



THE KENYA NATIONAL EXAMINATIONS COUNCIL

REF:/NO. KNEC/GT/2016/2017-29

PROVISION OF INTERNET CONNECTIVITY SERVICES

NOVEMBER, 2016

CLOSING DATE: 18TH NOVEMBER 2016 AT 10.00AM

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INTRODUCTION

- 1.1 This standard tender document for procurement of services has been prepared for use by public entities in Kenya in the procurement of Services as per the Public Procurement and Asset Disposal Act 2015.
- 1.2 The following general directions should be observed when using the document;
 - (a) Specific details should be furnished in the invitation to tender notice 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 special conditions of contract and appendix to instructions to tenderers respectively.
- 1.3
 - (a) 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.
 - (c) The invitation to tender shall be issued as an advertisement in accordance with the regulations or a letter of invitation addressed to tenderers who have expressed interest following an invitation for expression of interest for which the invitation is issued.
- 1.4 The cover of the tender document should be modified to include:
 - I. Tender number.
 - II. Tender name.
 - III. Name of procuring entity.

SECTION I - INVITATION FOR TENDERS

- 1.1 The KNEC invites sealed tenders from eligible Internet Connectivity Service Providers for the 2016 -2017 Financial Year.
- 1.2 Interested eligible candidates may obtain further information from and inspect the tender documents at KNEC, Procurement Division at NHC Building, 3rd floor during normal office working hours.
- 1.3 A complete set of tender documents may be obtained by interested candidates upon payment of a non-refundable fee of 1,000.00 by bankers cheque.
- 1.4 Request for clarifications can be sent via email to: procurement@kneec.ac.ke
- 1.5 Prices quoted should be net inclusive of all taxes, and delivery costs, must be in Kenya Shillings and shall remain valid for **the financial year 2016 -2017 from the closing date of the tender.**
- 1.6 Tender bids in plain sealed envelope indicating the tender number and bearing no indication of the Tenderer should be addressed to:

**The Chief Executive Officer
Kenya National Examinations Council
P O Box 73598 – 00200
NAIROBI**

- 1.7 And placed in the **Tender Box on 6th Floor** of the **NHC Building, Nairobi** or sent by post so as to reach the above address not later than **18th November 2016** at **10.00 am.**
- 1.8 Submitted documents will be opened publicly in the **Conference Room on 6th Floor, NHC Building** soon after the above stated closing date and time in the presence of the Tenderers or their representatives who choose to attend. Late bids will be returned unopened.
- 1.9 The Kenya National Examinations Council reserves the right to reject any tender without giving reasons for the rejection and does not bind itself to the lowest or any tender.

CHIEF EXECUTIVE OFFICER

SECTION II - INSTRUCTION TO TENDERERS

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SECTION II - INSTRUCTIONS TO TENDERERS

2.1. Eligible Tenderers

2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Appendix to 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 relatives (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 the 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/=. However, bidders are encouraged to download the document from the KNEC Website or IFMIS for free.

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 Document

2.3.1 The tender documents comprise the documents listed below and addenda issued in accordance with clause 2.5 of these instructions to tenderers.

- (i) Instructions to Tenderers
- (ii) General Conditions of Contract

- (iii) Special Conditions of Contract
- (iv) Schedule of Requirements
- (v) Details of Sanitary Bin Services Contract
- (vi) Form of Tender
- (vii) Price Schedules
- (viii) Contract Form
- (ix) Confidential Business Questionnaire Form
- (x) Tender security Form
- (xi) Performance security Form
- (xii) Declaration Form
- (xiii) Request for Review Form

2.3.2 The Tenderer is expected to examine all instructions, forms, terms and specification 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 Tender Documents

2.4.1 A Candidate making inquiries of the tender documents may notify the Procuring entity by post, fax or by email at the procuring 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 not later than seven (7) days prior to the deadline for the submission of the 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 candidates 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.

2.4.3 Preference where allowed in the evaluation of tenders shall not exceed 15%

2.5 Amendment of Tender 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 and 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 Tenders

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

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

- (a) A Tender Form and a Price Schedule completed in accordance with paragraph 2.8, 2.9 and 2.10 below
- (b) Documentary evidence established in accordance with paragraph 2.1.2 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) Tender security furnished in accordance with paragraph 2.12 (if applicable)
- (d) Declaration Form.

2.8 Form of Tender

2.8.1 The tenderer shall complete the Tender Form and the Price Schedule furnished in the tender documents, indicating the services to be provided.

2.9 Tender Prices

2.9.1 The tenderer shall indicate on the form of tender and the appropriate Price Schedule the employees benefit solution price and total tender price 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 2.20.5

2.10. Tender Currencies

2.10.1 Prices shall be quoted in Kenya Shillings

2.11. Tenderers Eligibility and Qualifications

2.11.1 Pursuant to paragraph 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 it's tender is accepted.

2.11.2 The documentary evidence of the tenderer's 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 Appendix to Instructions to Tenderers.

2.12.2 The tender security shall not exceed 2 per cent of the tender price.

2.12.3 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

2.12.4 The tender security shall be denominated in Kenya Shillings or in another freely convertible currency, and shall be in the form

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

2.12.5 Any tender not secured in accordance with paragraph 2.12.1. and 2.12.3 shall be rejected by the Procuring entity as non-responsive, pursuant to paragraph 2.20.5

2.12.6 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

2.12.7 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

2.12.8 The tender security may be forfeited:

- (a) if a tenderer withdraws its tender during the period of tender validity.
- (b) in the case of a successful tenderer, if the tenderer fails:
 - (i) to sign the contract in accordance with paragraph 2.29 or
 - (ii) to furnish performance security in accordance with paragraph 2.30.
- (c) If the tenderer reject correction of an arithmetic error in the tender.

2.13. Validity of Tenders

2.13.1 Tenders shall remain valid for 60 days after date of tender opening pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

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 granting the request will not be required nor permitted to modify its tender.

2.14. Format and Signing of Tenders

2.14.1 The tenderer shall prepare an original and a copy 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 un-amended 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 the copy of the tender in separate envelopes, duly marking the envelopes as “ORIGINAL TENDER” and “COPY OF TENDER”. The envelopes shall then be sealed in an outer envelope.

2.15.2 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 **18th November 2016 at 10.00 A.M.**”

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

- (c) Tenders must be received by the Procuring entity at the address specified under paragraph 2.15.2 not later than **18th November 2016 at 10.00 A.M.**

2.16.1 The Procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.5.3 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.

2.16.2 Bulky tenders which will not fit 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 tenders, is received by the Procuring entity prior to the deadline prescribed for 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 fax or email 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. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.7.

2.18. Opening of Tenders

2.18.1 The Procuring entity will open all tenders in the presence of tenderers' representatives who choose to attend, at KNEC boardroom on 18th November 2016 at 10.00 a.m. and in the location specified in the invitation for tenders. The tenderers' representatives who are present shall sign a register evidencing their attendance

2.18.2 The tenders' 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.

2.18.3 The Procuring entity will prepare minutes of the tender opening, which will be submitted to 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 of the tender 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.

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 sureties 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 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 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.
- 2.20.4 Prior to the detailed evaluation, pursuant to paragraph 2.20, 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 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 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 2.22.3.

(a) operational plan proposed in the tender;

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

2.22.3 Pursuant to paragraph 2.22.2. the following evaluation methods will be applied.

(a) Operational Plan

(i) 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

(i) Tenderers shall state their tender price for the payment on schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this total employees benefit solution price and not on individual classes of premium quoted. 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.

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

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 Post-qualification

2.24.1 The Procuring entity will verify and 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 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 2.11.2 , 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.

2.25 Award Criteria

2.25.1 Subject to paragraph 2.29 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.

2.25.2 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.

2.26. Procuring entity's Right to accept or Reject any or all Tenders

- 2.26.1 The Procuring entity reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without 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 non of the tenders is responsive, the Procuring entity shall notify each tenderer who submitted a tender.
- 2.26.2 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.
- 2.26.3 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.

2.27 Notification of Award

- 2.27.1 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.
- 2.27.2 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 2.9. Simultaneously the other tenderers shall be notified that their tenders were not successful.
- 2.27.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.29 the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

2.28 Signing of Contract

- 2.28.1 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.

2.28.2 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.

2.28.3 The contract will be definitive upon its signature by the two parties.

2.28.4 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.

2.29 Performance Security

2.29.1 The successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in a form acceptable to the Procuring entity.

2.29.2 Failure by 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 tender or call for new tenders.

2.30 Corrupt or Fraudulent Practices

2.30.1 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.

2.30.2 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

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

Appendix to Instructions to Tenderers

Notes on the Appendix to the 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 clause in the instructions to Tenderers included in Section II and 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 procurig entity, the procuring of the procurement, and the tender evaluation criteria that will apply to the tenders.
3. In preparing the Appendix the following aspects should be taken into consideration;
 - (a) The information that specifies and complements provisions of Section II to be incorporated.
 - (b) Amendments and/or supplements if any, to provisions of Section II as necessitated by the circumstances of the specific procurement to be also incorporated.
4. Section II should remain unchanged and can only be amended through the Appendix to instructions to tenders.
5. Any clause to be included in the appendix to instructions to tenderers must be consistent with the applicable public procurement law and regulations.

Appendix to instructions to Tenderers

The following information for the provision of sanitary bin services shall complement, supplement, or amend, the provisions on 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.

Instruction to tender reference	<i>Particulars of Appendix to instructions to tenderers</i>
2.1	<i>Indicate eligible tenderers</i>
2.15.2 (b)	<i>State day, date and time of tender closing</i>
2.16.1	<i>As 2.15.2 (b) above</i>
2.18.1	<i>As 2.15.2 (b) above</i>

(Complete as necessary)

SECTION III - GENERAL CONDITIONS OF CONTRACT

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SECTION III GENERAL CONDITIONS OF CONTRACT

3.1. Definitions

3.1.1 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 tenderer including any documents, which the tenderer is required to provide to the Procuring entity under the Contract.
- (d) “The Procuring entity” means the organization procuring the services under this Contract
- (e) “The Contractor” means the organization or firm providing the services under this Contract.
- (f) “GCC” means the General Conditions of Contract contained in this section.
- (g) “SCC” means the Special Conditions of Contract
- (h) “Day” means calendar day

3.2. Application

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

3.3. Standards

3.3.1 The services provided under this Contract shall conform to the standards mentioned in the schedule of requirements.

3.4. Use of Contract Documents and Information

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

3.4.2 The Contractor shall not, without the Procuring entity's prior written consent, make use of any document or information enumerated in paragraph 2.4.1 above.

3.4.3 Any document, other than the Contract itself, enumerated in paragraph 2.4.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the contract's or performance under the Contract if so required by the Procuring entity.

3.5. Patent Rights

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

3.6 Performance Security

3.6.1 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 SCC

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 Contractor's performance of obligations under the Contract, including any warranty obligations, under the Contract.

3.7. Delivery of services and Documents

- 3.7.1 Delivery of the services shall be made by the Contractor in accordance with the terms specified by the procuring entity in the schedule of requirements and the special conditions of contract

3.8. Payment

- 3.8.1. The method and conditions of payment to be made to the contractor under this Contract shall be specified in SCC
- 3.8.2. Payment shall be made promptly by the Procuring entity, but in no case later than sixty (60) days after submission of an invoice or claim by the contractor

3.9. Prices

- 3.9.1 Prices charges 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 quoted by the tenderer in its tender or in the procuring entity's request for tender validity extension the case may be. No variation in or modification to the terms of the contract shall be made except by written amendments signed by the parties.
- 3.9.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)
- 3.9.3 Where contract price variation is allowed the variation shall not exceed 10% of the original contract price

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

3.10. Assignment

3.10.1 The Contractor shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring entity's prior written consent.

3.11. Termination for Default

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

- (a) if the Contractor 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 Contractor fails to perform any other obligation(s) under the Contract
- (c) If the Contract in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the contract

3.11.2 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 un-delivered, and the Contractor shall be liable to the Procuring entity for any excess costs for such similar services. However the contractor shall continue performance of the contract to extent not terminated.

3.12. Termination for Insolvency

3.12.1 The Procuring entity may at 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 prejudice 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 entities 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 an agreed amount for partially completed services.

3.14 Resolution of Disputes

- 3.14.1 The procuring entity and the contractor shall make every effort to resolve amicably by direct informal negotiations and disagreement or disputes arising between them under or in connection with the contract
- 3.14.2 If after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

3.15. Governing Language

- 3.15.1. 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. Applicable Law

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

3.17 Force Majeure

- 3.17.1 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.

3.18 Notices

3.18.1 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 Email and confirmed in writing to the other party's address specified in the SCC.

3.18.2 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

1. 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
2. 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 insurance cover required. In preparing Section IV, the following aspects should be taken into consideration.
 - (a) Information that complement provisions of Section III must be incorporated; and
 - (b) Amendments and/or supplements to provisions of Section III, as necessitated by the circumstances of the specific insurance cover required must also be incorporated.
3. 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 shall prevail over the provisions of the general conditions of contract.
4. Any clause to be included in this section must be consistent with the applicable public procurement law and regulations.

SECTION IV – SPECIAL CONDITIONS OF CONTRACT

4.1 EVALUATION CRITERIA

Item	Evaluation Criteria	Weight Value
a)	Item description	Mandatory
	Certified Copy of Certificate of incorporation	Any bidder who fails to meet any of these items will be deemed non responsive
	Bid Bond at 2% of the Tender Sum	
	Certified Copy of VAT Registration Certificate	
	Certified Copy of PIN Certificate	
	Certified Copy of Valid Tax Compliance Certificate/Exemption	
	Certified Copy of Certificate of Compliance from Communication Authority	
	Audited Financial Statements for the last three years	
All pages of the tender document MUST be serialized with accurate Table of Content and properly signed and stamped.		

Technical Evaluation Score Sheet		
No.	Technical Parameter -	Max Score
A	Firm	10
	1. Experience of the firm in last 5 years	5
	2. References statement of 5 WAN Solutions	5
B	Technical Solution	65
	1. Configuration Technology	15
	2. Completeness of Proposed Solution	25
	3. Internet and WAN Back up and redundancy solutions	10
	4. Service Level Agreement Draft	10
	5. Network Management Solution	5
C	Training Delivery	5
	1. Network Management Training	5
D	Team Competency	20
	a) Project Manager	5
	b) Network Administrator/Integrator	5
	c) Implementation Timelines and planning and Documentation	10
	TOTALS	100

Documentary evidence must be provided for scoring under technical evaluation.

NB: Only bidders attaining 80 out of 100 marks will qualify for financial evaluation.

Evaluation and Comparison of Tenders

A binary selection scheme will be applied to determine the highest responsive bidder.

Bids will first be evaluated on their responsiveness to the general requirements and on specific technical requirements. Bids which fail in any critical items will be technically disqualified.

Only the technically qualified bidders will proceed for commercial evaluation. The financial proposal with the lowest bid price will be the highest commercially responsive. Financial proposals shall be scored by percentage with the lowest bid being allocated 30%. The formula $P_c = L_p / P \times 30$ shall be used where:

- a) P_c = Percentage allocated to price P
- b) L_p = Lowest price quoted

The technical score will be allocated out of 70% and the price out of 30%, the combination of which shall be out of 100%. The contract shall be awarded to the bidder with the highest combined score.

4.2 Special Conditions of Contract as relates to the General Conditions of Contract

Reference of general conditions of contract	Special condition of contract
3.6 Performance security	Not applicable
3.7 Delivery of Services	(Specify as necessary)
3.8 Payment	(Specify as necessary)
3.9 Price adjustment	(Specify as necessary)
3.16 Applicable law	(Specify as necessary)
3.18 Notices	(indicate full address of the procuring entity)

SECTION V - SCHEDULE OF REQUIREMENTS

Notes for preparing Schedule of Requirements.

1. The schedule of Requirements shall be included in the tender documents by the procuring entity and shall cover, at the minimum, a description of the sanitary bin services to be provided and full particulars of the same.
2. The objectives of the schedule of requirements is to provide sufficient information to enable tenderers to prepare their tenders comprehensively, efficiently and accurately. In particular the price schedule for which a form is provided in Section VI must be carefully completed.
3. In addition, the schedule of requirements together with the price schedule should serve as a basis in the event of services variation at the time of award of contract pursuant to instruction to tenderers paragraph 2.26

NB: Refer to Schedule A on specification details.

SECTION VI - STANDARD FORMS

Notes on the standard Forms

1. **Form of TENDER** - The form of Tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer.
2. **Price Schedule Form** - The price schedule form must similarly be completed and submitted with the tender. The price schedule must show the premiums as categorized above and the TOTAL of all the three categories as above.
3. **Contract Form** - The contract form shall not be completed by the tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.
4. **Confidential Business Questionnaire Form** - This form must be completed by the tenderer and submitted with the tender documents.
5. **Tender Security Form** - When required by the tender document the tenderer shall provide the tender security either in the form included hereinafter or in another format acceptable to the procuring entity.
6. **Performance security Form** - The performance security form should not be completed by the tenderer at the time of tender preparation. Only the successful tenderer will be required to provide performance security in the form provided herein or in another form acceptable to the procuring entity.

Form of Tender

To: _____ Date _____
Name and address of procuring entity _____
Tender No. _____
Tender Name _____

Gentlemen and/or Ladies:-

1. Having examined the Tender documents including Addenda No. (Insert numbers) the receipt of which is hereby duly acknowledged, we the undersigned, offer to provide Insurance Services under this tender in conformity with the said Tender document 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 Insurance Cover Services in accordance with the conditions of the tender.

3. 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.

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

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

Dated this _____ day of _____ 2005

[Signature] [In the capacity of]

Duly authorized to sign tender for and on behalf of _____

Price Schedule Form

ITEM	DESCRIPTION	DEDICATED BANDWIDTH	SETUP & CONFIGURATION COSTS (KSH. EXCL. VAT)	MONTHLY RECURRENT COSTS (KSH. EXCL. VAT)
1	Dedicated Internet Connectivity to KNEC HQ (Inclusive of Wi-Max Backup link & 16 Public IPs)	60 MBPS		
2	WAN MPLS Connectivity between KNEC Four Sites:			
	2.1 NHC House Offices – Internet HQ	20 MBPS		
	2.2 Mitihani House (Caledonia) Offices	20 MBPS		
	2.3 South – C Offices	20 MBPS		
	2.4 Industrial Area Offices	10 MBPS		
3	Point-to-point Connectivity to the following banks:			
	3.1 Equity Bank	2 MBPS		
	3.2 Co-operative Bank	2 MBPS		
	3.3 Kenya Commercial Bank	2 MBPS		
	3.4 National Bank of Kenya	2 MBPS		
4	Physical/Virtualized Server with following minimum specifications for hosting KNEC Website Server: 4.1 Memory – 16 GB 4.2 Storage – 1 TB 4.3 Processors – 8 Cores @ 3.00 GHz 4.4 Network connectivity – 1 Gbps 4.5 Internet connectivity – 40 MBPS (KNEC will provide and install the Operating System)	40 MBPS		
5	3 Years Domain Name Registration			
	Three years’ registration of the following domains to be operative by the current expiry periods: 5.1 knec-portal.ac.ke – expiring 31 st October 2017 5.2 knec.ac.ke – expiring 22 nd September 2017			
	TOTAL CUMULATIVE COSTS (Carried forward to Form of Tender)			

Signature of tender Date:

Stamp/Company Seal

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 the Provision of Sanitary Bins Services and has accepted a tender by the tenderer for the supply of the services in the sum of _____
_____ [contract price in words in figures] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSTH 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 Details of cover/Policy Number and respective policy dicuments
 - (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 Sanitary Bins Services 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 services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

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 particular indicated in Part 1 and either Part 2(a), 2(b), or 2(c) Which ever applies to your type of business

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

Part _____ General:

Business Name
 Location of business premises
 Plot No. Street/Road
 Postal Address Tel. No.Fax Email
 Nature of business
 Registration Certificate No.

Maximum value of business which you can handle at any one time Kshs.
 Name of your bankers Branch

Part 2(a) – Sole Proprietor:

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

Party 2(b) – Partnership

Give details of partners as follows

	Name	Nationality	Citizenship Details	Shares
1.
2.
3.
4.
5.

Part 2(c) – Registered Company:

Private or public

State the nominal and issued capital of the company –

Nominal Kshs..

Issued Kshs.....

Give details of all directors as follows

	Name	Nationality	Citizenship Details	Shares
1.
2.
3.
4.
5.

Date..... Signature of Tenderer

If a citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or Registration

TENDER SECURITY FORM

Whereas [*name of Bidder*] (hereinafter called <the tenderer> has submitted its bid dated [*date of submission of bid*] for the provision of insurance services (hereinafter called <the tender>

KNOW ALL PEOPLE by these presents that WE [*name of bank*] of [*name of country*], having our registered office at [*name of procuring entity*] (hereinafter called <the procuring entity> in the sum of [*state the amount*] 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 procuring entity on the Form; or
2. If the tender, 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 tenders.

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 conditions, specifying the occurred condition(s)

This tender 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 stated date.

[Authorized Signatories and official stamp of the Bank]

(Amend accordingly if provided by Insurance Company)

PERFORMANCE SECURITY FORM

To:
[Name of 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 of 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 a
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 of money 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 of financial institution]

[Address]

[Date]

(Amend accordingly if provided by Insurance Company)

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 OFFICE

SCHEDULE A: SPECIFICATIONS REQUIREMENTS
PROVISION OF INTERNET AND WAN CONNECTIVITY- TECHNICAL SPECIFICATIONS

Summary

Item No	Name of Item or Related Service	Minimum Technical Specification and Standards
Internet Bandwidth & WAN - Data Connectivity Bandwidth Services		
1	Internet Dedicated Bandwidth to KNEC HQ with WiMAX Redundancy	
	Internet Dedicated Bandwidth and connectivity with WiMAX Redundancy	<ol style="list-style-type: none"> 60Mbps/60Mbps Full Duplex Internet Dedicated Bandwidth. Install a redundant backup WiMAX link for KNEC HQ Internet access services for automatic failover.
	Round Trip Delay	0-4ms (for Fiber Optic main
	Uptime KPI	99.99%
	Mode of Connectivity	Fiber Optic
	Network Accessories	As required
	Public IP Required	Minimum 16
	DNS Parking, MX Entry, Host Entry	Must be provided
	Experience	Minimum 5 (Five) years (Necessary documents should be submitted)
	International Internet Gateway(IIG) Provider	Should be Mentioned
	IIG's upstream Provider(s)	Should be Mentioned
	ITC's upstream marine provider(s)	Should be Mentioned
	Service Time	Should be 24hours
	Service Contract	3 (Three)years
2	WAN MPLS Connectivity and Bandwidth between KNEC Four Sites	

Item No	Name of Item or Related Service	Minimum Technical Specification and Standards
	Intranet Bandwidth - Full Duplex Dedicated Bandwidth	1. NHC House Offices (HQ) – 20 MBPS 2. Mitihani House (Caledonia) Offices – 20 MBPS 3. South C Offices – 20 MBPS 4. Industrial Area Offices – 10 MBPS
	Round Trip Delay	0 - 4ms
	Uptime KPI	99.99%
	Mode of Connectivity	Fiber Optic Cable
	Network Types	Layer 3 MPLS
	Network Accessories	KNEC will provide Cisco Routers for CPE use. The service provider to do the required configurations.
	Experience	Minimum 2 (Two) years (Necessary documents should be submitted)
	Existing number of Clients Connectivity	5 Minimum (Necessary documents should be submitted)
	Service Contract	3 (Three)years
3	Dedicated Bandwidth Point-to-point Connectivity to Banks	
	Dedicated Bandwidth Point-to-point connectivity to the following Banks	1. Equity Bank – 2 MBPS 2. Co-operative bank – 2 MBPS 3. Kenya Commercial Bank – 2 MBPS 4. National Bank of Kenya – 2 MBPS All the links terminating to one KNEC banks gateway router.
	Round Trip Delay	0 - 4ms
	Uptime KPI	99.99%
	Mode of Connectivity	Fiber Optic Cable
	Network Types	Layer 3 MPLS
	Network Accessories	KNEC will provide Cisco Router for CPE use. The service provider to do the required configurations.
	Service Contract	3 (Three)years
4	Physical/Virtualized Server with the following Minimum Specifications	
	Server Specifications	1. Memory – 16 GB 2. Storage – 1 TB (Minimum RAID 5 useable space) 3. Processors – 8 Cores @ 3.00 GHz 4. Network connectivity – 1 Gbps 5. Internet connectivity – 40 MBPS Fiber Optic (KNEC will provide and install the Operating System)
	Round Trip Delay	0 - 4ms
	Server Uptime KPI	99.99% (Provider to ensure no server and system downtimes to power or externally related incidents)

Item No	Name of Item or Related Service	Minimum Technical Specification and Standards
	Mode of Connectivity	Fiber Optic Cable
	Service Contract	3 (Three)years
5	3 Years - Domain Name Registration Services	
	Three years registration of the following domains to be operative by the current expiring periods:	<ol style="list-style-type: none"> 1. knec-portal.ac.ke – expiring 31st October 2017 2. knec.ac.ke – expiring 22nd September 2017
	Service Contract	3 (Three)years

The following technical requirements must be met by all bidders and these requirements must be committed in bidder's proposal.

ITEM	DELIVERABLE	Bidder's
Provision of 40 MBPS Internet Dedicated Bandwidth and connectivity to KNEC Head Offices with minimum interruptions.	<ol style="list-style-type: none"> 1. The ISP shall be required to install and commission 40 mbps on Fiber at the Client's Head Office NHC House Agha Khan walk 2. The ISP shall be required to provide WiMAX backup link and ensure load balancing and automatic failover to meet the required uptimes. 	
Provision of WAN MPLS connectivity to KNEC's Four offices	<p>The ISP shall provide a reliable MPLS Wide Area Network Connectivity between the KNEC Head Office and her 3 Offices.</p> <p>The capacity required at each branch is 20 MBPS except for Industrial Area Offices where 10 MBPS will be required.</p> <p>WAN services shall be full duplex, non-shared to each end site and aggregation site (HQ)</p>	

<p>KNEC's Offices shall have access to the internet through the Head Office.</p>	<p>Each Office shall have Internet Connection through the Head Office. The ISP shall ensure the links from other KNEC offices to the Head Office are uninterrupted and have Internet access as specified in the requirements.</p>	
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Item	Deliverables	Bidder's Response
<p>Maintenance and Support</p>	<p>The ISP shall responsible for their active network hardware/components provided and shall ensure that they will be under comprehensive maintenance i.e. the ISP shall be responsible for providing service and repairing/replacement of parts/components of their equipment at no additional cost to KNEC for the period of the contract.</p>	
<p>Infrastructure</p>	<p>The ISP shall have her own infrastructure. The ISP MUST disclose to KNEC where MOUs' with third party vendors' are in existence. Failure to disclose shall result to disqualification of the vendor's application or contract. The ISP not disclose to any party KNEC's IP addresses, routing</p>	

	configuration and Domain name services or installed infrastructure layouts.	
Quality of Service	The ISP shall implement end to end Quality of Service (QoS). This will be implemented after analyzing the traffic (bulk data, best effort, transactional data, mission critical, call signaling, voice and Video traffic etc.) for traffic prioritization, congestion management and avoidance based on KNEC's preference	
Service Availability	The ISP shall ensure that the Internet and WAN MPLS connectivity services shall be available 24/7 with minimum interruptions. The ISP shall provide redundancy provisions including a backup to ensure a 24/7, 365 days on equal proportions to ensure delivery of the required uptimes.	
Security	The ISP must guarantee absolute network security in the shared infrastructure including end-to-end encryption of KNEC traffic. The ISP should provide basic firewall security to protect KNEC's internal network against unauthorized access including intrusions into its network and other internet threats while allowing its users access to the internet.	
Network Management	The bidder must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team. NMS should support monitoring, control and configuration of the entire KNEC network by means of user friendly Graphical User	

	Interfaces. The ISP Shall provide training for KNEC's staff on the NMS.	
Domain and Web Hosting	The ISP shall provide Domain and Web Hosting for KNEC domains as specified in the requirements for the contract period.	
Fault Handling	The ISP shall provide a fault handling scheme and an escalation matrix. All faults shall be issued with a Service number and shall be handled within 1 hour on the maximum.	
Internet Usage Reports	The provider shall provide usage reports that can be accessed by KNEC at any time on demand for the provided bandwidth services. The report should be able to capture and asses the performance of the provided ISP bandwidth for: <ol style="list-style-type: none"> 1. KNEC HQ Internet bandwidth utilization 2. WAN MPLS bandwidth capacity utilization and performance. 3. Virtualization server performance and Internet bandwidth utilization. 	
Documentation	The ISP MUST provide a details documentation of the installed Wide Area Network and the services provided.	
Service Level Agreement	The ISP MUST provide a sample of their SLA which will form basis of negotiation.	

1. **LICENSING & REGISTRATION**

CRITERIA	ISP RESPONSE
The ISP shall be a licensed ISP with a Service Operator License and MUST have her own infrastructure across country.	
The ISP shall have direct connectivity to the KIXP(Kenya Internet ExchangePoint)	
The ISP shall provide a centralized support center with a ticketing tool for trouble shooting, call logging and monitoring.	
Any civil permission for cabling shall be the sole responsibility of the ISP.	
The ISP shall confirm in writing of whom to provide acceptable service levels of minimum 99.7%. KNEC will always look for the optimum service availability of 100%.	
The ISP shall have a license to setup and operate international gateways using the submarine cables.	

2. **WEBSITE & DOMAIN HOSTING**

KNEC's website is a dynamic site running on PHP and Java that will be installed in the requested server. The ISP shall renew KNEC's Domain registration annually for the **three year** period of the contract (for the two domains **knec.ac.ke** and **knec-portal.ac.ke**)

The ISP shall provide both Domain and Web hosting services of the **knec.ac.ke**. The ISP shall direct KNEC's **A** Host records, **MX** (Mail Exchanger) records and **DNS** (Domain Name System) records to point to the new Public IP addresses assigned. This will be required to be done efficiently to ensure there is no interruptions of KNEC services accessed to or from the public and the Internet.

3. SCHEDULE OF WORKS

The ISP shall be required to submit a phased schedule of works to enable critical activities to proceed with minimal interruptions.

The ISP is expected to adhere to this schedule or within variations as may be agreed with the Client and which must ensure continuity of critical operations.

The ISP must guarantee completion of the service within the specified schedule. If the ISP fails to complete the installation and commissioning within the specified schedule, the ISP may be required to pay liquidation damages.

4. SYSTEM DOCUMENTATION

All additional documentation required shall be provided as is necessary for the satisfactory performance of the job. To qualify for contract awards, the tenderer shall: -

- Have necessary qualifications, capability, and experience in handling the same project by providing reference site, statutory license to offer these services, OEM authorization certificate to handle equipment to be delivered and financial facilities to provide what is being procured.
- Have legal capacity to enter into a contract for procurement
- 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
- Not be debarred from participating in public procurement; should have clean history, not to have been blacklisted by the Government of Kenya or the Judiciary before.

5. TEST DOCUMENTATION

Test documentation shall be provided within three weeks after the completion of the project. The binders shall be marked and labelled appropriately. The project name and date of completion shall be

indicated clearly. The document shall be divided into sections, and resulting pertaining to the relevant location or branch shall be documented as such. Test results in each section shall be presented in sequence listed in the administration records.

7. TERMS OF CONTRACT

The duration of the Contract shall be Three (3) years' service delivery from the date of contract signing.

8. PROJECT MANAGEMENT

The selected bidder shall be responsible for the project management, including planning, oversight, and project coordination. The following specific Project Management activities shall be performed.

(a) Project Plan

The selected bidder shall develop a comprehensive Project Plan. The Project Plan shall include the following:

- i. Schedule of Integrations to existing sites
- ii. Network Configuration Completion
- iii. User Training Completion

Bidders shall submit a preliminary Project Plan as part of their response to the bid. The preliminary project plan shall provide specific details of the proposed master implementation plan and milestones.

(b) Project Staffing

The Bidder shall;

- i. Be responsible for providing adequate qualified staffing for the project to accomplish the implementation and provide the associated services in accordance with the contractually established schedule.
- ii. Provide a staffing plan in their proposal response that identifies all key personnel, describes their roles and

responsibilities, provides an experience summary for each key person that supports his/her project role, and defines the reporting structure of the project within the Bidder's organization.

(c) Key Personnel

All through the life of the project implementation, the key personnel must be available on site as required for the success of the project. The two key personnel are:

(I) Project Manager (1)

The selected bidder shall provide a dedicated and fulltime Project Manager whose project management responsibilities shall include:

- a) Planning and monitoring project activities.
- b) Working with the Client's Project Manager and representatives from the key function areas to ensure timely and effective response.
- c) Reporting on project status.
- d) Development of the Training Plan.
- e) Providing analytical and technical expertise as required by the project.
- f) Management and quality assurance of all required implementation and support services.
- a. Minimum qualification for the Project Manager
 - i. Be a holder of a bachelor's degree.
 - ii. Holder of project management certification would be an added advantage.
 - iii. Must have served as lead project manager in two similar projects in scope, cost and complexity.

(II) Network Engineer (2)

The selected bidder shall provide a dedicated Network Engineer whose responsibilities shall include:

- a) Configuration and integrations of all active devices to existing network
- b) Design and implementation of the network.
- c) Oversees and/or perform the physical set-up of a network, assuring integrity of communications and/or connections.

- d) Document all the network installations for this project, where applicable
- e) Minimum qualification for Network Engineer must demonstrate:
- f) Must have served as lead technical lead in two similar projects both in scope, cost and complexity.
- g) Must possess a minimum valid CCNP/CCDP/CCNP Voice or higher certification