **Submission, Receipt, and Opening of Proposals**

2.5.1 The original proposal (Technical Proposal and, if required, Financial Proposal; see para. 1.2) shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person authorized to sign the proposals.

2.5.2 For each proposal, the consultants shall prepare the number of copies indicated in Appendix "A". Each Technical Proposal and Financial Proposal shall be marked "**ORIGINAL**" or "**COPY**" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.

2.5.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "**TECHNICAL PROPOSAL**," and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "**FINANCIAL PROPOSAL**" and warning: "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**". Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Appendix "ITC" and be clearly marked, "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE.**"

2.5.4 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Appendix "ITC". Any proposal received after the closing time for submission of proposals shall be returned to the respective consultant unopened.

2.5.5 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the tender opening committee. The Financial Proposal shall remain sealed and deposited with a responsible officer of the client department up to the time for public opening of financial proposals.

2.6 **Proposal Evaluation General**

2.6.1 From the time the bids are opened to the time the Contract is awarded, if any consultant wishes to contact the Client on any matter related to his proposal, he should do so in writing at the address indicated in the Appendix "ITC". Any effort by the firm to influence the Client in the proposal evaluation, proposal comparison or Contract award decisions may result in the rejection of the consultant's proposal.

2.6.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

2.7 **Evaluation of Technical Proposal**

The evaluation committee appointed by the Client shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria below:

No.	Criteria	Attribute	Max Score (%)
1.	<ul style="list-style-type: none"> • Experience of the Firm: The qualifying firm shall support with evidence the following qualification: <ul style="list-style-type: none"> ▪ Minimum of 5 years' experience in provision of similar consultancy services. 	a) Five (5) years relevant experience and above – 10 marks b) Below five years' experience and four years - 7 marks c) Below Four Years' experience and 2 years - 4 marks d) Below 2 years' experience - 0 marks e) To provide evidence of firms relevant experience (5 marks) f) Two customer satisfaction surveys with a sample of over 3000 (5 marks each) (Reference letters / LSOs / copies of contracts or any other supporting documents to be attached as evidence)	20

2	<p>▪ Qualifications and experience of staff</p>	<p>Qualification and experience of the key staff for the assignment</p> <p>a) Team leader Qualification: Degree holder and Masters Qualification – 8 marks Degree holder only – 5 marks Diploma - 3 marks Others - 0 marks Membership to a Professional Body – 2 marks</p> <p>b) Team leader years of experience Seven years and above ---- 10 marks Below seven years and 4 years--- 7 marks Below 4 years and 2 years----- 4 marks Below 2 years 0 mark</p> <p>Other two team members Qualification</p> <ul style="list-style-type: none"> • Degree holder – (8 marks {4 marks for each}) • Diploma - 4 marks • Others - 0 marks • Membership to a Professional Body – 2 marks <p>Other team members experience</p> <ul style="list-style-type: none"> • At least 5 years' experience and above- 10 marks (5 marks for each) • Members with less than 5 years' experience and above 3 years – 8 marks (4 marks for each) • Members with less than 3 years' experience and above 1 year – 6 marks (3 marks for each) • Members with less than 1 year experience – 2 marks (1 mark for each) (Documentary evidence including CV, certificates and employment contracts to be submitted) 	40
3	<p>▪ Statement of Confirmation</p>	<p>A statement of confirmation that the mentioned key staff above shall be the lead members for the survey and in case of any change, only members of equivalent or superior qualifications shall replace them.</p>	5

4	<ul style="list-style-type: none"> Methodology and Approach: 	Adequacy of the proposed methodology. (The methodology should outline the following: Sample Size and Sampling Technique, the geographical distribution of respondents, data collection tools {attach sample questionnaires if this is one of the tools to be used}, data analysis, proposed structure of the research and use of modern tools and technology, Survey design, target population, and justification for methodology adopted.)	20
5.	<ul style="list-style-type: none"> Innovativeness 	Provide a proposal for an innovative approach that will add value to the customer satisfaction survey findings and Implementation, with the objective of achieving a higher rating in the next survey.	5
6	<ul style="list-style-type: none"> Work Plan 	Provide a comprehensive Work plan indicate deliverables per period	5
7	<ul style="list-style-type: none"> Neatness and orderliness 	Marks shall be awarded in accordance with how orderly the proposal has been prepared and labelled using separators, properly bound / well-presented document.	5
TOTAL			100

2.7.1 Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Appendix "ITC".

2.8 Public Opening and Evaluation of Financial Proposal

2.8.1 After Technical Proposal evaluation, the Client shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered non-responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned after completing the selection process. The Client shall simultaneously notify the consultants who have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals and stating that the opening ceremony is open to those consultants who choose to attend. The opening date shall not be sooner than seven (7) days after the notification date. The notification may be sent by registered letter, cable, telex, facsimile or electronic mail.

- 2.8.2 The Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultant, the technical scores and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening.
- 2.8.3 The evaluation committee will determine whether the financial proposals are complete (i.e. whether the consultant has costed all the items of the corresponding Technical Proposal and correct any computational errors. The cost of any unpriced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.
- 2.8.4 While comparing proposal prices between local and foreign firms participating in a selection process in financial evaluation of Proposals, firms incorporated in Kenya where indigenous Kenyans own 51% or more of the share capital shall be allowed a 10% preferential bias in proposal prices. However, there shall be no such preference in the technical evaluation of the tenders. Proof of local incorporation and citizenship shall be required before the provisions of this sub-clause are applied. Details of such proof shall be attached by the Consultant in the financial proposal.
- 2.8.5 The formulae for determining the Financial Score (S_f) shall, unless an alternative formulae is indicated in the Appendix "ITC", be as follows:-
 $S_f = 100 \times \frac{F_m}{F}$ where S_f is the financial score; F_m is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T =the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; $T + P = 1$) indicated in the Appendix. The combined technical and financial score, S , is

calculated as follows:- $S = S_t \times T \% + S_f \times P \%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

2.8.6 The tender evaluation committee shall evaluate the tender within 21 days of from the date of opening the tender.

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

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

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

2.9 Negotiations

2.9.1 Negotiations will be held at the same address as “address to send information to the Client” indicated in the Appendix “ITC”. The aim is to reach agreement on all points and sign a contract.

2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then work out final Terms of Reference, staffing and bar charts indicating activities, staff periods in the field and in the head office, staff-months, logistics and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the Contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

2.9.3 Unless there are exceptional reasons, the financial negotiations will not involve the remuneration rates for staff (no breakdown of fees).

2.9.4 Having selected the firm on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the firm may be disqualified.

2.9.5 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations the Client and the selected firm will initial the agreed Contract. If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate a contract.

2.9.6 The procuring entity shall appoint a team for the purpose of the negotiations.

2.10 Award of Contract

2.10.1 The Contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other consultants on the shortlist that they were unsuccessful and return the Financial Proposals of those consultants who did not pass the technical evaluation.

2.10.2 The selected firm is expected to commence the assignment on the date and at the location specified in Appendix "A".

- 2.10.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.
- 2.10.4 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 2.10.5 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.
- 2.10.6 To qualify for contract awards, the tenderer shall have the following:
- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
 - (b) Legal capacity to enter into a contract for procurement
 - (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
 - (d) Shall not be debarred from participating in public procurement.

2.11 Confidentiality

- 2.11.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the Contract.

2.12 Corrupt or fraudulent practices

- 2.12.1 The procuring entity requires that the consultants observe the highest standards of ethics during the selection and award of the consultancy contract and also during the performance of the

assignment. The tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

- 2.12.2 The procuring entity will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 2.12.3 Further a consultant who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

2.13 Bid Security

- 2.13.1 The Consultant must submit a Bid Security (in a separate sealed envelope labeled 'Bid Bond') at the time of submitting the Proposals. The Bid Security must be in the form specified under clause 2.13.2 and must be issued for the benefit of the Commission.
- 2.13.2 The Consultant shall furnish, as part of its RFP, a Bid Security for the amount and form specified in the Bid Bond details under clause 2.13.2
- 2.13.2 The Bid security which shall be in the form of a bid bond shall be Kshs. 50,000 /= (Kshs. Fifty Thousand Only) or equivalent in a freely convertible currency from Commercial Banks or Insurance Companies (Approved by Public Procurement Regulatory Authority) which shall be in the form of a Banker's Cheque or cash deposited at the Commission's finance office and a receipt issued to that effect, a copy of which shall be enclosed when submitting the RFP, a bank guarantee or a bank draft issued by a reputable bank located in Kenya and valid for thirty (30) days beyond the validity of the RFP.

- 2.13.3 The Bid security is required to protect the Commission against the risk of Consultant's conduct which would warrant the Bid Security's forfeiture.
- 2.13.4 The Bid security shall be denominated in Kenya Shillings or in another freely convertible currency and shall be in the form prescribed under clause 2.13.2.
- 2.13.5 Any RFP not secured with a Bid security denominated in Kenya Shillings or freely convertible currency will be rejected by the Commission as non-responsive.
- 2.13.6 Unsuccessful Consultant's Bid security will be discharged or returned as promptly as possible as but not later than thirty (30) days after the expiration of the period of the RFP validity prescribed by Commission.
- 2.13.7 The successful Consultant's Bid security will be discharged upon the Consultant signing the contract.
- 2.13.8 The Bid security may be forfeited:
- a) If a Consultant withdraws its RFP during the period of RFP validity specified by the Commission in this RFP document; or
 - b) In the case of a successful Consultant, if the Consultant refuses to enter into a written contract as required or fails to furnish any required performance security.
- 2.13.9 Within fifteen (15) days of receipt of the notification of Contract award, the successful consultant shall furnish the Commission with a Performance Security as indicated in the Appendix to "ITC" in exchange of the Bid Security. Such cover is meant to protect the Commission from the risk of the firm's under performance during the entire contract period. The cover is withdrawn upon the expiry of the contract.

Appendix to information to consultants

Note on the Appendix to Information to Consultants

1. The Appendix to information to consultant is intended to assist the procuring entity in providing specific information in relation to corresponding claims in the information to consultants included in Section II and the appendix has to be prepared for each specific consultancy.
2. The Procuring entity should specify in the appendix information and requirements specific to the circumstances of the procuring entity, the assignment of the consultancy and the proposals evaluation criteria that will apply to the RFP Consultancy.
3. In preparing the appendix the following aspects should be taken into consideration.
 - (a) The information that specifies or complements provisions of Section II to be incorporated.
 - (b) Amendments of Section II as necessitated by the circumstances of the specific consultancy to be also incorporated
 - (c) Section II should remain unchanged and any changes or amendments should be introduced through the appendix.

Appendix to Information to Consultants

The following information for procurement of consultancy services and selection of consultants shall complement or amend the provisions of the information to consultants, wherever there is a conflict between the provisions of the information and to consultants and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the information to consultants.

Clause Reference

2.1 The name of the Client is: **Privatization Commission, 10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi, P.O. Box 34542 – 00100, NAIROBI.**

2.1.1 The method of selection is: **Quality Cost Based Selection (QCBS)** of the submissions received from the firms to which this Request for Proposal (RFP) has been sent. The firm that offers the highest combined (technical and financial) score shall be considered for award of the contract.

2.1.2 Technical and Financial Proposals are requested: **Yes**

The name, objectives, and description of the assignment are:
Provision of CUSTOMER SATISFACTION Survey Consultancy Services (as per the terms of reference).

2.1.3 A pre-proposal conference will be held: **No**

2.1.4 The Client will provide the following inputs:

- i) Service charter, strategic plan;
- ii) List of staff ; and
- iii) Contact person for the exercise.

2.1.5 (ii) The estimated number of professional staff months required for the assignment is; **as per terms of reference**

(iv) The minimum required experience of proposed professional staff is: **As per terms of reference**

2.1.6 (vii) Training is a specific component of this assignment: **No**

(viii) Additional information in the Technical Proposal includes:
As per terms of reference

2.1.7 Taxes: The total financial proposal **MUST** be inclusive of all taxes applicable.

2.3.4 The following documents shall be required in the preliminary evaluation of the technical proposals. Failure to submit any of the listed documents will lead to automatic disqualification at the preliminary stage (This implies the proposal shall not be progressed to the technical evaluation phase): -

- i. Certificate of registration/registration.
- ii. Valid tax compliance certificate.
- iii. Certified copy of CR12 issued by the Registrar of companies
- iv. Copy of Valid Single Business Permit from County Government.
- v. Bid Security of Kshs. 50,000.00 from a reputable bank or an Insurance Company (Approved by Public Procurement Regulatory Authority) and valid for thirty (30) days beyond the validity of the RFP.
- vi. Duly completed and signed Confidential Business Questionnaire in the format provided.
- vii. Duly completed and filled anti-corruption self-declaration form
- viii. Audited Financial Statements for the last two years (2018, 2019 or 2020 if available).
- ix. Proposal shall be serialized or serially numbered.

2.5.2 Consultants must submit **one original** and **one (1)** additional copy of the technical proposal.

2.5.3 The proposal submission address is:

**Executive Director/ CEO,
Privatization Commission,
10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi
P.O. Box 34542 00100
NAIROBI. Email: info@pc.go.ke**

Information on the outer envelope should also include:

Tender Number and tender description

2.5.4 Proposals must be submitted no later than the following date and time: **27th April 2021 at 11.30 a.m.**

2.6.1 The address to send information to the Client is

**Executive Director/ CEO,
Privatization Commission,
10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi
P.O. Box 34542 00100
NAIROBI.**

2.7.1 The minimum technical score required to pass: **Seventy Per Cent (70%)**

2.8.5 Alternative formulae for determining the financial scores is the following: **No alternative formulae**

The weights given to the Technical and Financial Proposals are:

T	=	0.80
P	=	0.20

2.9.2 The assignment is expected to commence on the **date of contract effectiveness** at **10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi.**

2.13.9 Performance Security to be furnished by the successful consultant shall be 10% of the contract value.

SECTION III: - TECHNICAL PROPOSAL

Notes on the preparation of the Technical Proposals

- 3.1 In preparing the technical proposals the consultant is expected to examine all terms and information included in the RFP. Failure to provide all requested information shall be at the consultants own risk and may result in rejection of the consultant's proposal.
- 3.2 The technical proposal shall provide all required information and any necessary additional information and shall be prepared using the standard forms provided in this Section.
- 3.3 The Technical proposal shall not include any financial information unless it is allowed in the Appendix to information to the consultants or the Special Conditions of contract.

SECTION III - TECHNICAL PROPOSAL

Table of Contents

	Page
1. Technical proposal submission form	28
2. Firms references	29
3. Comments and suggestions of consultants on the Terms of reference and on data, services and facilities to be provided by the procuring entity	30
4. Description of the methodology and work plan for performing the assignment	31
5. Team composition and Task assignments	32
6. Format of curriculum vitae (CV) for proposed Professional staff	33
7. Time schedule for professional personnel	34
8. Activity (work schedule)	35

1. TECHNICAL PROPOSAL SUBMISSION FORM

[_____ Date]

To: _____ [Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for _____ [Title of consulting services] in accordance with your Request for Proposal dated _____ [Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, [and a Financial Proposal sealed under a separate envelope-where applicable].

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

_____ [Authorized Signature]:

_____ [Name and Title of Signatory]

_____ [Name of Firm]

_____ [Address:]

2. FIRM'S REFERENCES

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

Assignment Name:	Country	
Location within Country: Your	Professional Staff provided by Firm/Entity(profiles):	
Name of Client: assignment.	Clients contact person for the	
Address: Duration of the Assignment:	No of Staff-Months;	
Start Date (Month/Year): (Kshs)	Completion Date (Month/Year):	Approx. Value of Services
Name of Associated Consultants. If any: No of Months of Professional Staff provided by Associated Consultants:		
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____

Name and title of signatory; _____

(May be amended as necessary)

3. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT.

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5.

14. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

5. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff

Name	Position	Task

2. Support Staff

Name	Position	Task

6. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position:

Name of Firm:

Name of Staff:

Profession:

Date of Birth:

Years with Firm: _____ Nationality:

Membership in Professional Societies:

Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations].

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended and degree[s] obtained.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments.]

Certification:

I, the undersigned, certify that these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
[Signature of staff member]

_____ Date;

[Signature of authorized representative of the firm]

Full name of staff member: _____

Full name of authorized representative: _____

7. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

Months (in the Form of a Bar

Chart)

Name	Position	Reports Due/ Activities	1	2	3	4	5	6	7	8	9	10	11	12	Number of months

Reports Due: _____

Activities Duration: _____

Signature: _____
(Authorized representative)

Full Name: _____

Title: _____

Address: _____

8. ACTIVITY (WORK) SCHEDULE

(a). Field Investigation and Study Items

[1st, 2nd, etc, are months from the start of assignment)

	1 st	2 nd	3 rd	4 th	5 th	6 th	7 th	8 th	9 th	10 th	11 th	12 th	
Activity (Work)													

(b). Completion and Submission of Reports

Reports	Date
1. Inception Report	
4. Interim Progress Report (a) First Status Report (b) Second Status Report	
3. Draft Report	
4. Final Report	

SECTION IV: - FINANCIAL PROPOSAL

Notes on preparation of Financial Proposal

- 4.1 The Financial proposal prepared by the consultant should list the costs associated with the assignment. These costs normally cover remuneration for staff, subsistence, transportation, services and equipment, printing of documents, surveys etc as may be applicable. The costs should be broken down to be clearly understood by the procuring entity.
- 4.2 The financial proposal shall be in Kenya Shillings or any other currency allowed in the request for proposal and shall take into account the tax liability and cost of insurances specified in the request for proposal.
- 4.3 The financial proposal should be prepared using the Standard forms provided in this part

SECTION IV - FINANCIAL PROPOSAL STANDARD FORMS

Table of Contents

	Page
1. Financial proposal submission Form	39
2. Summary of costs	40
3. Breakdown of price/per activity	41
4. Breakdown of remuneration per activity	42
5. Reimbursables per activity	43
6. Miscellaneous expenses	44

1. FINANCIAL PROPOSAL SUBMISSION FORM

_____ [Date]

To: _____

[Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for the survey (_____) *[Title of consulting services]* in accordance with your Request for Proposal dated (_____) *[Date]* and our Proposal. Our attached Financial Proposal is for the sum of (_____) *[Amount in words and figures]* inclusive of the taxes.

We remain,

Yours sincerely,

_____ *[Authorized Signature]*
:
_____ *[Name and Title of Signatory]:*
_____ *[Name of Firm]*
_____ *[Address]*

2. SUMMARY OF COSTS

Description of Costs	Total price (Kshs) – Inclusive of Taxes
Provision of CUSTOMER SATISFACTION SURVEY CONSULTANCY SERVICES:-	
Total cost - KES	

3. BREAKDOWN OF PRICE PER ACTIVITY

Activity NO.: _____	Description: _____
Price Component	Amount(s)
Provision of Customer Satisfaction Survey consultancy services	
Remuneration	
Reimbursables	
Miscellaneous Expenses	
Total cost – KES	

4. BREAKDOWN OF REMUNERATION PER ACTIVITY

Activity No. _____				
Name: _____				
Names	Position	Input (Staff months, days or hours as appropriate.)	Remuneration Rate	Amount
Provision of Customer Satisfaction Survey consultancy services				
Regular staff				
(i)				
(ii)				
Total cost- KES				

5. REIMBURSABLES PER ACTIVITY

Activity No: _____

Name: _____

No.	Description	Unit	Quantity	Unit Price	Total Amount
Provision of Customer Satisfaction Survey consultancy services					
1.	Air travel	Trip			
2.	Road travel	Kms			
3.	Rail travel	Kms			
4.	Subsistence Allowance	Day			
Total cost- KES					

6. MISCELLANEOUS EXPENSES

Activity No. _____ Activity Name: _____

No.	Description	Unit	Quantity	Unit Price	Total Amount
Provision of Customer Satisfaction Survey consultancy services					
1.	Communication costs _____ (telephone, telegram, telex)				
2.	Drafting, reproduction of reports				
3.	Equipment: computers etc.				
4.	Software				
Total cost- KES					

SECTION V: - TERMS OF REFERENCE

5.0. INTRODUCTION AND BACKGROUND

5.0.1 The Privatization Commission (PC) is a State Corporation established under Section 3 of the Privatization Act, 2005 which became operational on 1st January, 2008. The Commission is mandated to:

- i. Formulate, manage and implement the Privatization Programme;
- ii. Make and implement specific proposals for privatization in accordance with the Privatization Programme;
- iii. Carry out such other functions as are provided for under the Act; and
- iv. Carry out such other functions as the Commission considers advisable to advance the Privatization Programme.

5.0.2 OUR VISION

A world class Privatization Agency, innovatively transforming public enterprises for accelerated economic growth.

5.0.3 OUR MISSION

To unlock the potential of public enterprises through a robust privatization to meet desired objectives.

5.1 CUSTOMER SATISFACTION SURVEY CONSULTANCY SERVICES

Privatization Commission is seeking to engage a Consultant to carry out a transparent and objective Customer Satisfaction Survey to determine the level of customer satisfaction.

The Commission is committed to continually identifying and meeting customer needs and as a result, a similar survey was carried out in June 2017 and the Commission had an overall satisfaction index of 89.76%. In 2019/2020, the Commission also carried out a Stakeholders' Perception Survey.

The main objective of the survey is to assess the customers' perception of the level and quality of service delivery and whether their service expectations are being met by the Privatization Commission.

5.2 CUSTOMER SATISFACTION SURVEY SCOPE

- i. Develop a composite measure of customer satisfaction and use it to determine the overall rating of the current level of satisfaction;
- ii. Establish the extent, to which PC is adhering to the commitments set out in the Service Delivery Charter;

- iii. Develop an index for the population currently accessing efficient and quality service;
- iv. Identify gaps in service delivery;
- v. Identify the sources of customer complaints in regard to service delivery and recommend interventions to address them;
- vi. Determining the level of courtesy, professionalism, integrity and fairness being espoused by PC staff in the course of their work;
- vii. Propose service improvement measures taking into consideration parameters such as speed of service delivery, quality of service, affordability and accessibility; and
- viii. Prepare and deliver a comprehensive report detailing the methodology, findings and recommendations.

5.3 TARGET

For this survey, our customers include:

- i. The Government Ministries, Agencies and State Corporations;
- ii. Suppliers;
- iii. Consultants/Transaction Advisors;
- iv. Entities to be privatized;
- v. The general public so as to assess the extent to which PC's mandate is correctly interpreted and whether this role is being effectively addressed; and
- vi. Any other entities that accessed the Commission's services during the year.

5.4 OUTPUT

The survey outputs will include:

- i. An inception report sharing methodology and tools to be used. This should be presented within 7 days of signing the contract;
- ii. A list of sampled customers by type and geographical spread;
- iii. Draft Report on survey findings, recommendations and suggestions on how to improve customer service in a manner which addresses customer concerns within the framework of PC's mandate within fourteen (14) days;
- iv. Final Report on findings and recommendations taking into account the Commission's comments on the Draft Report in both hard and soft copy within seven (7) days of receiving comments on the Draft Report.

5.5 REPORTING REQUIREMENTS

The firm will be responsible to the Principal Communication Officer. From time to time the Consultancy firm may be expected to make presentations to the Executive Director/CEO of the Commission.

5.6 DURATION OF ASSIGNMENT

The duration of the assignment will be four (4) weeks from the date of commencement. This will however be open to negotiations during the pre-contract negotiation meeting with the successful firm.

5.7 PROPOSAL

The Consultancy firm will be expected to submit technical and financial proposals which in addition to the requirements set out in **Appendix Information to Consultants** should include:

- i. A brief profile and description of the Consultancy demonstrating their ability to achieve tight deadlines and flexibility in meeting clients' needs;
- ii. A brief profile of at least three key personnel showing areas of specialization;
- iii. List and evidence of relevant work experience as stipulated in this tender document;
- iv. At least five duly signed references on client's letter head revealing some of the assignments by the firm in the area of Customer Satisfaction Surveys;
- v. Duly filled Mandatory Confidential Business Questionnaire Form, Appendix D;
- vi. A copy of Valid Tax Compliance Certificate from KRA.

5.8 QUALIFICATION OF THE FIRM

- i. The firm must demonstrate that it possesses the knowledge, skills and other competencies needed to perform its responsibilities with due professional care. The firm must have at least five (5) years' professional experience in carrying out Customer Satisfaction Surveys;
- ii. The firm must have the requisite technical and professional expertise reflected in the qualifications and experience of the personnel who would be dedicated to the assignment;
- iii. The firm should provide at least three (3) key personnel who should have the relevant qualification in the field (submit detailed curriculum vitae for the 3 key personnel) as indicated below:

The **Team Leader** for the assignment must have:

- a. at least seven years' experience in carrying out Customer Satisfaction Surveys;
- b. a degree in Public Relations, Marketing, Commerce or equivalent qualifications from a recognized university;
- c. a Master's degree;
- d. be a member of a relevant professional body in good standing.

The additional 2 staff members should:

- a. possess a relevant degree,
 - b. have professional qualification in Public Relations, Marketing, Customer Service or Human Resource Management or any other relevant field;
 - c. be a member of a professional body in good standing;
 - d. have three years' experience in carrying out customer satisfaction surveys.
- iv. The firm must demonstrate their past practical experience in conducting Customer satisfaction surveys for reputable organizations including Government Ministries and State Corporation (Provide at least five letters of recommendation on clients letter head);and
- v. The firm must provide adequate methodology and a work plan for achieving the desired objective within the shortest time.

PAYMENTS

The payment schedule will be as agreed during the pre-contract negotiation meeting with the successful firm.

SECTION VI:
STANDARD FORMS OF CONTRACT

a. ANNEX I – SMALL ASSIGNMENTS (LUMP-SUM PAYMENTS)

ANNEX I

SAMPLE CONTRACT FOR CONSULTING SERVICES

Small Assignments
Lump-sum payments

**SAMPLE CONTRACT FOR CONSULTING SERVICES
SMALL ASSIGNMENTS
LUMP-SUM PAYMENTS**

CONTRACT

This Agreement, [hereinafter called "the Contract"] is entered into this _____[*Insert starting date of assignment*], by and between **ED/Chief Executive Officer, Privatization Commission of P.O. Box 34542 00100 Nairobi** whose registered office is situated at **10th Floor, NSSF Annex Building (Parking SILO) Community, Nairobi** (hereinafter called "the Client") of the one part AND

_____ [*Insert Consultant's name*] of [or whose registered office is situated at]_____ [*insert Consultant's address*] (hereinafter called "the Consultant") of the other part.

WHEREAS the Client wishes to have the Consultant perform the services [hereinafter referred to as "the Services", and

WHEREAS the Consultant is willing to perform the said Services,

NOW THEREFORE THE PARTIES hereby agree as follows:

1. Services (i) The Consultant shall perform the Services specified in

Appendix A, "Terms of Reference and Scope of Services," which is made an integral part of this Contract.

(ii) The Consultant shall provide the personnel listed in Appendix B, "Consultant's Personnel," to perform the Services.

(iii) The Consultant shall submit to the Client the reports in the form and within the time periods specified in Appendix C, "Consultant's Reporting Obligations."

2. Term

The Consultant shall perform the Services during the period commencing on_____ [Insert starting date] and continuing through to_____ [Insert completion date], or any other period(s) as may be subsequently agreed by the parties in writing.

3. Payment

A. Ceiling

For Services rendered pursuant to Appendix A, the Client shall pay the Consultant an amount not to exceed_____ [Insert amount]. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.

B. Schedule of Payments

The schedule of payments is specified below (Modify in order to reflect the output required as described in Appendix C.)

Kshs_____ upon the Client's receipt of a copy of this Contract signed by the Consultant;

Kshs_____ upon the Client's receipt of the draft report, acceptable to the Client; and

Kshs_____ upon the Client's receipt of the final report, acceptable to the Client.

Kshs_____ Total

C. Payment Conditions

Payment shall be made in Kenya Shillings unless otherwise specified not later than thirty [30] days

following submission by the Consultant of invoices in duplicate to the Coordinator designated in Clause 4 here below. If the Client has delayed payments beyond thirty (30) days after the due date hereof, simple interest shall be paid to the Consultant for each day of delay at a rate three percentage points above the prevailing Central Bank of Kenya's average rate for base lending.

4. Project Administration

A. Coordinator.

The Client designates **Human Resources and Administration Manager** as Client's Coordinator; the Coordinator will be responsible for the coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables by the Client and for receiving and approving invoices for payment.

B. Reports.

The reports listed in Appendix C, "Consultant's Reporting Obligations," shall be submitted in the course of the assignment and will constitute the basis for the payments to be made under paragraph 3.

5 Performance Standards

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the Client considers unsatisfactory.

6. Confidentiality

The Consultant shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential

information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

- 7. Ownership of Material** Any studies, reports or other material, graphic, software or otherwise prepared by the Consultant for the Client under the Contract shall belong to and remain the property of the Client. The Consultant may retain a copy of such documents and software.
- 8. Consultant Not to be Engaged in certain Activities** The Consultant agrees that during the term of this Contract and after its termination the Consultant and any entity affiliated with the Consultant shall be disqualified from providing goods, works or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.
- 9. Insurance** The Consultant will be responsible for taking out any appropriate insurance coverage.
- 10. Assignment** The Consultant shall not assign this Contract or sub-contract any portion of it without the Client's prior written consent.
- 11. Law Governing Contract and Language** The Contract shall be governed by the laws of Kenya and the language of the Contract shall be English Language.
- 12. Dispute Resolution** Any dispute arising out of the Contract which cannot be amicably settled between the parties shall be referred by either party to the arbitration and final decision of a person to be agreed

between the parties. Failing agreement to concur in the appointment of an Arbitrator, the Arbitrator shall be appointed by the chairman of the Chartered Institute of Arbitrators, Kenya branch, on the request of the applying party.

FOR THE CLIENT

FOR THE CONSULTANT

Full name; _____ Full name; _____

Title: _____ Title: _____

Signature; _____ Signature; _____

Date; _____ Date; _____

LIST OF APPENDICES

Appendix A: Terms of Reference and Scope of Services

Appendix B: Consultant's Personnel

Appendix C: Consultant's Reporting Obligations

LETTER OF NOTIFICATION OF AWARD

Address of Procuring Entity

To: _____

RE: Tender No. _____

Tender Name _____

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

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

(FULL PARTICULARS) _____

SIGNED FOR ACCOUNTING OFFICER

REPUBLIC OF KENYA
PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

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

BETWEEN

.....APPLICANT

AND

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

Request for review of the decision of the..... (*Name of the Procuring Entity*) ofdated the...day of20.....in the matter of Tender No.....of20...

REQUEST FOR REVIEW

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

- 1.
- 2.

etc.

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

1.

2.

etc

SIGNED(Applicant)

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

FOR OFFICIAL USE ONLY

Lodged with the Secretary Public Procurement Administrative Review Board on day of20.....

SIGNED

Board Secretary

CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

(Must be filled by all applicants or Tenderers' who choose to participate in this tender)

Name of Applicant(s)
.....

You are requested to give the particulars in Part 1 and either Part 2 (a), 2 (b) or 2 (c), whichever applies to your type of business. Part 2 (d) to part 2(i) must be filled.

You are advised that giving wrong or false information on this Form will lead to automatic disqualification/termination of your business proposal at your cost.

Part 1 – General

Business Name:.....Certificate of
Incorporation / Registration No.Location of business
premises:

CountryPhysical address

Town Building.....

Floor.....Plot No.

Street / Road Postal Address

Postal / Country Code.....Telephone No's.....

Fax No's. E-mail address

Website

Contact Person (*Full Names*) Direct / Mobile No's.....

Title Power of Attorney (**Yes / No**)

If **Yes**, attach written document.

Nature of Business (*Indicate whether manufacturer, distributor, etc*)

(Applicable to Local suppliers only)
Local Authority Trading License No. Expiry Date

Value Added Tax
No.....

Value of the largest single assignment you have undertaken to date (**US\$/KShs**)

.....
Was this successfully undertaken? **Yes / No.**(If **Yes**, attach reference)

Name (s) of your banker (s)

Branches Tel No's.

Part 2 (a) – Sole Proprietor

Full names

Nationality..... Country of Origin.....

.....

Company Profile

(Attach brochures or annual reports in case of public company)

Part 2 (b) – Partnerships

Give details of partners as follows:

Full Names

Nationality

Citizenship Details

Shares

1.

.....

2.

3.....

4.

Company Profile(Attach brochures)

Part 2 (c) – Registered Company

Private or public

Company Profile(Attach brochures or annual reports in case of public companies)

State the nominal and issued capital of the Company

Nominal KShs

Issued KShs

List of top ten (10) shareholders and distribution of shareholding in the company.

Give details of all directors as follows:-

<u>Full Names</u>	<u>Nationality</u>	<u>Citizenship Details</u>	<u>Shares</u>
1.....
2.....
3.....
4.....

Part 2 (d) – Debarment

I/We declare that I/We have not been debarred from any procurement process and shall not engage in any fraudulent or corrupt acts with regard to this or any other tender by the Commission and any other public or private institutions.

Full Names

Signature

Dated thisday of 2019.

In the capacity of

Duly authorized to sign Tender for and on behalf of

Part 2 (e) – Criminal Offence

I/We, (Name (s) of Director (s)):-

a)

b)

c)

have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of three (3) years preceding the commencement of procurement proceedings.

Signed

For and on behalf of M/s

In the capacity of

Dated thisday of 2019.

Suppliers' / Company's Official Rubber Stamp

.....

Part 2 (f) – Conflict of Interest

I/We, the undersigned state that I / We have no conflict of interest in relation to this procurement:

- a)
- b)
- c)
- d)

For and on behalf of M/s

In the capacity of

Dated thisday of2019

Suppliers' / Company's Official Rubber Stamp

.....

Part 2 (g) – Interest in the Firm:

Is there any person/persons in the Privatization Commission or any other public institution who has interest in the Firm? Yes/No (Delete as necessary) Institution

.....

.....
(Title)	(Signature)	(Date)

Part 2(h) – Experience

Please list here below similar projects accomplished or companies / clients you have provided with similar services in the last two (2) years.

<u>Company Name</u>	<u>Country</u>	<u>Contract/ Order No.</u>	<u>Value</u>
1.....
.....			
2.....
.....			
3.....
.....			
Contact person (Full Names)			
E-mail address.....			
Cell phone no			



SELF-DECLARATION FORM - ANTI-CORRUPTION DECLARATION

We **(insert the name of the company / supplier)**----- declares and guarantees that no offer, gift or payment, consideration or benefit of any kind, which constitutes an illegal or corrupt practice, has been or will be made to anyone by our organization or agent, either directly or indirectly, as an inducement or reward for the award or execution of this procurement.

In the event the above is contravened we accept that the following to apply —

- a) The person shall be disqualified from entering into a contract for the procurement; or
- b) If a contract has already been entered into with the person, the contract shall be voidable at the option of EACC.
- c) The voiding of a contract by the procuring entity under subsection (b) does not limit any other legal remedy that EACC may have.

Name.....Signature.....Date

Company Seal / Business Stamp

ANTI-FRAUDULENT PRACTICE DECLARATION

We **(insert the name of the company / supplier)** -----declares and guarantees that no person in our organization has or will be involved in a fraudulent practice in any procurement proceeding.

Name.....Signature.....Date

Company Seal / Business Stamp

NON - DEBARMENT DECLARATION

We **(insert the name of the company / supplier)** -----declares and guarantees that no director or any person who has any controlling interest in our organization has been debarred from participating in a procurement proceeding.

Name.....Signature.....Date

Company Seal / Business Stamp

TENDER SECURITY FORM
(on the issuer's letterhead)

Whereas[name of the tenderer]

(hereinafter called "the tenderer") has submitted its tender dated.....[date of submission of tender] for the provision of

[name and/or description of the services]

(hereinafter called "the Tenderer")

KNOW ALL PEOPLE by these presents that WE.....

Of.....having registered office at [name of procuring entity] (hereinafter called "the Bank") are bound unto.....

[name of procuring entity] (hereinafter called "the procuring entity") in the sum of for which payment well and truly to be made to the said Procuring entity, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this_____ day of 20__

THE CONDITIONS of this obligation

are:

1. If the tenderer withdraws its Tender during the period of tender validity specified by the tenderer on the Tender Form; or
2. If the tenderer, having been notified of the acceptance of its Tender by the Procuring entity during the period of tender validity:

(a) fails or refuses to execute the Contract Form, if required; or (b) fails or refuses to furnish the performance security, in accordance with the instructions to tenderers;

we undertake to pay to the Procuring entity up to the above amount upon receipt of its first written demand, without the Procuring entity having to substantiate its demand, provided that in its demand the Procuring entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

[signature of the bank]

(Amend accordingly if provided by Insurance Company)

PERFORMANCE SECURITY FORM
(on the issuer's letterhead)

To:

.....

[name of the Procuring entity]

WHEREAS.....[name of tenderer] (hereinafter called "the tenderer") has undertaken, in pursuance of Contract No. _____ [reference number of the contract] dated ____20__ to supply.....

[Description services] (Hereinafter called "the contract")

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

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

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the tenderer, up to a total of [amount of the guarantee in words and figures], and we undertake to pay you, upon your first written demand declaring the tenderer to be in default under the Contract and without cavil or argument, any sum or sums within the limits of

.. [amount of guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ____ day of 20

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

(Amend accordingly if provided by Insurance Company)