



**NATIONAL AIDS CONTROL COUNCIL**

**TENDER FOR FOR PROVISION OF WIDE AREA NETWORK (WAN)  
& INTERNET SERVICES AT NACC HQs AND NACC REGIONAL OFFICES**

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**TENDER NO. NACC/T/005/2020/2021**

**CLOSING DATE:OCTOBER 21,2020 12:00 Noon**

**ISSUED BY:**

**National AIDS Control Council (NACC)  
Landmark Plaza, 9th Floor  
Argwings Kodhek Road  
P. O. Box 61307 – 00200  
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## **INTRODUCTION**

- 1.1 This standard tender document for the procurement services has been prepared for use by procuring entities in Kenya. It is to be used in the procurement of all types of services e.g.
  - i. Security.
  - ii. Cleaning.
  - iii. Servicing and repairs.
  - iv. Transport.
  - v. Clearing and forwarding.
  - vi. Air ticketing and travel arrangements and all others where there is no specific standard tender document for procurement of that service.
  
- 1.2 The following general directions should be observed when using the document.
  - a) Specific details should be finished in the invitation to tender and in the special conditions of contract. The final document to be provided to the tenderers should not have blank spaces or give options.
  
  - b) The instructions to tenderers and the general conditions of contract should remain unchanged. Any necessary amendments to these parts should be made through the appendix to the instructions to the tenderers or the general conditions of contract respectively.
  
- 1.3 Information contained in the invitation to tender shall conform to the data and information in the tender documents to enable potential tenderers to decide whether or not to participate in the tender and shall indicate any important tender requirements,
  
- 1.4 The invitation to tender shall be issued as an advertisement in accordance with the regulations or as a letter of invitation addressed to the tenderers who have expressed interest following an advertisement of a prequalification tender.
  
- 1.5 The cover of the tender document should be modified to include;
  - i. Tender number.
  - ii. Tender name.
  - iii. Name of procuring entity.
  - iv. Delete name and address of PPRA.

## SECTION I – INVITATION TO TENDER

**Date: October 06, 2020**

**Tender REF No NACC/T/005/2020/2021**

**Tender name: *Provision of Wide Area Network (WAN) and Internet Service at NACC HQs and NACC Regional Offices***

- 1.1 The National AIDS Control Council (NACC) invites sealed tenders from eligible candidates for the supply/ *Provision of Wide Area Network (WAN) and Internet Service at NACC HQs and NACC Regional Offices*
- 1.2 **Interested eligible candidates may obtain further information from and inspect the tender documents from the Procurement Division - National AIDS Control Council P.O.BOX 61307-00200 Nairobi, Kenya Landmark Plaza 8<sup>th</sup> Floor Argwings Kodhek Rd Opp. Nairobi Hospital during official working hours 8.00AM- 5.00PM**
- 1.3 A complete tender document may be obtained by interested candidates by downloading the documents from the NACC website: [www.nacc.or.ke](http://www.nacc.or.ke) or [www.tenders.go.ke](http://www.tenders.go.ke) at no fee or upon payment of a non- refundable fee of Ksh. 1,000/= in cash or bankers cheque payable to **Chief Executive Officer, National AIDS Control Council** for the printed documents.
- 1.4 Prices quoted should be net inclusive of all taxes and delivery costs, must be expressed in Kenya shillings and shall remain valid for a period of (60) days from the closing date of the tender.
- 1.5 All Tenders must be accompanied by **Bid Bond of Kshs. 200,000** in the form of banker's cheque, bank guarantee or insurance company approved by the Public Procurement Regulatory Authority (PPRA) payable to **Chief Executive Officer, National AIDS Control Council, and P.O. Box 61307 00200 Nairobi.**
- 1.6 Completed tender documents are to be enclosed in plain sealed envelopes, marked with the tender number and be deposited in the tender box provided at the **on 9<sup>th</sup> Floor of Landmark Plaza situated on Argwings Kodhek Rd Opposite Nairobi Hospital** at or before **October 21, 2020 at 12.00noon**
- 1.7 Tenders will be opened immediately thereafter in the presence of the tenderers representatives who choose to attend the opening at NACC Headquarters, **9<sup>th</sup> Floor of Landmark Plaza situated on Argwings Kodhek Rd Opposite Nairobi Hospital**

CHIEF EXECUTIVE OFFICER  
NATIONAL AIDS CONTROL COUNCIL

## SECTION II – INSTRUCTIONS TO TENDERERS

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## **SECTION II INSTRUCTIONS TO TENDERERS**

### **2.1 Eligible tenderers**

- 2.1.1. This Invitation to tender is open to all tenderers eligible as described in the instructions to tenderers. Successful tenderers shall provide the services for the stipulated duration from the **date** of commencement (hereinafter referred to as the term) specified in the tender documents.
- 2.1.2. The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.
- 2.1.3. Tenderers shall provide the qualification information statement that the tenderer (including all members, of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for tenders.
- 2.1.4. Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

### **2.2 Cost of tendering**

- 2.2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- 2.2.2 The price to be charged for the tender document shall not exceed Kshs.1,000/=
- 2.2.3 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

### **2.3 Contents of tender documents**

- 2.3.1. The tender document comprises of the documents listed below and addenda issued in accordance with clause 6 of these instructions to tenders
  - i) Instructions to tenderers
  - ii) General Conditions of Contract
  - iii) Special Conditions of Contract
  - iv) Schedule of Requirements
  - v) Details of service
  - vi) Form of tender
  - vii) Price schedules
  - viii) Contract form

- ix) Confidential business questionnaire form
- x) Tender security form
- xi) Performance security form
- xii) Principal's or manufacturers authorization form
- xiii) Declaration form

2.3.2. The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

## **2.4 Clarification of Documents**

2.4.1. A prospective candidate making inquiries of the tender document may notify the Procuring entity in writing or by post, fax or email at the entity's address indicated in the Invitation for tenders. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives no later than seven (7) days prior to the deadline for the submission of tenders, prescribed by the procuring entity. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers who have received the tender documents”

2.4.2. The procuring entity shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender

## **2.5 Amendment of documents**

2.5.1. At any time prior to the deadline for submission of tenders, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

2.5.2. All prospective tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

2.5.3. In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the deadline for the submission of tenders.

## **2.6 Language of tender**

2.6.1. The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and the Procuring entity, shall be written in English language. Any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

## 2.7 Documents Comprising the Tender

The tender prepared by the tenderer shall comprise the following components:

(a) A Tender Form and a Price Schedule completed in accordance with paragraph 9, 10 and 11 below.

(b) Documentary evidence established in accordance with Clause 2.11 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;

(c) Tender security furnished is in accordance with Clause 2.12

(d) Confidential business questionnaire

## 2.8 Form of Tender

2.8.1 The tenderers shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the services to be performed.

## 2.9 Tender Prices

2.9.1 The tenderer shall indicate on the Price schedule the unit prices where applicable and total tender prices of the services it proposes to provide under the contract.

2.9.2 Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable:

2.9.3 Prices quoted by the tenderer shall remain fixed during the term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22.

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

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

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

## 2.10 Tender Currencies

2.10.1 Prices shall be quoted in Kenya Shillings unless otherwise specified in the appendix to in Instructions to Tenderers

## 2.11 Tenderers Eligibility and Qualifications.

2.11.1 Pursuant to Clause 2.1 the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.



2.11.2 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall establish to the Procuring entity's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

## 2.12 **Tender Security**

2.12.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Invitation to tender.

2.12.2 The tender security shall be in the amount not exceeding 2 per cent of the tender price.

2.12.2 The tender security is required to protect the Procuring entity against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.12.7

2.12.3 The tender security shall be denominated in a Kenya Shillings or in another freely convertible currency and shall be in the form of:

- a) A bank guarantee.
- b) Cash.
- c) Such insurance guarantee approved by the Authority.
- d) Letter of credit

2.12.4 Any tender not secured in accordance with paragraph 2.12.1 and 2.12.3 will be rejected by the Procuring entity as non responsive, pursuant to paragraph 2.20

2.12.5 Unsuccessful tenderer's security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity prescribed by the procuring entity.

2.12.6 The successful tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.29, and furnishing the performance security, pursuant to paragraph 2.30.

2.12.7 The tender security may be forfeited:

(a) If a tenderer **withdraws** its tender **during** the period of tender validity specified by the procuring entity on the Tender Form; or

(b) In the case of a successful tenderer, *if* the tenderer fails:

- (i) to sign the contract in accordance with paragraph 30
- or**
- (ii) to furnish performance security in accordance with paragraph 31.

(c) If the tenderer rejects, correction of an error in the tender.

## 2.13 Validity of Tenders

2.13.1 Tenders shall remain valid for 60 days or as specified in the invitation to tender after date of tender opening prescribed by the Procuring entity, pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as nonresponsive.

2.13.2 In exceptional circumstances, the Procuring entity may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.12 shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

## 2.14 Format and Signing of Tender

2.14.1 The tenderer shall prepare two copies of the tender, clearly / marking each "ORIGINAL TENDER" and "COPY OF TENDER," as appropriate. In the event of any discrepancy between them, the original shall govern.

2.14.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.

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

## 2.15 Sealing and Marking of Tenders

2.15.1 The tenderer shall seal the original and each copy of the tender in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." The envelopes shall then be sealed in an outer envelope. The inner and outer envelopes shall:

(a) be addressed to the Procuring entity at the address given in the invitation to tender

(b) bear, tender number and name in the invitation to tender and the words: "DO NOT OPEN BEFORE **Wednesday OCTOBER 21, 2020, at 12.00noon**"

2.15.3 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared "late". —

2.15.4 If the outer envelope is not sealed and marked as required by paragraph 2.15.2, the Procuring entity will assume no responsibility for the tender's misplacement or premature opening.

## 2.16 **Deadline for Submission of Tenders**

2.16.1 Tenders must be received by the Procuring entity at the address specified under paragraph 2.15.2 no later than **Wednesday OCTOBER 21, 2020, at 10.00AM**

2.16.2 The procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 6, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.16.3 Bulky tenders which will not fit in the tender box shall be received by the procuring entity as provided for in the appendix.

## 2.17 **Modification and withdrawal of tenders**

2.17.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification , including substitution or withdrawal of the tender's is received by the procuring entity prior to the deadline prescribed for the submission of tenders.

2.17.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.15. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

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

2.17.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.7.

2.17.5 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.17.6 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

## **2.18 Opening of Tenders**

- 2.18.1 The Procuring entity will open all tenders in the presence of tenderers' representatives who choose to attend, at **Wednesday OCTOBER 21, 2020, at 10.00AM** and in the location specified in the invitation to tender. The tenderers' representatives who are present shall sign a register evidencing their attendance.
- 2.18.3 The tenderers' names, tender modifications or withdrawals, tender prices, discounts, and the presence or absence of requisite tender security and such other details as the Procuring Entity, at its discretion, may consider appropriate, will be announced at the opening.
- 2.18.4 The procuring entity will prepare minutes of the tender opening which will be submitted to the tenderers that signed the tender opening register and will have made the request.

## **2.19 Clarification of tenders**

- 2.19.1 To assist in the examination, evaluation and comparison of tenders the procuring entity 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 shall be sought, offered, or permitted.
- 2.19.2 Any effort by the tenderer to influence the procuring entity in the procuring entity's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers tender.

Comparison or contract award decisions may result in the rejection of the tenderers' tender.

## **2.20 Preliminary Examination and Responsiveness**

- 2.20.1 The Procuring entity will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished whether the documents have been properly signed, and whether the tenders are generally in order.
- 2.20.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. if the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- 2.20.3 The Procuring entity may waive any minor informality or nonconformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.
- 2.20.4 Prior to the detailed evaluation, pursuant to paragraph 23, the Procuring entity will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. The Procuring entity's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.20.5 If a tender is not substantially responsive, it will be rejected by the Procuring entity and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

## 2.21 Conversion to a single currency

2.21.1 Where other currencies are used, the procuring entity will convert those currencies to Kenya shillings using the selling exchange rate on the date of tender closing provided by the central bank of Kenya.

## 2.22 Evaluation and comparison of tenders.

2.22.1 The procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20

2.22.2 The comparison shall be of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the services.

2.22.3 The Procuring entity's evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 2.22.4 and in the technical specifications:

(a) operational plan proposed in the tender;

(b) deviations in payment schedule from that specified in the Special Conditions of Contract;

2.22.4 Pursuant to paragraph 2.2.3 the following evaluation methods will be applied:

(a) ***Operational Plan.***

The Procuring entity requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenders offering to perform longer than the procuring entity's required delivery time will be treated as non-responsive and rejected.

(b) ***Deviation in payment schedule.***

Tenderers shall state their tender price for the payment on a schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. The Procuring entity may consider the alternative payment schedule offered by the selected tenderer.

2.22.5 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.

2.22.6 To qualify for contract awards, the tenderer shall have the following:-

(a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.

(b) Legal capacity to enter into a contract for procurement

- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing
- (d) Shall not be debarred from participating in public procurement.

## **2.23. Contacting the procuring entity**

- 2.23.1 Subject to paragraph 2.19, no tenderer shall contact the procuring entity on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.
- 2.23.2 Any effort by a tenderer to influence the procuring entity in its decisions on tender evaluation tender comparison or contract award may result in the rejection of the tenderers tender.

## **2.24 Award of Contract**

### **a) Post qualification**

- 2.24.1 In the absence of pre-qualification, the Procuring entity will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.
- 2.24.2 The determination will take into account the tenderer's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.1.2, as well as such other information as the Procuring entity deems necessary and appropriate.
- 2.24.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Procuring entity will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

### **b) Award Criteria**

- 2.24.3 Subject to paragraph 2.22 the Procuring entity will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.
- 2.24.4 The procuring entity reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the procuring entity's action. If the procuring entity determines that none of the tenderers is responsive; the procuring entity shall notify each tenderer who submitted a tender.
- 2.24.5 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

## **2.25 Notification of award**

- 2.25.1 Prior to the expiration of the period of tender validity, the Procuring entity will notify the successful tenderer in writing that its tender has been accepted.
- 2.25.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the tenderer and the procuring entity pursuant to clause 2.22. Simultaneously the other tenderers shall be notified that their tenders have not been successful.
- 2.25.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 31, the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

## **2.26 Signing of Contract**

- 2.26.1 At the same time as the Procuring entity notifies the successful tenderer that its tender has been accepted, the Procuring entity will simultaneously inform the other tenderers that their tenders have not been successful.
- 2.26.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Procuring entity.
- 2.26.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

## **2.27 Performance Security**

- 2.27.1 Within thirty (30) days of the receipt of notification of award from the Procuring entity, the successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to the Procuring entity.
- 2.27.2 Failure of the successful tenderer to comply with the requirement of paragraph 2.29 or paragraph 2.30.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the Procuring entity may make the award to the next lowest evaluated or call for new tenders.

## **2.28 Corrupt or Fraudulent Practices**

- 2.28.1 The Procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.
- 2.28.2 The procuring entity will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

2.28.3 Further, a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.



## **Notes on the appendix to instruction to Tenderers**

1. The appendix to instructions to tenderers is intended to assist the procuring entity in providing specific information in relation to corresponding clauses in the instructions to tenderers included in section II and the appendix has to be prepared for each specific procurement
2. The procuring entity should specify in the appendix information and requirements specific to the circumstances of the procuring entity, the processing of the procurement and the tender evaluation criteria that will apply to the tenderers
3. In preparing the appendix the following aspects should be taken into consideration
  - a. The information that specifies and complements provisions of section III to be incorporated
  - b. Amendments of section II as necessitated by the circumstances of the specific procurement to be also incorporated.
4. Section II should remain intact and only be amended through the appendix.

## Appendix to instructions to tenderers

The following information for procurement of services shall complement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provisions of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers

Instructions to tenderers	Particulars of appendix to instructions to tenderers
2.1	Particulars of eligible tenderers
2.10	Particulars of other currencies allowed.
2.11	Particulars of eligibility and qualifications documents of evidence required
2.12	Particulars of tender security if applicable.
2.24	Particulars of post – qualification if applicable
2.30	Particulars of performance security if applicable
Other's as necessary	Complete as necessary

## **SECTION III GENERAL CONDITIONS OF CONTRACT**

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3.8	Payment
3.9	Prices
3.10	Assignment
3.11	Termination for default
3.12	Termination for insolvency
3.13	Termination for convenience
3.14	Resolution of disputes
3.15	Governing language
3.16	Force majeure
3.17	Applicable law
3.18	Notices

## **SECTION III GENERAL CONDITIONS OF CONTRACT**

### **3.1 Definitions**

In this contract the following terms shall be interpreted as indicated:

- a) “The contract” means the agreement entered into between the Procuring entity and the tenderer as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- b) “The Contract Price” means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations.
- c) “The services” means services to be provided by the contractor including materials and incidentals which the tenderer is required to provide to the Procuring entity under the Contract.
- d) “The Procuring entity” means the organization sourcing for the services under this Contract.
- e) “The contractor means the individual or firm providing the services under this Contract.
- f) “GCC” means general conditions of contract contained in this section
- g) “SCC” means the special conditions of contract
- h) “Day” means calendar day

### **3.2 Application**

These General Conditions shall apply to the extent that they are not superceded by provisions of other part of contract.

### **3.3 Standards**

- 3.3.1 The services provided under this Contract shall conform to the 7 standards mentioned in the Schedule of requirements

### **3.5 Patent Right’s**

The tenderer shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design tights arising from use of the services under the contract or any part thereof .

### **3.6 Performance Security**

Within twenty eight (28) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Procuring entity the performance security where applicable in the amount specified in Special Conditions of Contract.

- 3.6.2 The proceeds of the performance security shall be payable to the Procuring entity as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.
- 3.6.3 The performance security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring entity and shall be in the form of :
- a) Cash.
  - b) A bank guarantee.
  - c) Such insurance guarantee approved by the Authority.
  - d) Letter of credit.
- 3.6.4 The performance security will be discharged by the procuring entity and returned to the candidate not later than thirty (30) days following the date of completion of the tenderer's performance of obligations under the contract, including any warranty obligations under the contract.

### **3.7 Inspections and Tests**

- 3.7.1 The Procuring entity or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications. The Procuring entity shall notify the tenderer in writing, in a timely manner, of the identity of any representatives retained for these purposes.
- 3.7.2 The inspections and tests may be conducted on the premises of the tenderer or its subcontractor(s). If conducted on the premises of the tenderer 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 the Procuring entity.
- 3.7.3 Should any inspected or tested services fail to conform to the Specifications, the Procuring entity may reject the services, and the tenderer shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to the Procuring entity.
- 3.7.4 Nothing in paragraph 3.7 shall in any way release the tenderer from any warranty or other obligations under this Contract.

### **3.8 Payment**

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

### **3.9 Prices**

Prices charged by the contractor for services performed under the Contract shall not, with the exception of any Price adjustments authorized in SCC , vary from the prices by the tenderer in its tender or in the procuring entity's request for tender validity extension as the case may be. No variation in or modification to the terms of the contract shall be made except by written amendment signed by the parties.

### **3.10 Assignment**

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

### **3.10 Termination for Default**

The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part:

- a) if the tenderer fails to provide any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.
- b) if the tenderer fails to perform any other obligation(s) under the Contract.
- c) if the tenderer, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

In the event the Procuring entity 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, and the tenderer shall be liable to the Procuring entity for any excess costs for such similar services.

### **3.12 Termination of insolvency**

The procuring entity may at the any time terminate the contract by giving written notice to the contractor if the contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor, provided that such termination will not produce or affect any right of action or remedy, which has accrued or will accrue thereafter to the procuring entity.

### **3.13 Termination for convenience**

- 3.13.1 The procuring entity by written notice sent to the contractor may terminate the contract in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the procuring entity convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.
- 3.13.2 For the remaining part of the contract after termination the procuring entity may elect to cancel the services and pay to the contractor on agreed amount for partially completed services.

### **3.14 Resolution of disputes**

The procuring entity's and the contractor shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the contract.

If after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

### **3.15 Governing Language**

The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

### **3.16 Force Majeure**

The contractor shall not be liable *for* forfeiture of its performance security, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

### **3.17 Applicable Law.**

The contract shall be interpreted in accordance with the laws of Kenya unless otherwise specified in the SCC

### **3.18 Notices**

Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or by fax or E-mail and confirmed in writing to the other party's address specified in the SCC

A notice shall be effective when delivered or on the notices effective date, whichever is later.

## **SECTION IV SPECIAL CONDITIONS OF CONTRACT**

### **Notes on Special Conditions of Contract**

The clauses in this section are intended to assist the procuring entity in providing contract specific information in relation to corresponding clauses in the general conditions of contract. The provisions of section IV complement the general conditions of contract included in section III, specifying contractual requirements linked to the special circumstances of the procuring entity and the procurement of services required. In preparing section IV, the following aspects should be taken into consideration.

- a) Information that complement provisions of section III must be incorporated
- b) Amendments and/or supplements to provision of section III, as necessitated by the circumstances of the specific service required must also be incorporated

Where there is a conflict between the provisions of the special conditions of contract and the provisions of the general conditions of contract the provisions of the special conditions of contract herein shall prevail over the provisions of the general conditions of contract.



## SECTION IV SPECIAL CONDITIONS OF CONTRACT

- 4.1 Special conditions of contract shall supplement the general conditions of contract, wherever there is a conflict between the GCC and the SCC, the provisions of the SCC herein shall prevail over those in the GCC.
- 4.2 Special conditions of contract with reference to the general conditions of contract.

General conditions of contract reference	Special conditions of contract
	The contract price will be in Kenya Shillings.
3.1 (C)	The Services to be provided is Provision of Wide Area Network (WAN) and Internet Services at NACC HQs and NACC Regional Offices
3.1 (d)	The procuring entity is the National AIDS Control Council (NACC)
3.6	The successful tenderer shall furnish to the Procuring entity with the performance security equivalent to 5% of the contract sum.
3.8	Payments of invoices to be made on a Quarterly basis after the services have been rendered and certified as satisfactory
3.9	No price adjustments will be allowed unless under exceptional circumstances and upon approval by the NACC
3.14	If both parties have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to an Arbitrator or to a court of law
3.17	The laws of Kenya shall apply
3.18	The address to be used for purposes of notices will be: National AIDS Control Council, P. O. Box 61307 – 00200, Nairobi
Other	
	Contract Period: The contract shall be for one (1) year

**SECTION V – SCHEDULE OF REQUIREMENTS**

**Notes for preparing the schedule of requirements**

The schedule of requirements for the services shall be included in the tender documents by the procuring entity and shall cover at the minimum a description of the goods and services to be supplied and the delivery schedule.

The objectives of schedule of requirements is to provide sufficient information to enable tenderers to prepare their tenders efficiently and accurately, in particular, the price schedule, for which information is provided.

In addition, the schedule of requirements, together with the price schedule, should serve as a bases in the event of quantity variations at the time of award of contract pursuant to instructions to tenderers clause 26.

The date or period of delivery should be carefully specified, taking into account the date prescribed herein from which the procuring entity’s delivery obligations start (notice of award).

This part will include any deliverables under the service contract

Number	Description	Quantity	Delivery Time Start _____ End _____
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## **SECTION VI            DESCRIPTION OF SERVICES**

### **Notes for preparing technical specifications**

A set of precise and clear description of the services required is a prerequisite for tenderers to respond realistically and competitively to requirements of the procuring entity without qualifying their tenders, the specifications should require that all goods and services to be incorporated be new, and of the most recent improvements – in design and materials unless otherwise provided for in the contract.

Samples of specifications from previous similar procurement are useful in their respect.

Care must be taken in describing the services to ensure that they are not restrictive. In the description of services describing the services recognized national or international standards should be used as much as possible. Where other particular standards are used, the description should state the services that meet other authoritative standards and which ensure at least a substantially equal quality than other standards mentioned will also be acceptable.

This part will include any deliverables under the service contract.

## **SECTION VI – DESCRIPTION OF SERVICES**

### **1.0 INTRODUCTION**

The present ICT Infrastructure (MPLS WAN) on which National AIDS Control Council (NACC) depends on for its operations is inadequate in terms of bandwidth performance, management and simplicity; to meet the NACC requirements for effective management and service operations of all its key offices and functions.

This is due to NACC increasing its number of staff and also changing its business processes through automation; using web based ERP system; hence the need for technologically advanced network solutions, additional and reliable bandwidth and backup links.

This means that the existing solution of MPLS WAN; will therefore need to be replaced using an advanced software driven technology of Software Defined Wide Area Network. (SD WAN).

There is therefore, an urgent requirement for all regional offices, headquarter, and points of entry to be allocated more bandwidth. There is also need for a secondary link that will act as a backup link to the headquarter to facilitate on-line and real-time data management.

This integrated SDWAN will be in the form of and will include the interlinking the existing Local Area Networks (LANs) at designated offices. The SDWAN will also provide access to the Internet for the organization. The SDWAN will facilitate remote NACC offices country wide to access Email server, backup server (Asigra) and Active Directory server which, provides both application streaming and a multiuser, thin client environment for Windows servers.

The services of a qualified contractor are, therefore, required to supply, implement and commission the Software Defined Wide Area Network Connectivity.

### **1.1 SITE VISIT**

The Bidder is advised to visit the NACC premises at his own expense and examine the Council's Prospective equipment sites to obtain all information necessary for the preparation of the bid and in which case prior written request must be made to the NACC specifying the personnel or agent to undertake this assignment after which permission will be granted.

### **1.2 OBJECTIVE**

The overall objectives of this project is to ensure that data captured in various offices is transferred to NACC head office on-line and in real time; and to provide management with accurate information.

The proposed solution should provide reliable, internet connectivity to NACC and its regional offices, secure and integrated wide area network to interconnect NACC branch Offices to Head office located in Nairobi LandMark Plaza.

### 1.3 SCOPE

#### Schedule for provision of wide area network and internet services

1.3.1. The SDWAN MUST support the following applications and services:

- Windows and web based business applications which include ERP, Active Directory Window System
- Internet & Email
- Backup software (Asigra) to remote endpoints.

1.3.2. NACC requires 50 MB (Fifty) TxRx Internet via an international undersea Fiber that will be used for browsing within the HQ and an independent secondary backup link of 20 MB (Twenty) capacity but not on the same medium. The Backup Link **MUST** always be in utilization even when the primary link is active.

#### The service provider should provide:

- Internet services AND backup internet links.
- SDWAN Installation.
- Mail hosting/spam filtering.
- Content Filtering and Bandwidth Management.
- Bandwidth/access services and support of the installed SDWAN equipment to facilitate reliable connectivity between NACC and its regional offices with Voice over IP VIA VLANs.

1.3.3. The bidder should include design details and a detailed road map on how to scale to the next phase of interconnecting the other branch offices. The stations and offices to be connected are as listed below:

### LOCATIONS

The services are required at the following locations:

No	Region/Field office	Office Location
1	Head Office	Landmark Plaza Building, 8 <sup>th</sup> floor, Opposite Nairobi Hospital main gate.
2	Mombasa	County Commissioner's Office Mombasa
3	Nakuru	County Commissioner's Office Nakuru
4	Eldoret	County Commissioner's Office Eldoret
5	Kakamega	County Commissioner's Office Kakamega
6	Kisumu	County Commissioner's Office Kisumu
7	Nyeri	County Commissioner's Office Nyeri
8	Embu	County Commissioner's Office Embu
9	Garissa	County Commissioner's Office Garissa
10	Nairobi	Nyayo House Building 4th Floor.

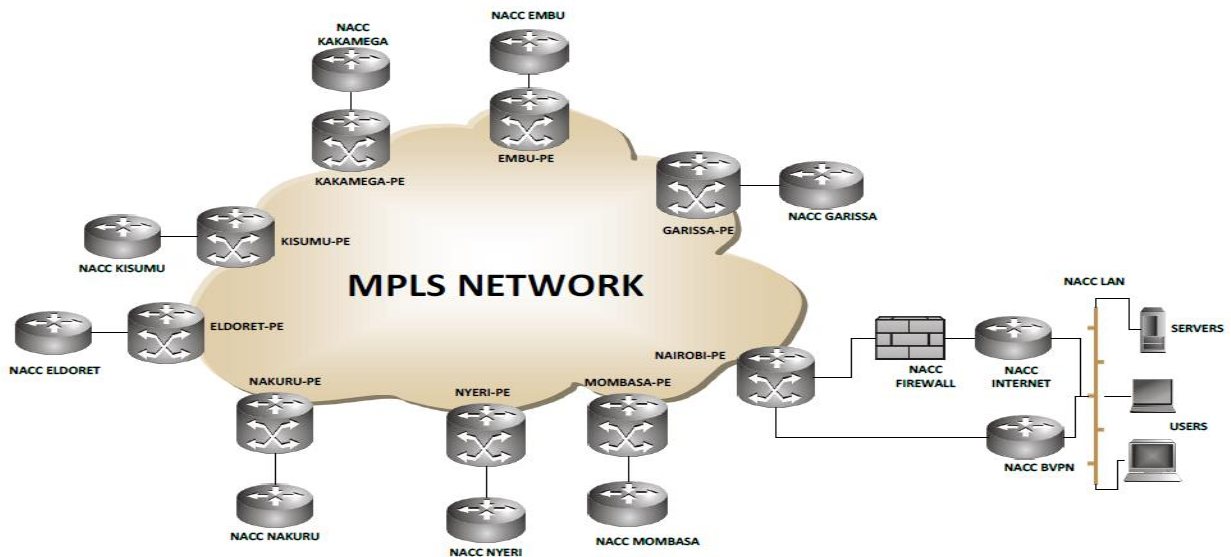
### 1.3.4. Bandwidth requirements:

Below are the Capacity requirements in Mbps required between the branch offices and Head Office.

No.	Site/Route	Number of users	Internet access/Dedicated Bandwidth (mbps)
1	Mombasa	5	6
2	Nakuru	7	6
3	Eldoret	4	6
4	Kakamega	4	6
5	Kisumu	5	6
6	Nyeri	6	6
7	Embu	5	6
8	Garissa	5	6
9	Nairobi Zone (Nyayo House)	4	6
10	HQ	110	50 MB
11	Backup		20 MB

### 1.3.5. Current Connection

The current implemented WAN infrastructure links NACC offices as follows:



The NACC has in place a regional network that facilitates communication with its field offices. The applications/systems that the current WAN system supports include:

- MS Exchange.
- Internet access.
- Financial Management System.
- Monitoring & Evaluation System.

1. The field offices have been provided with Internet/MPLS access bandwidth capacities as below in mbps.
2. The system should cater for the immediate need of providing internet access and communication services for the identified offices.

The current implemented WAN infrastructure links NACC offices as follows:

<b>No.</b>	<b>Site/Route</b>	<b>Description/type of solution for deployed/equipment installed</b>	<b>Internet access/Dedicated Bandwidth (Mbps)</b>
1	Mombasa	<ul style="list-style-type: none"> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	3
2	Nakuru	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	1
3	Eldoret	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	1
4	Kakamega	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	1
5	Kisumu	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	1
6	Nyeri	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	1
7	Embu	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	3
8	Garissa	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	1
9	Nyayo House	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 16 port switch</li> </ul>	3
10	Head office	<ul style="list-style-type: none"> <li>• Cisco 2900 series router</li> <li>• Cisco 5501 ASA</li> <li>• Cisco 3650 24 port switch</li> </ul>	20 Primary Link 6 Mbps Backup
<b>Equipments / Licences used to be included in the Bid Document.</b>			

## **Notes:**

### **ORGANIZATIONAL CAPACITY**

The tenderers will be expected to submit the detailed specifications, drawings, catalogues, etc. for the products they intend to supply.

Successful bidders **MUST**:

1. Demonstrate the ability to provide a fully managed countrywide SD wide area network. This **MUST** include details on location of Points of Presence (POP's) as well as technical competence of the support staff
2. Have a fully manned 24Hrs support desk including weekends and public Holidays.
3. Have adequate networking monitoring tools which are constantly accessible by the NACC HQ technical staff.
4. The Provider **MUST** guarantee that the maximum packet loss within their infrastructure does not exceed 1%. Please provide the latest packet loss information taken during peak and off-peak hours as annex to your bid.
5. The Internet Service Provider **MUST** provide clear Incident Management and Escalation procedures. Kindly provide contacts and procedures as annex to your bid.
6. Technical skills certification requirements:
  - At least two fully certified Cisco IP networking engineers.
  - Certified VOIP engineers
  - Cisco certified firewall and VPN/SDWAN expert.
  - Security expert.
7. Include the names of the members of the proposed support staff including their CV's.
8. Have a composite bandwidth of not less than 50Mbps and must show ability to offer a dedicated 50 Mbps at all times.
9. Have been in the market for not less than 3 years.
10. **MUST** submit copies of their audited reports for the last three year period, Tax compliance certificate.
11. Must demonstrate previous experience in implementing and supporting a Software Defined Wide Area Network (SD-WAN) installation of similar scale and provide details of three reference sites and recommendation letters.
12. Provide Articles and memorandum of association.
13. Provide a Certificate of Incorporation.

### **TECHNICAL SYSTEM REQUIREMENTS:**

#### **INTERNET SERVICES**

- Primary Internet Access @ 50 Mbp/s uplink and downlink at the HQ.
- Secondary BackUp Internet Access @20 Mbp/s uplink and downlink at the HQ.
- Service availability level of 99.9%
- Traffic Monitoring for all offices is **MANDATORY**. The NACC will require a url to access the monitoring tool.
- DNS Hosting (including Email domain)
- Provision and configuration of Proxy Server and email filtering system at the NACC HQ



## **SDWAN IP NETWORK**

- Traffic Monitoring.
- Traffic sizing and prioritization of protocols.
- Integrated Voice over IP network.
- Meantime for repair.
- Latency across the network.
- Service Level Agreement (SLA) for the service

## **SDWAN SECURITY**

- Network Security and Advanced Security Services provision.
  - ✓ Content filtering.
  - ✓ Advanced Malware Protection.
  - ✓ Intrusion prevention.
  - ✓ User and device quarantine solution.
  - ✓ Identity-based policies.
- Web and Email filtering systems MANDATORY.

## **SDWAN PERFORMANCE MANAGEMENT.**

- Web caching and link aggregation.
- Application level (Layer 7) traffic analysis and shaping.

## **SDWAN MONITORING AND MANAGEMENT.**

- Web based management/configuration.
- Real-time diagnostic and troubleshooting over the web.
- Automatic security patches and firmware upgrades provision.
- Network asset discovery and user identification.
- Network Event logs, monitoring, alerts and Centralized policy management provision

## **SDWAN SUPPORT AND MANAGEMENT**

The successful bidder will be expected to provide support services of the network as follows:

1. Management & support services for the installed SDWAN
2. Maintenance of Network devices and VLANs
3. Status monitoring is a MUST for the NACC IT team
4. Performance monitoring is a MUST for the NACC IT team
5. Fault escalation and management

## **Bandwidth Options and Support Charges**

1. The tenderer's should quote for dedicated and shared bandwidth as indicated in the table below
2. All the quotations should indicate clearly the proposed monthly access costs for both the dedicated and shared bandwidth
3. All the quotations should also indicate clearly any technical support and management charges. **This will include quarterly maintenance of links and network devices.**

No.	Site/Route	Bandwidth Required (Mbps)	Support Charges (Kshs)	Dedicated Bandwidth
				Monthly access cost (Kshs)
1	Head Office - Primary Link Backup Link – Secondary Link	50 20		
2	Mombasa	6		
3	Nakuru	6		
4	Eldoret	6		
5	Kakamega	6		
6	Kisumu	6		
7	Nyeri	6		
8	Embu	6		
9	Garissa	6		
19	Nairobi Nyayo House Office	6		
<b>EQUIPMENTS</b>				
	<b>Devices proposed</b>	<b>Unit Cost</b>	<b>16% VAT</b>	<b>Total Cost</b>

Signature .....

Stamp of Tenderer.....

**Date:**.....

## EVALUATION CRITERIA

Evaluation will be carried out through three (3) stages as follows:

**Stage 1:** Preliminary Mandatory Requirements & Technical Mandatory Requirements

**Stage 2:** Detail Technical Evaluation

**Stage 3:** Financial Evaluation (Price Comparison)

### STAGE 1: MANDATORY REQUIREMENTS

The following mandatory requirements must be met notwithstanding other requirements in the documents:

#### 1. PRELIMINARY MANDATORY COMPLIANCE REQUIREMENTS

Mandatory Requirements	Requirements	Compliance (Pass/Fail)
	<b>MANDATORY REQUIREMENTS</b>	
1	<ul style="list-style-type: none"> <li>Confidential Business Questionnaire</li> </ul>	
2	<ul style="list-style-type: none"> <li>Certificate of Incorporation</li> </ul>	
3	<ul style="list-style-type: none"> <li>KRA PIN Certificate</li> </ul>	
4	<ul style="list-style-type: none"> <li>Valid Tax compliance certificate VAT/Tax Compliance Certificate</li> </ul>	
5	<ul style="list-style-type: none"> <li>Power of Attorney</li> </ul>	
6	<ul style="list-style-type: none"> <li>NSSF</li> </ul>	
7	<ul style="list-style-type: none"> <li>NHIF</li> </ul>	
8	<ul style="list-style-type: none"> <li>Anti-Corruption Declaration</li> </ul>	
9	<ul style="list-style-type: none"> <li>Self-Declaration on debarment</li> </ul>	
10	<ul style="list-style-type: none"> <li>Provide proof of authorization &amp; Support, by the equipment manufacturers to sell/service the products in Kenya. A letter of Authorization /Tenderer recommendation should be signed by the manufacturers or the authorized dealers.</li> </ul>	
11	Pagination of the Tender Document	
12	Submit 1 (one) Original and 1 (one) copy of the tender document.	
13	Submit a duly filled, signed and stamped Confidential Business Questionnaire provided in this tender document.	
14	Submit a duly filled, signed and stamped form of tender.	
15	Certified Copy of Certificate of Compliance from Communication Authority	
16	Submit a bid bond of Kshs 200,000/=, valid for 60 days from date of opening of tender. The bid bond must be from a reputable bank or insurance approved by the PPRA and in the prescribed format	
17	Must submit audited accounts for the last three (3) years	
18	Submit copies of a valid Application Service Provider and Network Facilities provider License to provide internet services provided by the Communication Authority of Kenya under the Unified Licensing Framework (ULF)	

**2. MANDATORY TECHNICAL EVALUATION CRITERIA**

	<b>Attribute</b>	<b>Criteria</b>	<b>Bidders Response “Pass/Fail”</b>
1.	Equipments	The Bid <b>MUST</b> provide Customer Premise Equipment (CPE) necessary for connectivity that will be placed within the customer premises.	
2.	National Network Footprint	Bidders must demonstrate that they have an existing national network footprint especially in areas where NACC sites are located.	
3.	Compatibility with the existing Local Area Network (LAN)	The proposed CPEs should be compatible with the existing Local Area Network (LAN).	
4.	Service Level Agreement (SLA)	Bidders <b>MUST</b> provide a copy of their Service Level Agreement (SLA) specifying service guarantees, technical support response time guarantees, and reimbursements where applicable, and support availability.	
5.	Internet Gateways	The provider <b>MUST</b> have redundant Internet gateways through submarine cables with at least two geographically and logically independent routes with automated failover.	
6.	Backhaul Link	The provider <b>MUST</b> provide a redundant link to NACC Hq. The redundant link must not be on the same medium with the main link	
7.	Network Monitoring Tools	The Provider <b>MUST</b> provide Network monitoring tools to be used by Technical support staff at the NACC. These tools must be able to provide detailed reports including port, IP and protocol , and applications	
8.	SDWAN Service	<ul style="list-style-type: none"> <li>• SDWAN IP NETWORK Provision of Traffic Monitoring from the regions</li> <li>• Integrated Voice over IP network</li> <li>• Provision of Network Security and Advanced Security Services for both HQ and regions provision.</li> <li>• Capability of Content filtering and bandwidth prioritization</li> <li>• Provision of Advanced Malware Protection, Intrusion prevention.</li> <li>• User and device quarantine solution.</li> <li>• Web and Email filtering systems</li> <li>• Creation of VLANs between the HQ and Regions</li> </ul>	
9.	Traffic Monitorin	Traffic Monitoring mechanism provided by the vendor and how to access the url for monitoring tool.	
10.	DNS Hosting	Provision of DNS Hosting (including Email domain)	
11.	Proxy Server	Provision and configuration of Proxy Server and email /web filtering system.	

### 3. DETAILED TECHNICAL EVALUATION

Description of Criteria	Bidders Response	Evaluators Remark
<b>Section 1</b>		
A. (i) Firms average turnover over last three (3) years 2017, 2018 and 2019 of at least Kshs 100M		
(ii) Organization structure and Company profile – at least 3 years		
B. Staff Establishment at least 6 personnel		
C. Management at least 50% local		
D. Insurances (indemnity cover, equipment covers)		
<b>Section 2</b> <b>Evidence of technical professionals with relevant certifications proposed as the project team structure to deliver the project ,</b> Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		
<b>Qualifications of key personnel proposed:</b>		
<b>i. Project Manager</b>		
<ul style="list-style-type: none"> <li>• General Experience: Minimum experience of 10 years in ISP related field</li> </ul>		
<ul style="list-style-type: none"> <li>• Experience in information system <b>management</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Experience in managing projects for MDAs, Government institutions</li> </ul>		
<ul style="list-style-type: none"> <li>• Master degree in a related ICT field</li> </ul>		
<ul style="list-style-type: none"> <li>• Have managed a similar project before</li> </ul>		
<b>ii. Senior Network and Systems Engineers</b> <b>Two (2) Senior Network Engineers, One (1) Senior Systems Engineer</b>		
<ul style="list-style-type: none"> <li>• Bachelor’s degree in IT or related field, 2 professional qualifications (CCNP, CCNA or any other recognized 2 qualification)</li> </ul>		
<ul style="list-style-type: none"> <li>• Network Administration experience 5 years in an ISP</li> </ul>		
<ul style="list-style-type: none"> <li>• Information Security Expert (CISM/CISSP) or any other recognized 2 security professional qualification</li> </ul>		
<ul style="list-style-type: none"> <li>• Specific experience (Installation, configuration and support of SDWAN Solution) 5 years</li> </ul>		
<ul style="list-style-type: none"> <li>• Experience in managing projects for MDAs, Government institutions</li> </ul>		
<b>Section 3</b> <b>General Organizational Capability which is likely to affect implementation Supply, installation, configuration, testing and commissioning lead time</b>		
<ul style="list-style-type: none"> <li>• Installations and configuration within 30 days</li> </ul>		
<ul style="list-style-type: none"> <li>• Installations and configuration within 45 days</li> </ul>		
<ul style="list-style-type: none"> <li>• Installations and configuration beyond 60 days</li> </ul>		

<b>Relevance of specialized knowledge and experience on similar engagements done in the region/country</b>		
i. Evidence of five (5) SLAs and Annual Technical Support Service Contract currently under implementation or implemented in at least one or the last one (1) year		
ii. Warranty terms and conditions at least 3 years		
<b>REFERENCE SITES</b>		
i. Evidence of projects implemented with completion certificates (Attach)		
At least 4 similar projects/implemented with reference letters from the agencies of Not more than five years. The references should demonstrate similar experience in installation, configuration, testing, commissioning and maintenance of SDWAN and Internet provision and the firm's capability to offer seamless services. Bidder must list four clients in the last three years and attach the following;		
i. Letters of recommendations		
i. Recognition and Awards		
<b>Section 4</b>		
<b>Methodology And Work Plan</b>		
Adequate demonstration of the Implementation methodology		
(i) Provide a detailed description of the methodology for how the organization/firm will achieve the Terms of Reference, keeping in mind the appropriateness to local conditions and environment		
(ii) Adequacy of Risk Management plan, describe the potential risks for the provision of internet services, Describe measures that will be put in place to mitigate these risks		
(iii)Change over process from the existing solution to the new solution with little or no downtime		
(iv)Presentation clear and in the sequence of activities and the planning logical, realistic and promise efficient implementation to the project		
(v) Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic		
(vi)Is the scope of task well defined and does it correspond to the TOR		
(vii) Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract		

## **SECTION VII- STANDARD FORMS**

### **Notes on standard forms**

1. The tenderer shall complete and submit with its tender the form of tender and price schedules pursuant to instructions to tenderers clause 9 and in accordance with the requirements included in the special conditions of contract.
2. When requested by the appendix to the instructions to tenderers, the tenderer should provide the tender security, either in the form included herein or in another form acceptable to the procuring entity pursuant to instructions to tenderers clause 12.3
3. The contract form, the price schedules and the schedule of requirements shall be deemed to form part of the contract and should be modified accordingly at the time of contract award to incorporate corrections or modifications agreed by the tenderer and the procuring entity in accordance with the instructions to tenderers or general conditions of contract.
4. The performance security and bank guarantee for advance payment forms should not be completed by the tenderers at the time of tender preparation. Only the successful tenderer will be required to provide performance/entity and bank guarantee for advance payment forms in accordance with the forms indicated herein or in another form acceptable to the procuring entity and pursuant to the – conditions of contract.
5. The principal's or manufacturer's authorisation form should be completed by the principal or the manufacturer, as appropriate in accordance with the tender documents.

## **SECTION VI - STANDARD FORMS**

1. Form of tender
2. Price schedules
3. Contract form
4. Confidential Questionnaire form
5. Tender security form
6. Performance security form
7. Bank guarantee for advance payment
8. Declaration form



**FORM OF TENDER**

Date \_\_\_\_\_  
Tender No. \_\_\_\_\_

To.....  
.....

[Name and address of procuring entity]

Gentlemen and/or Ladies:

1. Having examined the tender documents including Addenda Nos.. *[insert numbers,* the of which is hereby duly acknowledged, wed, the undersigned, offer to provide. *[description of services]* in conformity with the said tender documents for the sum of . *[total tender amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.
2. We undertake, if our Tender is accepted, to provide the services in accordance with the services schedule specified in the Schedule of Requirements.
3. If our Tender is accepted, we will obtain the tender guarantee in a sum equivalent to \_\_\_\_\_ percent of the Contract Price for the due performance of the Contract, in the form prescribed by (Procuring entity).
4. We agree to abide by this Tender for a period of *[number]* days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20  
*[signature]* *[In the capacity of]*  
Duly authorized to sign tender for and on behalf of \_\_\_\_\_

**PRICE SCHEDULE OF SERVICES**

1	2	3	4	5	6	7
Item	Description	Quantity & quality	Duration	Unit Price	Total Price EXW per item (cols. 4x5)	Unit Price of other incidental services payable

Signature of tenderer \_\_\_\_\_

*Note:* In case of discrepancy between unit price and total, the unit price shall prevail.

**CONTRACT FORM**

THIS AGREEMENT made the \_\_\_day of \_\_\_\_20\_\_\_ between.....[name of procurement entity] of .....[country of Procurement entity](hereinafter called “the Procuring entity”) of the one part and .....[name of tenderer] of .....[city and country of tenderer](hereinafter called “the tenderer”) of the other part.

WHEREAS the procuring entity invited tenders for certain materials and spares. Viz.....[brief description of materials and spares] and has accepted a tender by the tenderer for the supply of those materials and spares in the sum of .....[contract price in words and figures]

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

- (a) the Tender Form and the Price Schedule submitted by the tenderer;
- (b) the Schedule of Requirements;
- (c) the Technical Specifications;
- (d) the General Conditions of Contract;
- (e) the Special Conditions of Contract; and
- (f) the Procuring entity’s Notification of Award.

3. In consideration of the payments to be made by the Procuring entity to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the Procuring entity to provide the materials and spares and to remedy defects therein in conformity in all respects with the provisions of the Contract

4. The Procuring entity hereby covenants to pay the tenderer in consideration of the provision of the materials and spares and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

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

Signed, sealed, delivered by\_\_\_\_\_the \_\_\_\_\_(for the Procuring entity)

Signed, sealed, delivered by\_\_\_\_\_the \_\_\_\_\_(for the tenderer)

in the presence of\_\_\_\_\_.

**CONFIDENTIAL BUSINESS QUESTIONNAIRE**

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

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

<p><b>Part 1 General</b></p> <p>Business Name .....</p> <p>Location of Business Premises .....</p> <p>Plot No,.....Street/Road .....</p> <p>Postal address ..... Tel No. .... Fax Email.....</p> <p>Nature of Business .....</p> <p>Registration Certificate No.....</p> <p>Maximum value of business which you can handle at any one time – Kshs. ....</p> <p>Name of your bankers.....</p> <p>Branch.....</p>
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	<b>Part 2 (a) – Sole Proprietor</b>			
	Your name in full.....Age.....			
	Nationality.....Country of Origin.....			
	Citizenship details .....			
	<b>Part 2 (b) – Partnership</b>			
	Given details of partners as follows			
	Name	Nationality	Citizenship details	Shares
	1. ....	.....	.....	.....
	2. ....	.....	.....	.....
	3. ....	.....	.....	.....
	4. ....	.....	.....	.....
	<b>Part 2 (c) – Registered Company</b>			
	Private or Public			
	State the nominal and issued capital of company			
	Nominal Kshs.			
	Issued Kshs.			
	Given details of all directors as follows			
	Name	Nationality	Citizenship details	Shares
	1. ....	.....	.....	.....
	2. ....	.....	.....	.....
	3. ....	.....	.....	.....
	4. ....	.....	.....	.....
	Date.....Signature of Candidate.....			

**TENDER SECURITY FORM**

Whereas .....[name of the tenderer]

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

[name and/or description of the services]

(hereinafter called “the Tenderer”).....

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

Of.....having registered office at

[name of procuring entity](hereinafter called “the Bank”)are bound unto.....

[name of procuring entity](hereinafter called “the procuring entity”) in the sum of .....

for which payment well and truly to be made to the said Procuring entity, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day of 20\_\_\_\_\_.

THE CONDITIONS of this obligation are:

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

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

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

\_\_\_\_\_  
[signature of the bank]

*(Amend accordingly if provided by Insurance Company)*

**PERFORMANCE SECURITY FORM**

To: .....

[name of the Procuring entity]

WHEREAS.....[name of tenderer]

(hereinafter called “the tenderer”) has undertaken, in pursuance of Contract No. \_\_\_\_\_ [reference number of the contract] dated \_\_\_\_\_ 20\_\_\_\_ to

supply.....

[Description services](Hereinafter called “the contract”)

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

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

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the tenderer, up to a total of .....  
*[amount of the guarantee in words and figures],*

and we undertake to pay you, upon your first written demand declaring the tenderer to be in default under the Contract and without cavil or argument, any sum or sums within the limits of .....  
*[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the \_\_\_\_\_ day of 20

\_\_\_\_\_  
Signature and seal of the Guarantors

\_\_\_\_\_  
*[name of bank or financial institution]*

\_\_\_\_\_  
*[address]*

\_\_\_\_\_  
*[date]*

*(Amend accordingly if provided by Insurance Company)*

**BANK GUARANTEE FOR ADVANCE PAYMENT**

To.....

[name of tender].....

Gentlemen and/or Ladies:

In accordance with the payment provision included in the special conditions of contract, which amends the general conditions of contract to provide for advance payment,

.....

[name and address of tenderer][hereinafter called “the tenderer”] shall deposit with the Procuring entity a bank guarantee to guarantee its proper and faithful performance under the said clause of the contract in an amount of .....  
[amount of guarantee in figures and words].  
We,the .....

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

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

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

Yours truly,

Signature and seal of the Guarantors

\_\_\_\_\_

[name of bank or financial institution]

\_\_\_\_\_

[address]

\_\_\_\_\_

[date]

**LETTER OF NOTIFICATION OF AWARD**

Address of Procuring Entity

\_\_\_\_\_  
\_\_\_\_\_

To: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: Tender No. \_\_\_\_\_

Tender Name \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

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

*(FULL PARTICULARS)* \_\_\_\_\_  
\_\_\_\_\_

SIGNED FOR ACCOUNTING OFFICER



**FORM RB 1**

**REPUBLIC OF KENYA**  
**PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD**

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

BETWEEN

.....APPLICANT

AND

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

Request for review of the decision of the..... (*Name of the Procuring Entity*) of  
.....dated the...day of .....20.....in the matter of Tender No.....of  
.....20...

**REQUEST FOR REVIEW**

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

- 1.
- 2.

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

- 1.
- 2.

SIGNED .....(Applicant)

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

---

**FOR OFFICIAL USE ONLY**

Lodged with the Secretary Public Procurement Administrative Review Board on ..... day of  
.....20.....

**SIGNED**  
**Board Secretary**

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

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

1. THAT I am the Company Secretary/ Chief Executive/Managing Director/Principal Officer/Director of ..... (insert name of the Company) who is a Bidder in respect of Tender No. .... for .....(insert tender title/description) for .....(insert name of the Procuring entity) and duly authorized and competent to make this statement.

2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.

3. THAT what is deponed to herein above is true to the best of my knowledge, information and belief.

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

(Date) Bidder Official Stamp

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

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

1. THAT I am the Chief Executive/Managing Director/Principal Officer/Director  
of .....  
..... (insert name of the Company) who is a Bidder in respect of  
Tender No.  
..... for .....(insert tender title/description) for  
.....( insert  
name of the Procuring entity) and duly authorized and competent to make this  
statement.

2. THAT the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in any  
corrupt or fraudulent practice and has not been requested to pay any inducement to any member  
of the Board, Management, Staff and/or employees and/or agents of .....(  
insert name of the Procuring entity) which is the procuring entity.

3. THAT the aforesaid Bidder, its servants and/or agents /subcontractors have not offered any  
inducement to any member of the Board, Management, Staff and/or employees  
and/or agents of  
.....(name of the  
procuring entity)

4. THAT the aforesaid Bidder will not engage /has not engaged in any corrupt practice with  
other bidders participating in the subject tender

5. THAT what is deponed to herein above is true to the best of my knowledge information  
and belief.

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

Bidder's Official Stamp