



**RURAL ELECTRIFICATION &
RENEWABLE ENERGY CORPORATION**
(Formerly Rural Electrification Authority)

RFX NO. 1000000434

**TENDER FOR SUPPLY, IMPLEMENTATION, TRAINING AND SUPPORT OF A
CLOUD CUSTOMER EXPERIENCE SOLUTION**

MAY, 2020

(E-PROCUREMENT SYSTEM)

*RURAL ELECTRIFICATION AND RENEWABLE ENERGY CORPORATION
KAWI HOUSE SOUTH C, BLOCK C,
BEHIND BOMA HOTEL
P.O. BOX 34585-00100,
NAIROBI, KENYA.
Email: procurement@rea.co.ke*

All bidders are advised to read carefully this Tender document in its entirety before making any bid.

Contents

SECTION I - INVITATION TO TENDER	3
SECTION II - TENDER SUBMISSION CHECKLIST.....	4
SECTION III - INSTRUCTIONS TO TENDERERS (ITT)	6
APPENDIX TO INSTRUCTIONS TO TENDERERS	21
SECTION IV – DETAILED EVALUATION CRITERIA	23
SECTION VI (1) TERMS OF REFERENCE & SCOPE OF WORK.....	27
SCOPE OF SERVICES	27
SECTION VI-SCHEDULE OF REQUIREMENTS	28
SECTION VII: PRICE SCHEDULE FORM	34
Offered Credit Period	34
SECTION VII1 – FORMS TO BE FILLED.....	35
FORM 1 - LETTER OF APPLICATION . .	35
FORM 2– STATEMENT OF THE TENDERER’S PARTICULARS . .	36
FORM 3–TENDER FORM. .	37
FORM 4 - DECLARATION FORM. .	38
FORM 5 - CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM. .	39
SECTION IX - TABLE OF CLAUSES ON GENERAL CONDITIONS OF CONTRACT	41
SECTION X– DOCUMENTS TEMPLATES.....	50

SECTION I - INVITATION TO TENDER

1. The Rural Electrification and Renewable Energy Corporation invites tenders from interested firms to bid for the tender **RFX No. 1000000434; Tender for supply, implementation, training and support of a cloud customer experience. Closing and opening on 11th June, 2020 at 10:00 AM.**
2. Tender documents detailing the requirements may be viewed at REREC E- Procurement Web Portal found on the REREC website (www.rea.co.ke) beginning on 12th May, 2020.
3. Bidders who are interested in bidding for this tender **MUST** ensure that they are registered in REREC SAP SRM system and have set up their page. Please ensure compliance to the following
 - a) Each company must have two user accounts; **Admin Account** and **Employee Account**. Ensure that the following roles are **NOT ASSIGNED** to the employee; Employee Administrator and Supplier Master Data manager.
 - b) Ensure that the admin account and employee account does not share same email address.
 - c) Ensure that the Employee user name is between 4 and 12 characters.
 - d) It is a Mandatory requirement that all Bid Documents/Responses be uploaded to the **COLLABORATION ROOM** in the link with **“RFX Response Number: Company Name”**. Bidders shall not attach their documents at any other Tab of the Portal. Attachments placed elsewhere in the portal shall be declared non-compliant and will not be evaluated.
 - e) Prices **MUST** be entered under item tab of the RFX. The prices entered here shall be similar to the prices in the price/BoQ Schedule and shall form part of the evaluation criteria.
 - f) For the purpose of this tender bidding, the employee account shall be used to submit your RFX responses. Bidders who require clarification from our office should do so strictly 7 days before tender closing.
4. Completed Tenders are to be saved as PDF documents marked with the Tender Number and Description and submitted through the REREC E-Procurement Web Portal found on the REREC website (www.rea.co.ke) so as to be received on or before the dates in the schedule above.
5. Tenders will be opened electronically promptly thereafter in REREC Procurement Office at Kawi House, Ground Floor. Opening schedule will be sent electronically to all the bidders who participated in the tender.
6. Interested bidders are advised to visit the Corporation’s website, homepage, Information Centre, SAP SRM Document, SAP SRM Supplier User Guide for registration and creation of their portal and Supplier Bidding Quick Reference Guide for submitting their response.

CHIEF EXECUTIVE OFFICER
RURAL ELECTRIFICATION AND RENEWABLE ENERGY CORPORATION

SECTION II - TENDER SUBMISSION CHECKLIST

2.0. The following documents shall form part of documents to be uploaded. **(Refer to the evaluation criteria for detailed mandatory requirements)**

NO.	ITEM	TICK
1.	Company or Firm's Registration Certificate	
2.	E-PIN (iTAX) certificate with both VAT and income obligations.	
3.	Valid Tax Compliance Certificate	
4.	Bid Security which is 2% of the tender value VAT inclusive	
5.	CR12 form from registrar company for Limited Companies not more than 3 months old from tender closing.	
6.	Letter of Application	
7.	Confidential Business Questionnaire duly filled, stamped and signed.	
8.	Declaration Form(s) duly completed, stamped and signed.	
9.	Tender Form duly completed, signed and that the Tender is valid for the period required.	
10.	Schedule of Requirements	
11.	Price Schedule	
12.	Full Compliance to Technical Particulars/Specifications	
13.	Submission of similar completed works done within the last three (3) years	
14.	Manufacturers Authorization Letter and Dealership Certificates	
15.	CVs of professional/Technical staff	
16.	Audited accounts of the company for the last two financial years (Certified by a registered Certified Public Accountant) or Six months certified bank statement.	

3.0. TABLE OF PARAGRAPHS ON INSTRUCTIONS TO TENDERERS

Paragraph No.	Headings
3.1	Definitions
3.2	Eligible contractor
3.3	Declarations of Eligibility
3.4	Pre-bid Meeting
3.5	Cost of Tendering
3.6	Obtaining the Tender documents
3.7	Contents of the Tender Document
3.8	Clarification of Documents
3.9	Amendment of Documents
3.10	Language of Tender
3.11	Documents Comprising the Tender
3.12	Tender Form
3.13	Charges for Services
3.14	Tender Currencies
3.15	Firm's Competence and Qualifications
3.16	Deviations
3.17	Demonstration(s), Inspections and Tests
3.18	Professional Indemnity Cover (Before Appointment)
3.19	Validity of Tenders
3.20	Number of Sets of and Tender Format
3.21	Preparation and Signing of the Tender
3.22	Sealing and Outer Marking of Tenders
3.23	Deadline for Submission of Tenders
3.24	Modification and Withdrawal of Tenders
3.25	Opening of Tenders
3.26	Process to Be Confidential
3.27	Clarification of Tenders and Contacting REREC
3.28	Preliminary Evaluation and Responsiveness
3.29	Minor Deviations, Errors or Oversights
3.30	Technical Evaluation and Comparison of Tenders
3.31	Financial Evaluation
3.32	Preferences
3.33	Tender Evaluation Period
3.34	Debarment of a contractor
3.35	Confirmation of Qualification for Appointment
3.36	Notification of Appointment
3.37	Termination of Procurement Proceedings
3.38	Acceptance of Appointment
3.39	Professional Indemnity Cover (After Appointment)
3.40	Corrupt or Fraudulent Practices
3.41	Conflict of Interest

SECTION III - INSTRUCTIONS TO TENDERERS (ITT)

3.1 Definitions

In this tender, unless the context or express provision otherwise requires: -

- a) *Any reference to any Act shall include any statutory extension, amendment, modification, re-amendment or replacement of such Act and any rule, regulation or order made there-under.*
- b) *“Date of Tender Document” shall be the **start date** specified on the REREC tendering portal.*
- c) *“Day” means calendar day and “month” means calendar month.*
- d) *“KEBS” wherever appearing means the Kenya Bureau of Standards or its successor(s) and assign(s) where the context so admits.*
- e) *“KENAS” wherever appearing means the Kenya National Accreditation Service or its successor(s) and assign(s) where the context so admits*
- f) *“PPRA” wherever appearing means The Public Procurement Regulatory Authority or its successor(s) and assign(s) where the context so admits.*
- g) *Reference to “the tender” or the “Tender Document” includes its appendices and documents mentioned hereunder and any reference to this tender or to any other document includes a reference to the other document as varied supplemented and/or replaced in any manner from time to time.*
- h) *“The Procuring Entity” means Rural Electrification and Renewable Energy Corporation or its successor(s) and assignee(s) where the context so admits (hereinafter abbreviated as REREC).*
- i) *“The Tenderer” means the person(s) submitting its Tender for the supply, installation and commissioning (where applicable) of the goods in response to the Invitation to Tender.*
- j) *Where there are two or more persons included in the expression the “Tenderer”, any act or default or omission by the Tenderer shall be deemed to be an act, default or omission by any one or more of such persons.*
- k) *Words importing the masculine gender only, include the feminine gender or (as the case may be) the neutral gender.*
- l) *Words importing the singular number only include the plural number and vice-versa and where there are two or more persons included in the expression the “Tenderer” the covenants, agreements and obligations expressed to be made or performed by the Tenderer shall be deemed to be made or performed by such persons jointly and severally.*
- m) *REREC’s “authorised person” shall mean its CEO who is designated by the PPAD Act 2015 to exercise such power, authority or discretion as is required under the tender and any contract arising therefrom, or such other REREC staff delegated with such authority.*
- n) *Citizen contractors-means a person/firm wholly owned and controlled by person(s) who are citizens of Kenya.*

- o) *Local contractors- a firm shall be qualified as a local contractor if it is registered in Kenya.*
- p) *Youth, women and Persons with Disability as per the Acts is used to mean*
Person with Disability - means a person with disability who has attained the age of eighteen years and includes a company, association or body of persons, corporate or unincorporated in which at least seventy percent of the shareholders, members or persons and a majority of the directors are persons with disability
Woman - means a person of the female gender who has attained the age of eighteen years and includes a company, association or body of persons, corporate or unincorporated in which at least seventy percent of the shareholders, members or persons and a majority of its directors are of the female gender.
Youth - means a person who has attained the age of eighteen years and has not attained the age of thirty-five years and includes a company, association or body of persons, corporate or unincorporated in which at least seventy percent of shareholders are persons who have attained the age of eighteen years and have not attained the age of thirty-five years.
- q) *“framework agreement” means a pact between a procuring entity and a selected supplier (or suppliers) or contractor (or contractors) identified for a definite term to supply goods works or service whose quantities and delivery schedules are not definable or determinable at the beginning.*
“framework contract” means a pact between a procuring entity and a selected supplier (or suppliers) or contractor (or contractors) identified for a definite term to supply goods works or service whose quantities and deliveries are not definable or determinable at the beginning, with a commitment to order a minimum quantity of the required goods, works, or services

3.2 Eligible Tenderers

- 3.2.1 A tenderer is eligible to bid for this contract only if the tenderer satisfies the following criteria—
- (a) The tenderer has the legal capacity to enter into a contract for procurement or asset disposal;
 - (b) The tenderer is not insolvent, in receivership, bankrupt or in the process of being wound up;
 - (c) The tenderer, if a member of a regulated profession, has satisfied all the professional requirements;
 - (d) The tenderer and his or her sub-contractor, if any, is not debarred;
 - (e) The tenderer has fulfilled tax obligations evidenced by Valid Tax Compliance Certificate.
 - (f) The tenderer has not been convicted of corrupt or fraudulent practices;
 - (g) is not guilty of any serious violation of fair employment laws and Practices and,

(h) The tenderer is not Procuring Entity's employees, committee members, board members, Public Servants and their relatives (spouse and children) as per section 66 paragraph 11 of the PPAD Act 2015 are not eligible to participate in the Tender.

3.2.1.1. In addition, this Tender is open to all Tenderers eligible as described in the invitation to tender.

3.2.1.2 A Successful Tenderer shall provide the services in accordance with this tender and the ensuing contract.

3.2.2 Notwithstanding any other provisions of this tender, the following are not eligible to participate in the tender:-

- a) REREC's employees, its Board or any of its committee members.
- b) Any Minister or Assistant Minister of the Government of the Republic of Kenya (GoK).
- c) Any public servant of GoK.
- d) Any member of a Board or Committee or any department of GoK.
- e) Any person appointed to any position by the President of Kenya.
- f) Any person appointed to any position by any Minister of GoK.

3.2.3 For the purposes of this paragraph, any relative i.e. spouse(s) and child (ren) of any person mentioned in sub-paragraph 3.2.2 is also ineligible to participate in the tender. In addition, a Minister shall include the President, Vice-President or the Attorney General of GoK.

3.2.4 Tenderers shall provide the qualification information statement that the Tenderer (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by REREC's to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation to Tender.

3.2.5 Tenderers shall provide the qualification information statement that the Tenderer (including subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by REREC to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation to Tender.

3.2.6 Tenderers shall not be under declarations as prescribed in this Tender Document and the Act.

3.2.7 Tenderers who are not under these declarations shall complete the Declaration Form strictly in the form and content as prescribed in this Tender Document and the Act.

3.2.9 Those that are under the Declaration as prescribed in this Tender Document whether currently or in the past shall not complete the Form. They will submit a suitable Form giving details, the nature and present status of their circumstances.

3.3 Declarations of Eligibility

3.3.1 Contractors shall not be under declarations of ineligibility for corrupt, fraudulent practices or any other reasons prescribed by the PPAD or any other law.

3.3.2 Contractors who are not under these declarations shall complete the Declaration Form strictly in the form and content as prescribed in this Tender Document.

3.3.3 Those that are under the Declaration for corrupt and fraudulent practices whether currently or in the past shall not complete the Form. They will submit a suitable Form giving details, the nature and present status of their circumstances.

3.4 Creation, Processing and Submission of bids

3.4.1 A guide on creation, processing and submission of bids shall be obtained from our website www.rerec.co.ke, information centre, SAP, SRM documents.

3.4.2 The Tenderer is requested as far as possible to submit any questions in writing or electronically to reach REREC through the Procurement Manager in address indicated in the Invitation to tender.

3.5 Cost of Tendering

3.5.1 Contractors shall bear all costs associated with the preparation and submission of its Tender. REREC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

3.5.2 There are no charges for the Tender Document.

3.6 Obtaining the Tender Document

3.6.1 Tender documents detailing the requirements may be obtained by downloading tenders online from the REREC website (www.rea.co.ke). No tender documents will be issued from any REREC office.

3.6.2 Interested bidders shall register their intention to bid by clicking the register tab/button available in the supplier portal.

3.7 Contents of the Tender Document

3.5.1 The Tender Document comprises the documents listed below and Addendum (where applicable) issued in accordance with paragraph 3.7 of these Instructions to Tenderers:

-
- a) *Invitation to Tender*
- b) *Tender Submission Checklist*
- c) *Instructions to Tenderers*
- d) *Appendix to Instructions to Tenderers*
- e) *Schedule of Requirements*
- f) *Project Implementation Schedule*
- g) *Price Schedule for Services*
- h) *Evaluation Criteria*
- i) *General Conditions of Contract*
- j) *Special Conditions of Contract*
- k) *Tender Form*
- l) *Confidential Business Questionnaire Form*
- m) *Tender Security Form*
- n) *Manufacturer's Authorization Form*
- o) *Manufacturer's Warranty*
- p) *Declaration Form*
- q) *Contract Form*
- r) *Performance Security Form*

- s) *Details of Service*
 - (i.) *General Requirements*
 - (ii.) *Specific Details of Services*

3.7.2 The contractor is expected to examine all instructions, forms, provisions, terms and specifications in the Tender Document. Failure to furnish all information required by the Tender Document or to submit a tender not substantially responsive to the Tender Document in every respect will be at the contractor's risk and may result in the rejection of its Tender.

3.7.3 All recipients of the documents for the proposed engagement for the purpose of submitting a tender (*whether they submit a tender or not*) shall treat the details of the documents as "Private and Confidential".

3.8 Clarification of Documents

3.8.1 A prospective contractor requiring any clarification of the Tender Document may notify the Procurement Manager in writing via e-mail procurement@rea.co.ke or by hand delivery to REREC's address indicated in the Invitation to tender, at least 7 days before tender opening.

3.8.2 REREC will respond in writing to any request for clarification of the Tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of Tenders, prescribed by REREC. Written copies of REREC's response (*including an explanation of the query but without identifying the source of inquiry*) will be published in the REREC portal to be accessed by all prospective bidders before tender closing.

3.9 Amendment of Documents

3.9.1 At any time prior to the deadline for submission of Tenders, REREC, for any reason, whether at its own initiative or in response to a clarification requested by a prospective contractor, may modify the Tender Documents by amendment.

3.9.2 All prospective firms that have downloaded the Tender Documents will be notified of the amendment(s) (*hereinafter referred to or otherwise known as addendum*) through the REREC website and the portal accessible to all prospective bidders and the same will be binding on them.

3.9.3 In order to allow prospective contractor reasonable time in which to take the amendment into account in preparing their Tenders, REREC, at its discretion, may extend the deadline for the submission of Tenders.

3.10 Language of Tender

3.10.1 The Tender prepared by the contractor, as well as all correspondence and documents relating to the tender, exchanged between the contractor and REREC, shall be written in English language.

3.10.2 Any printed literature furnished by the contractor may be written in another language so long as they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the Tender, the English translation shall govern. The English translation shall be on the contractor's letterhead and shall be signed by the duly authorized signatory signing the Tender and stamped with the contractor's stamp.

3.11 Documents Comprising the Tender

The Tender prepared and submitted by the contractors shall include but not be limited to all the following components: -

- a) *Declaration Form, Tender Form and a Price Schedule completed in compliance with REREC requirements.*
- b) *Documentary evidence established in accordance with paragraph 3.15 that the Tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted.*
- c) *Documentary evidence established in accordance with paragraph 3.16 that the services and any ancillary thereto to be provided by the Tenderer conform to the tender documents, and,*
- d) *Tender Security furnished in accordance with paragraph 3.19*
- e) *A detailed list of previous customers as prescribed for similar services on tender and their contact addresses shall be submitted with the Tender for the purpose of reference, or for evaluation where the Details of Service so dictate.*
- f) *And all other documents indicated in Section II (Tender Submission Checklist)*

3.12 Tender Form

The contractor shall complete and sign the Tender Form and all other documents furnished in the Tender Document, indicating the services to be performed, Methodology of Charging amongst other information required.

3.13 Charges for Services

- 3.13.1 The contractor shall indicate on the appropriate Schedule the rates charged for the services to be rendered as specified in the said schedule.
- 3.13.2 The rates and prices shall be of costs for the Services inclusive of all taxes and insurances payable.

3.14 Tender Currencies

- 3.14.1 The Tenderer shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total tender price of the services it proposes to provide under the contract.
- 3.14.2 Prices indicated on the Price Schedule shall be of all costs for the services including insurances, duties, Value Added Tax (VAT) and other taxes payable. No other basis shall be accepted for evaluation, award or otherwise.
- 3.14.3 Tender prices to be submitted (quoted) by the Tenderer shall remain fixed for the contract duration.
- 3.14.4 A price that is derived by a disclosed incorporation or usage of an international accepted standard formula shall be acceptable within the meaning of this paragraph.

3.15 Contractor's Competence and Qualifications

- 3.15.1 Pursuant to paragraph 3.2, the contractor shall furnish, as part of its Tender, documents establishing the contractor's eligibility, competence to tender and its qualifications to perform well in any ensuing assignment if its Tender is accepted.
- 3.15.2 The documentary evidence of the Tenderer's qualifications to perform the contract if its Tender is accepted shall be established to REREC's satisfaction –

- a) *that the Tenderer has the financial capability necessary to perform the contract. The Tenderer shall be required to provide the documents as specified in the Appendix to Instructions to Tenderers including a current Tax Compliance Certificate issued by the relevant tax authorities.*
- b) *that the Tenderer has the technical capability necessary to perform the contract.*
- c) *that the Tenderer is duly registered and is a current member of a recognized body or institution accredited and or pertaining to that service.*

3.15.3 Tenderers with a record of unsatisfactory or default in performance obligations in any contract shall not be considered for evaluation or award. For the avoidance of doubt, this shall include any tenderer with unresolved case(s) in its obligations for more than two (2) months in any contract.

3.16 Conformity of Services to Tender Documents

3.16.1 The Tenderer shall furnish, as part of its tender, documents establishing the conformity to the Tender Document of all services that the Tenderer proposes to perform under the contract.

3.16.2 The documentary evidence of conformity of the services to the Tender Document may be in the form of literature, drawings, and data, and shall (where applicable) consist of:

-
- a) *a detailed description of the essential technical and performance characteristics of the services whether in catalogues, drawings or otherwise,*
- b) *a list giving full particulars, including available source and current prices of spare parts, special tools and other incidental apparatus necessary for the proper and continuing performance of the services for a minimum period of two (2) years following commencement of the provision of the services to REREC, and,*
- c) *duly completed Statement of Compliance to REREC's Details of Service demonstrating substantial responsiveness of the service to those Details or, a statement of deviations and exceptions to the provisions of the Details of Service.*

3.16.3 For purposes of the documentary and other evidence to be furnished pursuant to subparagraphs 3.15.1, 3.15.2 and paragraph 3.16, the Tenderer shall note that standards for workmanship, material, and equipment, designated by REREC in its Details of Service are intended to be descriptive only and not restrictive. The Tenderer may adopt higher standards in its Tender, provided that it demonstrates to REREC's satisfaction that the substitutions ensure substantial equivalence to those designated in the Details of Service

3.17 Demonstration(s), Inspection(s) and Test(s)

3.17.1 Where required in the tender, all contractors shall demonstrate ability of performance of the required service in conformity with the Details of Services.

3.17.2 REREC or its representative(s) after giving reasonable notice to the contractors shall have the right to inspect/ test the contractor's capacity, equipment, premises, and to confirm their conformity to the tender requirements. This shall include any quality management system. REREC's representative(s) retained for these purposes shall provide appropriate identification at the time of such inspection/ test/ visitation.

- 3.17.3 REREC shall meet its own costs of the inspection/ test. Where conducted on the premises of the contractors (s), all reasonable facilities and assistance, including access to literature and documentation save for clients confidential information shall be furnished to the inspectors at no charge to REREC.
- 3.17.4 Demonstration, Inspection/Test/Visitation Report(s) shall be completed by REREC upon conclusion of the inspection/ tests/ visitations. This Report will be considered prior to appointment.

3.18 Warranty

- 3.18.1 Where required in the Tender, all Tenderers must also provide a Warranty that services to be rendered in the Tenderer's bid have no defect arising from manufacture, materials or workmanship or from any act or omission of the Tenderer that may develop under normal use or application of the services under the conditions obtaining in Kenya.
- 3.18.2 This warranty will remain valid for the period indicated in the special conditions of contract after the services, or any portion thereof as the case may be, have been rendered.

3.19 Tender Security

- 3.19.1 The Tenderer shall furnish, as part of its Tender, a tender security for the amount specified in the Appendix to Instructions to Tenderers. The Original Tender Security, in a clearly labelled envelop, shall be deposited in the Tender Security Box at REREC *Procurement Department* on or before the opening date and time. A scanned soft copy of the same shall be submitted online with the other Tender documents.

3.20 Validity of Tenders

- 3.20.1 Tenders shall remain valid for a hundred and twenty (120) days after the date of tender opening as specified in the Invitation to Tender or as otherwise may be prescribed by REREC, pursuant to paragraph 3.23. A Tender that is valid for a shorter period shall be rejected by REREC as non-responsive.
- 3.20.2 In exceptional circumstances, REREC may extend the Tender validity period. The extension shall be made in writing. A bidder shall not be required nor permitted to modify its tender during the extended period.

3.21 Tender Format

- 3.21.1 Tender evaluation shall be done in three stages;
- i. Checking of compulsory mandatory requirements/Preliminary stage
 - ii. Detailed evaluation/Technical stage
 - iii. Detailed Financial Comparison of Prices offered.
- 3.21.2 REREC will determine the responsiveness of each Tender. For purposes of this Tender, a responsive Tender is one that conforms to all the requirements of the Evaluation. REREC's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.
- 3.21.3 The Tender shall be divided clearly in descending order as listed in the Tender Submission Checklist. The divisions are for clear identification and marking of the respective documents or information that are serially numbered in the Checklist.
- 3.21.4 The order and arrangement as indicated in the Tender Submission Checklist will be considered as the Tender Format.

3.21.5 Any Tender not prepared and signed in accordance with this paragraph may be rejected by REREC as non-responsive, pursuant to paragraph 3.28.

3.22 Preparation and Signing of the Tender

The Tender shall be typed or written in indelible ink. It shall be signed by the Tenderer or a person or persons duly authorized to bind the Tenderer to the contract.

3.22.2 The authorization shall be indicated by a written Power of Attorney granted by the Tenderer to the authorized person before any of the following persons:-

a) *For local Tenderers, a Commissioner of Oaths or a Notary Public or a Magistrate of the Kenyan Judiciary.*

b) *For foreign Tenderers, a Notary Public in the country of the Tenderer.*

In either case above, the Power of Attorney shall accompany the Tender.

3.22.3 All pages of the Tender, including un-amended printed literature, shall be initialed by the person or persons signing the Tender and serially numbered.

3.22.4 The Tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the Tenderer, in which case such corrections shall be initialed by the person or persons signing the Tender.

3.22.5 REREC will assume no responsibility whatsoever for the Tenderer's failure to comply with or observe the entire contents of paragraph 3.22.

3.22.6 Any Tender not prepared and signed in accordance with this paragraph may be rejected by REREC as non-responsive.

3.23 Creation and Submission of Bids.

3.23.1. The Bidder shall process and submit its Bid via the Corporation's e-Procurement system as follows:

- (a) Login to REREC portal via url <https://suppliers.rea.co.ke:44300/irj/portal>
N/B: It is assumed that you have already completed the registration process and that your registration has been approved by REREC and you have created an employee user account to transact with REREC via url [https://suppliers.rea.co.ke:44200/supportal\(bD1lbiZjPTUwMCZkPW1pbg==\)/bspwdapplication.do#VIEW_ANCHOR-ROS_TOP](https://suppliers.rea.co.ke:44200/supportal(bD1lbiZjPTUwMCZkPW1pbg==)/bspwdapplication.do#VIEW_ANCHOR-ROS_TOP)

For the purpose of bidding, each firm must ensure the following

- Each company must have two user accounts; **Admin Account and Employee Account**. Ensure that the following roles are NOT ASSIGNED to the employee; Employee Administrator and Supplier Master Data manager.
 - Ensure that the admin account and employee account does not share same email address
 - Ensure that the Employee user name is between 4 and 12 characters.
 - For the purpose of this tender bidding, **the employee account** shall be used to submit your RFX responses.
- (b) Choose RFX and Auction link in the navigation pane
- (c) Click on the RFX number to open it
- (d) Click Register and then Click Participate

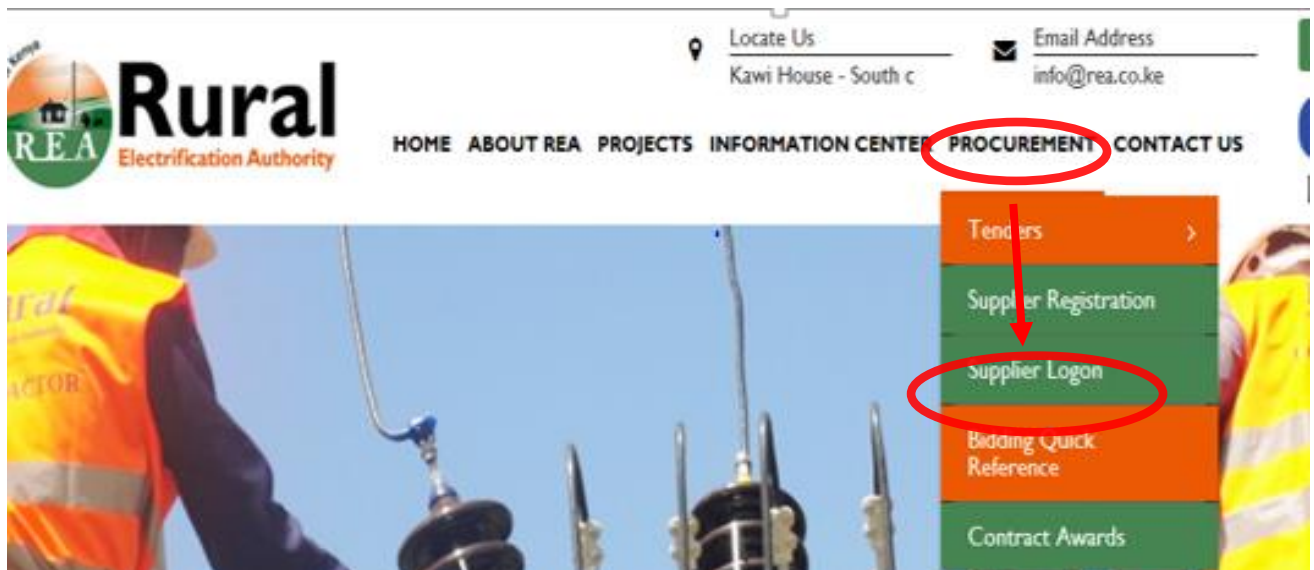
- (e) Click Create response; You will get a unique number for your response for the RFX
- (f) Navigate to the Notes and Attachments tab and click on Collaboration link at the bottom of the screen (the link will be in the format “**RFX Response No: Company Name**”. If under your notes and attachment no link is formed in the collaboration room, you are advised to delete the response and create a new one until the link is formed, in this link all the documents of the tender shall be uploaded.

N/B: You can view and download all documents pertaining to the tender from here. Ensure that all documents are uploaded to the Collaboration room in the link with “RFX Response Number: Company Name” No responses shall be attached to the ‘Attachments Tab’ or any other place in the Portal as any such action shall be treated non-responsive, and the attachments shall not be evaluated.

You are to login to the collaboration link and upload all the required documents

- (g) Enter bid price in the item tab and fill in all required information for the response. This price shall be read out price during the opening. This price must be similar to price entered in the BoQ/Price Schedule
- (h) **No value shall be entered under the RFX information “Target Value for RFX”**
- (i) Check for errors by clicking the Check button
- (j) Click on Save to review later or Submit to send the response to REREC

Supplier quick bidding reference with pictorials can be found in the REREC website as shown below for further use.



- 3.23.2 The tender shall be typed or written in indelible ink. They shall be signed by the Tenderer or a person or persons duly authorized to bind the Tenderer to the contract.
- 3.23.3 The authorization shall be indicated by a written Power of Attorney granted by the Tenderer to the authorized person before any of the following persons:-
- a) *For local Tenderers, a Commissioner of Oaths or a Notary Public or a Magistrate of the Kenyan Judiciary.*
 - b) *For foreign Tenderers, a Notary Public in the country of the Tenderer.*
- In either case above, the Power of Attorney shall accompany the Tender.
- 3.23.4 All pages of the Tender, including un-amended printed literature, shall be initialled by the person or persons signing the Tender and serially numbered.
- 3.23.5 The Tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the Tenderer, in which case such corrections shall be initialled by the person or persons signing the Tender.
- 3.23.6 REREC will assume no responsibility whatsoever for the Tenderer's failure to comply with or observe the entire contents of this paragraph 3.21.1.
- 3.23.7 Any Tender not prepared and signed in accordance with this paragraph may be rejected by REREC's as non-responsive.

3.24. Modification/Withdrawal and Deadline for Submission of Tenders

- 3.24.1 Modification:** A bidder may before tender closing edit their RFX response by clicking edit and resubmitting after editing the response.
- 3.24.2 Withdrawal:** A Bidder may withdraw a Bid after it has been submitted by clicking withdraw if they are no longer interested in participating in the tender. A withdrawn bid shall not be evaluated
- 3.24.3 Deadline for Submission of Tenders:** Tenders must be submitted online on or before the time specified in the Invitation to Tender.
REREC may, at its discretion, extend this deadline for submission of Tenders by amending the tender documents in accordance with paragraph 3.7, in which case all rights and obligations of REREC's and the Tenderer previously subject to the initial deadline, will therefore be subject to the deadline as extended.

3.25 Tender Opening

- 3.25.1** The Employer will open the tenders electronically in REREC Procurement Office at Kawi House, Ground Floor at the time specified in the invitation to tender.
- 3.25.2** The Employer shall prepare tender opening minutes of the tender opening and shall be sent electronically to all the bidders who participated in the tender.
- 3.25.3** Tenders not opened shall not be considered further for evaluation, irrespective of the circumstances.

3.26 Process to be Confidential

- 3.26.1 After the opening of tenders, information relating to the examination, clarification, evaluation and comparisons of tenders and recommendations arising there-from shall not be disclosed to a Tenderer or other person(s) not officially concerned with such process until conclusion of that process.

- 3.26.2 Conclusion of that process shall be deemed to have occurred, at the latest, by the date and time REREC notifies the successful bidder(s). In any event, official disclosure by REREC of any information upon conclusion of that process may only be to the unsuccessful bidders and may contain only the information permissible by law in summary form.
- 3.26.3 Any effort by a Tenderer to influence REREC or any of its staff members in the process of examination, evaluation and comparison of tenders and information or decisions concerning the Tender may result in the disqualification of the Tenderer.

3.27 Clarification of Tenders and Contacting REREC

- 3.27.1 To assist in the examination, evaluation and comparison of Tenders REREC may, at its discretion, ask the Tenderer for a clarification of its Tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Tender shall be sought, offered, or permitted.
- 3.27.2 The Tenderer is required to provide timely clarification or substantiation of the information that is essential for effective evaluation of its qualifications. It is the responsibility of the Tenderer to provide in writing the clarification or substantiation which should reach REREC within five (5) days from the date of REREC's query. Such writing may include by electronic mail, facsimile or postal mail. Should there be no conclusive response within this period, it shall result in the Tenderer's disqualification.
- 3.27.3 Save as is provided in this paragraph and paragraph 3.27 above, no Tenderer shall contact REREC on any matter related to its Tender, from the time of the tender opening to the time the successful Tenderer is announced.
- 3.27.4 Any effort by a Tenderer to influence REREC in its decisions on tender evaluation, tender comparison, tender recommendation(s) or signing of Agreement may result in the disqualification of the Tenderer.

3.28 Preliminary Evaluation and Responsiveness

- 3.28.1 Prior to the detailed Technical and Financial evaluation, REREC will determine the substantial responsiveness of each Tender. For purposes of this tender, a substantially responsive Tender is one that conforms to the requirements of Preliminary Evaluation. REREC's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.
- 3.28.2 REREC will examine the Tenders to determine whether they conform to the Preliminary Evaluation Criteria set out in Section VI Evaluation Criteria.
- 3.28.3 Notwithstanding the contents of the foregoing sub-paragraphs, if a Tender is not substantially responsive, it will be rejected at the earliest stage of evaluation by REREC and cannot subsequently be made responsive by the firm by correction of any non-conformity.

3.29 Minor Deviations, Errors or Oversights

- 3.29.1 REREC may waive any minor deviation in a Tender that does not materially depart from the requirements of the Services set out in the Tender Document.
- 3.29.2 Such minor deviation -
- a) Shall be quantified to the extent possible

- b) Shall be taken into account in the evaluation process and comparison of tenders and,
 - c) Shall be applied uniformly and consistently to all qualified Tenders duly received by REREC.
- 3.29.3 REREC may waive errors and oversights that can be corrected without affecting the substance of the Tender.
- 3.29.4 A material deviation or reservation is one –
- a) which affects in any substantial way the scope, quality, or ability of performance of the Services;
 - b) which limits in any substantial way, inconsistent with the tendering documents, REREC’s rights or the firm’s obligations under any ensuing engagement; or,
 - c) whose rectification would affect unfairly the competitive position of other firms presenting responsive tenders.

3.30 Technical Evaluation and Comparison of Tenders

- 3.30.1 REREC will further evaluate and compare the Tenders that have been determined to be substantially responsive, in compliance to the Technical Evaluation Criteria as set out in the Tender Document.

3.31 Financial Evaluation

- 3.31.1 The financial evaluation and comparison shall be as set out in the Financial Evaluation Criteria. The comparison shall be of the –
- a) Methodology of Charging for Services
 - b) Audited Financial Statements or Bank Statements
 - c) Quantified deviations, if any, as relates to any of the tender requirements

3.32 Preferences

- 3.32.1 Preferences for the certified Youth, Women and Persons with Disabilities will be applied as per the PPAD, 2015.

3.33 Tender Evaluation Period

- 3.33.1 The Evaluation Committee may conduct and complete evaluation of the tender within thirty (30) days of the validity period.
- 3.33.2 Notwithstanding the above, the evaluation period as stated in the Evaluation Criteria may be extended by REREC but in any event such evaluation will not exceed twenty one (21) days in the validity period of the tender.

3.34 Debarment of a contractor

- 3.34.1 A contractor that gives false information in the Tender about its qualification or which refuses to enter into a contract after notification of appointment shall be considered for debarment from participating in future public procurement.

3.35 Confirmation of Qualification for Appointment

- 3.35.1 REREC may confirm to its satisfaction whether a contractor’s that is selected as having submitted the lowest compliant evaluated responsive tender is qualified to be appointed and perform any eventual assignment satisfactorily.
- 3.35.2 The confirmation will take into account the contractor’s financial, technical, and performance capabilities. It will be based upon an examination of the documentary evidence of the contractor’s qualifications submitted by it pursuant to paragraphs 3.11 and 3.15 as well as confirmation of such other information as REREC deems necessary

and appropriate. This may include offices and other facilities inspection and audits; cleanliness, orderliness of its offices, and, general satisfaction and good welfare of its staff.

- 3.35.3 An affirmative confirmation will be a prerequisite for appointment of the contractor. A negative confirmation will result in rejection of the contractor's Tender, in which event REREC will proceed to fill in the available gap by the next available lowest evaluated responsive tender to make a similar confirmation of that firm's capabilities to perform satisfactorily.

3.36 Notification of Appointment

- 3.36.1 Prior to the expiration of the period of tender validity, REREC shall notify the successful bidder(s) in writing that its Tender has been approved.
- 3.36.2 The notification of appointment shall not constitute the formation of the contract.
- 3.36.3 Simultaneously, on issuance of Notification of Appointment to the successful Bidder(s), REREC shall notify each unsuccessful Bidder(s) in writing that its Tender has been accepted.
- 3.36.2 Subject to paragraph 3.35.3, the successful contractors shall be those whose Tenders have been determined to be substantially responsive, compliant with the evaluation criteria and have been determined to be the lowest evaluated tenders, and further, where deemed necessary, that the contractors are confirmed to be qualified for appointment.
- 3.36.3 The appointment of contractor shall take into account the need for REREC to have appropriate representation in its regions.

3.37 Termination of Procurement Proceedings

- 3.37.1 REREC may at any time terminate procurement proceedings before Notice of Appointment or Rejection and shall not be liable to any person for the termination.
- 3.37.2 REREC shall give prompt notice of the termination to the contractors, and, on request from any firm, give its reasons for termination within fourteen (14) days of such request.

3.38 Acceptance of Appointment

- 3.38.1 At the same time as REREC notifies the successful Tenderers that they have been awarded as per this tender, REREC will send the Tenderer the Contract Agreement provided in the Tender Document together with any other necessary documents incorporating all agreements between the Parties.
- 3.38.2 Within fourteen (14) days of the date of notification of award, the successful Tenderer shall only sign the Contract Form and all the documents specified in that Form and return them to REREC within that period of fourteen (14) days.
- 3.38.3 REREC shall sign and date the Contract in the period between not earlier than fourteen (14) days from the date of notification of contract award. Further, REREC shall not sign the contract until and unless the authentic performance security is received in accordance with paragraph 3.36.
- 3.38.4 Failure of the successful Tenderer to sign the Contract, the award shall be annulled and its tender security forfeited in which event REREC shall notify the next lowest evaluated Tenderer that its Tender has been accepted.

- 3.38.5 Paragraph 3.33 together with the provisions of this paragraph 3.35 will apply with necessary modifications with respect to the Tenderer notified under sub-paragraph 3.35.3.
- 3.38.6 Within fourteen (14) days of the date of notification of award from REREC, the successful Tenderer shall furnish REREC with a Performance Security which shall be either one or a combination of the following:
- a) An original Bank Guarantee that is strictly in the form and content as prescribed in the Performance Security Form (Bank Guarantee) in the Tender Document.
- 3.38.7 The Performance Security shall be issued by a commercial bank licensed by the Central Bank of Kenya. The bank must be located in Kenya.
- 3.38.8 Upon Acceptance, the successful Tenderers will have to furnish the Corporation with a performance bond of **10% of the Contract price** from a reputable Local Commercial Bank.
- 3.38.9 REREC shall seek authentication of the Performance Security from the issuing bank. It is the responsibility of the successful Tenderer to sensitize its issuing bank on the need to respond directly and expeditiously to queries from REREC. The period for response shall not exceed three (3) days from the date of REREC's query. Should there be no conclusive response by the Bank within this period, such successful Tenderer's Performance Security may be deemed as invalid.
- 3.38.10 Failure of the successful Tenderer to furnish an authentic Performance Security, the award shall be annulled and the Tender Security forfeited, in which event REREC may notify the next lowest evaluated Tenderer that it's Tender has been accepted.
- 3.38.11 Paragraph 3.35, 3.36 together with the provisions of this paragraph 3.37 will apply with necessary modifications, and as far as circumstances permit, with respect to the Tenderer notified under sub-paragraph 3.37.5.

3.39 Corrupt or Fraudulent Practices

- 3.39.1 REREC requires that contractors observe the highest standard of ethics during the procurement process and execution of contracts. When used in the present Regulations, the following terms are defined as follows: -
- a) *“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of public official in the procurement process or in contract execution;*
- b) *“Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of REREC, and includes collusive practice among Tenderers (prior to or after Tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive REREC of the benefits of free and open competition.*
- 3.39.2 REREC will nullify its notification of award if it determines that the contractor recommended has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 3.39.3 Further, a Tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

3.40 Joint Venture

N/A

APPENDIX TO INSTRUCTIONS TO TENDERERS

The following information regarding the particulars of the tender shall complement and or amend the provisions of the Instructions to Bidders *hereinafter abbreviated as ITC*. Wherever there is a conflict between the provisions of the ITC and the Appendix, the provisions of the Appendix herein shall prevail over those of the ITC.

No.	<i>ITC Reference Clause</i>	<i>Particulars of Appendix</i>
1.	Eligible Candidates	<i>Local suppliers registered in Kenya</i>
2.	Origin of Eligible goods	<i>Any country is eligible</i>
3.	Manufacturers Authorization	<i>All technical documents and specifications pertaining to the product MUST be provided</i>
4.	Tender Currency	<i>For avoidance of doubt, the currency of the tender Shall be in Kenya Shillings</i>
5.	Tender Submission, Tender Number of Sets of and Tender Format	<p><i>Bidders shall ensure that:</i></p> <ul style="list-style-type: none"> • <i>Only one document is submitted on the e-procurement portal.</i> • <i>They upload all the required documents in pdf format into the web portal.</i> • <i>Documents shall be arranged according to order in the check list and as requested in specific sections</i>
6.	Performance bond	<i>The successful bidder shall furnish an annual performance bond of 10% of the contract price from a reputable local commercial bank.</i>
7.	Opening of Tenders	<i>The tender shall be opened electronically at Kawi House South C on the date indicated in the instruction to tenderers.</i>
8.	Tender Security	<p><i>Bidders shall submit bid security which is 2% of the tender value VAT inclusive.</i></p> <p><i>The original tender security shall be dropped in the tender box situated at KAWI house, south C ground floor before the closing date & time as per invitation to tender. A scanned copy of the tender security shall be submitted electronically with the rest of the bid.</i></p>

No.	<i>ITC Reference Clause</i>	<i>Particulars of Appendix</i>
9.	<i>Documentary evidence of financial capability</i>	<i>The audited financial statements required must be those that are reported within 2 years (24) calendar months of the date of the tender document. The statement must be stamped and signed. The auditors must be currently registered as a practicing by ICPAK.</i>
10.	<i>Responding to RFX</i>	<i>Enter bid price in the item tab and fill in all required information for the response. The unit price entered in the items tab should be the same one entered in the price schedule. The total price per lot entered in the portal will be the read out price during tender opening and will be the award price. No other price shall be considered.</i>

SECTION IV – DETAILED EVALUATION CRITERIA

The bids submitted shall be subjected to a four (3)-stage evaluation process as shown below:

- a) Preliminary Evaluation
- b) Technical Capacity Evaluation
- c) Financial Evaluation

a) Preliminary Evaluation

The following SHALL constitute the evaluation criteria at the preliminary evaluation stage;

1. Confirmation of submission of Tender Security from a local Bank/ or a Public Procurement Oversight Authority approved insurance company in the format provided for in the Tender Document i.e **2% (percent) of the tender price**. Validity period of submitted tender security of at least **150 days from the date of tender opening**.
2. Confirmation of submission of ePIN Certificate with both VAT and Income obligations,
3. Valid Tax compliance Certificate
4. Confirmation of submission of Company/Firm's Registration Certificate.
5. Confirmation of submission of CR12 form from registrar of companies not more than 3 months old from tender closing
6. Confirmation of submission of power of attorney notarized by Magistrate or commissioner of oath.
7. Confirmation of submission of business permit/council trade license including evidence of physical address.
8. Confirmation of tender validity period of **120 days** from the date of tender opening.
9. The tenderer SHALL **dully fill, sign & stamp the tender form** provided in the tender document indicating the total tender price.
10. The tenderer SHALL **dully fill, sign & stamp the Confidential Business Questionnaire, declaration form, letter of application, tender questionnaire and declaration form**, form in the format provided in the tender document.
11. Current audited financial statement for the last two (2) years duly signed and stamped by the Auditing firm or Certified Bank statement for the last six months.
12. Attach Comprehensive Curriculum Vitae (Format of CV attached page should be the guiding document for the information required) and Copies of certificates.
13. Submission of Manufacturer authorization form and Partnership letter/ Partnership Status for any equipment/software to be supplied.

NB: Tenders which do not satisfy any of the requirements set out above shall be rejected as per Public Procurement and Assets Disposal Act - 2015 and will not proceed to technical evaluation stage.

TECHNICAL EVALUATION

TECHNICAL CAPACITY

It is a requirement that the proposed supplier MUST have technical support personnel who have expertise and training in supporting the current and proposed systems. Documentary evidence will be required.

Tenderers shall be expected to indicate compliance to TECHNICAL EVALUATION CRITERIA in the table below and the technical requirements specified in the schedule of requirements.

SUPPLY, IMPLEMENTATION, TRAINING AND SUPPORT OF A CLOUD CUSTOMER EXPERIENCE SOLUTION		
No	Criteria	Maximum Score
1	Qualifications and competence of the key staff for the consultancy services).	10
	<p>i. Project Manager Must have project management certification (1 Mark)</p> <p>Proof of experience in at least two cloud customer experience implementations (1 Marks)</p> <p>Provide proof of cloud customer experience implementations in public sector in Kenya (2 Mark)</p>	(4 Marks)
	<p>ii. Functional Consultant Minimum Degree in ICT related field (1 Mark)</p> <p>Proof of experience in two similar cloud customer experience implementations (1 Mark)</p> <p>Provide proof of cloud customer experience implementations in public sector in Kenya (1 Mark)</p>	(3 Marks)
	<p>iii. Technical Consultant Minimum Degree in ICT related field (1 Mark)</p> <p>Proof of experience in two similar cloud customer experience implementations (1 Mark)</p> <p>Provide proof of cloud customer experience implementations in public sector in Kenya (1 Mark)</p>	(3 Marks)
2	Project experience	40
	<p>i. MUST be authorized partners for proposed solution vendor (Provide evidence)</p>	(4 Marks)
	<p>ii. The organizations MUST have at least Five (5) years' experience in provision of similar cloud cloud customer experience implementations.</p>	(10 Marks)

	iii. Provide at least three (3) major clients where similar cloud customer experience implementations have been carried out. (<i>Due diligence will be carried out</i>)	(9 Marks)
	iv. At least one must be in the public sector in Kenya	(10 Marks)
	v. The provider MUST attach at least two recommendation letters from previous cloud customer experience implementations	(4 Marks)
	vi. The provider MUST have a fully manned support desk	(3 Marks)
3	Methodology and approach	20
	i. The provider must include a detailed scope of work and implementation methodology for the same	(8 Marks)
	ii. The provider must include a detailed project plan	(4 Marks)
	iii. Provide proposed SLA	(4 Marks)
	iv. The bidder must attach a detailed training schedule	(4 Marks)
4	Demo CRM system (Demo presentation will be a maximum of one hour and a minimum of 30 minutes)	30
	Present a demo of the system (should demonstrate compliance to requirements)	(10 Marks)
	Demonstrate features of the system	(10 Marks)
	Demonstration of workflow	(10 Marks)

NB:

- 1. Bidders that attain a score equal to or above 80% of the marks applicable to the Technical evaluation stage shall proceed to the financial evaluation.**
- 2. Firms scoring less than 80 points shall be rejected.**

Summary of the Tender Evaluation

No	Criteria	Maximum Score/Requirement
1	Preliminary Evaluation	100
2	Technical Evaluation	100
	i. Qualifications of proposed consultants	
	ii. Project Experience	
	iii. Methodology and approach	
	iv. CRM Demo	
3	Financial Evaluation	100

3. FINANCIAL EVALUATION

The following SHALL constitute the evaluation criteria at the Financial Evaluation stage:-

- i. The Procuring Entity SHALL apply the prevailing **mean exchange rate at the time of tender opening** for purposes of conversion of tender currencies into one common currency for comparison of unit prices. The source of the prevailing exchange rate shall be the Central Bank of Kenya
- ii. The tenderer SHALL quote price VAT Inclusive.
- iii. The tenderer SHALL duly complete and sign a Price Schedule

NB: Tenders which do not satisfy any of the requirements set out above shall be rejected as per Public Procurement and Assets Disposal Act – 2015

SECTION VI (1) TERMS OF REFERENCE & SCOPE OF WORK

BACKGROUND

The Rural Electrification and Renewable Energy Corporation (REREC) mandate under the Energy Act 2019 is to spearhead Kenya's renewable energy agenda as well as implementing rural electrification. The organization strives to ensure the highest level of service to all customers. The corporate communications department is tasked with ensuring that all customer queries, issues and feedback are routed to the right teams and addressed in good time.

Customers interact with the organization through different channels, for example walk-ins, Phone calls, emails and social media. The corporate communication department aims to ensure that customers interacting with the organization get the same experience in whichever channel they choose.

Currently the communications department mostly keeps manual copies of customer data. This data is fragmented and this means the organization has no single source of truth on customer data and their interactions with the organization. The purpose of this tender is therefore to inform your office of the intention to procure a customer relationship management (CRM) solution which will improve customer experience and also ensure that the organization has all its data in one database and can harness it to make predictive analysis on customer trends and opportunities for the organization to improve on its service delivery.

SCOPE OF SERVICES

The scope of the Services to be performed shall include the Supply, implementation, training and support of a Cloud Customer Experience Solution

The scope will entail;

- a) Supply of Licenses for a period of one year
- b) Implementation of the CX solution
- c) Training of both IT and business users on the solution
- d) Vendor support for a period of one year

SECTION VI-SCHEDULE OF REQUIREMENTS

DETAILED FUNCTIONAL REQUIREMENTS

No.	Requirement	FC/NC/PC	Bidders Response
1	GENERAL REQUIREMENTS		
1.1	The solution must have a proven ability to scale across the enterprise to meet varied business use cases and with reliability.		
1.2	The solution must be highly Configurable, Less Customization = Greater Flexibility, Less Maintenance, Greater Speed to Market, Less Cost		
1.3	The system must have industry-Certified Service Management capabilities for managing the service lifecycle including knowledge and incident (case) management.		
1.4	Must have Native Omni-Channel Support for chat, co-browse, video, email, social, and Virtual Assistant with proven channel framework to extend channel support.		
1.5	Should support robust Knowledge Management for authoring and distributing knowledge, a self-learning knowledgebase natively integrated with self-service and agent experiences; and global search and recommendations combining search and NLP.		
1.6	Must support Workflow and Policy Automation for streamlined, consistent, and auditable service decisions across channels.		
1.7	Should have a strong Integration Toolset capable of complex integrations with common backend systems.		

1.8	Should have Rich, Robust Service Analytics out-of-box and ability to quickly and easily create ad-hoc and custom reports for measuring trends, performance, etc		
2	CLOUD HOSTING REQUIREMENTS		
	Bidder to describe their proposed technical architecture and how the following shall be realized:		
	Provide 24/7 access and support to users		
	Commit to 99.99 service availability and ensure Zero (0%) data loss in the event of any interruption		
	Support user mobility from anywhere in the country		
	Provide customized views for different mobile device.		
	Support for users to access the service using mobile devices.		
	Support web access to the required service		
	Provide service measurement data, reports, data collection and analysis, service credits		
	System must support compression to allow large amounts of data transfers over any network medium for efficiency and economizing		
3	CUSTOMER SERVICE REQUIREMENTS		
3.1	The system should support Web Self-Service		
3.2	The solution must have a Business process management		
3.3	Call to track back the customer call through interaction		
3.4	The solution must be able to automatically assign ticket numbers		

3.5	The solution must should be able to convert emails automatically into an open ticket		
3.6	The solution must support role and skill-based case assignment		
3.7	Provide scripts as to best course of action		
3.8	Automatic Logging of all customer interactions		
3.9	Track the status of open tickets		
3.10	Document call actions in history files		
3.11	The system must have knowledge-base support		
3.12	The system should be able to generate a to do list for open tickets		
3.13	Automatically send a pre-defined email or SMS to callers		
3.14	Automatic generation and distribution of user satisfaction questionnaire		
3.15	The solution must have a complaints and feedback management		
3.16	The must have native support for chat, co-browse, VA, email, web, etc		
4	CUSTOMER DATA MANAGEMENT		
4.1	The system should deliver a single view of the customer data over its full lifecycle,		
4.2	The solution should enforce data governance		
4.3	Allow customer information management as an enterprise asset through consolidation of distributed knowledge.		
4.4	The system must maintain customer data quality		
4.5	The system should identify duplicates as part of the real time data entry process. This capability		

	should be available as a batch process, during bulk import, as a web service, and for identifying the duplicates existing already in the registry. This capability is also available as a batch process, during bulk import, as a web service, and for identifying the duplicates existing already in the registry		
4.6	Provide a functionality to cleanse data and eliminate duplicate records		
4.7	Provide integrated metrics and dashboards for continuous monitoring of data quality along with guided merge processes to generate the best version of a record.		
5	CUSTOMER SERVICE AGENT MANAGEMENT		
5.1	Agent Assignment, ability to assign agents to reporting managers. Ability to supervise response and resolution time-based performance of agents by sending automated daily/weekly reports to supervisors.		
5.2	Ability for agents to take ownership of incidents/Assign ownership of incidents		
5.3	Ability to group agents based on their skillset and problem-solving capability and allow created incidents to be automatically sent to such groups.		
5.4	Ability for agents to create answers but not publish it unless it is reviewed by supervisors		
5.5	Ability for agent to create escalation and approval workflows.		
5.6	Ability to provide different kinds of workspaces with restricted functionality usage based on agent profile.		

5.7	Ability to reset customer password using mail response management system		
5.8	Auto Acknowledgement response to incident creation irrespective of incident channel creation.		
5.9	Auto mail notification when an incident is escalated or an incident is responded to or an incident is closed.		
5.10	Ability of customers to view SLA information in incident responses received through mails.		
5.11	Ability to create incidents from mails based on mail subject/mail content.		
5.12	Provide link within incident response mails so that customer can view incident case on the web portal.		
5.13	Ability of customers to receive mail notifications whenever specific service-related information is updated.		
6	SURVEY MANAGEMENT		
6.1	Native feedback for service and product research		
6.2	Advanced survey branching		
6.3	Survey natively tied back to contact, interaction, etc.		
6.4	Create different kind of surveys. Allow customer's choice to opt in or out of surveys indefinitely or for limited amount of time.		
6.5	Create follow up surveys based on incident resolution.		
6.6	Create surveys from Campaigns including ability to put web form (url) based surveys on customer portal. Customer should have the option to participate/not participate in the survey.		
7	INTEGRATION		

7.1	The Bidder should propose how the system will support secure integration between the system and any web-based and database data sources, using standard method of data interchange e.g. XML, SOAP, JSON, FTP, SMTP, etc.		
8	SECURITY		
	The system should support secure uploading and downloading of data.		
	Bidders are required to ensure compliance with the REREC ICT Security requirements		
9	LICENSING REGIME		
	Bidder to state clearly the licensing regime and subscription		
	terms of the product		
	The bidder may give any additional information that may be useful for the provision of the service/product		
10	DOCUMENTATION		
	Bidders shall provide all requisite documentation		
	including but not limited to the following:		
	System Architecture and Design		
	User and technical manuals		
	Training manuals		
11	ENHANCEMENTS/UPGRADES		
	Bidder to specify:		
	Provision for remote patch and version administration		
	Future upgrades and future product release. Also explain the product lifecycle management with product-technology roadmap for a minimum of 3 years.		

SECTION VII: PRICE SCHEDULE FORM

No.	Item	Minimum Quantity	Unit Price (KSH) (+VAT)	Total price KSH (+VAT)
1	Cloud customer experience cloud Licenses			
2	Implementation	N/A		
3	Support	N/A		
4	Training (at least 10 Pax)			
	Totals			

The duration for the support and maintenance shall be for 1 year.

Award of Tender: the award will be made to the lowest evaluated qualified bidder.

Offered Credit Period.....

Signature of Tenderer

Note: In Case of Discrepancy Between Unit Price and Total, The Unit Price Shall Prevail.

SECTION VI11 – FORMS TO BE FILLED

All forms 1-8 must be duly filled, Stamped and signed by the authorised signatory of the bidder.

FORM 1 - LETTER OF APPLICATION

RFX No..... Date:

Rural Electrification and Renewable Energy Corporation,
Kawi House, South C,
Behind Boma Hotel,
P.O. Box 34585 – 00100,
Nairobi, Kenya

Ladies and Gentlemen,

- a) Having read, examined and understood all of the Tender information provided in the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned Bidder, hereby apply to be selected by you as a responsive bidder for supply, implementation, training and support of a cloud customer experience solution
- b) We agree to abide by this Tender including all the terms for a **period of..... days (Bidder please indicate validity of your tender)** from the date fixed for tender opening as per the tender document, it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- c) We declare that we have read and understood requirements of **Clause 3.23** on Creation, Submission, modifications and withdrawal of Bids, and shall abide by this requirement and any deviation from this section shall lead to disqualification and REREC is not to blame
- d) This bid, together with your written appointment thereof, shall not constitute a contract between us and REREC until a formal contract is signed.
- e) We understand that you are not bound to accept any bid you may receive.
- f) We declare that the statements made and the information provided in our bid tender document are complete, true, and correct in every detail.

Yours sincerely,

Name of Bidder_____

Name and Capacity of authorized person signing the Bid_____

Signature of authorized person signing the Tender _____

Stamp or Seal of Bidder

NOTES:-

- 1. REREC requires a validity period of at least One Hundred and Twenty (120) days.
- 2. This form must be duly signed, stamped and/or sealed.

FORM 2- STATEMENT OF THE TENDERER'S PARTICULARS.

1 Name of Tenderer _____

2 Address _____

3 Legal Status _____

4 Registered Office _____

5 Date of Registration _____
(attach a copy of certificate of registration)

6 Detailed description of physical address of the office (Town, Road/street name,
bulding & office) (attach copies of the office lease agreement and rent receipts)

7 DIRECTORS NAMES (attach the *Certificate of Confirmation of Directors and Shareholding*)

1. _____

2. _____

3. _____

4. _____

5. _____

Yours sincerely,

Name of Tenderer _____

Signature of duly authorized person signing the Tender _____

Name and Capacity of duly authorized person signing the Tender

Stamp or Seal of Tenderer

FORM 3-TENDER FORM

Date: _____ Tender No. _____
Rural Electrification and Renewable Energy Corporation,
Kawi House, South C, Behind Boma Hotel,
P.O. Box 34585 – 00100,
Nairobi, Kenya.

Ladies and Gentlemen,

1. Having read, examined and understood the Tender Document including all Addenda, the receipt of which is hereby duly acknowledged, we, the undersigned Tenderer, offer **supply, implementation, training and support of a cloud customer experience solution** for in accordance and conformity with the said tender document and in particular the Schedule of Prices that are made part of this Tender at our Totals for unit Price of Kshs.....
Words.....VAT Inclusive.
2. We undertake, if our Tender is accepted, to perform and provide the services in accordance with the Schedule of Requirements.
3. If our Tender is accepted, we will obtain **a performance bond of 10% of the contract price** from a reputable local commercial bank, in the form(s) prescribed by Rural Electrification and Renewable Energy Corporation.
4. We agree to abide by this Tender for a period of **120 days** (Tenderer please indicate validity of your Tender) from the date fixed for tender opening as per the Tender Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. This Tender, together with your written acceptance thereof and your notification of award, shall not constitute a contract, between us. The contract shall be formed between us when both parties duly sign the written contract.
6. We understand that you are not bound to accept any Tender you may receive.
7. We agree to abide by the REREC Terms of Payment as stipulated under the Contract Conditions, and any alternative payment terms by the bidder for the same shall lead to disqualification.

Yours sincerely,

Name of Tenderer _____
Signature of duly authorized person signing the Tender _____
Name and Designation of duly authorized person signing the Tender _____
Stamp or Seal of Tenderer _____

***NOTES:**

This form must be duly signed and stamped.

FORM 4 - DECLARATION FORM

Date _____

To: Rural Electrification and Renewable Energy Corporation,
P.O Box 34585 – 00100,
Kawi House, South C: Behind Boma Hotel,
Nairobi, KENYA.

Ladies and Gentlemen,

The Tenderer i.e. (full name and complete physical and postal address)_____

_____ Declare the following: -

- a) That I/ We have not been debarred from participating in public procurement by anybody, institution or person.
- b) That I/ We have not been involved in and will not be involved in corrupt and fraudulent practices regarding public procurement anywhere.
- c) That I/We or any director of this firm is not a person within the meaning of paragraph 3.2 of ITT (Eligible Tenderers) of the Instruction to Tenderers below.
“The tenderer is not Procuring Entity’s employees, committee members, board members, Public Servants, Cabinet Members and their relatives (spouse and children) as per section 66 paragraph 11 of the PPAD Act 2015 are not eligible to participate in the Tender”
- d) That I/ We are not insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings and convictions relating to corrupt or fraudulent practices.
- e) That I/ We the directors are **not** associated with any other tenderer participating in this Tender.
- f) That I/We do hereby confirm that all the information given in this tender is accurate, factual and true to the best of our knowledge.
- g. The tenderer has fulfilled tax obligations evidenced by Valid Tax Compliance Certificate.
- h. The tenderer is not guilty of any serious violation of fair employment laws and Practices.

Yours sincerely,

Name of Tenderer_____

Signature of duly authorized person signing the Tender_____

Name and Capacity of duly authorized person signing the Tender_____

Stamp or Seal of Tenderer

FORM 5 - CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

All Tenderers are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2 (b) or 2 (c), whichever applies to your type of business. You are advised that it is a serious offence to give false information on this form.

Part 1 – General

Business Name.....

Location of business premises.....

Plot No.Street/ Road

Postal Address Postal Code

Tel No..... Mobile and/ or CDMA No

E-mail:

Nature of your business

Registration Certificate No.....

Maximum value of business which you can handle at any time KShs.....

Name of your BankersBranch.....

*Names of Tenderer’s contact person(s)

Designation of the Tenderer’s contact person(s)

Address, Tel, Fax and E-mail of the Tenderer’s contact person(s)

.....

.....

Part 2 (a) Sole Proprietor

Your name in full
Nationality Country of origin
*Citizenship details.....

Part 2 (b) Partnership

Give details of partners as follows: -

Names	Nationality	*Citizenship Details	Shares
1.....			
2.....			
3.....			
4.....			

Part 2 (c) Registered Company

Private or Public
State the nominal and issued capital of company-
Nominal KSh..... Issued KSh.....

Give details of all directors as follows

Name	Nationality	*Citizenship Details	Shares
1.....			
2.....			
3.....			
4.....			

Name of duly authorized person to sign for and on behalf of the Tenderer
.....

Designation of the duly authorized person.....

Signature of the duly authorized person.....

NOTES TO THE CONTRACTOR ON THE QUESTIONNAIRE

1. *The address and contact person of the contractor provided above shall at all times be used for purposes of this tender.*
2. *The details on this Form are essential and compulsory for all firms. Failure to provide all the information requested may lead to the contractor's disqualification.*

SECTION IX - TABLE OF CLAUSES ON GENERAL CONDITIONS OF CONTRACT

Clause No.	Headings
7.1	Definitions
7.2	Application
7.3	Standards
7.4	Supplier Rating
7.5	Use of Documents and Information
7.6.1.	Patent Rights
7.6 .2	Performance Bond
7.8	Packaging
7.9	Delivery & Documents
7.10	Insurance
7.11	Payment
7.12	Interest
7.13	Prices
7.14	Variation
7.15.	Assignment
7.16.	Subcontracting
7.17	Termination
7.18	Liquidated Damages
7.19	Warranty
7.20	Resolution of Disputes
7.21	Language and Law
7.22	Waiver
7.23	Force Majeure

GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract *hereinafter referred abbreviated as the GCC* shall form part of the Conditions of Contract in accordance with the law and REREC's guidelines, practices, procedures and working circumstances. The provisions in the GCC will apply unless an alternative solution or amendment is made under other parts of the Contract including the Special Conditions of Contract.

7.1 Definitions

In this contract, the following terms shall be interpreted as follows: -

- a) *“Day” means calendar day and “month” means calendar month.*
- b) *“The Contract” means the agreements entered into between REREC and the Contractor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.*
- c) *“The Contract Price” means the price payable to the Contractor under the contract for the full and proper performance of its contractual obligations.*
- d) *“The Services” means services or art thereof to be provided by the Contractor and includes all of the materials and incidentals, which the Contractor is required to perform and provide to REREC under the contract.*
- e) *“The Procuring Entity” means Rural Electrification and Renewable Energy Corporation or its successor(s) and assignee(s) where the context so admits (hereinafter abbreviated as REREC).*
- f) *“The Contractor” means the individual or firm providing the services under this contract or his/ her/ its permitted heir(s), personal representative(s), successor(s) or permitted assign(s) where the context so admits. For the avoidance of doubt this shall mean the successful Tenderer(s) pursuant to the tender.*
- g) *Wherever used in the contract, “performance” shall be complete or be deemed to be complete, unless the circumstances indicate otherwise, when the services have been performed in accordance with the Contract and where REREC does not signify its approval to the Contractor, but without giving notice of dissatisfaction, on the expiration of thirty (30) days from date of documented completion of performance of the service.*
- h) *Supplier Rating Performance Scheme (SPRS) means the continuous evaluation of the Supplier's performance of the contract based on the parameters of timely delivery, quality of service, frequency of communication, timely response, innovation, dispute resolution.*

7.2 Application

These General Conditions shall apply to the extent that provisions of other parts of the contract do not supersede them.

7.3 Standards

The Services supplied under this contract shall conform to the standards mentioned in the Details of Service.

7.4 Supplier Performance Rating Scheme

7.4.1 REREC shall carry out Supplier Performance Rating to measure the annual performance of the Supplier's obligations and its conduct of the contract.

7.4.2 The Scheme will be updated periodically commencing with the date of execution of the contract by both parties. REREC shall provide the Supplier with a copy of the report.

7.4.3 REREC shall consider the Supplier's overall performance at the end of the performance period.

7.4.4 At the request of either party, the parties shall discuss and conclude deliberations on the annual report. At any such meetings and/or for the purposes of the deliberations, REREC Procurement Department shall appoint the Chairperson as well as the Secretariat.

7.5 Use of Contract Documents and Information

7.5.1 The Contractor shall not, without REREC's prior written consent, disclose the contract, or any provision thereof or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of REREC in connection therewith, to any person other than a person employed by the Contractor in the performance of the contract.

7.5.2 The Contractor shall not, without REREC's prior written consent, make use of any document or information enumerated in clause 7.5.1 above.

7.5.3 Any document, other than the contract itself, enumerated in clause 7.5.1 shall remain the property of REREC and shall be returned (including all copies) to REREC on completion of the Contractor's performance under the contract if so required by REREC.

7.6.1 Patent Rights

The Contractor shall indemnify REREC against all third party claims of infringement of patent, trademark, or industrial design rights arising from provision of the services or any part thereof.

7.6.2 Performance Security

7.6.2.1. Within fourteen (14) days of the date of the notification of contract award, the Contractor shall furnish to REREC the Performance Security which shall be either one or a combination of the following:-

- a) an original Bank Guarantee that is strictly in the form and content as prescribed in the Performance Security Form (Bank Guarantee) in the Tender Document.
- b) Confirmed Standby Letters of Credit (LC). All costs, expenses and charges levied by all banks party to the LC including confirmation charges shall be prepaid by the

successful Tenderer. Certain mandatory conditions of the LC shall be as prescribed in the Performance Security Form (LC) in the Tender Document.

- 7.6.2 The Performance Security shall be issued by a commercial bank licensed by the Central Bank of Kenya. The bank must be located in Kenya.
- 7.6.3 The Performance Security shall be the sum of ten percent (10%) of the contract price. It shall be in the currency of the contract price.
- 7.6.4 Failure of the Contractor to furnish the Performance Security, the award shall be annulled and the Tender Security forfeited, in which event REREC may notify the next lowest evaluated Tenderer that its Tender has been accepted.
- 7.6.5 The proceeds of the Performance Security shall be payable to REREC as compensation for any loss resulting from the Contractor's failure to comply with its obligations in accordance with the contract without REREC being required to demonstrate the loss it has suffered.
- 7.6.6 The Performance Security shall be valid for a minimum of sixty (60) days after satisfactory delivery for both Foreign and Local Contractors.
- 7.6.7 REREC shall seek authentication of the Performance Security from the issuing bank. It is the responsibility of the Contractor to sensitize its issuing bank on the need to respond directly and expeditiously to queries from REREC. The period for response shall not exceed three (3) days from the date of REREC's query. Should there be no conclusive response by the Bank within this period, such Contractor's Performance Security may be deemed as invalid and the Contract nullified, unless information to the contrary is received by REREC two (2) days before the expiry of the Contractor's Tender Security.
- 7.6.8 Subject to the provisions of this contract, the Performance Security will be discharged by REREC and returned to the Contractor not earlier than thirty (30) days following the date of completion of the Contractor's obligations under the contract, including any warranty obligations, under the contract.

7.7 Inspection and Tests

- 7.7.1 REREC or its representative(s) shall have the right to inspect and/or to test the services to confirm their conformity to the contract specifications. REREC shall notify the Contractor in writing in a timely manner, of the identity of any representative(s) retained for these purposes. Such visit and or inspection/ test shall in no way prejudice REREC's rights and privileges.
- 7.7.2 In appropriate circumstances, Inspection/Test Report(s) shall be completed upon conclusion of the inspection/ tests.
- 7.7.3 The inspections and tests may be conducted in the premises of the Contractor or its subcontractor(s). If conducted on the premises of the Contractor or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to REREC.
- 7.7.4 Should any inspected or tested services fail to conform to the specifications, REREC may reject the Service(s), and the Contractor shall either replace or remedy the rejected services or make alterations necessary to meet specification requirements free of cost to REREC.

- 7.7.5 REREC's right to inspect, test and where necessary, reject the services after provision shall in no way be limited or waived by reason of the services having previously been inspected, tested and passed by REREC or its representative(s) prior to the services performance / delivery.
- 7.7.6 For the avoidance of doubt, any acknowledgement by REREC on the Contractor's or sub-contractor's document shall not be conclusive proof or evidence of satisfactory performance without duly authorized approval by REREC.
- 7.7.7 Nothing in this clause 7.7 shall in any way release the Contractor from any warranty or other obligations under this Contract.

7.8 Packaging and Labelling

N/A

7.9 Delivery and Documents for Materials/ Equipment

- 7.9.1 Where applicable, delivery of the materials/ equipment shall be made by the Contractor to the place and in accordance with the terms specified by REREC in its Schedule of Requirements or as may be otherwise indicated.
- 7.9.2 The Contractor shall notify REREC of the full details of the delivered materials/ equipment by delivering the materials/ equipment with a full set of the following documents: -
- a) *Contractor's invoice showing the materials/ equipment description, quantity, unit price and total price*
 - b) *Delivery note*
 - c) *Packing list identifying contents of each package*
- 7.9.3 It is the responsibility of the Contractor to ensure that the delivery documents are received by REREC at the designated delivery point at the time of delivery.

7.10 Insurance

- 7.10.1 The Contractor shall be responsible for and keep in force current appropriate insurance covers for its property and persons engaged in the performance and or provision of the Services under the contract.
- 7.10.2 The Contractor shall (*except in respect to losses, injuries or damage resulting from any act or neglect of REREC*) indemnify and keep indemnified REREC against all losses and claims for injuries or damage to any person or property whatsoever which may arise out of or in consequence of the contract and against all claims, demands, proceedings, damages, costs, charges, and expenses whatsoever in respect thereof or in relation thereto.

7.11 Payment

- 7.11.1 Payments shall be made promptly by REREC and shall not be less than thirty (30) days from completion of satisfactory performance and submission of invoice together with other required and related documents or as otherwise prescribed in the contract.

7.11.2 Payment shall primarily be through REREC's cheque or Real Time Gross Settlement (RTGS) or telegraphic transfer. Where applicable, a copy of a valid Performance Security, stamped, certified as authentic by REREC, shall form part of the documents to be presented to REREC before any payment is made.

7.11.3 A Contractor who requests for a Letter of Credit (*hereinafter abbreviated as LC*)–

- a) *Shall meet the LC bank charges levied by its bank while REREC shall meet the LC bank charges levied by its bank.*
- b) *Any extension and or amendment charges and any other costs that may result from the Contractor's delays, requests, mistakes or occasioned howsoever by the Contractor shall be to the Beneficiary's account.*
- c) *The maximum number of extensions and amendments shall be limited to two (2).*
- d) *Notwithstanding sub-clause 7.11.3 (a), should the Contractor require a confirmed LC, then all confirmation and any other related charges levied by both the Contractor's and REREC's bank shall be to the Beneficiary's account.*
- e) *The LC shall be opened only for the specific Order within the validity period of the contract.*
- f) *sLCs shall be partial for partial performance or full for whole performance as per the contract.*
- g) *The Contractor shall be required to submit a proforma invoice for each lot for use in the placement of order and opening of the LC. The proforma invoice shall be on total all-inclusive costs basis.*
- h) *A copy of the Performance Security, stamped and certified as authentic by REREC, whose expiry date should not be less than sixty (60) days from the LC expiry date, shall form part of the documents to be presented to the Bank before any payment is affected.*

7.11.4 REREC shall have the sole discretion to accept or decline any Contractor's payment request through Letters of Credit without giving any reason for any decline.

7.12 Interest

Interest payment by REREC is inapplicable in the contract.

7.13 Prices

7.13.1 Subject to clause 7.14 herein below, prices charged by the Contractor for services performed under the contract shall be fixed for the period of the contract with no variations.

7.13.2 A price that is derived by a pre-disclosed incorporation or usage of an internationally accepted standard formula shall not be deemed to be a price variation within the meaning of this clause.

7.14 Variation of Contract

REREC and the Supplier may vary the contract only in accordance with the following: -

- a) *The quantity variation of services shall not exceed twenty percent (20%) of the original contract quantity.*

- b) *The cumulative value variation shall not exceed twenty five percent (25%) of the original contract value.*
- c) *The quantity variation must be executed within the period of the contract.*

7.15 Assignment

The Contractor shall not assign in whole or in part its obligations to perform under this contract, except with REREC's prior written consent.

7.16 Subcontracts

- 7.16.1 The Contractor shall notify REREC in writing of all subcontracts awards under this contract if not already specified in the tender. Such notification, in the original tender or obligation under the Contract shall not relieve the Contractor from any liability or obligation under the Contract.
- 7.16.2 In the event that an award is given and the contract is sub-contracted, the responsibility and onus over the contract shall rest on the Contractor who was awarded.

7.17 Termination of Contract

- 7.17.1 REREC may, without prejudice to any other remedy for breach of contract, by written notice sent to the Contractor, terminate this contract in whole or in part due to any of the following: -
 - a) *if the Contractor fails to perform any or all of the services within the period(s) specified in the contract, or within any extension thereof granted by REREC.*
 - b) *if the Contractor fails to perform any other obligation(s) under the contract.*
 - c) *if the Contractor, in the judgment of REREC has engaged in corrupt or fraudulent practices in competing for or in executing the contract.*
 - d) *by an act of force majeure.*
 - e) *if the Contractor becomes insolvent or bankrupt*
 - f) *if the Contractor has a receiving order issued against it, compounds with its creditors, or an order is made for its winding up (except for the purposes of its amalgamation or reconstruction), or a receiver is appointed over its or any part of its undertaking or assets, or if the Contractor suffers any other analogous action in consequence of debt.*
 - g) *if the Contractor abandons or repudiates the Contract.*
- 7.17.2 In the event that REREC terminates the contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not rendered, and the Contractor shall be liable to REREC for any excess costs for such similar services and or any other loss PROVIDED that the Contractor shall not be so liable where the termination is for convenience of REREC.
- 7.17.3 The Parties may terminate the Contract by reason of an act of *force majeure* as provided for in the contract.
- 7.17.4 The Contract may automatically terminate by reason of an act of *force majeure* as provided for in the Contract.

7.18 Liquidated Damages

Notwithstanding and without prejudice to any other provisions of the contract, if the Contractor fails to perform any or all of the services within the period specified in the contract, REREC shall, without prejudice to its other remedies under the contract, deduct from the contract prices, liquidated damages sum equivalent to 0.5% of the performance price per day of delay of the delayed due services up to a maximum of ten percent (10%) of the performance price of the delayed due services.

7.19 Warranty

- 7.19.1 Where applicable, the Contractor warrants that the Services provided under the contract are of the highest quality or current specification and incorporate all recent improvements unless provided otherwise in the contract. The Contractor further warrants that any materials/ equipment provided under this contract shall have no defect arising from manufacture, materials or workmanship or from any act or omission of the Contractor that may develop under normal use of the materials/ equipment provided under the conditions obtaining in Kenya.
- 7.19.2 This warranty will remain valid for the period indicated in the special conditions of contract after the goods, or any portion thereof as the case may be, have been delivered to the final destination indicated in the contract.
- 7.19.3 REREC shall promptly notify the Contractor in writing of any claims arising under this Warranty.
- 7.19.4 Upon receipt of such a notice, the Contractor shall, with all reasonable speed, remedy the defective services without cost to REREC.
- 7.19.5 If the Contractor having been notified and fails to remedy the defect(s) within a reasonable period, REREC may proceed to take such remedial action as may be necessary, at the Contractor's risk and expense and without prejudice to any other rights which REREC may have against the Contractor under the contract.

7.20 Resolution of Disputes

- 7.20.1 REREC and the Contractor may make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- 7.20.2 If, after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may resort to resolution before a recognized local forum for the resolution of disputes.

7.21 Language and Law

The language of the contract and the law governing the contract shall be the English language and the laws of Kenya respectively unless otherwise stated.

7.22 Waiver

Any omission or failure by REREC to exercise any of its rights or enforce any of the penalties arising from the obligations imposed on the Contractor shall in no way, manner

or otherwise howsoever, alter, amend, prejudice, vary, waive or be deemed to alter, amend, prejudice, vary, waive or otherwise whatsoever any of REREC's powers and rights as expressly provided in and as regards this contract.

7.23 Force Majeure

7.23.1 Force majeure means any circumstances beyond the control of the parties, including but not limited to:

- a) *war and other hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition or embargo;*
- b) *ionizing radiation or contamination by radio-activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosives or other hazardous properties of any explosive nuclear assembly or nuclear components thereof;*
- c) *Rebellion, revolution, insurrection, military or usurped power & civil war;*
- d) *riot, commotion or disorder except where solely restricted to employees servants or agents of the parties;*
- e) *Un-navigable storm or tempest at sea.*

7.23.2 Notwithstanding the provisions of the contract, neither party shall be considered to be in default nor in breach of its obligations under the Contract to the extent that performance of such obligations is prevented by any circumstances of *force majeure* which arise after the contract entered into by the parties.

7.23.3 If either party considers that any circumstances of *force majeure* are occurring or have occurred which may affect performance of its obligations it shall promptly notify the other party and provide reasonable proof of such circumstances.

7.23.4 Upon the occurrence of any circumstances of *force majeure*, the Contractor shall endeavor to continue to perform its obligations under the contract so far as is reasonably practicable. The Contractor shall notify REREC of the steps it proposes to take including any reasonable alternative means for performance, which is not prevented by *force majeure*. The Contractor shall not take any such steps unless directed so to do by REREC.

7.23.5 If the Contractor incurs additional costs in complying with REREC's directions under sub clause 7.23.4, then notwithstanding the provisions of the contract, the amount thereof shall be agreed upon with REREC and added to the contract price.

7.23.6 If circumstances of *force majeure* have occurred and shall continue for a period of twenty one (21) days then, notwithstanding that the Contractor may by reason thereof have been granted an extension of time for performance of the contract, either party shall be entitled to serve upon the other seven (7) days' notice to terminate the contract. If at the expiry of the period of twenty-eight (28) days, *force majeure* shall still continue, the contract shall terminate.

SECTION X– DOCUMENTS TEMPLATES

DRAFT LETTER OF NOTIFICATION OF AWARD

To:

(Name and full address of the Successful Tenderer).....

Dear Sirs/ Madams,

RE: NOTIFICATION OF AWARD OF TENDER NO.

This is to notify that your tender for Selection of contractor for the repair and maintenance of solar PV Systems has been accepted.

This award shall be subject to you meeting the following requirements:

1. Please acknowledge receipt of this letter of notification signifying your acceptance within a period of 14 days from the date of award.
2. Kindly furnish us with an annual Performance Bond from a reputable Commercial Bank of 10% of the Contract price within 30 days from the date of award.

This notification does not constitute a contract. The formal Contract agreement shall be entered into as and when they arise pursuant to the provisions of the Public Procurement and Asset Disposal Act, 2015 *(or as may be amended from time to time or replaced)*.

You may contact the Manager Procurement on the subject matter of this letter of notification of award.

We look forward to a cordial and mutually beneficial business relationship.

Yours faithfully,

CHIEF EXECUTIVE OFFICER
RURAL ELECTRIFICATION AND RENEWABLE ENERGY CORPORATION

Enclosures

DRAFT LETTER OF REGRET

To: *(Name and full address of the Unsuccessful Tenderer).....*

Date:

Dear Sirs/ Madams,

RE: LETTER OF REGRET IN RESPECT OF TENDER NO.

We refer to your Tender dated..... and regret to inform you that following evaluation, your Tender is unsuccessful. It is therefore not accepted. The brief reasons are as follows:-

1.
2.
3. etc.

The successful bidder was _____.

However, this notification does not reduce the validity period of your Tender Security. In this regard, we request you to relook at the provisions regarding the Tender Security, Signing of Contract and Performance Security as stated in the Instructions to Tenderers.

You may collect the tender security from our *Legal Department (Guarantees Section), on the 2nd Floor, Kawi House, South C, Behind Boma Hotel, Nairobi* only after expiry of Thirty (30) days from the date hereof on Mondays and Wednesdays ONLY between 9.00 a.m. to 12.30 pm and 2.00p.m to 4.00p.m.

It is expected that by that time REREC and the successful bidder will have entered into a contract pursuant to the Public Procurement and Asset Disposal Act, 2015 *(or as may be amended from time to time or replaced)*. When collecting the Security, you will be required to produce the original or certified copy of this letter.

We thank you for the interest shown in participating in this tender and wish you well in all your future endeavors.

Yours faithfully,

**FOR: RURAL ELECTRIFICATION AND RENEWABLE ENERGY CORPORATION
CHIEF EXECUTIVE OFFICER**

CONTRACT AGREEMENT FORM

THIS AGREEMENT made this.....day of.....**20.....****BETWEEN RURAL ELECTRIFICATION AND RENEWABLE ENERGY CORPORATION**, a company duly incorporated under the Companies Act, Chapter 486 of the Laws of Kenya, with its registered office situated at Kawi House, South C,Behind Boma Hotel, Nairobi in the Republic of Kenya and of Post Office Box Number 34585-00100, Nairobi in the Republic aforesaid (*hereinafter referred to as the “REREC”*) of the one part,

AND

..... (*Contractor’s full name and principal place of business*) a duly registered entity according to the laws of (*State country*) and of Post Office Box Number/Physical Address (*Full address physical and postal of Contractor*)in the Republic aforesaid, (*hereinafter referred to as the “Contractor”*) of the other part;

WHEREAS REREC invited tenders for certain services, that is to say for under Tender Number.....

AND Whereas REREC has accepted the Tender by the Contractor for the services in the (*Hereinafter called “the Contract Price”*).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: -

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract and the Tender Document.
2. Unless the context or express provision otherwise requires: -
 - a) reference to “this Agreement” includes its recitals, any schedules and documents mentioned hereunder and any reference to this Agreement or to any other document includes a reference to the other document as varied supplemented and or replaced in any manner from time to time.
 - b) any reference to any Act shall include any statutory extension, amendment, modification, re-amendment or replacement of such Act and any rule, regulation or order made thereunder.
 - c) words importing the masculine gender only, include the feminine gender or (as the case may be) the neutral gender.
 - d) words importing the singular number only include the plural number and vice-versa and where there are two or more persons included in the expression the “Contractor” the covenants, agreements obligations expressed to be made or

- performed by the Contractor shall be deemed to be made or performed by such persons jointly and severally.
- e) where there are two or more persons included in the expression the “*Contractor*” any act default or omission by the Contractor shall be deemed to be an act default or omission by any one or more of such persons.
3. In consideration of the payment to be made by REREC to the Contractor as hereinbefore mentioned, the Contractor hereby covenants with REREC to perform and provide the services and remedy any defects thereon in conformity in all respects with the provisions of the Contract.
4. REREC hereby covenants to pay the Contractor in consideration of the proper performance and provision of the services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
5. The following documents shall constitute the Contract between REREC and the Contractor and each shall be read and construed as an integral part of the Contract: -
- a) this Contract Agreement
 - b) the Special Conditions of Contract as per the Tender Document
 - c) the General Conditions of Contract as per the Tender Document
 - d) the Price Schedules submitted by the Contractor and agreed upon with REREC.
 - e) the Details of Service as per REREC’s Tender Document
 - f) the Schedule of Requirements
 - g) REREC’s Notification of Award dated.....
 - h) the Tender Form signed by the Contractor
 - i) the Declaration Form signed by the Contractor/ successful Tenderer
 - j) the Warranty
 - h) project implementation schedule
6. 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 5 above except where otherwise mutually agreed in writing.
7. The Commencement Date shall be the working day immediately following the fulfillment of all the following: -
- a) Execution of this Contract Agreement by REREC and the Contractor.
 - b) Issuance of the Performance Bond by the Contractor and confirmation of its authenticity by REREC.
 - c) Issuance of the Official Order by REREC to the Contractor.
 - d) Where applicable, Opening of the Letter of Credit by REREC.
8. The period of contract validity shall begin from the Commencement date and end on either -
- a) sixty (60) days after the last date of the agreed performance schedule, or,

- b) where a Letter of Credit is adopted as a method of payment, sixty (60) days after the expiry date of the Letter of Credit or the expiry date of the last of any such opened Letter of Credit whichever is later.

Provided that the expiry period of the Warranty shall be as prescribed and further provided that the Warranty shall survive the expiry of the contract.

9. It shall be the responsibility of the Contractor to ensure that its Performance Security is valid at all times during the period of contract validity and further is in the full amount as contracted.
10. Any amendment, change, addition, deletion or variation howsoever to this Contract shall only be valid and effective where expressed in writing and signed by both parties.
11. No failure or delay to exercise any power, right or remedy by REREC shall operate as a waiver of that right, power or remedy and no single or partial exercise of any other right, power or remedy.
12. Notwithstanding proper completion of performance or parts thereof, all the provisions of this Contract shall continue in full force and effect to the extent that any of them remain to be implemented or performed unless otherwise expressly agreed upon by both parties.
13. Any notice required to be given in writing to any Party herein shall be deemed to have been sufficiently served, if where delivered personally, one day after such delivery; notices by electronic mail shall be deemed to be served one day after the date of such transmission and delivery respectively, notices sent by post shall be deemed served seven (7) days after posting by registered post (*and proof of posting shall be proof of service*), notices sent by courier shall be deemed served two (2) days after such receipt by the courier service for Local Suppliers and five (5) days for Foreign Suppliers.
14. For the purposes of Notices, the address of REREC shall be Chief Executive Officer, Rural Electrification and Renewable Energy Corporation, 4th Floor, Kawi House, South C, Post Office Box Number 34585-00100, Nairobi, Kenya. The address for the Contractor shall be the Contractor's address as stated by it in the Confidential Business Questionnaire provided in the Tender Document.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Kenya the day and year first above written.

SIGNED for and on behalf of **REREC**

CHIEF EXECUTIVE OFFICER

and in the presence of:-

COMPANY SECRETARY

SEALED with the **COMMON SEAL**

of the **CONTRACTOR**

in the presence of:-

DIRECTOR

Affix Contractor's Seal here

DIRECTOR'S FULL NAMES

and in the presence of:-

DIRECTOR/ COMPANY SECRETARY

DIRECTOR/ COMPANY SECRETARY'S FULL NAMES

DRAWN BY: -

C/o Rural Electrification and Renewable Energy Corporation,
4th Floor, Kawi House, South C,
Behind Boma Hotel,
Post Office Box Number 34585-00100,
NAIROBI, KENYA,

PERFORMANCE SECURITY FORM (BANK GUARANTEE)

(To Be Submitted On Bank’s Letterhead)

Date:

To:

Rural Electrification and Renewable Energy Corporation,
Kawi House, South C,
Behind Boma Hotel,
P.O Box 34585 – 00100,
Nairobi, Kenya.

WHEREAS..... (Hereinafter called “the Supplier”) has undertaken, in pursuance of your Tender Number..... (*Reference number of the Tender*) and its Tender dated (*Insert Supplier’s date of Tender taken from the Tender Form*) to supply (*Description of the goods*) (Hereinafter called “the Contract);

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by an acceptable bank for the sum specified therein as security for compliance of the Supplier’s performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier a guarantee;

THEREFORE WE HEREBY AFFIRM that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total sum of..... (*amount of the guarantee in words and figures*) and we undertake to pay you, upon your first written demand declaring the Supplier 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 you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20....

EITHER

SEALED with the)
COMMON SEAL)
of the said **BANK**)
)

thisday) _____
)
 of20....) BANK SEAL
 in the presence of :-)
)
 _____)
)
 and in the presence of:-)
)
 _____)
)
 OR

SIGNED by the **DULY AUTHORISED REPRESENTATIVE(S)/ ATTORNEY(S)** of The **BANK**

 Name(s) and Designation of duly authorized representative(s)/ attorney(s) of the Bank

 Signature(s) of the duly authorized person(s)

NOTES TO SUPPLIERS AND BANKS

1. *Please note that no material additions, deletions or alterations regarding the contents of this Form shall be made to the Performance Security Bond (the Bond) to be furnished by the successful Tenderer/ Supplier. If any are made, the Bond may not be accepted and shall be rejected by REREC. For the avoidance of doubt, such rejection will be treated as non-submission of the Bond where such Bond is required in the tender and Contract.*
2. *REREC shall seek authentication of the Performance Security from the issuing bank. It is the responsibility of the Supplier to sensitize its issuing bank on the need to respond directly and expeditiously to queries from REREC. The period for response shall not exceed five (5) days from the date of REREC’s query. Should there be no conclusive response by the Bank within this period, such Supplier’s Performance Security may be deemed as invalid and the Contract nullified.*
3. *The issuing Bank should address its response or communication regarding the bond to REREC.*

END