



**REQUEST FOR PROPOSAL**

**FOR**

**SUPPLY, SETUP, CONFIGURATION, CUSTOMIZATION,  
TESTING, TRAINING, COMMISSIONING AND  
MAINTENANCE OF ALTERNATIVE CHANNELS**

**TENDER NO. 002/ICT/NOV/2024**

**NOVEMBER 2024**

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## SECTION I- INVITATION TO TENDER

**TENDER NO:002/ICT/NOV/2024**

### **SUPPLY, SETUP, CONFIGURATION, CUSTOMIZATION, TESTING, TRAINING, COMMISSIONING AND MAINTENANCE OF ALTERNATIVE CHANNELS**

- 1.1. **The Ollin SACCO** invites a sealed bid for the supply, installation, configuration, customisation, testing, commissioning, and maintenance of a Alternative Channels.
- 1.2. Tenders must be accompanied by bid security from **a Tier I Commercial Bank in Kenya only** of **KES 1,000,000** as described in Clause 2.14.1 of the tender document.
- 1.3. Completed tender documents **Technical Proposal** are to be submitted by email **[tender@ollin.co.ke](mailto:tender@ollin.co.ke)** while **Bid Security and Financial Proposal** to the tender box at Ollin SACCO headquarter address below:

The CEO  
Ollin SACCO Ltd  
Kerugoya, Kirinyaga County  
Kenya

The Technical Responsiveness Checklist in MS Excel format shall be submitted via email.

- 1.4. Prices quoted should be net inclusive of all taxes and delivery must be in Kenya Shillings or any other freely convertible currency and shall remain valid for **(120 days)** days from the closing date of the tender.
- 1.5. All pages of the bid document shall be paginated and initialized by the person holding the power of attorney.
- 1.6. All addendums or amendments in the course of the procurement process will be sent via email prior to the closing date.

## SECTION II-INSTRUCTIONS TO TENDERER

### 2.1 Eligible Tenderer

- 2.1.1 This Invitation for Tenders is restricted as described in the Invitation to Tender. The tenderer shall complete the supply of goods by the intended completion date specified in the **Schedule of Requirements Section VIII – Terms of Reference (1.3 Scope)**.
- 2.1.2 Ollin SACCO's employees, committee members, board members, and relatives (spouses and children) are not eligible to participate in the tender.
- 2.1.3 Tenderer shall provide the qualification information statement that the tenderer (including all members of a joint venture and subcontractors) is not associated, or has been associated in the past, directly or indirectly, with a firm or any of its affiliates that Ollin SACCO has engaged 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 for tenders.
- 2.1.4 Tenderer shall not be under a declaration of ineligibility for corrupt and fraudulent practices.

### 2.2 Eligible Goods

- 2.2.1 All goods to be supplied under the contract shall have their origin in eligible source countries.
- 2.2.2 For purposes of this clause, "origin" means the place where the goods are mined, grown, or produced. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized product results that is substantially different in basic characteristics or purpose or utility from its components.
- 2.2.3 The origin of goods is distinct from the nationality of the tenderer.

### 2.3 Cost of Tendering

- 2.3.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and Ollin SACCO, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

### 2.4. The Tender Document

- 2.4.1 The tender document comprises the documents listed below and addenda issued in accordance with clause 2.6 of these instructions to Tenderer
  - (i) Invitation to Tender
  - (ii) Instructions to Tenderer
  - (iii) Appendix to Instructions to Tenderer
  - (iv) Evaluation Criteria
  - (v) General Conditions of Contract

- (vi) Special Conditions of Contract
- (vii) Schedule of requirements
- (viii) Technical Specifications
- (ix) Tender Form and Price Schedules
- (x) Tender Security Form
- (xi) Contract Form
- (xii) Performance Security Form
- (xiii) Manufacturer Authorization Form
- (xiv) Confidential Business Questionnaire

2.4.2 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 tenderer risk and may result in the rejection of its tender.

## **2.5 Clarification of Documents**

2.5.1 A prospective tenderer requiring any clarification of the tender document may notify Ollin SACCO in writing or by post at the entity's address indicated in the Invitation to Tender. Ollin SACCO will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days before the deadline for the submission of tenders, prescribed by Ollin SACCO. Written copies of Ollin SACCO's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderer that have received the tender document.

2.5.2 Ollin SACCO shall reply to any clarifications sought by the tenderer within **2 days** of receiving the request to enable the tenderer to make a timely submission of its tender.

## **2.6 Amendment of Documents**

2.6.1 At any time prior to the deadline for submission of tenders, Ollin SACCO, 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 amendment.

2.6.2 All prospective candidates that have received the tender documents will be notified of the amendment in writing or by post and will be binding on them.

2.6.3 In order to allow prospective tenderer reasonable time in which to take the amendment into account in preparing their tenders, Ollin SACCO, at its discretion, may extend the deadline for the submission of tenders.

## **2.7 Language of Tender**

2.7.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchange by the tenderer and Ollin SACCO, shall be written in the English language, provided that 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.

## **2.8 Documents Comprising of Tender**

2.8.1 The bid submitted by the bidders shall comprise the following format and content as a minimum: -

### **(i) Technical Proposal**

Documents establishing the bidder's qualifications are expounded in **Section IV: Evaluation Criteria.**

*"Documents Establishing Bidder's Qualifications"*

- a) Preliminary Mandatory Requirements
- b) Technical Evaluation
  - I. Technical Responsiveness Checklist
  - II. Experience Record – company and team
  - III. Implementation Methodology and Workplan
  - IV. Software Demonstration

### **(ii) Financial Proposal**

A summary of the financial proposal

## **2.9 Tender Forms**

2.9.1 The tenderer shall complete the Tender Form and the appropriate Price Schedule furnished in the tender documents, indicating the goods to be supplied, a brief description of the goods, their country of origin, quantity, and prices.

## **2.10 Tender Prices**

2.10.1 The tenderer shall indicate on the appropriate Price Schedule the unit prices and total tender price of the goods it proposes to supply under the contract

2.10.2 Prices indicated on the Price Schedule shall include all costs including taxes, insurance and delivery to the premises of the entity.

2.10.3 Prices quoted by the tenderer shall be fixed during the Tender's performance of the contract and not subject to variation on any account. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22

2.10.4 The validity period of the tender shall be **120 days** from the date of opening of the tender.

## **2.11 Tender Currencies**

2.11.1 Prices shall be quoted in **Kenya Shillings** unless otherwise specified in **SECTION III – APPENDIX TO INSTRUCTIONS TO TENDERS**

## **2.12 Tenderer Eligibility and Qualifications**

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

2.12.2 The documentary evidence of the tenderer eligibility to tender shall establish to Ollin SACCO's satisfaction that the tenderer, at the time of submission of its tender, is from an eligible source country as defined under paragraph 2.1

2.12.3 The documentary evidence of the tenderer qualifications to perform the contract if its tender is accepted shall be established to Ollin SACCO's satisfaction;

- (a) that, in the case of a tenderer offering to supply goods under the contract which the tenderer did not manufacture or otherwise produce, the tenderer has been duly authorized by the goods' Manufacturer or producer to supply the goods;
- (b) that the tenderer has the financial, technical, and production capability necessary to perform the contract; and
- (c) that, in the case of a tenderer not doing business within Kenya, the tenderer is or will be (if awarded the contract) represented by an Agent in Kenya equipped, and able to carry out the Tenderer's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.

## **2.13 Goods Eligibility and Conformity to Tender Documents**

2.13.1 Pursuant to paragraph 2.2 of this section, the tenderer shall furnish, as part of its tender documents establishing the eligibility and conformity to the tender documents of all goods which the tenderer proposes to supply under the contract.

2.13.2 The documentary evidence of the eligibility of the goods shall consist of a statement in the Price Schedule of the country of origin of the goods and services offered which shall be confirmed by a certificate of origin issued at the time of shipment.

2.13.3 The documentary evidence of conformity of the goods to the tender documents may be in the form of literature, drawings, and data, and shall consist of:

- (a) a detailed description of the essential technical and performance characteristic of the goods;
- (b) a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuous functioning of the goods for **a period of five (5) years**, following the commencement of the use of the goods by Ollin SACCO;

and

- (c) a clause-by-clause commentary on Ollin SACCO's Technical Specifications demonstrating substantial responsiveness of the goods and service to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

2.13.4 For purposes of the documentary evidence to be furnished pursuant to paragraph 2.13.3 above, the tenderer shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Procurement entity in its Technical Specifications, are intended to be descriptive only and not restrictive. The tenderer may substitute alternative standards, brand names, and/or catalog numbers in its tender, provided that it demonstrates to the Procurement entity's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

## **2.14 Tender Security**

2.14.1 The tender security shall be in the amount of **KES 1,000,000**. The tender security is required to protect Ollin SACCO against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.14.6.

2.14.2 The tender security shall be denominated in Kenya Shilling or in another freely convertible currency and shall be in the form of a **bank guarantee issued by a Tier 1 commercial bank located in Kenya** in the tender documents or another form acceptable to Ollin SACCO and valid for thirty (30) days beyond the validity of the tender. **Original Tender Security in a sealed enveloped MUST delivered before the submission deadline to the address outlined in SECTION III – APPENDIX TO INSTRUCTIONS TO TENDERERS – 2.14.2**

2.14.3 Any tender not secured in accordance with paragraphs 2.14.1 will be rejected by Ollin SACCO as non-responsive, pursuant to paragraph 2.22.

2.14.4 Unsuccessful Tenderer's tender 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 Ollin SACCO.

2.14.5 The successful Tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.27 and furnishing the performance security, pursuant to paragraph 2.28.

2.14.6 The tender security may be forfeited:

- (a) if a tenderer withdraws its tender during the period of tender validity specified by Ollin SACCO on the Tender Form;
- (b) in the case of a successful tenderer, if the tenderer fails:
  - (i) to sign the contract in accordance with paragraph 2.27
  - (ii) to furnish performance security in accordance with paragraph 2.28

## **2.15 Validity of Tenders**



2.15.1 Tenders shall remain valid for **120 days** or as specified in the Invitation to tender after the date of tender opening prescribed by Ollin SACCO, pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by Ollin SACCO as non-responsive.

2.15.2 In exceptional circumstances, Ollin SACCO 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 2.14 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.

## **2.16 Format and Signing of Tender**

2.16.1 The **tenderer** shall prepare **one (1)** copy of the tender, clearly marking each "ORIGINAL TENDER".

2.16.2 The original 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. The latter authorization shall be indicated by written power-of-attorney accompanying the tender. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.

2.16.3 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.

## **2.17 Sealing and Marking of Tenders**

2.17.1 The Tenderer shall mark their **BID SECURITY ORIGINAL ONLY AND FINANCIAL PROPOSAL** which shall be **submitted at the tender box** duly marked as "ORIGINAL" of "COPY" of FINANCIAL PROPOSAL.

## **2.18 Deadline for Submission of Tenders**

2.18.1 Tenders must be received by Ollin SACCO at the address specified under paragraph SECTION III – APPENDIX TO INSTRUCTIONS TO TENDERS 2.17.1 no later than **4th December 2024, 10AM**. Ollin SACCO may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.6, in which case all rights and obligations of Ollin SACCO and candidates previously subject to the deadline will therefore be subject to the deadline as extended

## **2.19 Modification and Withdrawal of Tenders**

2.19.1 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 tenders, is received by Ollin SACCO prior to the deadline prescribed for submission of tenders.

The Tenderer's modification or withdrawal notice shall be prepared, marked, and dispatched in accordance with the provisions of paragraph 2.17. A withdrawal notice may also be sent by email but followed by a signed

confirmation copy, postmarked not later than the deadline for submission of tenders.

- 2.19.2 No tender may be modified after the deadline for submission of tenders.
- 2.19.3 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity 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 2.14.7.
- 2.19.4 Ollin SACCO may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 2.19.5 Ollin SACCO shall give prompt notice of the termination to the tenderer and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

## **2.20 Opening of Tenders**

- 2.20.1 The completed Technical and Financial proposals must be delivered at the submission address on or before the time and date stated.
- 2.20.2 After the deadline for submission of proposals, the Technical proposal and Bid Security shall be opened on **4th December 2024 at 12PM** by the Tender Opening Committee. The Financial Proposal shall remain sealed until the completion of the evaluation of the Technical Proposals.
- 2.20.3 The tenderer's names, tender modifications or withdrawals, or absence of requisite tender security and such other details as Ollin SACCO, at its discretion, may consider appropriate, will be announced at the opening.
- 2.20.4 Ollin SACCO will prepare minutes of the tender opening.
- 2.20.5 Evaluators of Technical Proposals shall have no access to the financial proposals until the technical evaluation is concluded.

## **2.21 Clarification of Tenders**

- 2.21.1 To assist in the examination, evaluation, and comparison of tenders Ollin SACCO may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.
- 2.21.2 Any effort by the tenderer to influence Ollin SACCO in Ollin SACCO's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderer's tender.

## **2.22 Preliminary Examination**

- 2.22.1 Ollin SACCO will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the tenders are generally in order.

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 quantifying, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security forfeited. If there is a discrepancy between words and figures the amount in words will prevail.

- 2.22.2 Ollin SACCO may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.

Prior to the detailed evaluation, pursuant to paragraph 2.23, Ollin SACCO 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. Ollin SACCO's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence. If a tender is not substantially responsive, it will be rejected by Ollin SACCO and may not subsequently be made responsive by the tenderer by correcting the nonconformity

## **2.23 Conversion to Single Currency**

- 2.23.1 Where other currencies are used, Ollin SACCO will convert these currencies to Kenya Shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya

## **2.24 Evaluation and Comparison of Tenders**

- 2.24.1 The tender evaluation committee shall evaluate the tender within 7 days of the validity period from the date of opening the tender.
- 2.24.2 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.
- 2.24.3 Subject to paragraph 2.22 Ollin SACCO will award the contract to the most technically and economically advantageous offer.

## **2.25 Contacting Ollin SACCO**

- 2.25.1 Subject to paragraph 2.21 no tenderer shall contact Ollin SACCO on any matter related to its tender, from the time of the tender opening to the time the contract is awarded.

Any effort by a tenderer to influence Ollin SACCO in its decisions on tender, evaluation, tender comparison, or contract award may result in the rejection of the Tenderer's tender.

## **2.26 Award of Contract**

- 2.26.1 Post-qualification. The Ollin SACCO will determine to its satisfaction whether the tenderer has qualified to perform the contract satisfactorily.

2.26.2 The determination will take into account the tenderer financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderer qualifications submitted by the tenderer, as well as such other information as The Ollin SACCO deems necessary and appropriate.

2.26.3 An affirmative determination will be a prerequisite for the award of the contract to the tenderer. A negative determination will result in the rejection of the Tenderer's tender.

## **2.27 The Ollin SACCO's Right to Vary Quantities**

- 2.27.1 The Ollin SACCO reserves the right at the time of contract award to increase or decrease the quantity of services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.

## **2.28 The Ollin SACCO's Right to Accept or Reject Any or All Tenders**

- 2.28.1 The Ollin SACCO reserves the right to accept or reject the 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 tenderer or any obligation to inform the affected tenderer or tenderer of the grounds for The Ollin SACCO's action.

## **2.29 Notification of Award**

- 2.29.1 Prior to the expiration of the period of tender validity, Ollin SACCO will notify the tenderer in writing whether its tender has been accepted.

2.29.2 The notification of the award will constitute the formation of the Contract.

## **2.30 Signing of Contract**

- 2.30.1 At the same time as Ollin SACCO notifies the tenderer that its tender has been accepted, Ollin SACCO will send the tenderer the Contract provided, incorporating all agreements between the parties. Within five (5) days of receipt of the Contract, the successful tenderer shall sign and date the contract and return it to Ollin SACCO.

## **2.31 Confidentiality**

- 2.31.1 Information relating to the evaluation of the proposal and recommendations concerning the award shall not be disclosed to the tenderer or to other

persons not officially concerned with the process until the tenderer has been notified that it has been awarded the contract.

**2.32 Corrupt or Fraudulent Practices**

2.32.1 Ollin SACCO requires that tenderer 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.

2.32.2 The Ollin SACCO will reject the proposal for award if it determines that the tenderer has engaged in corrupt or fraudulent practices in competing for the contract in question.

### SECTION III – APPENDIX TO INSTRUCTIONS TO TENDERS

The Appendix to Instructions to Tenderer is intended to provide specific information in relation to the corresponding clause in the Instructions to Tenderer .

<b>A.</b> General	
<b>ITT 2.1</b>	The procuring entity is: <b>Ollin SACCO</b>
<b>ITT 2.1</b>	Open Tendering
<b>ITT 2.1</b>	The name of the BID is: <b>SETUP, CONFIGURATION, CUSTOMIZATION, TESTING, COMMISSIONING, AND MAINTENANCE OF ALTERNATIVE CHANNELS.</b>  The identification number of the BID is: <b>002/ICT/NOV/2024</b>
<b>ITT 2.1.3</b>	In the case of a Joint Venture, all parties to the Joint Venture shall be individually and jointly liable.
<b>ITT 2.12</b>	Restrictions to eligibility criteria are as follows: <b>N/A</b>
<b>ITT 2.14.2</b>	For <b>submission of sealed Bid Security and Financial Proposal</b> only, Ollin SACCO's address is: The CEO Ollin SACCO Ltd Kerugoya, Kirinyaga County Kenya Tender No. <b>001/ICT/NOV/2024</b>  <b>The original bid security is to be included in a separate envelope within the Technical Proposal.</b>
<b>ITT 2.16.2</b>	In addition to the <b>one (1) original Financial Bid</b> , the number of bid documents is: <b>Four Bid Documents – One Original and Three Copies</b>
<b>ITT 2.16.2</b>	The written authorization to sign on behalf of the Bidder <b>MUST</b> have a power of attorney.

<p><b>ITT 2.17.1</b></p>	<p>For <b>submission of bids Bid Security and Financial Proposal</b> only, Ollin SACCO's address is:  The CEO  Ollin SACCO Ltd  Kerugoya, Kirinyaga County  Kenya</p> <p><b>To be dropped at the tender box at Ollin SACCO Headquarters in Kerugoya.</b></p> <p><b>Submission of the Technical Proposal and Technical Responsiveness Checklist via the following email: <a href="mailto:tender@ollin.co.ke">tender@ollin.co.ke</a></b></p> <p><b>by 4th December 2024, by 10AM</b></p>
<p><b>B.</b> Contents of Bidding Document</p>	
<p><b>ITT 2.21</b></p>	<p>For <b>clarification of bids purposes</b> and <b>submission of bids</b> only, Ollin SACCO's address is:</p> <p>The CEO  Ollin SACCO Ltd  Kerugoya, Kirinyaga County  Kenya</p> <p>Email: <a href="mailto:syschange@ollin.co.ke">syschange@ollin.co.ke</a>.</p>
<p><b>C.</b> Evaluation and Comparison of Bids</p>	
<p><b>ITT 2.23.1</b></p>	<p>The currency that shall be used for bid evaluation and comparison purposes to convert all bid prices expressed in various currencies into a single currency is: Kenya Shillings</p> <p>The source of the exchange rate shall be: <u>the <b>Central Bank of Kenya</b></u></p> <p>The date for the exchange rate shall be the previous working day from the <b><u>Date of the Opening</u></b></p>
<p><b>ITT 2.24</b></p>	<p>The evaluation criteria shall be as per <b>Section IV – Evaluation Criteria</b></p>

## SECTION IV – EVALUATION CRITERIA

This section contains all the factors, methods and criteria that Ollin SACCO shall use to evaluate a bid and determine whether a bidder has the required qualifications. No other factor, method or criteria shall be used.

Tenders received will be evaluated in three stages as detailed below:

1. **Stage 1:** Compliance with Preliminary Requirements
2. **Stage 2:** The Technical Evaluation (Capacity to Deliver the Service) and Technical Specifications Evaluation (Conformity of Technical requirements in conformity to section, Software Demonstration and Site Visits
3. **Stage 3:** The Financial Evaluation (quoted prices)
4. **Stage 4:** Post-Qualification Due Diligence

### Stage 1: Preliminary Requirements

**Firms that do not meet any of the following mandatory requirements shall be rejected at this stage.**

No.	Requirements	Pass/Fail
	<b>*(All copies attached must be certified by a Commissioner of Oaths as true copies of the original) *</b>	
1.	Duly filled, signed, and stamped Form of Tender	
2.	Duly filled, signed, and stamped Technical Submission Form	
3.	Power of Attorney authorizing the signatory of the Bid to commit the Bidder(s)/(Joint Venture if applicable)	
4.	Duly filled up the Confidential Business Questionnaire, stamped and signed form of tender in the format provided and signed by the authorized person.	
5.	Copies of <b>audited</b> financial statements for the company for the last two accounting years (2021-2022, 2022-2023).	
6.	A certified list of current directors, not older than 10 days from the date of the RFP submission date <b>On or after 22<sup>nd</sup> November 2024.</b>	
7.	Valid Business Permit for Year 2024	
8.	The bid security should remain valid for <b>thirty (30) days</b> beyond the tender validity period.	
9.	A copy of a registered Joint Venture agreement shall be entered into by all partners if the bid is a consortium	
10.	Manufacturer Authorization Letter or evidence of owning Intellectual Property if bidder owns Alternative Channels.	



**Bid evaluation shall be based on a pass/fail system and if the bid fails in any of the general pre-qualifications (mandatory requirements) will not proceed to the Technical Evaluation stage.**

**Stage 2:** The Technical Evaluation (Capacity to Deliver the Service) and Technical Specifications Evaluation (Conformity of Technical requirements in conformity to section, Software Demonstration and Site Visits)

In addition to meeting the technical specifications in **Section VI**, the following detailed aspects of the technical requirements and competency of the firm will be evaluated as per the following criteria.

a) Technical Evaluation

No.	Evaluation Attribute	Weighting Score	Score
I	<p><b>Technical Responsiveness Checklist.</b></p> <p>The solution will be evaluated on meeting the detailed technical requirements.</p> <p>Marking: Mandatory FS=2, PS=1, CR=1/2, NS=0</p> <p>Marking: Optional FS=1, PS=1/2, CR=1/2, NS=0</p> <p>(FS-fully Supported, PS=partially supported, CR-Customization Required, NS=Not supported)</p>	<p>Minimum score = 30 marks.</p> <p>Consideration based on clarity</p>	40
<p><b>Any bids that do not meet the minimum 30 marks out of a maximum of 40 marks will not proceed further to the Technical Evaluation (Capacity to Deliver the Service) step</b></p>			
II	<p><b>Technical Evaluation(Capacity to Deliver the Service)</b></p> <p><b>General Experience:</b></p>		
	<p>The bidders should have been carrying out ICT-related services and should furnish a company profile indicating the number of years in operation in the industry, product range and specialization.</p>	<p>2 marks for each year of experience up to a maximum of 3 years</p>	6
	<p>Previous handling of at least 3 Alternative Channels projects for Financial Institutions similar in scope and complexity in the last 5 years.</p> <p>Provide relevant Documentary proof <b>ONLY LPO/Contract/Reference Letters will be considered.</b></p> <p><b>If a bidder does not demonstrate experience in any of the areas outlined above their bid will be disqualified.</b></p> <p><i>*Ollin SACCO reserves the right to seek additional supporting documents for the above projects</i></p>	<p>3 marks each up to a maximum of 3 projects</p>	9

No.	Evaluation Attribute	Weighting Score	Score
	<b>Key Staff Qualification and Experience</b>		
	Project Management/Team Leader <b>must have valid project management certification either PMP or PRINCEII</b>	<b>Project/Manager/Team Leader CV without project management certification will lead to disqualification</b>	4
	At least two business analysts for the Alternative Channels at Financial Institutions. <b>Experience on CV.</b>	2 marks each for a functional consultant	4
	At least four implementation consultants for the Alternative Channels at Financial Institutions. <b>Experience on CV.</b>	2 marks each for an implementation consultant	8
	At least four support consultants for the Alternative Channels at Financial Institutions. <b>Experience on CV.</b>	1 mark each for an implementation consultant	4
	Detailed Approach Methodology & Work Plan	Clear and Concise covering all stages of implementation	5
<b>iii</b>	<b>Software Demonstration</b>  Bidder may be requested to make a presentation of their proposal for clarification and the existence of selected features to be determined by The Ollin SACCO.	Demonstration of selected features and functionality during product demo.	20

**Bidders must attain the pass mark of 80 out of 100 to proceed to the Financial evaluation.**

**The Ollin SACCO may disqualify the bidder based on the outcome of the Due Diligence if the bidder is found not to have delivered according to requirements and on time.**

Bidder **MUST score 80 Marks** to be considered for Financials (Mandatory)

**The technical scores for both software and hardware will be combined using the following formula to derive a combined technical score.**

$$CS = \frac{DES+SDS}{MDES+MSDS} \times 80$$

DES Desk Evaluation Score

SDS Software Demonstration Score

MDES Maximum Desk Evaluation Score

MSDS Maximum Software Demonstration Score

**Stage 3: The Financial Evaluation (20%)**

- a) Bidders whose technical proposals will have met technical evaluation criterion described above **SHALL qualify for financial evaluation**. The other financial proposals shall be returned unopened. Any effort by a bidder to influence the evaluation or contract award decisions shall result in the rejection of the bidder's proposal.
- b) Bidders whose technical proposals will have met technical evaluation criterion described above **SHALL qualify for financial evaluation**.
- c) The evaluation committee will check and determine whether the **Price Schedule Forms** are complete i.e. whether the bidder has priced all the items of the corresponding Technical Proposal and correct any computational errors. The cost of any unpriced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.
- d) To derive the bidder price for evaluation purposes, the evaluation committee shall reference the finance proposal Form FIN II, which comprises setup costs (supply, installation, configuration, customization, training, commissioning, three months handholding and nine months warranty) and recurrent costs. Recurrent costs derived from FIN III -b. recurrent costs will include 1-year warranty and post-warranty year 2, year 3, year 4 and year 5. However, the winning bidder's contract value shall be the setup costs (supply, installation, configuration, customization, training, commissioning, three months handholding and nine months warranty). The post-warranty costs for Year 1, Year 2, Year 3, Year 4, and Year 5 will be included in an SLA.
- e) The financial proposal will be awarded 20 points. The lowest price will automatically be awarded 20 points. All other proposals will be awarded proportionate points as per the following formula:

$$FS = \frac{\text{LOWEST COST}}{\text{PROPOSAL COST}} \times 20$$

Where:

- FS = Financial Score of the proposal under consideration
- Proposal Cost = Price of the Proposal under consideration
- Lowest Cost = Lowest Financial proposal among the qualifying proposals
- 20 = Maximum Score for the technical proposal

**Overall Ranking**

The overall ranking will be computed as follows:

Points scored on technical score) + (Points scored on financial proposal)

**To be considered for tender award, the bidder must meet the threshold overall score (combined technical and financial score of 90% ).**

#### **Stage 4: Post-Qualification Due Diligence**

##### **a. Documentation Verification**

The SACCO will verify all reference documents provided by the bidder (company references, team references, bank letters, and team member CVs and certificates). **Submission of forged documents will lead to disqualification of bidder.**

##### **b. Litigation History**

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

## SECTION V: GENERAL CONDITIONS OF CONTRACT

### Definitions

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

"The contract" means the agreement entered into between The Ollin SACCO 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.

"The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations.

"The services" means services to be provided by the vendor including materials and incidentals which the tenderer is required to provide to The Ollin SACCO under the Contract.

"Ollin SACCO" means the organization sourcing for the services under this Contract.

"The vendor means the individual or firm providing the services under this Contract.

"GCC" means general conditions of contract contained in this section

"SCC" means the special conditions of contract

"Day" means calendar day

### Application

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

### Standards

**The services provided under this Contract shall conform to the 7 standards mentioned in the Schedule of requirements. Patent Right'**

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

### Performance Security

- a. Within Five (5) days of receipt of the notification of contract award, the tenderer shall furnish to The Ollin SACCO the performance security where applicable in the amount specified in Special Conditions of Contract.
- b. The proceeds of the performance security shall be payable to The Ollin SACCO as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.
- c. The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to The Ollin SACCO

and shall be in the form of:

- i. Cash.
  - ii. A bank guarantee.
- d. The performance security will be discharged by The Ollin SACCO 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.

### **Inspections and Tests**

- a. The Ollin SACCO or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications. The Ollin SACCO shall notify the tenderer in writing, promptly, of the identity of any representatives retained for these purposes.
- b. The inspections and tests may be conducted on the premises of the tenderer or its sub-vendor(s). If conducted on the premises of the tenderer or its sub-vendor (s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to Ollin SACCO.
- c. Should any inspected or tested services fail to conform to **Section VII - Technical Specifications and Section VIII – Terms of Reference**, Ollin SACCO 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 Ollin SACCO.
- d. Nothing in paragraph shall in any way release the tenderer from any warranty or other obligations under this Contract.

### **Payment**

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

### **Prices**

Prices charged by the vendor 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 Ollin SACCO'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 a written amendment signed by the parties.

### **Assignment**

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

### **Termination for Default**

The Ollin SACCO 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 Ollin



SACCO.

- b. If the tenderer fails to perform any other obligation(s) under the Contract.
- c. If the tenderer, in the judgment of The Ollin SACCO has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d. In the event The Ollin SACCO 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 Ollin SACCO for any excess costs for such similar services.

#### **Termination of insolvency**

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

#### **Termination for convenience**

The Ollin SACCO by written notice sent to the vendor 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 Ollin SACCO convenience, the extent to which the performance of the vendor of the contract is terminated and the date on which such termination becomes effective. For the remaining part of the contract after termination, Ollin SACCO may elect to cancel the services and pay the vendor on agreed amount for partially completed services.

#### **Resolution of disputes**

- a. The Ollin SACCO and the vendor 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.
- b. 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.

#### **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.

#### **Force Majeure**

The vendor 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.

#### **Applicable Law**

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

**Notices**

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

## SECTION VI: SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SCC) shall supplement and/or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

REFERENCE OF GCC	SPECIAL CONDITIONS OF THE CONTRACT
3.4	The amount of the Performance Security shall be: ten per cent (10%) <u>of the total value of the contract</u>
3.4.3	The Performance security shall be in the form of a bank guarantee <b>ONLY</b> from a Tier I Commercial Bank located in Kenya.
3.12.1	The method and conditions of payment to be made to the Supplier under this Contract shall be as follows: <b>To be negotiated according to the Financial Proposal and Payment Terms.</b>
3.12.2	Any dispute, controversy or claim arising out of or relating to this contract, including its conclusion, interpretation, performance, breach, termination or invalidity, shall be finally settled <b>by mandatory arbitration</b> under the rules of the Chartered Institute of Arbitrators, Kenya by a sole arbitrator appointed in accordance with the said rules. The place of arbitration shall be Nairobi, Kenya. The language of the arbitration shall be English.
3.15	The governing law shall be the law of: Kenya.

## SECTION VII: TECHNICAL SPECIFICATIONS

*< Refer to the attached System Requirements Specifications (Technical Responsiveness Checklist) document sent together with the RFP.*

*Submit the duly filled Technical Responsiveness Checklist with your bid*

### **Schedule of Works**

- a. The bidder will be required to list all software and related hardware infrastructure requirements for the proper functioning of the Alternative Channels.
  
- b. It is expected that the consortium will also perform the implementation of the OS, databases, middleware, and application with the necessary patches, and upgrades required for smooth implementation of the Alternative Channels. All necessary software licenses will be part of the solution.

### **Description of the Information Technologies, Materials, Other Goods, and Services**

The Bidder must provide detailed descriptions of the essential technical, performance, or other relevant characteristics of all key Information Technologies, Materials, other Goods, and Services offered in the bid (e.g., version, release, and model numbers). Without providing sufficient clear detail, Bidders run the risk of their bids being declared non-responsive.

### **Item-by-Item Commentary on the Technical Requirements**

- a. The Bidder must provide an item-by-item commentary on the Ollin SACCO Technical Responsiveness Checklist, demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Requirements, see ITT Clause 2.13.3 (c) or ITT Clause 2.13.4.
  
- b. In demonstrating the responsiveness of its bid, the Bidder is strongly urged to use the Technical Responsiveness Checklist provided in Section VII of the Technical Requirements. Failure to do so increases significantly the risk that the Bidder's Technical Bid will be declared technically non-responsive. Among other things, the checklist should contain explicit cross-references to the relevant pages in the Bidder's Technical Bid.

### **Preliminary Project Plan**

- a. The Bidder must prepare a Preliminary Project Plan describing, among other things, the methods and human and material resources that the Bidder proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract, as well as the estimated duration and completion date for each major activity. The Preliminary Project Plan should also state the Bidder's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Bidder's proposed means for coordinating activities by each of the involved parties to avoid delays or

interference.

- b. In addition to the topics and points of emphasis, the Preliminary Project Plan MUST address an implementation approach to the project. The bidder must also outline likely project risks and mitigation measures to these risks and what steps will be taken in case there is a failure. In addition, the bidder should indicate how progress will be tracked and reported.
- c. The initial project plan may be submitted in a suitable format to conform to the requirements of see Instructions to Bidders (ITT) Clause 2.16.2. The preferred format however is the Microsoft Project or a close equivalent.

### **Confirmation of Responsibility for Integration and Interoperability of Information Technologies**

The Bidder must submit a written confirmation that, if awarded the Contract, it shall accept responsibility for successful integration and interoperability of all the proposed Information Technologies included in the System, as further specified in the Bidding Documents.

### **System Requirements Specifications**

Refer to Section VII which has the full Alternative Channels Technical Responsiveness Checklist (**accompanied MS Excel file**) as part of the RFP.

## SECTION VIII: TERMS OF REFERENCE

### 1.1 Introduction – About Ollin SACCO

Ollin SACCO Ltd is a Deposit-taking SACCO licensed and regulated by the Sacco Societies Regulatory Authority (SASRA). The SACCO was registered on 14th June 1976 and currently has over 33,000 active members.

### 1.2 Project Objectives

Ollin SACCO's strategy to leverage technology thus achieving digital and operational efficiency through implementation of an adaptable ICT infrastructure that efficiently supports the SACCO core functions, while concurrently mitigating cyber threats and technological disruptions.

To this end, the SACCO seeks to overhaul its current Alternative Channels covering the following functionality progressively:

- Mobile Banking – USSD, SMS and Mobile Application (Android/IOS)
- SACCO Agency
- SMS/WhatsApp Banking
- ChatBot
- Bank Agency
- Internet Banking
- ATM Cards
- SACCO Assurance
- Buy Now Pay Later
- Diaspora Banking
- Diaspora Remittance

### 1.3 Scope

The project's key tasks to be completed **within 4 months** will entail:

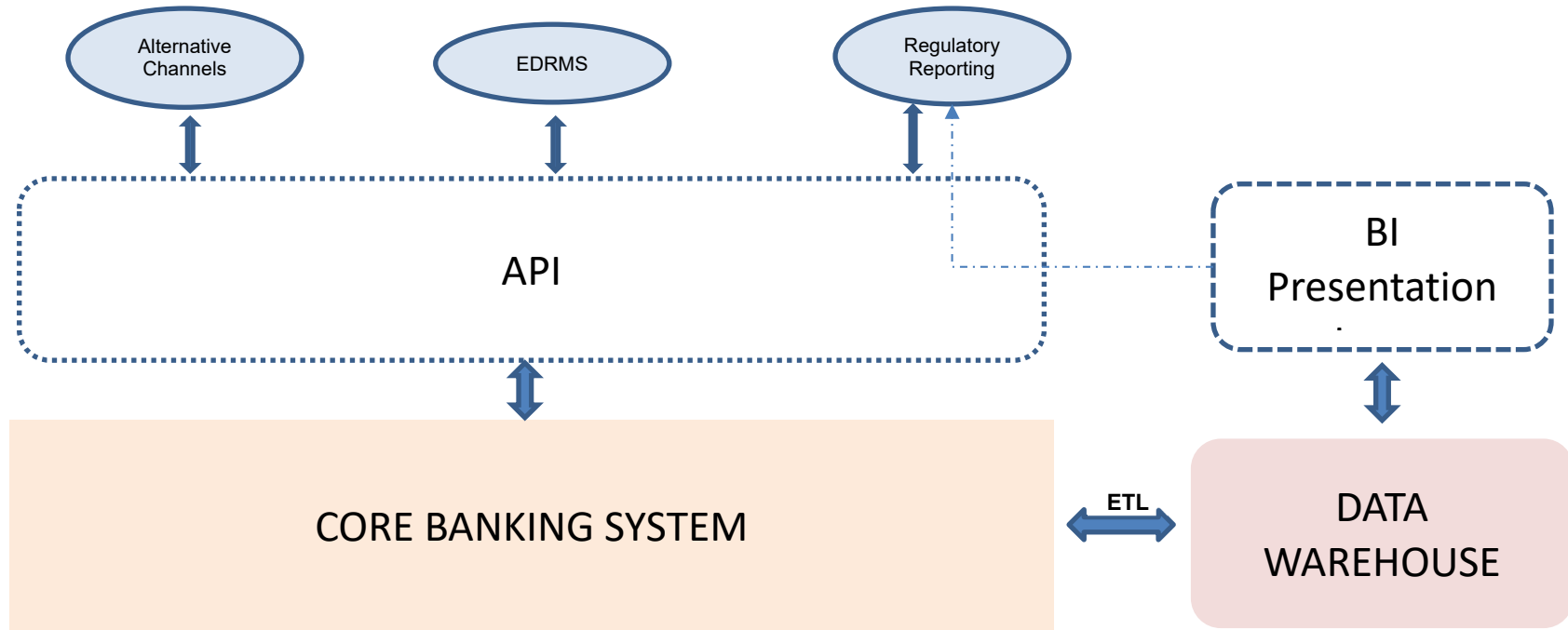
- I. Setup, configuration, customization, testing, training and commissioning of a Alternative Channels to meet the Alternative Channels Technical Responsiveness Checklist covering the whole scope of functionality outlined above.
- II. Professional Services:
  - a. Business Requirements Documentation – understand Ollin SACCO's current processes (AS-IS processes) and determine the business requirements that meet the documented Alternative Channels Technical Responsiveness Checklist
  - b. Collaborate in mapping TO BE processes with users and project consultants.
  - c. Identify and document areas to customize/configure in the Alternative Channels.
  - d. Customization and Configuration of the Alternative Channels in line with the TO BE processes to meet the business requirements.
  - e. Setup the Alternative Channels.
  - f. Integration of the Alternative Channels to Core Banking System.
  - g. Data Migration from the current Alternative Channels users to the new Alternative Channels Platform.
  - h. Training – user training (90 users) for Ollin SACCO to adequately use the system and provide 1<sup>st</sup> level of support. The training should be for all users. Detailed training for

Technical ICT staff (2) and departmental champions) to be able to offer 1<sup>st</sup> level of support.

- i. Handholding full-time on-site at the Kerugoya HQ and **ALL Branches** (Kerugoya Mwea, Kitengela, Kiserian, Kimana, Kianyaga, Narok, Thika, Kajjado, Nairobi) for three months.

### 1.4 Envisaged Architecture

The diagram below is the envisaged Ollin SACCO system architecture. The Alternative Channels will be the integral system for the SACCO operations. Ollin SACCO plans to integrate the Alternative Channels to the Core Banking System. None of the other systems shall be connected directly to the Alternative Channels.





## 1.5 Technical Proposal Response Format

To facilitate the analysis of responses to this tender, the Bidder is required to prepare its proposal in accordance with the instructions outlined in this section. Bidders must respond in full to all bid document sections and follow the format provided (section numbering, etc.) in their response. **EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.** All parts, pages, figures, and tables should be numbered and labelled clearly. The proposal should be organized as follows:

### 1.5.1 Standard Forms

Duly fill out and sign the Form of Tender and the Tender Submission forms in the format provided.

### 1.5.2 Executive Summary

This part of the response to the tender should be limited to a brief narrative and not to exceed three (3) pages describing the company/organization, Alternative Channels experience, and the proposed solution in line with the envisaged architecture in section 1.4 above. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations. Include the Confidential Business Questionnaire form duly filled.

### 1.5.3 Firms Experience

Bidders must provide the firm's experience in providing services of a similar nature for at least three (3) Alternative Channels implementations for Financial Institutions preferably in developing countries on projects of similar size, organization, and details of work underway or contracted. Attach the names, addresses, and contact details of these organizations. Use the format provided in section Form Tech IV -B

### 1.5.4 Proposed Solution and Implementation Plan

The Bidder is to provide an implementation plan in a narrative format supported by an activity-level project plan as per the format in Form Tech VII (B) and a Gantt Chart that details how the proposed solution is to be implemented. This implementation plan should be accompanied by the following elements:

#### 1.5.4.1 General Implementation Approach

Provide a general overview of the implementation approach you plan to use for the implementation of the different functional areas.

#### 1.5.4.2 Proposed Solution and Other Requirements

The bidder is required to describe in detail the **proposed Alternative Channels solution including its architecture, modules, subsystem and third-party tools (not more than 15 pages)**. The solutions should include **optimal hardware requirements Form Tech VII-C** for the outlined

solutions, and **ALL** licenses and types of licenses (concurrent, named, site etc.) required to make it a holistic solution.

#### **1.5.4.3 System Requirements Specifications (Technical Responsiveness Checklist)**

Duly fill out the attached Technical Responsiveness Checklist indicating the module of the Alternative Channels that meets the requirements.

#### **1.5.4.4 Training and Knowledge Transfer Approach**

As part of the implementation, the Ollin SACCO shall require the solution provider to provide training as specified below:

- i) **End User Training:** All (25) end-user and technical training will be performed on-site through implementation and be performed by the Bidder. End-user implementation training will be provided by the Bidder and include joint participation by the relevant Ollin SACCO process owner team leads supporting the process area in the new Alternative Channels. Technical Implementation training will include training for Ollin SACCO IT staff on the technologies required to support the new Alternative Channels.
- ii) **Technical Training** of Ollin SACCO ICT staff (at least 4 staff members) to provide 1<sup>st</sup> level of support.
- iii) **Champions Training:** The Vendor will incorporate a training approach to build the in-depth capacity of selected Ollin SACCO champions from the SACCO departments for each Alternative Channels module. The vendor should provide a capacity-building plan that includes onsite and offsite training at the vendor's headquarters to enable achieve the objective. The envisaged capacity building should result in the selected Ollin SACCO staff being experts on the various Alternative Channels modules to become champions of the system within the organization.

The Bidder should provide an overall description of available training modules to meet the above objectives, including the general time frames in which the types of training will be conducted. The Bidder should describe their process for ensuring that a transfer of knowledge occurs back to the Ollin SACCO staff such that the staff is capable of supporting and maintaining the application most proficiently once the implementation engagement is complete.

#### **1.6 System Documentation, manuals, and Testing**

The bidder shall be required to provide user manuals (technical and End-user) to the Ollin SACCO as part of the initial training and ongoing operational support. The Bidder should also describe their recommended

approach to the following types of testing that are anticipated to be performed on the project and the type of assistance they anticipate providing to Ollin SACCO related to such testing:

- i) System testing
- ii) Integration testing (to the Core Banking System)
- iii) Stress/performance testing
- iv) User acceptance testing (UAT)

### **1.7 On-going Support Services**

In this section, the bidder is required to specify the nature and conditions of any post-implementation support options including:

- i) Post-go live support that is included in the proposal response
- ii) Offsite support (e.g. system tuning, application configuration, interface issues, report development, network optimization, user training and tips to optimize the user experience)
- iii) Telephone support, Help
- iv) Desk services (If there is a service level agreement for your help desk, please provide a copy with your response to the tender)
- v) Toll-free support line
- vi) Online knowledge base (i.e. – how it accesses, who updates it, etc.)

### **1.8 Software Key Personnel, Experience and Qualifications**

The bidder shall be required to propose a suitable personnel plan capable of delivering the project within a maximum period of four (4) months and a handholding period of three (3) additional months. Provide the details of the proposed team using Form Tech V and CV in the format provided in Form Tech VI.

**SECTION IX: STANDARD FORMS**  
**[ON LETTERHEAD OF THE BIDDER]**

**FORM TECH I - FORM OF TENDER**

The CEO  
Ollin SACCO Ltd  
Kerugoya, Kirinyaga County  
Kenya

Email: [tender@ollin.co.ke](mailto:tender@ollin.co.ke)

Dear Sir

We, the undersigned, offer to supply, setup, install, configure, customize, test and commission Alternative Channels 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.

We undertake, if our Tender is accepted, to deliver, install and commission the equipment in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Tender is accepted, we will obtain the guarantee of a bank in a sum of **10%** of our negotiated Contract Price for the due performance of the Contract, in the form prescribed by The Ollin SACCO (Procuring entity).

We agree to a bid bond for this Tender for **90 days** from the date fixed for the tender opening of the Instructions to the tenderer, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us subject to signing of the Contract by the parties.

We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

\_\_\_\_\_  
[Signature]

\_\_\_\_\_  
[In the capacity of]

Duly authorized to sign tender for an on behalf of  
.....

**FORM TECH II - TECHNICAL PROPOSAL SUBMISSION FORM**

[ON LETTERHEAD OF THE BIDDER]

Date:

Subject: Technical Proposal Submission Form

The CEO  
Ollin SACCO Ltd  
Kerugoya, Kirinyaga County  
Kenya

Email: **tender@ollin.co.ke**

Dear Sir,

We, the undersigned, offer to provide the supply, deliver, install, configure, customize, test and commission Alternative Channels in accordance with your tender dated ..... and our bid submission.

We are hereby submitting our proposal, which includes this Technical Proposal, and a Financial Proposal sealed under separate envelopes.

If negotiations are held during the period of validity of the proposal. before we undertake to negotiate based on this proposal.

Our proposal is binding upon us and subject to the modifications resulting from the contract negotiations.

We understand you are not bound to accept any proposal you receive and confirm we have no objection to your making enquiries regarding this proposal from our referees.

We remain Yours

sincerely, [Authorized Signatory]

[Name and Title of Signatory]

Name of Firm]

**FORM TECH III - CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM**

You 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.

**NB.** Attach the Company Registration Certificate or Certificate of Incorporation, Valid Tax Compliance certificate from the relevant Tax Authority, Valid Trade Licenses, and VAT Certificate with this form.

**Part 1 – General**

Business Name: .....

*[Attach Copy of Registration Certificate/Certificate Incorporation]*

Location of business premises: .....

Tel. No: .....

Plot No: .....

Street/Road: .....

Postal address: .....

E-Mail:..... Website: .....

Mobile No. ....

Nature of Business:.....

Registration Certificate No. ....

Current Trade License No:.....

*[Attach Copy of Valid Trade License]*

V.A.T No:.....

*[Attach Copy of V.A.T Certificate]*

Tax Compliance Certificate No: .....

Expiring Date:.....

*(Attach Copy of Valid Tax Compliance from K.R.A.)*

Maximum value of business which you can handle at any one time:  
Ksh: .....

Name of your bankers: .....

Branch: .....

Account No. ....

Swift Code: .....

**Part 2 (a) – Sole Proprietors**

Your name in full: .....

Age.....

Nationality.....

Country of origin.....

Citizenship details .....

**Part 2 (b) –Partnership**

Given details of partners as follows:

Name Nationality Citizenship Details Shares in % 1.

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

**Part 2 (c) –Registered Company**

Private or

Public

State the nominal and issued capital of company-

Nominal KES Issued

KES Given details

of all directors as follows

Name	Nationality	Citizenship Details	Shares in %
------	-------------	---------------------	-------------

Date

Seal/Signature

Name

---

---

Note - if a Kenya Citizen, indicate under "Citizenship Details" whether by Birth, Naturalization or Registration



## FORM TECH IV - BIDDER'S ORGANIZATION AND EXPERIENCE

### A - Bidder's Organization

*[Provide here a brief description of the background and organization of your firm/entity and each associate for this assignment.]*

### B - Bidder's experience

Relevant Services carried for at least three DT-SACCOs preferably in Kenya and details of work under way or contracted that best illustrate qualifications

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

Assignment Name:		Country	
Location within Country:		Professional Staff provided by Your Firm/Entity(profiles):	
Name of Client:		Clients contact person for the assignment.	
Address:			
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (KES)	
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:			
Narrative Description of project:			
Description of Actual Services Provided by Your Staff:			

**FORM TECH V - TEAM COMPOSITION AND TASK ASSIGNMENTS**

**Name**

**Position Task**

**Task**

**Managerial Staff**

1.

2.

3.

4.

**Technical Staff**

1.

2.

3.

4.

5.

**Support Staff**

1.

2.

3.

4.

5.

6.

7.

8.

**FORM TECH VI - CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL**

**Staff Proposed Position:**

**Name of Firm** *[Insert name of the firm proposing the staff]:*

**Name of Staff** *[Insert full name]:*

**Date of Birth:**

**Nationality:**

**Education** *[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:*

**Membership of Professional Associations:**

**Other Training:** *[Indicate significant training undertaken after degrees and where obtained]:*

**Countries of Work Experience:** *[List countries where staff has worked in the last ten years]*

**Languages:** *[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]*

**Employment Record:** *[Starting with present position, list in reverse order every employment held by staff*

*member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:*

From: [Year].....

To:[Year].....

Employer:.....

Position Held:.....

**Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned**

*[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed]*

Name of assignment or project:

Year:

Detailed Tasks Assigned [List all tasks to be performed under this assignment]

Location: Client:

Main Project features: Position Held:

Activities Performed:

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative of the staff] [Date:]

[Full name of authorized representative:]

**FORM TECH VII A - ACTIVITY (WORK) SCHEDULE**

*< Bidder is required to add or amend items as may be required based on their proposed implementation approach >*

[1<sup>st</sup>, 2<sup>nd</sup> etc, are months from the start of assignment)

<b>Activity</b>	<b>1st</b>	<b>2nd</b>	<b>4th</b>	<b>4th</b>	<b>5th</b>	<b>6th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>	<b>12th</b>

**FORM TECH VII (B) – IMPLEMENTATION SCHEDULE TABLE**

*< Bidder is required to add or amend items as may be required based on their proposed implementation approach >*

<b>Line Item No.</b>	<b>Subsystem / Item</b>	<b>Configuration Table No.</b>	<b>Site / Site Code</b>	<b>Delivery (Bidder to specify in the preliminary Project Plan)</b>	<b>Installation (Weeks from Effectiveness)</b>	<b>Acceptance (Weeks from Effectiveness)</b>	<b>Liquidated Damages Milestone</b>

**Notes:**

*Refer to the System Inventory Table(s) below for the specific items and components that constitute the Subsystems or item A*

Table 2 - System Inventory Table (Supply, Installation, Configuration, Customization, Training, Data Migration and Commissioning)

Component No.	Component	Relevant Technical Specifications No.	Additional Site Information (e.g., building, floor, department, etc.)	Quantity	Support Period				
					Y1	Y2	Y3	Y4	Y5
1.	Software Licenses and Implementation (Site License)			1					
2	Data Migration								
3	Three Months Handholding Period – Fully time onsite at HQ, Kerugoya, Mwea, Kitengela, Kiserian, Kimana, Kianyaga, Narok, Thika, Kajiado, Nairobi Branches.			2HQ, add adequate additional resources to support the Branches					
4	Nine Months warranty period post handholding period (offsite, same business								

Component No.	Component	Relevant Technical Specifications No.	Additional Site Information (e.g., building, floor, department, etc.)	Quantity	Support Period				
	day response time)								
5	Software Maintenance (Post Warranty Period)								



Table 3 Post-Warranty Service Period Quantities/Requirements

Component No.	Component	Relevant Technical Specifications No.	Support Period				
			Y1	Y2	Y3	Y4	Y5
1.	Warranty Defect Repair					...	...
2.	Software Maintenance (Post Warranty Period						
3;	Software/Firmware Licenses and Updates:						
4.	In house support						

**Note:** - - indicates not applicable. “ Indicates repetition of table entry above.

**FORM TECH VII (C) – OPTIMAL HARDWARE SPECIFICATION**

*< Bidder is required to indicate the optimal hardware specification and configuration requirements >*

Primary Site	Type	CPU Cores	Memory (TB)	Storage (TiB)
	HCI Cluster			
	Backup Cluster			

	Requested	To be Configured
<b>HCI CLUSTER</b>		
CPU Cores		
Memory (TB)		
Usable Storage Capacity (TiB)		
# of Nodes		
<b>BACKUP CLUSTER</b>		
CPU Cores		
Memory (GB)		
Usable Storage Capacity (TB)		
# of Nodes		

**FORM TECH VIII LIGATION HISTORY**

Litigation History, in accordance with Stage 4, Evaluation and Qualification Criteria			
Year	Outcome as Percent of Total Assets	Contract Identification	Total Contract Amount (current value, KES equivalent)
_____	_____	Contract Identification: Name of Procuring Entity: Address of Procuring Entity: Matter in dispute:	_____
_____	_____	Contract Identification: Name of Procuring Entity: Address of Procuring Entity: Matter in dispute:	_____

**FORM FIN I - FINANCIAL PROPOSAL SUBMISSION FORM**

[ON LETTERHEAD OF THE BIDDER]

Date:

Subject: Financial Proposal Submission Form

The CEO  
Ollin SACCO Ltd  
Kerugoya, Kirinyaga County  
Kenya

Email: [tender@ollin.co.ke](mailto:tender@ollin.co.ke)

Dear Sir/Madam,

We, the undersigned offer to provide the **Alternative Channels** in accordance with your request for proposal dated **19<sup>th</sup> November 2024** and our proposal (Technical and Financial Proposals) our Attached Financial proposal is for the sum of ..... only.

This amount is exclusive of the local taxes, which we have estimated at ..... only.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal i.e.....

We understand you are not bound to accept any proposal you receive.

We remain Yours

sincerely, [Authorized

Signatory]

[Name and Title of Signatory]

[Name of Firm]

## FORM FIN II – SUMMARY PRICE SCHEDULE

< Bidder is required to **ONLY** add items as may be required based on their proposed solution >

NO.	ITEMS	AMOUNT (KES)
1.	Supply, Installation, Configuration, Customization and Commissioning Costs (FORM FIN III – DETAILED PRICE SCHEDULE - a. Implementation Costs)	
2.	Recurrent Costs (FORM FIN III – DETAILED PRICE SCHEDULE - b. recurrent Costs)	
3	VAT 16%	
3.	Grand Totals (to Tender Submission Form)	

**FORM FIN III – DETAILED PRICE SCHEDULE**

< Bidder is required to **ONLY** add items as may be required based on their proposed solution >

**a. License and Implementation Costs**

S/NO	DESCRIPTION	UNIT	QUANTITY	UNIT PRICE ALL TAXES INCLUSIVE (KES )	TOTAL PRICES ALL TAXES INCLUSIVE (Ksh)
1.	Site License	No.	1		
1.1	Mobile Banking – USSD and Mobile Application				
1.2	SACCO Agency Banking				
1.3	SMS/WhatsApp Banking				
1.4	ChatBot				
1.5	Bank Agency				
1.6	Internet Banking				
1.7	ATM Cards				
1.8	SACCO Assurance				
1.9	Buy Now Pay Later				
1.10	Diaspora Banking				
1.11	Diaspora Remittance				
2.	Setup Costs (Alternative Channels )				
1.1	Software Configuration/Cust omization				

S/NO	DESCRIPTION	UNIT	QUANTITY	UNIT PRICE ALL TAXES INCLUSIVE (KES )	TOTAL PRICES ALL TAXES INCLUSIVE (Ksh)
1.2	Sharia Compliant specific customizations				
1.3	Data migration				
1.4	Training of Technical & end Users				
1.5	<p>Handholding (three months fully time onsite at HQ, Kerugoya, Mwea, Kitengela, Kiserian, Kimana, Kianyaga, Narok, Thika, Kajjado, Nairobi Branches.</p> <p><b>The vendor Must dedicate resources for the branches during the handholding period.</b></p>				
	<b>TOTALS</b>				

**b. Recurrent Costs**

<Please specify the cost of further customizations after go-live during post warranty period and the costing model as a footnote>.

		Maximum all-inclusive costs for costs in KES						
Component No.	Component	3 months handholding, 9 Months Warranty	Units	Post Warranty Y1  (Vendor Must Provide)	Post Warranty Y2  (Vendor Must Provide)	Post Warranty Y3  (Vendor Must Provide)	Post Warranty Y4  (Vendor Must Provide)	Post Warranty Y5  (Vendor Must Provide)
1.	Annual Maintenance – software updates/security updates	Incl. in Warranty						
2	Technical Services – Bug Fixing	Incl. in Warranty						
3	Revenue Share							
	<b>Subtotal</b>							



**c. Additional Costs**

<Please specify the cost of additional site license and describe the costing model as a footnote>.

		Maximum all-inclusive costs for costs in KES						
Component No.	Component	3 months handholding, 9 Months Warranty	Units	Post Warranty Y1 <b>(Vendor Must Provide)</b>	Post Warranty Y2 <b>(Vendor Must Provide)</b>	Post Warranty Y3 <b>(Vendor Must Provide)</b>	Post Warranty Y4 <b>(Vendor Must Provide)</b>	Post Warranty Y5 <b>(Vendor Must Provide)</b>
1.	Additional user license	N/A	Per Site Licenses					
	<b>Subtotal</b>							

## PERFORMANCE SECURITY

To:

The CEO  
Ollin SACCO Ltd  
Kerugoya, Kirinyaga County  
Kenya

Email: **tender@ollin.co.ke**

WHEREAS *[name of bidder]* (hereinafter called "the Bidder") has undertaken, in pursuance to contract No.....[Reference number of contract] dated ..... to supply, install, configure, customize, implement, test, train users, and commission Alternative channels, (hereinafter called "the Contract") **AND WHEREAS** it has been stipulated by you in the said Contract that the Bidder shall furnish you with a bank guarantee of 10% of the contract amount by a Tier Bank in Kenya, the sum specified therein being security for compliance with the Bidder's performance obligations in accordance with the Contract.

**AND WHEREAS** we have agreed to give the Bidder a guarantee: -

**THEREFORE**, we hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of guarantee in words and figures]* and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without civil 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 conclusion of the first year after the date of acceptance by Ollin SACCO of the installation of the Alternative Channels.

[Authorized

Signatory]

[Signature and seal of the Guarantors]

[Address]

[Date]