

**BANKI
KUU YA
KENYA**



**CENTRAL
BANK OF
KENYA**

**Haile Selassie Avenue
P. O. Box 60000 - 00200 Nairobi Kenya
Telephone: 2861000/2863000
Fax 340192/250783
Email: info@centralbank.go.ke**

TENDER
FOR THE SUPPLY, DELIVERY, INSTALLATION,
TESTING AND COMMISSIONING OF AN INTERNET
PROTOCOL PRIVATE BRANCH EXCHANGE [IP-PABX]
SYSTEM AT THE CENTRAL BANK OF KENYA-
ELDORET BRANCH

TENDER NO. CBK/25/2012-2013

**P.O BOX 60000 – 00200
NAIROBI**

**CLOSING DATE: 19th APRIL 2013
10:00 AM -5TH FLOOR CONFERENCE ROOM**

SECTION ONE

FORM OF TENDER

**Director
Estates Supplies & Transport Department
Central Bank of Kenya
P.O. Box 60000
NAIROBI**

Dear Sir,

**SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING
OF AN INTERNET PROTOCOL PRIVATE BRANCH EXCHANGE [IP-
PABX] SYSTEM AT THE CENTRAL BANK OF KENYA ELDORET BRANCH.**

1. In accordance with the Instructions to Tenderers, Specifications and Bills of Quantities for the execution of the above works, we, the undersigned offer to complete the above works and remedy any defects therein and to the entire satisfaction of the Bank for the sum of:

Amount of Tender: Shs In words:

Kenya Shillings.....

.....

Our Completion Period will beweeks

2. We acknowledge that the Appendix to the Form of Tender forms part of our tender.
3. We undertake, if our tender is accepted, to commence the works as soon as is reasonably possible after the receipt of the Letter of Acceptance and to complete the whole of the works comprised in the Contract within the time stated in clause (1) above.
4. We agree to abide by this tender for a period of 120 days from the date of tender opening and it shall remain binding upon us and may be accepted at any time before the expiry of this period.

5. Unless and until a formal agreement is prepared and executed, together with your written acceptance thereof this tender shall not constitute a binding Contract between us.
6. We understand that you are not bound to accept the lowest tender or any tender you may receive.

Name of Contractor:

.....

Contractor's Signature.

Address.....

.....

Date.....

SECTION TWO

FORM OF TENDER SECURITY

WHEREAS.....(hereinafter called "the Tenderer") has submitted his tender dated.....for **SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF A IP- PBX SYSTEM AT THE CENTRAL BANK OF KENYA ELDORET BRANCH.**

KNOW ALL PEOPLE by these presents that WE,

.....
having our registered office at
(hereinafter called "the Bank"), are bound unto CENTRAL BANK OF KENYA
(hereinafter called "the employer") in the sum of Shs 50,000.00
Kenya Shillings Only, for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents, sealed with the Common Seal of the said Bank this.....day of2013.

THE CONDITIONS of this obligation are:

1. If after tender opening the Tenderer withdraws his tender during the period of tender validity specified in the instructions to tenderers
OR
2. If the Tenderer, having been notified of the acceptance of his tender by the Employer during the period of tender validity:
 - a) fails or refuses to execute the form of Agreement in accordance with the Instructions to Tenderers, if required; or
 - b) fails or refuses to furnish the Performance Security, in accordance with the Instructions to Tenderers;

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the said date.

(Date)

(Signature of the Bank)

(Seal)

(Witness)

SECTION THREE

INTRODUCTION AND NOTES FOR ALL TENDERERS

The Central Bank of Kenya (CBK) invites your tender for the supply, delivery, installation, testing and commissioning of **an IP-PBX/PABX System** for Eldoret Branch under the following conditions:

1. The Tenderer is required to check the numbers of pages in this document and should any be found to be missing or the figures or type indistinct, he must inform the Employer at once and have the same rectified. Should the Tenderer be in doubt about the precise meaning of any item, word or figures, for any reason whatsoever or observe any apparent omission of words or figures he must inform the Employer in order that the correct meaning may be decided upon before the date for the submission of the Tender.
2. No liability whatsoever will be admitted, nor claim allowed in respect of errors or omissions in the completed tender due to mistakes in this document which should have been rectified in the manner described above.
3. The Tenderer shall **not alter or otherwise qualify** the text of this specification. Any alteration or qualification made without authority will be ignored and the text of the Specification as printed will be adhered to.
4. The Tenderer shall be deemed to have made allowance in his prices generally to cover items of preliminaries or additions to Prime Costs Sums or other items, if those have not been priced against the respective items.
5. In no case will any expenses incurred by the Tenderer in preparation of this Tender be reimbursed.
6. The copyright of this Specification is vested with the Employer and no part thereof may be reproduced without his express permission given in writing.
7. The Contractor shall be solely responsible for the accurate ordering of materials in accordance with this specification.
8. The Bills of quantities shall be priced in **Kenya Shillings** and the tender will be **fixed price**. No fluctuations of prices based on foreign exchange rate or increase in cost of labour or materials will be allowed after the award of the tender.
10. Defects liability and free maintenance period will be **twenty-four (24) months** and it shall cover labour and parts.

11. Payment equal to **97.5%** will be made after the ***system*** has been tested and the installation certified as practically complete and handed over for use by the Employer. A **2.5%** of the Contract Sum will be **retained** for two years and will become payable upon satisfactory operation of the PABX after the date of Practical Completion.
12. Contract agreement will be based on conditions of contract approved by the Public Procurement Authority.
13. The tenderer shall submit together with the tender documents all
 - (i) relevant manuals and brochures pertaining to the PABX and peripheral equipment, from which the submitted statement of compliance will be crossed checked.
 - (ii) a reference of users where the offered or similar equipment is already installed and in working condition in Kenya.
 - (iii) a contract/project implementation plan detailing among others the following time schedules:
 - Shipment of equipment
 - Site preparation
 - Physical installation, programming and preliminary testing of the system
 - Training of operators, users, and maintenance /user support staff
 - Final testing and commissioning of the system.

SECTION FOUR

A.1 PRELIMINARIES AND GENERAL CONDITIONS

1.1 ELIGIBLE EQUIPMENT

- 1.1.1 Tenderers who must have competent resident representatives with a **registered office in Kenya** shall offer in this tender an IP- PABX equipment which is already type approved for use in Kenya.
- 1.1.2 The attention of Tenderers is drawn to the "**Specifications for an IP-PABX for Central Bank of Kenya - Eldoret**" on the clause regarding **Environmental Conditions**. In general, the equipment shall be suitable for transportation and continuous operation under normal local conditions in the climate of Eldoret/ Kenya. It shall be suitable for storage or be inactive in such conditions for periods of time within the guarantee period.

When it is essential for satisfactory performance of the equipment that it must be operated, maintained whilst inactive, or when stored under controlled conditions of air temperature and humidity either for reasons of performance or to prevent damage, then the need for such conditions must be clearly stated by the Tenderer in the bid.

1.2 TENDER PREPARATION

- 1.2.1 All Tender Documents shall be in English language.
- 1.2.2 The tender comprises of the articles indicated below:

Supply, Delivery, Installation, Testing and Commissioning of an open source IP-PABX Telephony System with the latest software versions, Supply and Delivery of Maintenance Tool Kit, Aids and Testers, Programming Equipment, Two Years Warranty, Guarantee and Free Maintenance and Training Services, Cabling/ Wiring as necessary.

- 1.2.3 Tenderers submitting an offer for the supply of equipment must at the same time submit an offer for the required installation, wiring /cabling, maintenance, operational and technical training to relevant Bank personnel. The tenderer shall not sublet any part of the work without the approval of the Employer. Any such intention to sublet the work shall be stated in the tender for consideration during the evaluation of the tenders.

- 1.2.4 The tenderer must quote **unit prices** for all items of system.
Failure to indicate unit prices in the Bills of Quantities will automatically result in disqualification of the bid.
- 1.2.5 The Bank will only accept a bid for field proven and type approved equipment. Tenderers will be expected to provide evidence to this effect as part of their tender. In addition, the tenderer shall have proven expertise in both data and IP- telephony systems and be able to demonstrate this integrated value if and when so required.
- 1.2.6 The tenderer must quote for an IP-telephony solution with the most recent available functionalities to satisfy the clients' business operation requirements. Where in doubt, the tenderer should seek clarifications before submitting the tender.
- 1.2.7 The Tenderer shall include all items required in the tender together with a **Performance Bond** issued by a reputable Bank in Kenya of not less than **10% (ten per cent)** of the tendered price. The Bond shall remain valid until the system is successfully commissioned, handed over to and accepted by the Employer.

A 2.1 TENDER SCHEDULE FOR SUPPLY

The articles to be supplied under this tender are listed in the Bills of Quantities. Where in the opinion of the Tenderer the description of the items so listed show insufficient details, the tenderer shall enter the total price of the item in the Bills and then provide with the offer a **supplementary schedule** of Articles showing full details and breakdown of the Articles together with their prices that shall be part of the tender.

2.2 TENDER SCHEDULE FOR INSTALLATION

- 2.2.1** The Tenderer shall be required to provide installation programme for the ***system as part of the contract implementation plan.***
- 2.2.2 The schedules shall include an **itemised price list** of any special installation test equipment and tools.
- 2.2.3 The schedules shall show the proposed ready for service date (in weeks from date of contract signature), for the offered IP-PABX system.
- 2.2.4 The Tenderer shall include in his bid detailed proposals for acceptance testing and commissioning that must be of such nature that they clearly demonstrate that all requirements of the relevant specifications have been met. All test equipment for acceptance testing and commissioning shall be provided by the successful Tenderer and the cost thereof included in the tender sum.

- 2.2.5 All associated builders' works and other works necessary for testing and commissioning should be included in the tender price.

2.3 **TENDER SCHEDULE FOR TRAINING**

- 2.3.1 The successful Tenderer shall be required to provide training services for the system and shall not withdraw his bid for training after his tender has been accepted.
- 2.3.2 The Tenderer shall state fixed total and unit prices for the provision of users, operator and technical training which shall be part of the tender.
- 2.3.3 The Tenderer shall provide detailed course content of the training offered, teaching aids, course materials to be used, duration of the training and the level of competence expected of the technical and operational staff after such training. The minimum qualification of the staff that would be eligible for the training shall also be indicated.

2.4 **TENDER SCHEDULE FOR MAINTENANCE**

- 2.4.1 The successful tenderer shall be required to provide maintenance services for system accepted and shall not withdraw his bid for maintenance after the acceptance of the tender.

A.3. SCHEDULE OF COMPLIANCE

- 3.1 Tenderers shall provide a schedule of compliance listing every sub-clause of all conditions of contract and these notes on Tender, with the words '**Agreed**' or '**Complied**' as appropriate against each sub-clause. The use of the word '**Noted**' is inadequate and not acceptable. Also details of the arrangements offered without a specific statement of compliance or non-compliance is not acceptable and could result in rejection of the bid. Where details or explanations are asked for, these must be given before compliance can be claimed.
- 3.2 Where a clause is stated to be '**Agreed**' or '**Complied**' the Tenderer may provide amplified details but in the event of any discrepancy between the amplified details and the schedule of compliance, then the schedule of compliance shall be taken by the Bank as correct and binding on the Tenderer.

- 3.3 Where a clause is stated to be '**Not Agreed**' or '**Not Complied**' then the Tenderer shall provide full details of the departure from the specified requirements together with full details of any alternative arrangements offered so that the Bank can readily determine whether the alternative offered meets the requirements. Reference shall also be given of companies with similar installations where the alternative has been successfully put into operation.
- 3.4 Where the Tenderer has offered an alternative which does not comply with the specified requirement in addition to the compliant offer, then the Tenderer will qualify the clause, "Complied with, but we offer an optional alternative". Full details of the optional alternative shall be provided.

A.4. EQUIPMENT GUARANTEE

- 4.1 The Contractor shall guarantee the proper working of the installation for a period of **twenty four (24) months** from the date of Practical Completion /Handing over Certificate. A sample of the proposed guarantee shall be submitted together with the tender.

However, if the scheduled installation programme of any article is delayed due to factors outside the control of the Contractor, then the Contractor shall guarantee the proper working of the deferred articles for period of twenty four (24) months from the date of their installation.

- 4.2 If during the period of guarantee any defects in design, material or workmanship shall appear, or the proper working of the articles shall in any way deteriorate under proper use, the Contractor shall forthwith make arrangements with the Bank to install as soon as possible, at the contractor's cost, such repaired articles, replacement, or additional materials or parts, provided always that such defects or deterioration shall have been caused by defective design, or by unsatisfactory workmanship either during manufacture or during installation.
- 4.3 Should defect or repetitive fault of the articles which may endanger the operation of the system as a whole or part thereof become apparent during the period of guarantee, then the Contractor shall take special steps as deemed necessary to arrange for the supply of new parts and services of Contractor's staff and any other replacement or repair materials at the contractor's cost to the site without delay to remedy such fault or defect.

4.4 In the event of the Contractor failing to make good such defects or deterioration in the manner provided herein, they shall be made good under other arrangements by the Bank and the Contractor shall pay to the Bank the cost thereof.

4.5 The periods of guarantee set out in this clause shall be extended by a period equal to that period during which the system or portion thereof, had developed a defect and could not be used by reason of that defect.

A.5. DELIVERY

5.1 Tenderers shall quote a firm delivery period in weeks from the receipt of order for all articles to be supplied under this tender.

5.2 The successful Tenderer shall be expected to meet the stated delivery requirements and failure to do so will result in a **Penalty** for delay at the rate of **Shs 25,000/= per week**.

5.3 Tenders shall be valid for **one hundred twenty (120) days** from the tender opening date.

A.6 ACCEPTANCE (AWARD OF TENDER)

6.1 The Central Bank of Kenya does not bind itself to accept the lowest or any tender and reserves the right of accepting any tender wholly or in part.

6.2 Departure from the terms and the conditions of these specifications that is regarded by the Central Bank of Kenya as significant may result in rejection of the tender.

A.7. PAYMENT TERMS

7.1 The Tenderer should base his tender price on following payment terms, among others, for the IP-PABX supply and installation services:

That payment of up to 97.5% of the contract sum will become due upon attainment of practical completion and handing over of the equipment for use by the Bank and 2.5% will be released at the end of the two years defects liability period provided that there will be no outstanding defects noted during the liability period.

A.8. HANDBOOKS

- 8.1 Handbooks for the system offered written in English Language shall be submitted together with the tender to allow the quality and content of the same to be assessed during tender evaluation. The handbooks should cover subjects for the PABX system, accessories and test gears.

One sample shall be submitted typical of the handbooks that will be supplied with the equipment.

- 8.2 Generally, handbooks should include the following information as a minimum:

8.2.1 A general description of the IP-PABX, both electrical/ electronics and any mechanical components.

8.2.2 A maintenance schedule

8.2.3 A detailed description of circuit function.

8.2.4 A circuit diagram(s)

8.2.5 A fault finding procedure

8.2.6 A mechanical layout diagram

8.2.7 A parts list with part numbers and item description

8.2.8 Full details of the man/machine dialogue employed for the operation and maintenance of the system.

8.2.9 Overview of the operating system (software)

A.9 DESCRIPTION OF THE SITE

The site for the proposed works is in Eldoret. The Tenderer is recommended to visit the site and he shall be deemed to have acquainted himself therewith as to the nature and position, means of access etc., and no claim for want of site information will be entertained after the award of the tender. Tenderers should also note that no compensation will be provided by the Bank for travelling or other expenses which may be incurred in visiting the site during preparation of their tenders.

The successful Tenderer must obtain the approval of the Employer regarding the use of any materials found on the site.

A.10 DESCRIPTION OF WORKS AND SCOPE OF CONTRACT

The work to be executed under this Contract comprises the design and/or supply, installation, testing and commissioning of an IP-PABX digital system, supply and delivery of maintenance tools, aids and testers; programming equipment, maintenance, Cabling/ wiring and Training Services for users, operational and technical staff. The contractor shall provide a price list of sufficient replacement parts/ spares and accessories for at least two years after expiry of warranty period.

A.11 DEFINITIONS AND ABBREVIATIONS

i) **The Employer**

Shall mean the Central Bank of Kenya and shall also have the same meaning as **the client**.

ii) **The Contractor**

Shall mean the firm appointed by the Employer to carry out the contract works. Shall also mean the successful tenderer or the person or persons, partnership firm or company whose tender for the design, supply, installation, and commissioning of an IP- PABX system has been accepted, and who has or have signed this Contract as set out under the scope and related works and shall include his or their heirs, executors, administrator, assigned successors and duly appointed representatives.

iii) **Contract Work**

Shall mean all or any portion of the works relating to the design, supply, installation, testing and commissioning of an IP-PABX system, and telephone equipment, material articles, whether being manufactured or purchased which are to be used in the execution of this contract and whether the same may be on site or not.

iv) **Specifications**

Shall mean the whole of the Contract document including but not restricted to:

This document comprising Preliminaries and General conditions, General Specification, Technical Specification, Particular Specification, Bills of Quantities, Schedules, Summary, etc. as contained here-in.

v) **Abbreviations**

No.	-	Shall mean number
m	-	Shall mean metre
mm	-	Shall mean millimetre

vi) **Gender**

The terms "He" and "She" shall have the same meaning and shall be used interchangeably in this contract.

A.12 TENDER SECURITY (BID BOND)

The Tenderer shall provide a Tender Security of Ksh 50,000.00. The form of Tender Security is described and format provided elsewhere in this Tender Document

A.13 PERFORMANCE BOND

The Contractor shall find and submit on the form of Tender, the name of one surety who shall be an **established Bank which will be a going concern operating in Kenya**, who will be willing to be bound to Central Bank of Kenya in amount equal to **ten percent (10%)** of the Contract sum for the due performance of the Contract up to the date defined by relevant clause of the conditions of the Contract and who will, when and if called upon, sign a bond to that effect. In the event of the surety named not being approved by the employer, the contractor shall furnish within seven days another surety to the approval of the Employer.

A.14 FIXED PRICE FORM OF CONTRACT

Unless otherwise specifically advised, this is a fixed sum contract and the Contractor must allow in his tender for any increases in the cost of labour or materials and currency fluctuations throughout the duration of the Contract.

A.15 MATERIALS AND WORKMANSHIP

All materials shall be new and in all cases where the quality of goods or materials is not described or otherwise specified, is to be the best quality obtainable in the ordinary meaning of the word "best" and not merely a trade signification of that word.

All materials and workmanship shall, unless otherwise specified or described conform to the appropriate British Standards Specification current at the date of Tender.

The Contractor shall order all equipment /materials to be obtained from overseas immediately after the Contract is signed and shall order equipment/materials to be obtained from local sources as early as necessary to ensure that such materials are on the site when required for use in the works.

The Contractor shall be responsible for and shall replace or make good at his own expenses any equipment /materials lost or damaged. The works throughout shall be executed by skilled technical personnel /workmen well versed in their respective trades.

A.16 REJECTED WORKMANSHIP OF MATERIALS

Any workmanship or materials not complying with the specific requirements or approved sample or which have been damaged, contaminated or have deteriorated, must immediately be removed from the site and replaced at the Contractor's expense, as required.

A.17 SAMPLES

The contractor shall furnish at his own cost any samples of commodities or specimens of finished work required for the works that may be called for by the Employer for his approval or rejection. The exercise will not be complete until such samples are approved. The Employer may reject any materials or workmanship not in his opinion up to the approved samples. Approved samples and specimens shall be retained on site for comparison with finished work and only removed when no longer required as directed by the Employer.

A.18 PROTECTION

The Contractor shall adequately cover up and protect his work to prevent injury and also to cover and protect from damage all parts of the building or premises where work is being performed by him under the contract. The contractor shall be responsible for the insurance of his workers.

A.19 INSURANCE

The Tenderer shall, during the execution of the work insure himself and keep himself insured against all liability arising under the Workmen's Compensation Act or him on these works and shall indemnify the Employer in respect of any such accident to any such workmen. The Contractor shall further insure himself and keep himself insured against all liabilities arising from all Third Party Claims arising from accidents and he shall indemnify the Employer in respect of all claims that may be made against him in respect of any such accidents. Copies of insurance cover to confirm this shall be submitted to the Bank on or before the date of site handing over.

A.20 HANDING OVER

The Contract works shall be considered complete and the defects liability period shall commence only when the Contract works and supporting services have been tested, commissioned and operated to the satisfaction of the Employer and officially approved and accepted.

A.21 AS BUILT DRAWINGS AND MANUALS

The Contractor shall, within one month after handing over of the works, submit to the Employer 2 sets of "As-built" well labelled drawings as well as 2 copies of maintenance manuals and users instructions for all equipment installed. This shall be properly bound in 2 separate files each with an index of the content.

A.22 CLEAR AWAY ON COMPLETION

The Contractor shall, upon completion of the contract works, at his own expense remove and clear away all plant, equipment, rubbish and unused materials as well as fragments and debris, and shall leave the whole of the works in a clean and tidy state, to the satisfaction of the Employer.

A.23 CONTINGENCY AND PROVISIONAL SUMS

Any sum provided for in this document as Contingency or Provisional sum shall be omitted or expended in whole or in part as directed by the Employer in writing.

A.24 EMPLOYER'S STAFF

The Contractor shall, as required, arrange for the training of staff nominated by the Employer at the Contractor's premises or at factories of the manufacturers supplying the equipment for the Contract works as set out in these specifications.

A.25 CONTRACTOR'S STAFF

The successful tenderer will be required before the commencement of the works to submit to the Bank the names and identification of all personnel that are expected to work in the Bank to execute the works. No person will be admitted to the Bank without prior security clearance.

GENERAL SPECIFICATIONS

B.01 General

The Contractor shall, in execution and completion of the works and in the detailed design, for which he is responsible, comply with the provisions of the following as necessary and relevant.

- a) The requirements of the Communication Commission of Kenya (CCK).
- b) The CCK specifications of IP-P.B.X.
- c) The Electric Power Act and the rules made thereunder.
- d) The Kenya Power Ltd. Bye-Laws.
- e) The current edition of the "Regulations for the Electrical/electronic Equipment of Buildings" issued by the Institution of Electrical and Electronics Engineers of Great Britain and any Kenya Amendments.
- f) The requirements of the Kenya Bureau of Standards (KBS)
- g) The requirements of the Chief Inspector of Factories for the Government of Kenya.
- h) British Standard Specifications and Codes of Practice, or other equal and approved standard specifications and codes.
- i) The By-laws of the Local Authority.
- j) Any other regulations applicable to Electrical and Electronic installations or Communications system in Kenya.
- k) The Employer's Safety Regulations.

B.02 BUILDER'S WORK

All chasing, cutting through and making good will be done by the Contractor who shall mark out in advance and shall be responsible for the accuracy of sizes and be responsible for all holes and chases required.

The Contractor shall if necessary, drill and plug holes in floors, walls, ceiling and roofs for securing services and equipment requiring screw or bolt fixings. Any purpose made fixing brackets shall be provided and installed by the Contractor unless stated hereinafter to the contrary.

B.03 **POSITION OF SERVICES, PLANT, EQUIPMENT, FITTINGS AND APPARATUS.**

The routes of services and approximate positions of equipment are to be shown on the Contract Drawings but their exact positions shall be determined by approved dimensional details on Working Drawings or on site by the Employer in consultation with the Contractor.

The Contractor shall ascertain on site that his work will not foul or damage other services, furniture or furnishings and all services through the ducts or trunkings must be readily accessible for maintenance and arranged to allow maximum access along the ducts or trunkings. Any work that has to be re-done due to negligence in this respect will be the Contractor's responsibility.

B.04 **CHECKING OF WORK**

The Contractor shall satisfy himself as to the correctness and integrity of the connections he makes to all items of equipment supplied under this and other contracts before it is put into operation. Details of operation, working temperatures humidity, voltage, phase, power rating etc., shall be confirmed to Employer and the confirmation received before the system is first operated.

It is the Contractor's responsibility to check that mainframe connections are free of faults before P.C.B's and other equipment/devices are plugged in.

B.05 **SETTING TO WORK AND REGULATING SYSTEM**

The Contractor shall carry out such tests of the contract works as are required by British Standards Specifications, British Codes of practice, the I.E.E Regulations or equal approved codes, or the competent Authority and as are customary.

No testing or commissioning shall be undertaken except in the presence of and to the satisfaction of the Employer.

The Contractor shall include in his tender for the costs of all necessary equipment and materials for testing and commissioning the contract works as herein described. He shall submit for approval to the Employer a suitable programme for testing and commissioning. The Employer shall be given ample notice as to the dates on which testing and commissioning will take place.

The Contractor shall commission the contract works and provide attendance during the commissioning of all services, plant and devices connected under this Contract.

The certification of compliance of any part of the system or equipment as to be within the specification shall be approved by the Employer at his discretion after tests have been carried out under operating conditions appertaining to the most onerous conditions specified. If the time taken to obtain such conditions is unreasonably long or exceeds 12 months after practical completion of the contract works the Employer will not withhold such approval any further.

B.06 IDENTIFICATION OF EQUIPMENT AND COMPONENTS

The Contractor shall supply and install clear identification labels on all the system's terminations, terminal equipment and to all switches and items of control equipment. Where no excessive heating is involved, white Traffolyte or equal labels engraved in block lettering denoting the name or function and/or section controlled shall be used. Where heating is likely to distort Traffolyte, approved aluminium labels with stamped or engraved lettering shall be used.

The labels shall be mounted on equipment and in most suitable position. They shall be in English or in internationally understood symbols capable of being read without difficulty. The labels shall conform to descriptions used on record drawings. Details of the lettering of the labels and the method of mounting or supporting shall be forwarded to the Employer for approval prior to manufacture.

B.07 WORKING DRAWINGS

The Contractor shall prepare such working drawings as may be necessary.

The working drawings shall be complete in such details so that the Employer can approve the Contractor's designs and intentions in execution of the Contract works.

All working drawings shall be submitted to the Employer for approval. If not so submitted the Contractor shall accept the risk at his own cost that any work commenced or which he intends to commence at site may be rejected.

Working drawings to be prepared by the Contractor shall include but not be restricted to the following:

- a) General arrangement drawings of all equipment & system, control boards, fittings and apparatus or any part thereof and of installation layout arrangements of such equipment & system.
- b) Any drawings required by the contractor or the Employer to enable structural provision to be made including builder's work drawings or schedules and those for the detailing of holes, chases, fixings, foundations, cable and pipe-work ducting whether below or above ground or in or outside or below building.

- c) Schematic and layout of services and of control equipment, and trunking/ducting diagrams.
- d) Layout drawings of all embedded and non-embedded pipe-work, ducts, electrical conduit, cable ways and racking.
- e) Such other drawings as are called for in the context of this specification for schedules or as the Employer may reasonably require.

The Contractor shall submit to the Employer the following drawings:

- f) General layout for the equipment accommodation racking and trunking.
- g) Any applicable Builder's work detailed drawings and specifications. These drawings shall also show the structural dimensional requirements for any ducts and holes in floors and walls.
- h) Trunking or block connection diagram of the complete installation.

Three copies of all working drawings shall be submitted to the Employer for approval. Four copies of approved working drawings shall be submitted to the Employer as soon as possible.

Approved working drawings shall not be departed from except as may be approved or directed by the Employer. Approval by the Employer of working drawings shall neither relieve the Contractor of any part of his obligations under the Contract nor relieve him from correcting any errors found subsequently in the approved working drawings or in the work on site or elsewhere associated therewith or with the works.

B.08 RECORD DRAWINGS AND INSTRUCTIONS

During the execution of the works on site the Contractor shall, in a manner approved by the Employer, record on working or other drawings at site all information necessary for preparing recording drawings of the installed Contract works. Marked-up working or other drawings and other documents shall be made available to the Employer as he may require for inspection and checking:

Record drawings may, subject to the approval of the Employer, include approved working drawings adjusted as necessary and certified by the Contractor as a correct record of the installation of the Contract works.

They shall include but are not restricted to the following drawings or information:

- a) Working drawings amended as necessary but titled "Record Drawings" and certified as a true record of the 'as installed' Contract works. Subject to the approval of the Employer, such working drawings as are inappropriate may be omitted.
- b) Fully dimensioned drawings of all equipment and apparatus.
- c) General arrangement drawings of equipment and other areas forming part of the Contract works and the like indicating the accurate size and location of equipment and devices suitably cross-referenced to the drawings mentioned in (b) above and hereinafter.
- d) Routes, types, sizes and arrangement of all cables and ductwork including date of installation of underground pipe.
- e) Any adjustment charts and manuals.
- f) Routes, types, sizes and arrangement of all cables, conduits, ducts and wiring including the date of installation of buried work.
- g) System schematic and trunking diagrams showing all salient information relating to the installation.
- h) Wiring diagrams of individual equipment, devices, ***switches/hubs and control boards and other LAN equipment***. These diagrams shall include those particular to individual equipment or devices and also where applicable to system operation as a whole.
- i) Operating instructions.
- j) Maintenance instructions and spare parts list.

K) Marked up drawings of the installation of the Contract works shall be kept up to date and completed by the date of practical section completion.

l) One reproduction copy of the record drawings of the Contract works and schematic diagrams shall be provided not later than one month afterwards.

m) Record drawings shall be on approved material.

Notwithstanding the Contractor's obligations referred to above, if the Contractor fails to produce to the Employer's approval, either (a) the marked up drawings during the execution of the Contract works or (b) the record drawings etc. within one month of sectional practical completion, the employer shall be at liberty to have these drawings produced by others at the contractor's expense.

B.09 **TESTS**

Both on completion of his work and at the end of the guarantee period, the Contractor shall carry out tests as may be required in the presence of the Employer or his representative or the competent authority and shall provide all necessary instruments, labour and materials to do so. The Contractor shall pay such charges as are raised by a competent authority and shall provide all necessary instruments, labour and materials to do so. The Contractor shall pay such charges as are raised by a competent authority for testing.

B.10 **QUALITY OF MATERIALS AND MANUFACTURING STANDARDS**

Materials and apparatus required for the complete installation as called for in the specifications or contract drawings shall be supplied by the Contractor unless where specified as for testing purpose only.

Materials or apparatus supplied by others for installation or connection by the Contractor shall be carefully examined on receipt. The Contractor shall immediately notify the Employer of any defects which are noted.

Unless otherwise specified all materials (including equipment, fittings, cables etc.) shall be new, of the best quality and approved origin and shall comply with the relevant standards of the British Standards Institution or other equivalent and approved standards as current at the date of this contract.

Defective equipment or that damaged in course of transportation, installation or test shall be replaced or repaired to the satisfaction of the Employer.

Any materials for the works rejected by the Employer shall immediately be removed from the site at the Contractor's expense.

Materials or apparatus supplied by the Contractor shall be as specified and no variations will be permitted without the written consent of the Employer who reserves the right to demand the substitution of correct materials and equipment for any which does not comply. Should any replacement be necessary, the Contractor shall bear the cost of substitution, of all associated builder's work and making good.

B.11 **SPARES AND SERVICE**

Where provided in the price or other schedules, the Contractor shall state his recommendations and prices for the quantities and types of spares and /or replacement parts, to be held by the employer.

The Tenderer must provide with his tender a detailed proposal for after sales **service contract** that shall be applicable after expiry of the 24 months guarantee, warranty and free maintenance period. He should also be prepared to advise the Employer and

Communication Commission of Kenya about the rectification of defects that might arise on the equipment after the conclusion of the contract.

The Contractor shall undertake to keep adequate stocks of spare parts for at least 5 years in the country; including P.C.B's and telephone headsets. He guarantees to supply and be responsible for having the defective P.C.B's and telephone headsets repaired and returned to his stock, and for arranging a credit for the client where applicable.

B12 EXISTING EQUIPMENT

The contractor shall be responsible for the careful removal and storing of the existing serviceable equipment at a location the employer will show the contractor within or outside the building premises in Eldoret. Where provided in the Bills of Quantities, the Tenderer shall provide a trade-in amount for taking away the existing equipment.

B.13 PATENT RIGHTS

The Contractor shall fully indemnify Central Bank of Kenya and the Government of Kenya against any action, claim or proceeding relating to infringement of any patent or design rights or any proprietary rights except those in public domain and shall pay any royalties which may be payable in respect of any article or any part thereof that shall have been supplied by him to the Employer.

B.14 GUARANTEE, WARRANTY AND PERFORMANCE STANDARDS

The Contractor shall submit with his tender a copy of an agreement with the manufacturers of the imported equipment, appointing them their official local agents in Kenya.

In addition to the agreement, the contractor shall furnish a written general guarantee, warranty covering qualities of workmanship and materials, system equipment and parts for a two year period after practical completion of the Contract and commissioning of the system.

The Contractor shall make good, at his own expense, such repairs and replacements as may be required during the **two years warranty** period.

C.01 **SCOPE OF WORK**

- b) The Contractor shall , supply, deliver, unload, hoist, fix and erect, test, commission, guarantee and be liable for defects and be responsible for the initial maintenance, all as specified herein of an IP- P.B.X. system.
- c) The Contractor shall supply and install all associated items on the system other than those clearly stated to be supplied by others. He shall supply and install all accessories, software and terminal equipment whether described on the specifications or not, essential to the completion of the works to the satisfaction of the employer.
- d) All equipment supplied shall be type approved, and the installation shall be approved as necessary, by the Communication Commission of Kenya - CCK (the competent authority). The tenderer shall be fully responsible for all documentation and approvals with and any payments to CCK. He shall also pay all fees to any other relevant parties as part of the tender sum.
- e) The contractor shall be responsible for, and shall replace or make good at his own expense any damages or losses to the Bank occasioned by the works.

C.02 **MINIMUM REQUIREMENTS**

This specification defines minimum requirements, but tenders which offer superior facilities will be considered.

Any tender which does not comply with the minimum requirements will be rejected.

C.03 **WORK BY OTHERS**

The following work will be carried out by the Employer or others free of charge to the Contractor.

- Provision and installation of metal trunking with telephone outlets and a LAN infrastructure with data outlets as currently exists in the Bank. Any additional cabling and data points where considered necessary will be priced by the tenderer as part of his cabling/wiring cost.
- Provision of space for the accommodation of the IP-P.A.B.X. with doors, windows, and openings if required.
- Provision for ventilation and air conditioning, if requested by the Contractor at the time of tender.
- Provision of electricity supply.

- Provision of permanent general lighting and power supply points.
- Provision of lockable cupboards for spare parts, if required.
- Provision of a workbench for the use of the maintenance personnel, if required.
- Provision of access to rooms required for carrying out the contract work.

C.04 **EQUIPMENT FINISH**

The equipment finish shall be the responsibility of the Contractor, who shall be responsible for its protection during installation and in the course of making good to the building finishes after equipment installation and commissioning.

Should any building work become necessary after the IP-PABX is installed and before the date of handing over, the Contractor shall take all necessary precautions to exclude dust or paint from the equipment and shall ensure that the accommodation and, if necessary, the equipment, is properly cleaned afterwards.

C.05 **TELEPHONE**

The Contractor's shall obtain and retain if necessary, at his own expense, a telephone connected to a direct exchange line during the entire term of the contract through which he can be contacted and shall have the sole use of it.

C.06 **ELECTRICITY SUPPLY TO INSTALLATION**

Electricity supply will be provided by the employer to the contractor's requirements as follows:

Normal supply at 240 Volts for single phase or 415 Volts for three phase $\pm 10\%$, 50HZ $\pm 2\%$ earthed neutral, to an isolator. Permanent lighting and power supplies at these voltages will be fed from an appropriate distribution board.

C.07 **INTERFERENCE SUPPRESSION**

The Contractor shall ensure that interference from the equipment and all its accessories shall be suppressed so as not to interfere with any communications, radio, T.V. or medical equipment, recording, computer systems or security systems and alarms. Suppression shall be carried out in accordance with relevant standard, and all suppression devices incorporation shall comply with international standards.

C.08 **DOOR KEYS**

The Contractor shall keep the P.A.B.X. suite locked at all times when his staff are not present and shall at the conclusion of the contract hand over all keys to the Employer.

C.09 **STANDARDS**

All equipment shall be of accepted standards of quality for SIP/ IP- telephony systems in respect of design, components, manufacture, finish, etc.

The exchange shall comply with the relevant recommendations of the C.C.I.T.T. and I.E.E.E.

All tenders shall be accompanied by a copy of the standards with which the PABX system does comply, and if necessary, an English translation of it. The traffic rates for the IP-P.A.B.X. shall be stated.

C.10 **EQUIPMENT GENERAL DESIGN**

The IP-P.A.B.X. must be of proven design and equipment similar to that offered must have been in market in sufficient quantity and sufficient period to enable its design, quality, reliability and flexibility to be proven. An advanced model of a similar equipment in the market shall be acceptable.

The physical equipment shall be of a compact modular frame or frames mounted in suites or cabinets. Sub-frames shall be pre-wired and easily removable from the front of the frame without disturbing others. This shall also be the case with printed wiring boards, where they are used. The Sub-frames/boards that have a similar function shall be interchangeable.

If the equipment is open-fronted, blank panels should be fitted in unoccupied positions. All removable and major components shall be indelibly marked "CBK-ELD" or any other mark as advised by the employer.

If in the opinion of the Tenderer the climatic conditions are such that temperature or humidity in the P.A.B.X. room have to be artificially controlled within the prescribed range, the Tenderer must give clear details of the limitations of the IP-P.A.B.X. and the heating or cooling required. Details of the protective devices fitted to the IP-P.A.B.X. to prevent damage in the event of the failure of the air-conditioning plant must be clearly stated.

C.11 **COMMUNICATIONS COMMISSION OF KENYA'S REQUIREMENTS**

Attention is drawn to clause B.01 of this document that calls for compliance with various standards including C.C.K. specification for an IP-P.A.B.X.

The requirements of C.C.K. specification for the P.A.B.X. must be complied with if the equipment is to receive provisional type approval. If the equipment to be offered will be the first installation of its type in the country, the C.C.K. shall check on compliance with that specification on working equipment as a condition for the final type approval. The features listed as "Standard" are the minimum features of any equipment to be offered and must be provided.

C.12 **LIST OF MAIN REQUIREMENTS**

The major items of equipment are listed in Clause D. 05 of this document, but this list does not relieve the successful Tenderer of his responsibility to provide a complete working open source IP-P.A.B.X. that supports Session Initiation Protocol and complying with this specification.

In addition to the Standard facilities listed, the following facilities should be provided:

a) Telephone Extensions Facilities

- i) Abbreviated code dialling
- ii) Direct dialling in (DDI)
- iii) Call waiting warning tone.
- iv) Night service common answering
- v) Group hunting
- vi) Distinctive ringing
- vii) Dial tone detection
- viii) Transfer
- ix) Display

b) Operator's Console

- i) Exchange line key sender
- ii) Busy line display
- iii) Incoming calls queuing
- iv) Extension status and identification display
- v) Trunk test
- vi) Major/ minor fault alarms indications
- vii) Tie line identification as applicable
- viii) Temporary change of class service
- ix) Busy line display
- x) Day and night mode
- xi) Extension and trunks display

- xii) Hold up-to 4 simultaneous calls

C.13 EQUIPMENT HARDWARE AND SOFTWARE

The tenderer hardware and supplied Operating Systems (OS) and application software shall be fully compatible the Bank's LAN/WAN equipment, systems and devices.

The tenderer shall quote for an IP type of a P.A.B.X. which conforms to the most recent C.C.I.T.T. recommendations.

Redundancy must be provided for all vital components and sub-systems so that the IP-P.A.B.X. service will not be lost due to a failure of a single component or sub-system such as central processing unit, power supply or the ringer.

C.14 TELEPHONE INSTRUMENTS AND TRUNK LINE INTERFACES

The Tenderer shall provide telephones and instruments, all of which shall be C.C.K. type approved. All interfaces shall be designed to work with PSTN/Telkom Kenya equipment.

Trunk and external interfaces shall be used to protect the P.A.B.X. from high voltage transients. Where damage to P.C.B.'s may be caused by static discharges from personnel, adequate means shall be incorporated to ensure that they are earthed before access is obtained to the cabinet.

C.15 NUMBERING SYSTEM

The numbering scheme will, unless otherwise agreed with the Employer be:

Level	0	Access to P.A.B.X. Telephone Operator
"	9	Access to the public exchange
"	8	Night service
"	7	Spare
"	6	Tie lines
"	5	Spare
"	4	Extensions
"	3	Extensions
"	2	Extensions
"	1	Spare for special facilities

C.16 **TONES AND RINGING**

Tones and ringing shall be standard.

C.17 **INTERWORK**

The equipment supplied shall inter-work satisfactorily with applicable existing equipment in the Bank and associated exchanges over public exchange lines or external extensions and the Contractor shall provide all local and remote equipment and other facilities needed to achieve this. Negotiations with other suppliers or installers for remote end equipment and interface equipment shall be the Contractor's responsibility.

C.18 **EXCHANGE LINES**

Exchange lines shall be arranged for first-party release.

The IP-P.A.B.X. must be capable of processing the number of digits required for international calls in accordance with C.C.I.T.T. recommendations.

C.19 **BARRING AND ROUTE RESTRICTION**

- a) It shall be possible at will to bar any extension from access to the public exchange network. Selective Route Restriction (SRR) is required on all both-way and outgoing exchange lines to prevent any or all extensions from reaching certain areas of the Republic and beyond. The equipment shall prevent a user, after receiving main exchange dial tone, dialling any number of pre-selected codes. It shall be possible to change such pre-selected codes easily and at will without the addition of further equipment, but a security system must prevent this being done by unauthorised persons.
- b) It shall not be possible to defeat this equipment from an extension by non-standard dialling, switchboard flashing, enquiry or transfer use, tie line transfer, follow-on-calls after an outside caller has disconnected, or in any other way except that which may be specially for extensions entitled to full access.
- c) It shall not be possible for an extension to receive public exchange dial tone without the route restriction devices being in circuit.
- d) It shall not be possible for an extension to originate a new outside call following the disconnection of an established call until the public exchange and local subscribers auto equipment have released, and the route restriction and barring system been reset and reconnected to the circuit.
- e) A calling line identification panel with busying facilities shall be required.

- f) Camp-on busy, trunk offer, "call back" and automatic transfer facilities must not de-activate the barring and route restriction circuit.
- g) The exchange should be suitable for ring-back-when-free, absent extension transfer and the direct-dialling-in (DDI) facilities.

C.20 **TIE LINES**

Tie lines may be required from this P.A.B.X., and the equipment shall be capable of providing this service. Level `6' should be reserved for this service. The use of tie lines shall not make it possible for unauthorised extensions to defeat route restrictions defined above.

C.21 **OPERATING FACILITIES**

The equipment shall be capable of connection to ***two operator consoles***. The number of operator facilities to be supplied with the equipment shall be as indicated in the list of main requirements. These shall be supplied, together with at least two operator's hand-sets and two operator's lightweight hands-free head-sets per position. They shall be fitted with suitable lightweight plugs and jacks.

The console shall have all necessary facilities for controlling, connecting and monitoring the progress of calls and shall display alarms as necessary.

Night service facilities will normally be provided such that the operator can route incoming calls to pre-selected extensions when the console is not manned. The transfer circuits are then used to re-route the calls.

Attendants' consoles will be multiplexed so that the connecting cable will comprise a minimum number of parts with little restriction on the setting of the cabinets. All operators' consoles shall be so networked that any operator could attend to any call.

C.22 **CLASS OF SERVICE AND PROGRAMMING**

It is required to group subscribers at will into one or other of the following categories:

i) **Full Access**

Those permitted incoming calls, tie lines calls, internal calls, and outside access to exchange line and STD and if necessary the International Codes.

ii) **Trunk Route Restrictions**

Those permitted incoming calls, tie line calls, internal calls, and outside access to local codes permitted by the trunk barring equipment.

iii) **Trunk Barred**

Those permitted incoming calls, tie line calls, internal calls and outside access via the Operator.

iv) **Restricted Access**

Those permitted incoming calls and internal calls only.

v) **Barred Access**

Those permitted tie line and internal calls only.

It shall not be possible to transfer an exchange line from a category (i) and (ii) extensions or from the switchboard to a category (iii) extension without activating the route restriction facility to prevent the barred extension dialling unauthorised codes. It shall not be possible to transfer an exchange line to a category (iv) or (v) extension.

There shall be a means of re-allocating subscriber access to the various P.A.B.X. facilities, which shall be protected by a security system that will prevent unauthorised alterations.

The Contractor will be responsible for programming the IP-P.A.B.X. to incorporate the client's initial wishes regarding extension access to facilities, and for reprogramming it at no cost to incorporate such changes as the client wishes to make, up to the end of the guarantee period. He will also be responsible for training such staff as the employer shall nominate to undertake programming operations and maintenance of the IP-PABX.

C.23 **POWER SUPPLIES**

Power supplies shall be provided such that a failure of power in a single cabinet shall not cause complete loss of service. In case of complete power failure, the main exchange lines shall be automatically connected to pre-assigned extensions of category C.22 (i) above.

C.24 **STAND BY POWER/UPS**

The exchange shall be fed from an appropriate Uninterruptible Power Supply (UPS) unit. The UPS offered as part of the bid must be fully branded. It must also be of modern design, robust, durable construction and require little routine maintenance. The UPS shall have sufficient capacity to supply power to the PABX in the event of mains failure for a minimum of 2 hours, full load, on a normal working day.

C.25 **ALARMS**

Alarms are required to indicate among others, the following conditions:

- a) Blown fuses
- b) Failure of power supply
- c) Failure of vital circuits
- d) Failure of ring and tone
- f) Conditions of over-temperature whenever ambient temperature rises above permissible operating temperature.

C.26 **TEST EQUIPMENT AND TOOLS**

All necessary routine test sets and a set of diagnostic, service and maintenance tools (in a deluxe tool box), are to be supplied with the P.A.B.X.

C.27 **MAINTENANCE ANALYSIS EQUIPMENT**

In addition to the normal visual alarms, it shall be possible to use a LAN computer terminal, for interrogating the IP-PABX system equipment and to determine the location of systems faults including the location of faulty telephone instruments or line wiring, exchange lines or any tie lines and also rectifying the faults thereof.

Such fault location facilities will not interfere with the normal working of the other parts of the P.A.B.X.

This facility shall have the capability of input programme change and, in conjunction with appropriate interfaces and devices show e.g. identified Outgoing Call Data and log traffic tables or charges etc.

C.28 **MAINTENANCE DIAGNOSTIC PROGRAMME**

The latest versions of maintenance diagnostic software programmes shall be provided for the IP-P.A.B.X. which can be run as required whilst the P.A.B.X. is in normal service. The programmes may be initiated by a keyboard or by other means. They shall detect and locate faults down to the P.C.B. If the P.A.B.X. is not capable of locating faults by such programmes an appropriate test tool or set shall be supplied.

C.29 **LIGHTING SURGE PROTECTION**

Protection against voltage surges due to lightning will be required. It will be the Tenderer's responsibility to acquaint himself with the Communication Commission of Kenya Standard surge protection equipment, and provide any additional protection required. The Contractor shall also be responsible for advising the Communication Commission of Kenya personnel on such protection for trunk lines and external extensions. Also the Contractor shall satisfy himself of the adequacy of the protection provided. The Contractor shall also provide all such additional surge protection as required to avoid damage from the power supply line, which is protected by fuses and miniature circuit breakers. **Any PABX offered without adequate protection shall not be considered.**

C.30 **CALL MANAGEMENT SYSTEM/SOFTWARE**

A call management system with the latest software versions for logging and processing call information and detailed billing shall be quoted for. This system shall among others be capable of pre-paid service, listing of date, cost, time and duration of each call, together with the calling extension and number called for and all outgoing calls. The tender shall be for the supply of software and any associated hardware, installation, programming and training. The call management system shall be capable of providing elaborate data and information for management's decision on telephone Branch Unit's budgets.

C.31 **TECHNICAL DOCUMENTS**

One non-returnable copy of "as installed" drawings and specifications shall be supplied at the completion of the work. Ancillary equipment such as voltage surge protection equipment required under clause C.29 shall be fully described.

C.32 **SCHEDULE OF COMPLIANCE**

The tenderer shall prepare and complete a Schedule of Compliance with the bid conditions/requirements, with the words '**Agreed**' or '**Complied**' as appropriate against each sub-clause where applicable. The use of the word '**Noted**' is inadequate and not acceptable.

SECTION FIVE

E. PARTICULAR SPECIFICATION FOR AN EXTENDABLE INTERNET PROTOCOL PRIVATE AUTOMATIC BRANCH EXCHANGE (IP-PABX) AT THE CENTRAL BANK OF KENYA – ELDORET BRANCH

E.01 Location of Site

The site of the proposed contract works shall be at the Central Bank of Kenya, Eldoret Branch.

E.02 ENVIRONMENTAL CONDITIONS

The PABX will be required to work in premises where regular failure of the public electricity supply and the consequent failure of the installed air conditioning systems can be expected for periods of up to eight consecutive hours or more. The approximate ambient operating conditions are:

Outdoor ambient temperature: Up to 30^o C

Outdoor Relative Humidity Up to 70%

Altitude: Up to 3,500M above sea level.

Normal tropical climatic conditions prevail. The Tenderer shall indicate the storage conditions for the offered PABX.

E.03 DESCRIPTION OF PROJECT

The project comprises of replacing an old serviceable PABX. The Contract works comprise sourcing, delivery, assembly, connection, testing, commissioning and setting to work an open source, SIP compatible IP-P.A.B.X. equipment at the Central Bank of Kenya, Eldoret Branch. The scope of the contract works will also cover cabling/wiring as necessary, training of the users, the employer's technical and operational staff and supply of all necessary maintenance tools instruments and manuals as well as all other items and requirements to complete the contract to the satisfaction of the employer

E.04 CONTRACT DRAWINGS

The Contractor shall provide the employer with all contract drawings of works as required.

E.05 **THE IP- P.A.B.X. EQUIPMENT**

The IP-P.A.B.X. supplied shall initially be equipped/wired/terminated for the following capacities:

IP phone Users	108No. but expandable to 132
Wireless IP phone users	16No. but expandable to 24
VOIP/SIP Users	108No. but expandable to 132
IP Trunks	16 No.
30 PSTN ISDN(E1) interfaces	2No.
GSM network interfaces	12No.
Analog/Digital trunk interfaces	16No.
Operator's console	2No.
Mailboxes	120No. but expandable to 144

The control hardware, software and firmware supplied for the initial capacity shall be able to accommodate the ultimate or expanded capacity in future. It shall thus be possible to extend the capacity of the PABX in steps to its ultimate capacity by simply plugging-in appropriate PCBs cards. The preferred units of growth are 8/16/24 for extensions and 4/8 for the trunks.

The hardware and the Operating System (OS) and Applications Software Must be fully compatible with the Bank's LAN/WAN equipment /systems /devices. The tenderer is required to seek for further or necessary clarifications /information on the compatibility issue before bidding.

SECTION SIX

F.BILLS OF QUANTITIES & TECHNICAL SPECIFICATIONS

PREAMBLE

1. The Bill of Quantities shall be read in conjunction with the Notes to Tenderers, Preliminaries, General Conditions of Contract and Technical Specifications.
2. The quantities given in the Bills of Quantities are purely for the purpose of competitive tendering against a common basis. Tenderers are therefore expected to carefully make their own detailed site inspection, take measurements where applicable and ask for clarifications in order to quote accurately.
3. The rates and prices tendered in the priced Bills of Quantities shall, except in so far as it is otherwise provided under the Contract, include all the equipment, labour, supervision, materials, erection, maintenance, insurance, profit, together with all general risks, liabilities and obligations set out or implied in the Contract and all Government taxes.
4. A rate of price shall be entered against each item in the priced Bills of Quantities, whether quantities are stated or not. The cost of items against which the contractor has failed to enter a rate or price shall be deemed to be covered by other rates and prices entered in the Bills of Quantities.
5. The whole cost of complying with the provisions of the Contract shall be included in the items provided in the priced Bills of Quantities, and where no items are provided, the cost shall be deemed to be distributed among the rates and prices entered for the related items of work.
6. General directions and descriptions of work and materials are not necessarily repeated nor summarized in the Bills of Quantities. Where applicable, reference to the relevant sections of the Contract documentation shall be made before entering prices against each item in the priced Bills of Quantities.
7. Provisional Sums and Contingencies included and also designated in the Bills of Quantities shall be expended in whole or in part at the direction and discretion of the Employer by way of written instructions.
8. Errors in pricing will be corrected by the Employer for any arithmetic errors in computation or summation as follows:
 - i) Where there is a discrepancy between amounts in figures and in words, the amount in words will govern.

- ii) Where there is a discrepancy between the unit rate and the total amount derived from the multiplication of the unit price and the quantity, the unit rate as quoted will govern, unless in the opinion of the Employer, there is an obviously gross misplacement of the decimal point in the unit price, in which event the total amount as quoted will govern and the unit rate will be corrected accordingly.
9. Any necessary cabling/ wiring/trunking is an integral part of the contract and submission of a separate quotation for the work will not be accepted. Tenderers are required to carry out a thorough survey of the site to establish the cable routes, necessary conduits/trunkings and quantity so as to give a lump sum price for this item. The tenderer will then provide a schedule of measurements taken on site and sketches he makes for any cabling/wiring/trunking to form part of his tender.

F.BILLS OF QUANTITIES AND SPECIFICATIONS FOR AN EXTENDABLE IP-PRIVATE BRANCH EXCHANGE (IP -PBX) AT THE CENTRAL BANK OF KENYA, ELDORET BRANCH

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
F.001	<p>Deliver, assemble, connect, test, commission and set to work, a proven state-of-the-art open source, SIP compatible IP-PBX system/solution comprising the following minimum specifications, requirements, features, and functionalities. Solutions exceeding expectations will be considered <i>(insert itemised price as much as possible and seek clarifications when in doubt before quoting)</i>:</p> <p>System/Equipment Requirements (as applicable to a state-of the art IP-PBX)</p> <ul style="list-style-type: none"> ✓ These shall among include: ✓ IP phone Users-108No. but expandable to 132 ✓ Wireless IP phone users- 16No. but expandable to 24 ✓ VOIP/SIP Users-108No. but expandable to 132 ✓ IP Trunks-16 No. ✓ 30 PSTN ISDN (E1) lines interfaces - 2No. ✓ GSM network interfaces- 12No. ✓ Analog/Digital trunk interfaces- 16No. ✓ Operator's console- 2No. ✓ Mailboxes 120No. but expandable to 144 ✓ SIP/VOIP Soft Phones -108,expandable to 132 ✓ Integrated voice mail ✓ Integrated security features ✓ Music on hold 	Item	Lot	

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
F.002	<ul style="list-style-type: none"> ✓ External music on hold interface ✓ CTI support ✓ Easily Upgradable ✓ 2Hrs back-up power supply ✓ Bank's LAN/WAN compliant OS, applications and diagnostic software ✓ Unified messaging ready ✓ Attendants consoles ✓ Relevant software and documentations ✓ All other items necessary to successfully complete the IP-PBX project work. <p>System features and functionalities(as applicable to a state-of the art IP-PBX)</p> <p>These shall (as applicable to SIP/IP-PBX) include:</p> <ul style="list-style-type: none"> ○ Recall ○ Route barring ○ Abbreviated dialling. ○ Power fail transfer ○ Self diagnostic ○ Direct Inward Termination (DIT) ○ Direct Inward Dialling (DID) ○ Manual Line Service (hot line) ○ Music on-hold ○ Data transmission ○ Unified messaging ○ Instant messaging ○ IP smart/soft phone support ○ Find me/follow me 			

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
	<ul style="list-style-type: none"> ○ Voice mail broadcast ○ Voice boundary routing ○ Message waiting indication ○ Distinctive ringing(internal vs. external) ○ Conference call and call transfer • Interfaces(as applicable with SIP/IP-PBX) shall include: ○ Data Communication ○ Analog trunks /Digital trunks ○ Analog/Digital tie lines ○ Auxiliary devices e.g. for external music on hold ○ Extension and trunk signalling ○ Automatic call-back ○ Computer telephony integration support ○ Calling line/extension identification Other system /equipment, features and functionalities: • Appropriate patch panel type Intermediate and Main Distribution Frames (MDF/IDF),switches, patch panels and other accessories - as applicable. • Appropriate link(s) to the LAN for up to 108 IP phones users • Support for all required ISDN, SIP/IP, digital/analog features as applicable. • Easily upgradeable and full support for SIP/IP telephony on LAN/WAN. • Capable of working with digital/analog terminal equipment e.g. faxes, copiers and 			

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
	<p>scanners from other vendors.</p> <ul style="list-style-type: none"> • DID traffic management • Appropriate stand-by power supply capable of giving a back up of at least 2 hrs. • Duplicated CCU/CPU and hot stand-by circuits for vital units • Programming input/output devices as applicable. • Advanced and the latest interrogation, troubleshooting, Maintenance and Administration Terminal (MAT) i.e. a Laptop - new model and branded (Toshiba/IBM/DELL), with the latest hardware and software configurations including at least a 15" w/xga TFT colour monitor, USB ports, video adapter, NIC, combo CD drive with writer etc. The OS, diagnostic and application software supplied with this equipment must be compatible with the Bank's LAN equipment/systems. • Integrated modem for remote maintenance • Over voltage and over-current protection for all trunk lines and analogue interfaces/extensions • Voice mail with at least 6 access ports, 120 mailboxes, and up to 4 simultaneous clients access • Auto attendant facility • Call conferencing for minimum 8 but programmable up to 12 parties (internal/external) 			

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
	<ul style="list-style-type: none"> • Call detail reporting including billing, Pre-paid service, cost budgeting and management • Tele-working and E-Business support capability • Support/interfaces for multi-tenancy. • Automatic call distribution • Support for all major voice and data networks. • Deliver an appropriate deluxe electronic Kit complete with all necessary tools for the system troubleshooting, service and maintenance (e.g. RJ11/45 crimping tool, data cable tester, telephone termination block/ Krone type discase tools, screw drivers, wire stripping, trimming and cutting tools , tone generator, quality digital multimeter etc.), and all other instruments and precision tools necessary for the service, repair, trouble-shooting, and maintenance of the IP-PBX/ telephony system and the associated LAN hardware. • Deliver, connect, test, commission and set to work 2No. attendant consoles as follows: 1No. standard programmable attendant console consisting of an LCD unit, keyboard, handset rest, 2 plug-in handsets, and 2 hands-free plug-in headsets. The console shall be able to among others display; information on the state of the console and all extensions and trunks connected on it; indicate alarms; que and hold up to 4 calls simultaneously; provide day and night mode. 			

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
	<p>1No. Windows based PC operator console. The PC based console shall enable the following functionalities among others: use of a simple GUI to view information on the state and identity of calls in progress and those held; operators to multi-task on the same PC with other Microsoft applications; Networking capabilities via the Bank's LAN enabling users to share resources; Keyboard or mouse operations for all defined console features; night service.</p> <p>The requisite operator console PC shall be equipped with all necessary operators' accessories such as handsets hands-free headsets. The supplied OS and applications software must be compatible with the bank's LAN equipment/systems.</p> <p>[NB: The bidder shall furnish the Bank with appropriate specifications for the PC required to run the operator console software.]</p> <ul style="list-style-type: none"> • System/equipment delivered shall carry 24 months warranty with free maintenance • Bidder to provide complete system(s), Equipment documentation and bootable CDs with appropriate software for the IP-Telephony solution (e.g. call management; IP- 			

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
	smart/soft/SIP phone, operator console, operating systems trouble shooting; diagnostics; emergency recoveries etc.)			
F.003	CALL MANAGEMENT SYSTEM			
	Supply, install and test a call management system . The call management software/system shall have the most up to date, comprehensive, and elaborate features including: pre-paid service; call detail reporting, billing, cost budgeting and management. The software should be compatible with the existing Bank's LAN/WAN equipment/systems. The system shall be upgradeable and configured to function to the satisfaction of the Employer. [NB: The bidder shall furnish the Bank with appropriate specifications for the PC required to run this call management system]	Item	Lot	
F.004	Deliver, install and test a unified messaging system with the latest features /facilities inclusive of all those mentioned in item F.001 and F.002(if not integral to the PABX) [NB: The bidder shall furnish the Bank with appropriate specifications for the PC required to run this call management system]	Item	Lot	
F.005	Supply, install and test programmable standard IP (SIP Compatible) feature phones with display, loudspeaker and Ethernet thru' ports to enable connection of the phone and a PC to the LAN via a single RJ-45 data outlet.	76		

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
F.006	Supply, install and test advanced (IP SIP Compatible) programmable features with display loudspeaker, full hands-free operation and Ethernet thru' ports.	24		
F.007	Supply, install and test executive/comfort IP (SIP Compatible) phones of the type described in item E.005	8		
F.008	Supply, install and test programmable appropriate Wireless IP phone with standard features	16		
F.009	Cabling and Terminal Wiring			
	Carry out a thorough site survey of the Bank Branch premises, ask for clarifications as necessary, and supply and install all material to complete the IP-PBX project work to the satisfaction of the. The successful Tenderer will price for and provide any additional wiring/cabling, PVC conduits and metal/PVC trunking similar to the existing one so as to reach all extra points marked in the entire premises. The work shall also include terminations, testing all links to the PABX, LAN switches, the IDF, and the terminal equipment and labelling the equipment and terminations to the Employer's satisfaction and provide documentations of work done (hard and soft copies)	Item	Lot	
F.010	Allow for training of all users as necessary: <ul style="list-style-type: none"> • 4No. Telephone Operators, and • 6No. electronics technicians /engineers 	Item Item	Lot Lot	
F.011	<u>Disposal of the existing NORSTAR PABX</u>			

ITEM NO.	Description	Qty.	Unit Rate	Amount KShs
	Allow for carefully disconnecting the existing serviceable PABX and moving it to a store within the premises	Item	lot	
F.012	Allow for any hardware and/ or software necessary to provide an IP trunking/link to Bank Head Office PABX and for testing the same for operation	Item		
F.013	Allow for all other charges/items/works necessary for completion of all the tender works/requirements (Please list/specify them) 1. 2. 3. 4.			
F.014	Allow Provisional sum for Telkom charges for two (2) ISDN primary links with 60 ISDN circuits. (provisional sums to be expended only with written approval from the employer)	Item	Lot	Shs 500,000.00
F.015	Contingencies allowance (sums from the contingency allowance to be expended only with written approval from the employer)			Shs 50,000.00
F.016	SUB- TOTAL			
F.017	VAT at -----%			
F.018	GRAND TOTAL TO FORM OF TENDER			

SUMMARY

Grand Total to Form of Tender

Shs _____

**We submit our tender for the above specified works amounting to
Shs. _____ in words:**

Kenya shillings _____

1. Our Completion Period shall be _____ weeks
2. Our tender will remain valid for _____ days (not less 120 days) from the date of Tender opening.
3. Our terms of payment shall be:

SECTION SEVEN

G) OPTIONAL ITEMS TO BE SUBMITTED WITH THE TENDER

ITEM NO.	Description	Qty.	Unit Rate	Amount
G.01	<p><u>Disposal of the existing NORSTAR PABX</u></p> <p>Give a lump-sum quotation for taking away for good the existing serviceable PABX from the storage as described under item F.011 of the specification (Should not be quoted as a discount to the tender for the new PABX but as a trade-in amount for consideration by the Employer).</p>	Item	Lot	
G.02	<p><u>Disposal of the Existing assortment of Telephone Heads</u></p> <p>Give a lump-sum quotation for taking away for good the existing serviceable Telephone Heads (Should not be quoted as a discount to the tender for the new PABX but as a trade-in amount for consideration by the Employer).</p>	Item	Lot	

SECTION EIGHT

DATA TO BE COMPLETED BY THE TENDERER

Further to your tender for Supply, Delivery, Installation, Testing and Commissioning of IP-PABX Equipment and any associated works at the Central Bank of Kenya Eldoret Branch you are required to provide the following information with respect to major components for each type of the equipment tendered for:

- a. State the make and type of the IP-PABX _____

- a. State the make and type of standby power supply/UPS _____

- b. Make and type of operator consoles _____

- c. Make, type and specifications of the diagnostic Lap top

- d. Make and type of patch panels/switches (as necessary)

- e. Equipment Warranty period _____

- f. Project completion period(realistic) _____

- g. Make, type and model of IP phones
 - i. Standard _____
 - ii. Advanced _____
 - iii. Executive _____

SECTION NINE

[DATA TO BE COMPLETED BY THE TENDERER (RESPONSE) AND CONFIRMED BY THE EMPLOYER]

TENDER EVALUATION CRITERIA- QUALIFICATION AND AWARD

The received bids will be evaluated in three stages as detailed below:

- Stage 1: Compliance with Mandatory Requirements;
Stage 2: Compliance with the Technical Evaluation
(The equipment)
Stage 3: Scoring criteria (Capacity to deliver);
Stage 3: The Financial Evaluation (Quoted Price).

I. Mandatory Requirements (MR)

The following mandatory requirements must be met notwithstanding any other requirements in this document:

No.	Requirements	Tenderer's Response
MR 1	Provide documentary evidence of the company's certificate of incorporation.	
MR 2	Provide copy of the company's current certificate of TAX Compliance issued by the Kenya Revenue Authority (KRA).	
MR 3	Provide Manufacturer's Letter of Authorisation confirming that you are an authorised dealer/agent of the equipment quoted for.	
MR 4	Provide with the Tender document a Bind Bond of Ksh. 50,000.00(Fifty thousand)	
MR 5	Visit the site to confirm measurements and site details before completing and submitting the tender (Register the visit with Head of Estates, Supplies and Transport Unit at CBK Eldoret Branch)	
MR 6	Submit a completed Company's Profile using the Confidential Business Questionnaire in Section Twelve of this tender document.	
MR 7	Provide copies of audited accounts for the company for the last three accounting years from 2009	

II. Technical Evaluation

No.	Requirements	Tenderer's Response	Remarks
T1	Commitment to offer a twenty four (24) months warranty from the date of practical completion/Handing over certificate. This should cover Labour and parts.		
T2	Provision of a standby power/UPS as per paragraph C.23		
T3	Commitment to install a lightning and surge protection as in paragraph C.29		
T4	Confirm the IP- PABX is capable of working in an environment described in paragraph E.02		
T5	Confirm compliance with all requirements in Paragraph F.001		
T6	Confirm compliance with all requirements in Paragraph F.002		
T7	Confirm compliance with all requirements in Paragraph F.003		
T8	Confirm compliance with all requirements in Paragraph F.004		
T9	Confirm compliance with all requirements in Paragraph F.005 to F008		
T10	Confirm compliance with the requirements in paragraph F.011		

III. Scoring criteria

	Evaluation Attribute	Tenderer's Response	Weighting Score	Max Score (%)
S1	No. of years in business of PABX supply ,installation and maintenance		5 years and above: 20% Others: Prorate at: $\frac{\text{No. of years} \times 20}{5}$	20
S2	List of clients/references to which the company has delivered similar /equivalent equipment valued at Kshs. approx. 5 million and above in the last 5 years.		5 or more clients : 30% Others: Prorate at: $\frac{\text{No. of clients} \times 30}{5}$	30
S3	Number of qualified PABX specialised technicians /engineers (provide evidence)		5 or more qualified staff: 30% Others: Prorate at: $\frac{\text{No. of staff} \times 30}{5}$	30
T4	Financial Ratios (three consecutive audited accounts from 2009)			
	a) Profitability Margin		This response X 10/ Highest response	10
	b) Liquidity Ratio		This response X 10/ Highest response	10
	TOTAL			100

NOTES:

1. **Profitability Margin** = $\frac{\text{EBIT}}{\text{Gross Revenue (Sales)}}$,

where EBIT =Earnings Before Interest and Taxes

2. **Current Ratio** = $\frac{\text{Current Assets}}{\text{Current Liabilities}}$

3. Financial Evaluation (Price)

Tenderers should note that only tenders that score above 75% on the Scoring Criteria will qualify to have their financial bids evaluated. Those scoring below 75% will not be evaluated and will be disqualified.

Financial evaluation will involve checking the priced bills of quantities for errors and omissions. Any errors noted will be corrected in accordance with the Instructions to Tenderers.

Bidders will be notified about their errors for concurrence before being considered for recommendation for award. Bidders who accept the corrections will be ranked in accordance with the corrected tender sum starting with the lowest.

4. **Lowest Evaluated Tender (LET)**

The Lowest Evaluated Tender (LET) that will be recommended for the award of the tender will be the one found to be the most competitive under the Scoring and Financial (Price) Evaluation Criteria.

Tenderers who **score 75% on scoring criteria** and have accepted the corrections to their tender will be ranked and the best ranked having the lowest price will be declared the Lowest Evaluated Tender.

The Lowest Evaluated Tender (LET) will be recommended for the award of the contract.

	Name of Tenderers listed from the lowest to the highest tender price	Rank
1.		
2.		
3.		
4.		
5.		

SECTION TEN

SITE VISIT CERTIFICATE

This is to certify that:

made a pre-tender site visit on _____ with respect to
tender no.:

**for the :Supply, Delivery, Installation, Testing and Commissioning of an
Internet Protocol Private Branch Exchange [IP-PBX] System at the Central
Bank of Kenya Eldoret Branch.**

Signed: _____
FOR: Head, Estates, Supplies and Transport Unit – ELD/CBK

SECTION ELEVEN

FORM OF CONTRACT

THIS CONTRACT, is made this day of 2013 between Central Bank of Kenya whose Registered Office is situated at CBK Building on Lt. Tumbo Avenue, Nairobi (hereinafter called the 'Employer') of the part and..... whose Registered office is situated at (hereinafter called "the Contractor") of the other part.

WHEREAS the Employer is desirous that the Contractor executes the Supply, Delivery, Installation, Testing and Commissioning of an IP- PABX Equipment and Associated Works at Central Bank of Kenya Eldoret Branch (hereinafter called "the Works") and Employer has appointed the Assistant Director, Projects Office, Department of Estates, Supplies & Transport of the Central Bank of Kenya as the Engineer for the purposes thereof and has accepted the tender submitted by the Contractor for the execution and completion of the said Works and the remedying of any defects therein in the sum of Shs..... (Kenya Shillings:

.....
.....) hereafter called the contract price.

NOW THIS CONTRACT WITNESSETH as follows:

1. The terms Contractor and Supplier where used in this contract shall have the same meaning and shall be used interchangeably.
2. The gender he and she shall be used interchangeably and shall have the same meaning.
3. The following documents shall be deemed to form and shall be read and construed as part of this Contract i.e.
 - (i) Letter of Acceptance
 - (ii) Form of Tender and Appendix to Form of Tender
 - (iii) Specifications
 - (iv) Priced Bills of Quantities
4. In consideration of the payments to be made by the Employer to the Contractor as herein before mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects herein in conformity in all respects with the provisions of the Tender Specifications.

5. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying of defects therein, the Contract price or such other sum as may become payable under the provisions of the Tender Specifications at the times and in the manner prescribed by the Tender Specifications.
6. Any dispute arising out of this Contract, which cannot be amicably settled between the parties shall be referred by either party to the arbitration and final decision of a person to be agreed between the parties. Failing agreement to concur in the appointment of an arbitrator, the arbitrator shall be appointed by the Chairman of the Chartered Institute of Arbitrators, Kenya Branch, on the request of the applying party.

IN WITNESS whereof the Parties thereto have caused this Contract to be executed the day and year first before written.

The common seal of (Contractor):

Was hereunto affixed in the presence of:

Signed Sealed, and Delivered by the said (Employer):

Binding Signature of Employer: _____

In the presence of (i) Name _____

Address _____

Signature _____

Date _____

(ii) Name _____

Address _____

Signature _____

Date _____

SECTION TWELVE

PROFILE OF THE COMPANY

(Confidential Business Questionnaire)

(You are advised that it is a serious commission to give false information under this section as it may render your bid being automatically disqualified)

PART I: GENERAL INFORMATION

- a) The questionnaire must be fully and comprehensively completed in all respects.
- b) Information given by the applicant shall be treated in strict confidence.
- c) Any information given and later found to be incorrect shall lead to disqualification of the Tenderer.
- d) Deliberately incorrect information leads to disqualification of the application.
- e) Canvassing will lead to automatic disqualification of the applicant.

PART II: BIDDER DETAIL

The purpose of this section is to provide the required background information of the bidder organization.

1)	Provide documentary evidence of the registered name and number of your company and date of Registration.		
	Company Name	Company Registration Number	Registration Date
2)	Give full details of your Bankers.		

PART III: CONTACT PERSON(S) DETAIL

3)	Provide the contact person (s) name(s), addresses, phone numbers etc.	
	Contact Person Name	
	Landline Telephone Number	
	Cellular Telephone Number	
	Facsimile Telephone Number	
	E-mail	
	Postal Address	
	Physical Address	
4)	Please provide evidence of the registered street and postal addresses of the bidding organization	
	Registered Street Address	Registered Postal Address of your organisation
	LR No.	
5)	Please provide evidence of current registration with relevant regulatory body within your industry, if any.	

PART IV: BIDDER ORGANIZATION PROFILE

6)	Who owns your organization? Provide details of the holding company and the main shareholders indicating percentage of shares held.
7)	What is your organisation's primary business activity? Provide a list with the estimated percentage of revenue earned from each of the primary business activities.

PART V: BIDDING ORGANISATION'S CLIENT BASE

The purpose of this section is to get a view of the number and profile of customers that the bidding organization has.

The Bank intends to contact these customers when checking references. You shall be expected to state any objections. If not stated, you shall be deemed to have authorized the Bank to contact these customers.

8)	Please provide references from your major clients where you have successfully carried out similar or comparable assignment.
----	---

PART VI: BIDDER'S STANDARD CONTRACTS

9)	Describe your approach to contracting and negotiation specifically relating to the availability and use of standard contracts and whether you consider any of the standard contracts or specific clause to be not negotiable.
----	---

10)	Provide details of the preferred payment plan if not contained in the standard contract supplied.

PART VII: VERIFICATION OF BUSINESS SUSTAINABILITY

11)	Can the Tenderer supply certified audited financial statements for the last three financial years? The supply of these financial statements will be mandatory for your tender to be considered responsive.		
12)	<p>Are you currently involved in any litigation or arbitration (or any other legal process which may result in legal or financial liability)?</p> <p>If yes, what is the financial exposure as a result of the litigation, arbitration or other legal process and on what basis has this financial exposure been calculated?</p> <p>If yes, what other exposure could result from the litigation, arbitration or other legal process and will this financial or other exposure materially prejudice the bidder's financial position or its ability to successfully and tim1eously implement any contract which may be awarded to it pursuant to this Tender?</p>		
13)	Have you ever:		
	Question	Response	
		Yes	No
	Forfeited any payment on a contract?		
	Been declared in default of a contract?		
	Negotiated the premature termination of a contract?		
	Had an uncompleted contract assigned to another solution provider?		

PART VIII: TECHNICAL SUPPORT & CAPACITY BUILDING

14)	State your policy on technological (maintenance) and operational support including capacity building (training) you offer to your clients.
-----	--

PART IX: CERTIFICATION

	<p>I/We do hereby certify that the above information is correct in all respects.</p> <p>FULL NAME:</p> <p>DESIGNATION/POSITION:</p> <p>SIGNATURE:</p> <p>DATE:</p> <p>COMPANY SEAL:</p> <p>.....</p>
--	---