

# KENYA PIPELINE COMPANY RETIREMENT BENEFITS SCHEME

P. O. BOX 13633 - 00800

# **NAIROBI**

Website: www.kpcrbs.com

# **REQUEST FOR QUOTATION**

KPCRBS/RT004/2023/2024

# NAVISION TPS MODULE DEVELOPMENT AND NAVISION SUPPORT SERVICES

**NOVEMBER 2023** 

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# **REQUEST FOR QUOTATIONS (RFQ)**

To: All bidders

From:

KENYA PIPELINE COMPANY RETIREMENT BENEFITS SCHEME,

P. O. BOX 13633 – 00800

**NAIROBI** 

Website: www.kpcrbs.com

# TENDER FOR NAVISION TPS MODULE DEVELOPMENT AND NAVISION SUPPORT SERVICES

#### KPCRBS/RT004/2023/2024

- 1. **The Kenya Pipeline Company Retirement Benefits Scheme** invites you to submit quotations for Navision TPS Module Development and Navision Support Services indicated in detail in "Table A. Schedule of Requirements and Specifications". The quotation shall follow the instructions and documents in this RFQ document and shall be in English Language. Tenderers may obtain further information during office hours between 0900 and 1600 hours at the address given below.
- 2. Quotations shall be submitted in accordance with the instruction in Part 1: Quotations must reach the Procuring Entity at the address indicated below not later than 4<sup>th</sup> December **2023** *1000hrs*. Late quotations shall be rejected.
- 3. Enquiries regarding this quotation may be sent to <a href="mailto:kpcrbstenders@kpc.co.ke">kpcrbstenders@kpc.co.ke</a>;
- 4. Any resulting contract shall be subject to the terms and conditions detailed in Part 3: Contract.
- 5. Please inform by email or express mail the undersigned within <u>3 days</u> of receipt of this RFQ if you will not be submitting a quotation. On the following email address kpcrbstenders@kpc.co.ke

# Address for Submission of Quotations.

Completed tender documents must be submitted to the following address:

The Trust Secretary, KPC Retirement Benefits Scheme, Crescent Business Centre, Crescent Road, Off Parklands Road, PO Box 13633-00800, Nbi- Kenya

The quotations to be dropped in the tender box at Crescent Business Centre, Crescent Road, off Parklands Road, 5<sup>th</sup> Floor.

Yours sincerely,		

[Trust Secretary KPCRBS]

#### PART 1: INSTRUCTIONS TO TENDERERS

- 1. **Tenderers are advised to read carefully** these instructions and the Conditions of Contract in Part 3: of Contract, before preparing the quotation. The standard forms in this RFQ may be photocopied for completion but the Tenderer is responsible for their accurate reproduction. The <u>term Tenderer</u> shall mean the firm or person invited to submit a quotation. The <u>term Quotation</u> herein shall mean the quotation submitted as usually understood in public procurement.
- 2. Validity of Quotations: The quotation will be held valid for 182 days from the date of submission.
- 3. **The Quotation shall consist of** completed Tables A, B and C and the Form of Quotation all indicated in Part 2 of this Request for Quotations, and documents to evidence Eligibility and Conformity to Technical Specifications.
- 4. **Sealing and Marking of Quotations**: Quotations in one "one original" should be sealed in a single envelope, clearly marked with the **Quotation Reference Number** in the RFQ, the Tenderer's name and the name of the Procuring Entity. Envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected.
- 5. **Submission of Quotations:** Completed tenders must be submitted before the closing date

# Address for Submission of Quotations.

The Trust Secretary, KPC Retirement Benefits Scheme, Crescent Business Centre, Crescent Road, Off Parklands Road, PO Box 13633-00800, Nbi- Kenya

The quotations to be dropped in the tender box at Crescent Business Centre, Crescent Road, off Parklands Road, 5<sup>th</sup> Floor.

Date of Submission (deadline):04.12.2023

Time of Submission (deadline): 10:00 AM

- 6. **Opening of Quotations**: Quotations will be opened immediately after the closing date and time specified in item 5 (4) above, by at least three appointed officials of the Procuring Entity.
- 7. **Tenderer Eligibility:** Tenderer **must** submit Documentary evidence to show His/her eligibility to be awarded a contract to cover each of the following:
  - (i) Certificate of incorporation certificate of registration,
  - (ii) Valid tax compliance certificate
  - (iii) Valid CR 12 for the Consultant
  - (iv) Certificate of Independent Quotation Determination
  - (v) Duly filled and signed Self Declaration Form

- (vi) Bidders are required to provide a MAF letter from Microsoft addressed directly to KPCRBS
- (vii) MUST attach a Copy of ICT Authority (ICTA) **Systems and Applications** certificate, Level

The Tenderer shall also complete attached forms to confirm eligibility and non-existence of a conflict of interest in relation to this procurement requirement by signing the attached Forms.

- 8. **Invitation not transferable**: This invitation is not transferable to other firms, or individuals not so invited.
- 9. **Services Eligibility:** Tenderer must submit as evidence documents to show the country of origin of any services to be supplied or incorporated in the work or services
- 10. **Technical Specifications:** Documentary evidence to show that the services meet the technical specifications.
- 11. **Alternative Quotations:** Tenderers are **not permitted** to submit alternative quotations for goods. Only the alternatives, if any, of the Tenderer with the winning quotation conforming to the basic technical requirements shall be considered by the Procuring Entity.
  - 12. **Currency:** Quotations shall be priced in Kenya Shillings. Quotations in other currencies will be rejected if not allowed.

The Procuring Entity shall not allow quotations in foreign currency.

- 13. **Evaluation of Quotations**: The evaluation of quotations will be conducted using the procedure set out below:
  - i) Preliminary examination to determine Tenderer eligibility (See Section 7 above)
  - ii) Technical examination to determine services eligibility, compliance with technical specifications and commercial responsiveness. Quotations failing this stage will be rejected and not considered in next stage.
  - iii) Financial comparison of quotations to determine the lowest evaluated quotation. In case foreign currency is allowed, for comparison purposes only, foreign currency quotations will be converted to Kenya shillings using the exchange rates published by the Central Bank of Kenya on the day of submission of quotations.
- 14. **Lowest Evaluated Quotation:** The lowest evaluated quotation shall be recommended for award of contract.
- 15. **Award of contract:** Award of contract shall be by placement of a Letter of Acceptance or Local Purchase Order in accordance with Part 3: Contract. The currency of award and payment shall be currency in which the quotation was submitted. Unsuccessful tenderers who responded will be notified of the accepted quotation, indicating the name and the amount of the accepted quotation.
- 16. **Right to Reject**: The Procuring Entity reserves the right to accept or reject any quotation or to cancel the quotation process and reject all quotations at any time prior to contract award.

# QUOTATION AND QUALIFICATION DOCUMENTS

<u>Instructions to Tenderer</u>. Tenderer must complete and submit as part of the Form of quotation.

- (i) SCHEDULE OF REQUIREMENTS TABLE
- (ii) FORM FOR DISCLOSURE OF INTEREST
- (iii) CERTIFICATE OF INDEPENDENT QUOTATION DETERMINATION
- (iv) SELF-DECLARATION FORM
- (v) FOREIGN TENDERER 40% RULE(where provided)

<b>Quotation Addressed to (Procuring Entity)</b>	
Date of Quotation.	
Quotation Reference Number:	
Subject of Quotation.	
We have examined and have no reservations its full content and intent.	s to the Request for Quotation document and understand
In compliance with your request for quotati to supply goods to cover and conform to a Submission TABLE at a total price of H	ons datedreferenced above, we offer our pricing listed in the attached in Table B. Quotation Kenya Shillings(in words)
<b>OR</b> in Foreign Currency ( <i>if allowed</i> ), Currence	yamount(in words)
We confirm that we are eligible to participal specified in Part 1: INSTRUCTIONS TO TEN	te in public procurement and meet the eligibility criterian NDERERS.
	ces to be supplied conform to the <b>SCHEDULE OF</b> conformity with technical specifications listed in PART 2: EFQ Document.
	Ethical Conduct for Suppliers, Contractors and Service o.ke/ during the procurement process and the execution
We confirm that the prices quoted are fixed performance of the contract and will not be suffered to the contract and wi	ed and firm for the duration of the validity period and bject to revision or variation.
The validity period of our quotation is: the submission deadline (number to be same of	days from the time and date of as in the instructions to Tenderers).
We confirm we are not submitting any oth participating in any other Quotation as a Joint	ner Quotation as an individual or firm, and we are not Venture member or as a subcontractor.

- 9. We, along with any of our subcontractors, suppliers, Engineer, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to a temporary suspension or a debarment imposed by the Public Procurement Regulatory Authority or any other entity of the Government of Kenya, or any international organization.
- 10. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.
- 11. We hereby certify and confirm that the Quotation is genuine, non-collusive and made with the intention of accepting the contract if awarded. To this effect we have signed the "Certificate of Independent Quotation Determination" attached below.

	ne Tenderer, have completed fully and signed the <b>FORM I</b> st of the firm in the Procuring Entity, attached below.	FOR DISCLOSURE OF INTEREST
The De	elivery/Completion periodoffered is:	days from date of acceptance
of Quo	otation. The warranty period offered isweeks.	
Quotation	n Authorized by:	
Name and	d designation_	Signature:

# i) SCHEDULE OF REQUIREMENTS TABLE

# TPS Module Development:

#### DESCRIPTION

# 1.Interest Processing

When customer pays preliminary deposit

- a. Create customer and TPS account and link the house number.
- b. Post preliminary deposit and link to TPS card.

Generate schedule and send for approval. Once approved TPS is marked as issued.

a. Once TPS is issued, the next invoice date to be marked as the loan issue date, Last interest and invoice date be Issue date minus 1 month. This will facilitate bulk accrual of interest.

Journals on issuing of loan:

On invoicing the full purchase price under transaction type 'Principal due'.

DR: Tenant Purchase Scheme receivable: 100-1010-010

CR: Gain/loss on sale of property: 200-4010-1118

Transfer current value of property from Investment property.

DR: Gain/loss on sale of property: 200-4010-1118

CR: Investment property: 100-1040-0313

Monthly Invoicing: Penalty and interest invoiced monthly.

Interest: Based on loan balance

Penalty: Charged on balance of previous months installment (we are having a challenge here) especially where customer had arrears. (Read note 4 below on scenarios to charge penalty)

# 1. Receipts Posting

- a. On receipt of payment system to allocate penalty, interest, and balance to go to principal repayment. The allocation will be allocated based on the date of posting.
  - i. TPS Payment
    - a. Order recovery:
      - i. Penalty
      - ii. Interest
      - iii. Principle
    - b. Provide for:
      - i. Payment in advance
      - ii. Pre-payment

# 2.Reports

- i. TPS Report:
  - a. Add column for Agent (Name of Company or Person).
  - b. Ensure that the Commission can only be paid once for a Unit.
- ii. Tenant: Include Deposit Reports split into rent deposit & water deposit.
- iii. Data for reports needs to be picked from correct cells to reflect the true position of the query.
- iv. TPS Reconciliation Report:
  - a. Allow for time ranges
  - b. Allow for comparison between different periods
- v. Rent Reconciliation Report:
  - a. Allow for time ranges
  - b. Allow for comparison between different periods
- ii. Email Statements Allow for sending invoices and receipts via email.
- iii. Valuer Report.
- iv. TPS report on preliminary details.
- v. Unit Listings include report including vacant & occupied units for both rent and TPS (Current one only showing rentals). Categories include:
  - a. Separate by 3 and 4 B/R Units
  - b. Purchased
  - c. Rented
  - d. Vacant if TPS is reversed or tenant vacates, unit to go back to vacant.

Resolution, Testing and deployment of Any Issues arising within the Scope of Implemented Items.

# **Total Implementation Days**

# **Navision Support Services Requirements**

- 1. Service level agreement and performance
- 2. Provide problem solutions offsite, onsite, or on phone when needed.
- 3. Operationalize existing modules as may be required.
- 4. Advise KPCRBS on aspects of system security and maintenance.
- 5. Carry out customizations and enhancements on the ERP system per requirements.
- 6. Facilitate annual BREP subscription for KPCRBS and install updates, upgrades, service packs, and patches for the ERP system when released.
- 7. Maintain ERP server, carry out system re-installation and migration to other servers when required.
- 8. Customization and re-customization of reports when the need arises.
- 9. Periodic review of KPCRBS departments to identify gaps and underutilization of the system.
- 10. Training and Skills transfer carry out regular training for IT staff and users to enhance internal knowledge and capacity of KPCRBS.

- 11. Provide Work plan citing response times, support procedures, support team and defined escalation procedures.
- 12. Carry out site visit to familiarize with the scope of the work.

# **Support Expectations**

Successful service provider will be required to adhere to the following:

- 1. Must meet strict timelines.
- 2. Adhere to priority issues of the users.
- 3. Provide onsite and offsite support when required.
- 4. Provide professional service management, tracking of issues and resolutions.

# **Process improvement**

Wherever possible the scheme would like to adopt the best practices and standard available with the ERP System. The bidder is expected to bring knowledge of best practices adopted by other retirement benefits schemes and identify areas that can bring maximum benefits to KPCRBS. In relation to this, the following activities will be expected:

- 1. Regular meetings throughout the project.
- 2. Analysis of root causes of key issues.
- 3. Identify best implementation roadmaps, identifying activities and tasks.
- 4. Preparation and categorization of master list issues.
- 5. Preparation of business process design and code function mapping.

Appropriate knowledge transfer to users and technical staff.

Signature:	And
seal/Stamp	
Name:	
Position: Authorized for and on behalf of (specify name of tenderer)	
Date	

# ii) FORM FOR DISCLOSURE OF INTEREST - Interest of the Firm in the Procuring Entity.

 Are there any person/persons in Kenya Pipeline Company Retirement Benefits Scheme who has	s/have
an interest or relationship in	
this firm? Yes/No	

If yes, provide details as follows.

Names of Person	<b>Designation in the</b>	Interest or Relationship
	<b>Procuring Entity</b>	with Tenderer

# ii) Conflict of interest disclosure

Type of Conflict	Disclosure YES OR NO	YES provide details of the relationship with Tenderer
Tenderer is directly or indirectly control, is controlled by or is under common control with another tenderer.		
Tenderer receives or has received any direct or indirect subsidy from another tenderer.  Tenderer has the same legal representative as		
another tenderer  Quotation has a relationship with another tenderer,		
directly or through common third parties, that puts it in a position to influence the quotation of another tenderer, or influence the decisions of the Procuring Entity regarding this quotation process.		
Any of the Tenderer's affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the quotation.		
Tenderer would be providing goods, works, non- consulting services or consulting services during implementation of the contract specified in this Quotation Document.		
Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who are directly or indirectly involved in the preparation of the Quotation document or specifications of the Contract, and/or the Quotation evaluation process of such contract.		
Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who would be involved in the implementation or supervision of the Contract.		

Type of Conflict	Disclosure	YES provide details of
	YES OR NO	the relationship with
		Tenderer
as the conflict stemming from such relationship		
stated in item 7 and 8 above been resolved in a		
manner acceptable to the Procuring Entity		
throughout the quotation process and execution of		
the Contract?		

# iii) Certification

On behalf of the Tenderer, I certify that the information given above is complete, current and accurate as at the date of submission.
Full Name_
Title or Designation
(Signature) (Date)

## iv) CERTIFICATE OF INDEPENDENT QUOTATION DETERMINATION

I, the undersigned, in submitti	ing the accompanying Letter of quotation to the
	[Name of Procuring Entity] for:
	[Name and number of quotation] in response to the request
for tenders made by:	[Name of Tenderer] do hereby make the
following statements that I cer	tify to be true and complete in every respect:
I certify, on behalf ofthat:	[Name of Tenderer]

- 1. I have read and I understand the contents of this Certificate;
- 2. I understand that the Tenderer will be disqualified if this Certificate is found not to be true and complete in every respect;
- 3. I am the authorized representative of the Tenderer with authority to sign this Certificate, and to submit the quotation on behalf of the Tenderer;
- 4. For the purposes of this Certificate and the quotation, I understand that the word "competitor" shall include any individual or organization, other than the Tenderer, whether or not affiliated with the Tenderer, who:
  - a) has been requested to submit a quotation in response to this request for quotations;
  - b) could potentially submit a quotation in response to this request for quotations based on their qualifications, abilities or experience;
- 5. The Tenderer discloses that [check one of the following, as applicable]:
  - a) The Tenderer has arrived at the quotation independently from, and without consultation, communication, agreement or arrangement with, any competitor;
  - the Tenderer has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this request for quotations, and the Tenderer discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
- 6. In particular, without limiting the generality of paragraphs (5)(a) or (5)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - a) prices;
  - b) methods, factors or formulas used to calculate prices;
  - c) the intention or decision to submit, or not to submit, a quotation; or
  - d) the submission of a quotation which does not meet the specifications of the request for quotations; except as specifically disclosed pursuant to paragraph (5) (b) above;
- 7. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the works or services to which this request for tenders relates, except as specifically authorized by the procuring authority or as specifically disclosed pursuant to paragraph (5)(b) above;

specifically disclosed pursuant to paragraph (5)(b) above.		
Name		
Title		
Date		

8. the terms of the quotation have not been, and will not be, knowingly disclosed by the Tenderer, directly or indirectly, to any competitor, prior to the date and time of the official quotation opening, or of the awarding of the Contract, whichever comes first, unless otherwise required by law or as

[Name, title and signature of authorized agent of Tenderer and Date]

# v) SELF-DECLARATION FORM

We, the Tenderer	(insert name) submitting our Quotation in				
respect of Quotation No	for				
	(insert quotation Title Description) for				
	(insert Name of Procuring Entity)				
DECLARE AS FOLLOWS:					
controlled by or is under common commanagers, consultants, manufacturers,	entity or individual that directly or indirectly controls, is introl with us, and any subcontractors, suppliers, project service providers, agents, individuals, or any other party the processes of procurement and contract execution related to				
	any corrupt or fraudulent practices in the processes of ted to the above quotation as defined and/or described in the				
ii) Kenya's Public Procurement and Asset Dis	posal Act, 2015) and its attendant Regulations;				
iii) Kenya's Anti-Corruption and Economic C	rimes Act, 2013; and				
iv) Any such other Acts or Regulations of Gov	rernment of Kenya;				
b) have not offered/will not offer any inducer	ment to any member of the board, management, staff and/or				
employees and/or agents of	(name of the procuring entity);				
c) have not engaged/will not engage in participating in the subject quotation;	any collusive or corrosive practice with other tenderers				
d) have not been sanctioned or debarred proceedings of Kenya.	by any entity from participation in public procurement				
That, what is deponed to herein above is true	e to the best of our knowledge, information and belief.				
Name of the Tenderer:	[Insert				
Name of the person duly authorized to sign	the quotation on behalf of the Tenderer:				
duly authorized to sign the quotation]	[Insert complete name of person				
Title of the person signing the Quotat complete title of the person signing the quota	<b>ion</b> :				
Signature of the person named above: whose name and capacity are shown above]	[Insert signature of person				

# vi) FOREIGN TENDERER 40% RULE (NOT APPLICABLE)

Pursuant to the provisions in the Public Procurement and Disposal Act, 2015, a Foreign Tenderer must complete this form to demonstrate that the quotation fulfils this condition.

Local Labor  Subcontracts from Local sources  Local materials  Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX  ERCENTAGE OF CONTRACT PRICE	ITEM	Description of Work Item	Describe location Source	COST in K. shillings	Comments, if any
Local materials  Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX		Local Labor			
Local materials  Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Local materials  Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Local materials  Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Local materials  Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Local materials  Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX		Subcontracts from Local sources			
Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Use of Local Plant and Equipment  Add any other items  OTAL COST LOCAL CONTENT  XXXX		Local materials			
Add any other items  OTAL COST LOCAL CONTENT  XXXX		Local materials			
Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Add any other items  OTAL COST LOCAL CONTENT  XXXX					
Add any other items  OTAL COST LOCAL CONTENT  XXXX		Use of Local Plant and Equipment			
OTAL COST LOCAL CONTENT XXXX		ose of Local Francisca Equipment			
OTAL COST LOCAL CONTENT XXXX					
OTAL COST LOCAL CONTENT XXXX					
OTAL COST LOCAL CONTENT XXXX					
OTAL COST LOCAL CONTENT XXXX					
OTAL COST LOCAL CONTENT XXXX		Add any other items			
ERCENTAGE OF CONTRACT PRICE		OTAL COST LOCAL CONTENT		XXXX	
		ERCENTAGE OF CONTRACT PE	RICE		

# **PART 2: SCHEDULE OF REQUIREMENTS**

## TABLE A. SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATIONS

[Tenderer to complete Column Indicating YES or No and if NO indicate the specification of the offered item]

# **Technical Specifications**

# **TPS Module Development:**

#### DESCRIPTION

# 1.Interest Processing

When customer pays preliminary deposit

- c. Create customer and TPS account and link the house number.
- d. Post preliminary deposit and link to TPS card.

Generate schedule and send for approval. Once approved TPS is marked as issued.

b. Once TPS is issued, the next invoice date to be marked as the loan issue date, Last interest and invoice date be Issue date minus 1 month. This will facilitate bulk accrual of interest.

Journals on issuing of loan:

On invoicing the full purchase price under transaction type 'Principal due'.

DR: Tenant Purchase Scheme receivable: 100-1010-010

CR: Gain/loss on sale of property: 200-4010-1118

Transfer current value of property from Investment property.

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Monthly Invoicing: Penalty and interest invoiced monthly.

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Penalty: Charged on balance of previous months installment (we are having a challenge here) especially where customer had arrears. (Read note 4 below on scenarios to charge penalty)

- 2. Receipts Posting
  - b. On receipt of payment system to allocate penalty, interest, and balance to go to principal repayment. The allocation will be allocated based on the date of posting.
    - vi. TPS Payment
      - a. Order recovery:
        - i. Penalty
        - ii. Interest
        - iii. Principle
      - b. Provide for:
        - i. Payment in advance
        - ii. Pre-payment

### 2.Reports

- vi. TPS Report:
  - a. Add column for Agent (Name of Company or Person).
  - b. Ensure that the Commission can only be paid once for a Unit.
- vii. Tenant: Include Deposit Reports split into rent deposit & water deposit.
- viii. Data for reports needs to be picked from correct cells to reflect the true position of the query.
  - ix. TPS Reconciliation Report:
    - a. Allow for time ranges
    - b. Allow for comparison between different periods
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    - a. Allow for time ranges
    - b. Allow for comparison between different periods
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    - d. Vacant if TPS is reversed or tenant vacates, unit to go back to vacant.

Resolution, Testing and deployment of Any Issues arising within the Scope of Implemented Items.

# **Total Implementation Days**

#### **Navision Support Services**

- 1. Service level agreement and performance
- 2. Provide problem solutions offsite, onsite, or on phone when needed.
- 3. Operationalize existing modules as may be required.
- 4. Advise KPCRBS on aspects of system security and maintenance.
- 5. Carry out customizations and enhancements on the ERP system per requirements.
- 6. Facilitate annual BREP subscription for KPCRBS and install updates, upgrades, service packs, and patches for the ERP system when released.
- 7. Maintain ERP server, carry out system re-installation and migration to other servers when required.
- 8. Customization and re-customization of reports when the need arises.
- 9. Periodic review of KPCRBS departments to identify gaps and underutilization of the system.
- 10. Training and Skills transfer carry out regular training for IT staff and users to enhance internal knowledge and capacity of KPCRBS.

- 11. Provide Work plan citing response times, support procedures, support team and defined escalation procedures.
- 12. Carry out site visit to familiarize with the scope of the work.

# **Support Expectations**

Successful service provider will be required to adhere to the following:

- 1. Must meet strict timelines.
- 2. Adhere to priority issues of the users.
- 3. Provide onsite and offsite support when required.
- 4. Provide professional service management, tracking of issues and resolutions.

# **Process improvement**

Wherever possible the scheme would like to adopt the best practices and standard available with the ERP System. The bidder is expected to bring knowledge of best practices adopted by other retirement benefits schemes and identify areas that can bring maximum benefits to KPCRBS. In relation to this, the following activities will be expected:

- 1. Regular meetings throughout the project.
- 2. Analysis of root causes of key issues.
- 3. Identify best implementation roadmaps, identifying activities and tasks.
- 4. Preparation and categorization of master list issues.
- 5. Preparation of business process design and code function mapping.

Appropriate knowledge transfer to users and technical staff.

# **TECHNICAL SPECIFICATIONS FOR WORKS/SERVICES**

- (a) A preliminary description of the proposed works/services and work method and schedule, including drawings and charts, as necessary, containing all required information by which the proposed works may be evaluated (e.g. technical characteristics, operational capacities, maintenance, environmental effect, etc.) together with manuals or instructions for use or any other relevant information and documentation, delivery/installation schedules, etc.;
- (b)A detailed statement of how the tenderer will carry out the works/services that will form an integral part of the Contract.

# (c) **DRAWINGS**

As per viewed samples

# TABLE B. SCHEDULE OF REQUIREMENTS TABLE

Schedule of Requirements table

No.	Description	Unit Cost	VAT	Total Cost (KES)
1	Tenant Purchase Scheme (TPS) Module			
2	Navision Support Services (Quarterly)			

Signature: And seal/Stamp Name:	
Position:	
Authorised for and on behalf of (specify name of tenderer)	
Date	

# **PART 3: CONTRACT**

# **CONTRACT AGREEMENT**

(1) THIS CONTR	RACT AGREEMENT is 1	nade		(specify date).
Between KENYA SCHEME	A PIPELINE COMPANY	LIMITED RI	ETIREMENT BENI	EFITS
[Insert complete in Business at	name of Procuring Entity	, and having	its principal place of	f
[Insert address of	Procuring Entity] and			
[Insert name of S	upplier, or contractor or	service provid	ler], and having its p	principal place of business at
[Insert address of	Supplier, contractor or s	service provid	er].	
(2) WHEREAS to one)	he Procuring Entity invit described	ed quotations in	for the Supply of C Table	Goods/works/services (select B, i.e.
ert brief descri	iption of Goods, works as	nd Services] ช	and has accepted a C	Quotation by the Tenderer in [insert
	e in words and figures] (h	ereinafter call	ed "the Contract Pri	
(3) NOW THIS A	GREEMENT WITNESS	SED AS FOLI	LOWS:	
1.This Contract A	greement includes the fo	llowing docur	ments:	
(a) Table A. SCH	IEDULE OF REQUIREM	MENTS AND	TECHNICAL SP	ECIFICATIONS
(b) Table B. QUO	OTATIONSUBMISSION	TABLE		

- (c) FORM OF QUOTATION
- (d) Conditions of Contract
- 2.In consideration of the payments to be made by the Procuring Entity to the *Supplier/contractor/service provider* as hereinafter mentioned, the *Supplier/contractor/service provider* hereby covenants with the Procuring Entity to provide the Goods/works/services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
- 3. The Procuring Entity hereby covenants to pay the Supplier/Contractor/service provider (*select one*) in consideration of the provision of the Goods/works/services (*select one*) 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.
- (4) In WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Kenya.

# For and on behalf of the Procuring Entity

Signed:[insert signature] in the capacity of [insert title or other appropriate designation] in the presence of [insert identification of official witness]

# For and on behalf of the Supplier/Contractor/Service Provider (select one)

Signed:[insert signature of authorized representative(s) of the Supplier] in the capacity of [insert title or other appropriate designation] in the presence of [insert identification of official witness]

# **CONDITIONS OF CONTRACT**

### 1. Language

The Contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier/Contractor/Service Provider (*select one*) Provider and the Procuring Entity, shall be written in the English Language.

# 2. Eligibility

The goods shall have the nationality of an eligible country. All Goods and Related Services to be supplied under the Contract shall have their origin in Eligible Countries.

#### 3. Notices

Any notice given by one party to the other pursuant to the Contract shall be in writing.

# 4. Governing Law

The Contract shall be governed by and interpreted in accordance with the Laws of Kenya, unless otherwise specified hereunder.

# 5. Settlement of Disputes

The Procuring Entity and the Supplier/Contractor/Service (*select one*) shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If the parties have failed to resolve their dispute or difference by such mutual consultation, either the Procuring Entity or the Supplier/Contractor/Service (*select one*) may give notice to the other party of its intention to commence arbitration. The dispute shall be referred to adjudication or arbitration in accordance with the laws of Kenya.

#### 6. Supplier/Contractor/Service Provider Responsibilities

The Supplier/Contractor/Service Provider (*select one*) shall supply all the Goods included in the Schedule of Requirements.

### 7. Contract Price

Prices charged by the Supplier/Contractor/Service Provider (*select one*) under the Contract shall not vary from the prices quoted by the Supplier/Contractor/Service Provider (*select one*) in its quotation.

# 8. Terms of Payment

The Contract Price shall be paid One hundred (100) percent of the Contract Price as follows (select one):

(i) For Goods, price of goods received upon submission of a claim/invoice supported by the acceptance certificate issued by the Procuring Entity.

- (ii) For Works, upon valuation by the Contractor of the portion of the works completed such valuation to be accepted by the Procuring Entity, payments up to final completion certificate.
- (iii) For Services, upon valuation by the Service Provider of the services completed, such valuation to be accepted by the Procuring Entity, payments up to final completion certificate

# 9. Inspections and Tests

The Supplier/Contractor/Service Provider (*select one*) shall at its own expense and at no cost to the Procuring Entity carry out all such tests and/or inspections of the Goods, works or Services to confirm their conformity to technical specifications.

# 10. Warranty

The Supplier warrants that all the Goods are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the contract.