



UNIVERSITIES FUND

NATIONAL OPEN TENDER

TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM(CRM)

TENDER NO. UF/OT/001/2025-2026

Issued on 6th MAY 2026

CLOSING DATE: THURSDAY 21st MAY 2026 AT 11.00 A.M. [EAST AFRICAN TIME]

TABLE OF CONTENT

INVITATION TO TENDER (ITT)	5
PART 1 - TENDERING PROCEDURES	7
SECTION I - INSTRUCTIONS TO TENDERERS (ITT)	7
A. GENERAL	7
1. Scope of Tender.....	7
2. Definitions.....	7
3. Fraud and Corruption.....	7
4. Eligible Tenderers	8
5. Eligible Goods and Services	11
B. CONTENTS OF TENDERING DOCUMENT	13
6. Sections of Tendering Document.....	13
7. Site Visit	13
8. Pre-Tender Meeting and a pre- arranged pretender visit of the site of the works	13
9. Clarification of Tender Documents.....	14
10. Amendment of Tendering Document	14
C. PREPARATION OF TENDERS	16
11. Cost of Tendering.....	16
12. Language of Tender	16
13. Documents Comprising the Tender.....	16
14. Form of Tender and Price Schedules	17
15. Alternative Tenders.....	17
16. Documents Establishing the Eligibility of the Customer Service Relationship Management Software(CRM)	18
17. Documents Establishing the Eligibility and Qualifications of the Tenderer	18
18. Documents Establishing Conformity of the TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF Customer Service Relationship Management Software(CRM).....	20
19. Tender Prices.....	21
20. Currencies of Tender and Payment.....	24
21. Period of Validity of Tenders.....	24
22. Tender Security	24
23. Format and Signing of Tender	26
24. Submission, Sealing and Marking of Tenders.....	27
25. Deadline for Submission of Tenders.....	27
26. Late Tenders	28
27. Withdrawal, Substitution, and Modification of Tenders.....	28
28. Tender Opening.....	28
29. Confidentiality.....	30
30. Clarification of Tenders.....	30
31. Deviations, Reservations, and Omissions	30
32. Determination of Responsiveness	31
33. Non-material non-conformities.....	32
34. Correction of Arithmetical Errors.....	32
35. Conversion to Single Currency.....	33
36. Margin of Preference and Reservations	33
37. Evaluation of Tenders.....	33

38.	Preliminary Examination.....	34
39.	Technical Evaluation.....	34
40.	Financial/ Economic Evaluation	35
41.	Comparison of Tenders	36
42.	Abnormally Low Tenders and Abnormally High Tenders.....	36
43.	Unbalanced or Front-Loaded Tenders.....	37
44.	Eligibility and Qualification of the Tenderer	38
45.	Universities Fund's Right to Accept Any Tender, and to Reject Any or All Tenders..	39
46.	Award Criteria.....	39
47.	Universities Fund's Right to Vary Quantities at Time of Award	40
48.	Notice of Intention to enter into a Contract/ Notification of award	40
49.	Standstill Period	40
50.	Debriefing by the Universities Fund.....	40
51.	Letter of Award.....	41
52.	Signing of Contract	41
53.	Performance Security.....	41
54.	Publication of Procurement Contract.....	42
55.	Adjudicator	42
56.	Procurement Related Complaints and Administrative Review	43
	SECTION II - TENDER DATA SHEET (TDS).....	44
	SECTION III - EVALUATION AND QUALIFICATION CRITERIA.....	51
1.	General Provision.....	51
2.	Evaluation and contract award Criteria.....	51
3.	Preliminary examination for Determination of Responsiveness	51
4.	Assessment of adequacy of Tender's Proposal in connection with Universities Fund's IT Requirements.....	54
	TECHNICAL EVALUATION	54
	FINANCIAL EVALUATION	58
5.	Tender Financial Evaluation (ITT 35.5).....	58
6.	Alternative Tenders (ITT13.1) - Not Applicable.....	58
7.	Apply Margin of Preference – Not Applicable.....	59
8.	Post qualification and Contract ward (ITT 39), more specifically.....	59
	SECTION IV - TENDERING FORMS.....	66
	FORM SD2	75
	DECLARATION AND COMMITMENT TO THE CODE OF ETHICS	76
	4) APPENDIX 1 - FRAUD AND CORRUPTION	77
	PRICE SCHEDULE FORMS.....	81
	D. QUALIFICATION FORMS.....	89
	PART 2 – UNIVERSITIES FUND'S REQUIREMENTS	113
	SECTION V-REQUIREMENTS FOR TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF Customer Service Relationship Management Software(CRM) ON (INCLUDING TECHNICAL REQUIREMENTS, IMPLEMENTATION SCHEDULE, SYSTEM INVENTORY TABLES, BACKGROUND, REQUIRED QUANTITIES AND INFORMATIONAL MATERIALS)	113
	TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF Customer Service Relationship Management Software(CRM)	113
	PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS.....	132

TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM(CRM)



UNIVERSITIES FUND

1. NAME AND CONTACT ADDRESSES OF UNIVERSITIES FUND

The Chief Executive Officer,
Universities Fund,
P.O. Box 28237 – 00100, Nairobi, Kenya
Email: info@ufb.go.ke and supplychain@ufb.go.ke

2. Invitation to Tender (ITT) No. UF/OT/001/2025-2026

TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM(CRM)

INVITATION TO TENDER (ITT)



UNIVERSITIES FUND

TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM(CRM)
TENDER NO. UF/OT/001/2025-2026

1. Universities Fund invites sealed tenders for the *TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM(CRM)* Tendering will be conducted under open competitive method [Open National Tender] using a Standardized Tender Document. Tendering is open to all eligible, qualified and interested Tenderers.
2. Qualified and interested tenderers may obtain further information and inspect the Tender Documents during office hours from 0800 hrs to 1700 hrs at the address given below.
3. Tender documents may be viewed and downloaded for free from the Website www.universitiesfund.go.ke and www.tenders.go.ke. Tenderers who download the tender document must forward their particulars immediately to info@universitiesfund.go.ke and supplychain@universitiesfund.go.ke to facilitate any further clarification or addendum.
4. The Tenderer shall chronologically serialize all pages of the Request for Proposal documents submitted.
5. All Tenders must be accompanied by a **Bid Security** of Kenya Shillings; **Two Hundred Thousand(Kshs. 200,000.00)** in the form of a bank guarantee from a reputable bank, a bankers cheque, insurance from companies authorized to transact in bid bonds, letter of credit or a guarantee by a deposit taking microfinance institution, Sacco Society, Youth Enterprise Fund or Women Enterprise Fund and valid for a period of **120** days from the day of opening the tender.
6. Completed tenders must be delivered to the address below on or before 11.00 a.m. East African Time on **THURSDAY 21st MAY 2026**. Electronic Tenders will not be permitted.
7. Tenders will be opened immediately after the deadline date and time specified above or any deadline date and time specified later. Tenders will be publicly opened in the presence of the Tenderers' designated representatives who choose to attend at the address below.
8. Late tenders will be rejected.

9. The addresses referred to above are:

A. **Address for obtaining further information on the tender documents**

Universities Fund

Hazina Trade Centre, 5th Floor,
Monrovia Street,
P.O. BOX 28237-00100

Nairobi, Kenya

Tel:0746737935/+254207903331

Email: supplychain@universitiesfund.go.ke and info@ufb.go.ke

B. **Address for Submission of Tenders.**

**Chief Executive Officer
Universities Fund**

Hazina Trade Centre, 5th Floor,
Monrovia Street,
P.O. BOX 28237-00100

Nairobi, Kenya Tel:0746737935/+254207903331

Email: supplychain@universitiesfund.go.ke and info@ufb.go.ke

C. **Address for Opening of Tenders.**

Universities Fund

Hazina Trade Centre, 5th Floor,
Monrovia Street,
P.O. Box 28237-00100

Nairobi

Email : supplychain@universitiesfund.go.ke

Website: www.universitiesfund.go.ke

Tel: 0746737935/+254207903331

ATT: Chief Executive Officer

PART 1 - TENDERING PROCEDURES

SECTION I - INSTRUCTIONS TO TENDERERS (ITT)

GENERAL

1. Scope of Tender

- 1.1 The Universities Fund, as indicated in the TDS, issues this tendering document for the SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM(CRM) as specified in Section V, Universities Fund's Requirements. The name, identification and number of lots (contracts) of this ITT are specified in the TDS.

2. Definitions

- 2.1 Unless otherwise stated, throughout this tendering document definitions and interpretations shall be as prescribed in the Section VI, General Conditions of Contract.
- 2.3 Throughout this tendering document:
- a) The term “in writing” means communicated in written form (e.g., by mail, e-mail, fax, including if specified in the **TDS**, distributed or received through the electronic-procurement system used by the Universities Fund) with proof of receipt.
 - b) If the context so requires, “singular” means “plural” and vice versa; and
 - c) “Day” means calendar day, unless otherwise specified as “Business Day”. A Business Day is any day that is an official working day of the Universities Fund. It excludes the Universities Fund's official public holidays.

3. Fraud and Corruption

- 3.1 The Universities Fund requires compliance with the provisions of the Public Procurement and Asset Disposal Act, 2015, Section 62 “Declaration not to engage in corruption”. The tender submitted by a person shall include a declaration that the person shall not engage in any corrupt or fraudulent practice and a declaration that the person or his or her sub-contractors are not debarred from participating in public procurement proceedings.
- 3.2 The Universities Fund requires compliance with the provisions of the Competition Act 2010, regarding collusive practices in contracting. Any tenderer found to have engaged in collusive conduct shall be disqualified and criminal and/ or civil sanctions may be imposed. To this effect, Tenderers shall be required to complete and sign the “Certificate of Independent Tender Determination” annexed to the Form of Tender.
- 3.3 Unfair Competitive Advantage -Fairness and transparency in the tender process require

that the Firms or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to this tender. The Universities Fund shall indicate in the TDS firms (if any) that provided consulting services for the contract being tendered for. The Universities Fund shall check whether the owners or controllers of the Tenderer are same as those that provided consulting services. The Universities Fund shall, upon request, make available to any tenderer information that would give such firm unfair competitive advantage over competing firms.

- 3.4 Tenderers shall permit and shall cause their agents (whether declared or not), subcontractors, sub-consultants, service providers, suppliers, and their personnel, to permit the Universities Fund to inspect all accounts, records and other documents relating to any initial selection process, pre-qualification process, tender submission, proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Universities Fund.

4. Eligible Tenderers

- 4.1 A Tenderer may be a firm that is a private entity, a state-owned enterprise or institution subject to ITT 4.6, or any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter in to such an agreement supported by a Form of Intent. Public employees and their close relatives (*spouses, children, brothers, sisters and uncles and aunts*) are not eligible to participate in the tender. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Tendering process and, in the event the JV is awarded the contract, during contract execution. Members of a joint venture may not also make an individual tender, be a subcontractor in a separate tender or be part of another joint venture for the purposes of the same Tender. The maximum number of JV members shall be specified in the **TDS**.
- 4.2 Public Officers of the Universities Fund, their Spouses, Child, Parent, Brothers or Sister. Child, Parent, Brother or Sister of a Spouse, their business associates or agents and firms / organizations in which they have a substantial or controlling interest shall not be eligible to tender or be awarded a contract. Public Officers are also not allowed to participate in any procurement proceedings.

4.3 A Tenderer shall not have a conflict of interest. Any Tenderer found to have a conflict of interest shall be disqualified. A Tenderer may be considered to have a conflict of interest for the purpose of this Tendering process, if the Tenderer:

- a. Directly or indirectly controls, is controlled by or is under common control with another Tenderer; or
- b. Receives or has received any direct or indirect subsidy from another Tenderer; or
- c. Has the same legal representative as another Tenderer; or
- d. Has a relationship with another Tenderer, directly or through common third parties, that puts it in a position to influence the Tender of another Tenderer, or influence the decisions of the Universities Fund regarding this Tendering process; or
- e. Any of its affiliates participates as a consultant in the preparation of the design or technical specifications of the Customer Service Relationship Management Software(CRM) that are the subject of the Tender; or
- f. Or any of its affiliates has been hired (or is proposed to be hired) by the Universities Fund or Universities Fund as Project Manager for the Contract implementation; or
- g. Would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the project specified in the TDSITT2.1 that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
- h. Has a close business or family relationship with a professional staff of the Universities Fund who: -
 - i. Are directly or indirectly involved in the preparation of the tendering document or specifications of the Contract, and/or the Tender evaluation process of such Contract. Or
 - ii. Would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Universities Fund throughout the Tendering process and execution of the Contract.

4.4 A firm that is a Tenderer (either individually or as a JV member) shall not participate as a Tenderer or as JV member in more than one Tender except for permitted alternative

Tenders. Such participation shall result in the disqualification of all Tenders in which the firm is involved. However, this does not limit the participation of a Tenderer as subcontractor in another Tender or of a firm as a subcontractor in more than one Tender.

- 4.5 A Tenderer may have the nationality of any country, subject to the restrictions pursuant to ITT4.9. A Tenderer shall be deemed to have the nationality of a country if the Tenderer is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case maybe. This criterion also shall apply to the determination of the nationality of proposed sub-contractors or sub- consultants for any part of the Contract including related Services.
- 4.6 A Tenderer that has been debarred from participating in public procurement shall be ineligible to tender or be awarded a contract. The list of debarred firms and individuals is available from the Website of PPRA www.ppra.go.ke.
- 4.7 Tenderers that are state-owned enterprises or institutions in Kenya may be eligible to compete and be awarded a Contract(s) only if they can establish that they (i) are legally and financially autonomous (ii) operate under commercial law, and (iii) are not under supervision of the Universities Fund.
- 4.8 Firms and individuals may be ineligible if (a) as a matter of law or official regulations, Kenya prohibits commercial relations with that country, or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, Kenya prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.
- 4.9 The Universities Fund may require tenderers to be registered with certain authorities in Kenya. Such registration shall be defined in the TDS, but care must be taken to ensure such registration requirement does not discourage competition, nor exclude competent tenderers. Registration shall not be a condition for tender, but where a selected tenderer is not so registered, the tenderer shall be given opportunity to register before signing of the contract.
- 4.10 Foreign tenderers are required to source at least forty (40%) percent of their contract inputs (in supplies, subcontracts and labor) from national suppliers and contractors. To this end, a foreign tenderer shall provide in its tender documentary evidence that this requirement is met. Foreign tenderers not meeting this criterion will be automatically disqualified. Information required to enable the Universities Fund to determine if this condition is met shall be provided in for this purpose is be provided in "SECTION III-EVALUATION AND QUALIFICATION CRITERIA, Item 9".
- 4.11 Pursuant to the eligibility requirements of ITT 4.11, a tenderer is considered a foreign tenderer, if it is registered in Kenya, has less than 51 percent ownership by nationals of

Kenya and if it does not subcontract foreign contractors more than 10 percent of the contract price, excluding provisional sums. JVs are considered as foreign tenderers if the individual member firms are registered in Kenya have less than 51 percent ownership by nationals of Kenya. The JV shall not subcontract to foreign firms more than 10 percent of the contract price, excluding provisional sums.

4.12 The Competition Act of Kenya requires that firms wishing to tender as Joint Venture undertakings which may prevent, distort or lessen competition in provision of services are prohibited unless they are exempt in accordance with the provisions of Section 25 of the Competition Act, 2010. JVs will be required to seek for exemption from the Competition Authority. Exemption shall not be a condition for tender, but it shall be a condition of contract award and signature. A JV tenderer shall be given opportunity to seek such exemption as a condition of award and signature of contract. Application for exemption from the Competition Authority of Kenya may be accessed from the Website www.cak.go.ke.

4.13 Tenderers shall be considered ineligible for procurement if they offer goods, works and production processes with characteristics that have been declared by the relevant national environmental protection agency or by other competent authority as harmful to human beings and to the environment.

4.14 A Kenyan tenderer shall be eligible to tender if it provides evidence of having fulfilled his/her tax obligations by producing a valid tax compliance certificate or tax exemption certificate issued by the Kenya Revenue Authority.

5. Eligible Goods and Services

5.1 The Information Systems to be supplied under the Contract may have their origin in any eligible country.

5.2 .For the purposes of this tendering document, the term “Customer Relationship Management Software(CRM)” means all:

- i. the required information technologies, including all information processing and communications- related hardware, software, supplies, and consumable items that the Supplier is required to supply and install under the Contract, plus all associated documentation, and all other materials and goods to be supplied, installed, integrated, and made operational; and
- ii. the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the

Customer Relationship Management Software to be provided by the selected Tenderer and as specified in the Contract.

- 5.3 For purposes of ITT 5.1 above, “origin” means the place where the goods and services making the Customer Relationship Management Software are produced in or supplied from. A Customer Relationship Management Software is deemed to be produced in a certain country when, in the territory of that country, through software development, manufacturing, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 5.4 Any goods, works and production processes with characteristics that have been declared by the relevant national environmental protection agency or by other competent authority as harmful to human beings and to the environment shall not be eligible for procurement under this Act.

CONTENTS OF TENDERING DOCUMENT

6. Sections of Tendering Document

a) PART 1 - Tendering Procedures

Section I - Instructions to Tenderers (ITT)

Section II - Tender Data Sheet (TDS)

Section III - Evaluation and Qualification Criteria

Section IV - Tendering Forms

b) PART 2 - Universities Fund's Requirements

Section V - Requirements of the Customer Relationship Management Software

Section VI - Technical Requirements

Section VII - Implementation Schedule

Section VIII - System Inventory Tables

Section IX - Background and Informational Materials

c) PART 3 - Contract

Section X - General Conditions of Contract

Section XII - Special Conditions of Contract

Section XIII - Contract Forms

- 6.1 The Invitation to Tender Notice issued by the Universities Fund is not part of this tendering document.
- 6.2 Unless obtained directly from the Universities Fund, the Universities Fund is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Tender meeting (if any), or Addenda to the tendering document in accordance with ITT 10. In case of any contradiction, documents obtained directly from the Universities Fund shall prevail.
- 6.3 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tendering document and to furnish with its Tender all information or documentation as is required by the tendering document.

7. Site Visit

- 7.1 The Tenderer, at the Tenderer's own responsibility and risk, is encouraged to visit and examine the Site of the Required Services and its surroundings and obtain all information that may be necessary for preparing the Tender and entering into a contract for the Services. The costs of visiting the Site shall be the Tenderer's own expense.

8. Pre-Tender Meeting and a pre- arranged pretender visit of the site of the works

- 8.1 The Universities Fund shall specify in the **TDS** if a pre-tender conference will be held, when and where. The Universities Fund shall also specify in the **TDS** if a pre-arranged pretender visit of the site of the works will be held and when. The Tenderer's designated representative is invited to attend a pre-arranged pretender visit of the site of the works. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.

- 8.2 The Tenderer is requested to submit any questions in writing, to reach the Universities Fund not later than the period specified in the **TDS** before the meeting.
- 8.3 Minutes of the pre-Tender meeting and the pre-arranged pre-tender visit of the site of the works, if applicable, including the text of the questions asked by Tenderers and the responses given, together with any responses prepared after the meeting, will be transmitted promptly to all Tenderers who have acquired the Tender Documents in accordance with **ITT 6.3**. Minutes shall not identify the source of the questions asked.
- 8.4 The Universities Fund shall also promptly publish anonymized (no names) Minutes of the pre-Tender meeting and the pre-arranged pre-tender visit of the site of the works at the Web page identified in the **TDS**. Any modification to the Tender Documents that may become necessary as a result of the pre-Tender meeting shall be made by the Universities Fund exclusively through the issue of an Addendum pursuant to **ITT 10** and not through the minutes of the pre-Tender meeting. Nonattendance at the pre-Tender meeting will not be a cause for disqualification of a Tenderer.

9. Clarification of Tender Documents

- 9.1 A Tenderer requiring any clarification of the Tender Document shall contact the Universities Fund in writing at the Universities Fund's address specified in the **TDS** or raise its enquiries during the pre-Tender meeting and the pre-arranged pretender visit of the site of the works if provided for in accordance with **ITT 8.4**. The Universities Fund will respond in writing to any request for clarification, provided that such request is received no later than the period specified in the **TDS** prior to the deadline for submission of tenders. The Universities Fund shall forward copies of its response to all tenderers who have acquired the Tender Documents in accordance with **ITT 6.3**, including a description of the inquiry but without identifying its source. If so specified in the **TDS**, the Universities Fund shall also promptly publish its response at the Web page identified in the **TDS**. Should the clarification resulting changes to the essential elements of the Tender Documents, the Universities Fund shall amend the Tender Documents appropriately following the procedure under **ITT 10**.

10. Amendment of Tendering Document

- 10.1 At any time prior to the deadline for submission of Tenders, the Universities Fund may amend the Tendering document by issuing addenda.
- 10.2 Any addendum issued shall be part of the tendering document and shall be communicated in writing to all who have obtained the tendering document from the Universities Fund in accordance with **ITT 6.3**. The Universities Fund shall also promptly publish the addendum

on the Universities Fund's Webpage in accordance with **ITT 8.1**.

10.3 To give prospective Tenderers reasonable time in which to take an addendum into account in preparing their Tenders, the Universities Fund shall extend, as necessary, the deadline for submission of Tenders, in accordance with **ITT 24.2** below.

PREPARATION OF TENDERS

11. Cost of Tendering

11.1 The Tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Universities Fund shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

12. Language of Tender

12.1 The Tender, as well as all correspondence and documents relating to the tender exchanged by the Tenderer and the Universities Fund, shall be written in the English language. Supporting documents and printed literature that are part of the Tender may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purposes of interpretation of the Tender, such translation shall govern.

13. Documents Comprising the Tender

13.1 The Tender submitted by the Tenderer shall comprise the following:

- a. **Form of Tender** prepared in accordance with ITT 14;
- b. **Price Schedules** completed in accordance with ITT 14 and ITT 16;
- c. **Tender Security or Tender-Securing Declaration** in accordance with ITT 22;
- d. **Alternative Tender:** if permissible, in accordance with ITT 15;
- e. **Authorization:** written confirmation authorizing the signatory of the Tender to commit the Tenderer, in accordance with ITT 23.3;
- f. **Eligibility of Customer Relationship Management Software:** documentary evidence established in accordance with ITT 16.1 that the Customer Relationship Management Software offered by the Tenderer in its Tender or in any alternative Tender, if permitted, are eligible;
- g. **Tenderer's Eligibility:** documentary evidence in accordance with ITT 17 establishing the Tenderer's eligibility and qualifications to perform the contract if its Tender is accepted;
- h. **Conformity:** documentary evidence established in accordance with ITT 18 that the Customer Relationship Management Software offered by the Tenderer conform to the tendering document;
- i. **Subcontractors:** list of subcontractors, in accordance with ITT 18.4;
- j. **Intellectual Property:** a list of: Intellectual Property as defined in GCC Clause 15;

- k. **All Software included in the Tender**, assigning each item to one of the software categories defined in GCC Clause 1.1(C):
 - i. System, General Purpose, and Application Software; or
 - ii. Standard and Custom Software;
 - iii. All Custom Materials, as defined in GCC Clause 1.1(c), included in the Tender;
- l. All Materials not identified as Custom Materials shall be deemed Standard Materials, as defined in GCC Clause 1.1 (c); Re-assignments among the Software and Materials categories, if necessary, will be made during the implementation of the Contract according to GCC Clause 39 (Changes to the Customer Relationship Management Software); **and**
- m. Any other document required in the **TDS**.

13.2 In addition to the requirements under ITT 13.1, Tenders submitted by a JV shall include a copy of the Joint Venture Agreement entered into by all members indicating at least the parts of the Customer Relationship Management Software to be executed by the respective members. Alternatively, a Form of intent to execute a Joint Venture Agreement in the Customer Relationship Management Software to be executed by the respective members.

13.3 The Tenderer shall furnish in the Form of Tender information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Tender. The Tenderer shall serialize page so fall tender documents submitted.

14. Form of Tender and Price Schedules

14.1 The Tenderer shall complete the Form of Tender, including the appropriate Price Schedules, using the relevant forms furnished in Section IV, Tendering Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITT 21.3. All blank spaces shall be filled in with the information requested. The Tenderer shall chronologically serialize all pages of the tender documents submitted.

15. Alternative Tenders

15.1 The TDS indicates whether alternative Tenders are allowed. If they are allowed, the **TDS** will also indicate whether they are permitted in accordance with ITT 13.3 or invited in accordance with ITT 13.2 and/or ITT 13.4.

15.2 When alternatives to the Time Schedule are explicitly invited, a statement to that effect will

be included in the **TDS**, and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.

15.3 Except as provided under ITT 15.4 below, Tenderers wishing to offer technical alternatives to the Universities Fund's requirements as described in the tendering document must also provide: (i) a price at which they are prepared to offer Customer Relationship Management Software meeting the Universities Fund's requirements; and (ii) all information necessary for a complete evaluation of the alternatives by the Universities Fund, including drawings, design calculations, technical specifications, breakdown of prices, and proposed installation methodology and other relevant details. Only the technical alternatives, if any, of the Tenderer with the Best Evaluated Tender conforming to the basic technical requirements shall be considered by the Universities Fund.

15.4 When Tenderers are invited in the **TDS** to submit alternative technical solutions for specified parts of the system, such parts shall be described in Section V, Universities Fund's Requirements. Technical alternatives that comply with the performance and technical criteria specified for the Customer Relationship Management Software shall be considered by the Universities Fund on their own merits, pursuant to ITT 35.

16. Documents Establishing the Eligibility of the Customer Relationship Management Software

16.1 To establish the eligibility of the Customer Relationship Management Software in accordance with ITT 5, Tenderers shall complete the country-of-origin declarations in the Price Schedule Forms, included in Section IV, Tendering Forms.

17. Documents Establishing the Eligibility and Qualifications of the Tenderer

17.1 To establish its eligibility and qualifications to perform the Contracting accordance with Section III, Evaluation and Qualification Criteria, the Tenderer shall provide the information requested in the corresponding information sheets included in Section IV, Tendering Forms.

17.2 In the event that pre-qualification of potential Tenderers has been undertaken as stated in the **TDS**, only Tenders from pre-qualified Tenderers shall be considered for award of Contract. These qualified Tenderers should submit with their Tenders any information updating their original pre-qualification applications or, alternatively, confirm in their Tenders that the originally submitted pre-qualification information remains essentially correct as of the date of Tender submission.

- 17.3 Tenderers shall be asked to provide, as part of the data for qualification, such information, including details of ownership, as shall be required to determine whether, according to the classification established by the Universities Fund, a particular contractor or group of contractors qualifies for a margin of preference. Further the information will enable the Universities Fund identify any actual or potential conflict of interest in relation to the procurement and/or contract management processes, or a possibility of collusion between tenderers, and thereby help to prevent any corrupt influence in relation to the procurement process or contract management.
- 17.4 The purpose of the information described in ITT 15.1 above overrides any claims to confidentiality which a tenderer may have. There can be no circumstances in which it would be justified for a tenderer to keep information relating to its ownership and control confidential where it is tendering to undertake public sector work and receive public sector funds. Thus, confidentiality will not be accepted by the Universities Fund as a justification for a Tenderer's failure to disclose, or failure to provide required information on its ownership and control.
- 17.5 The Tenderer shall provide further documentary proof, information or authorizations that the Universities Fund may request in relation to ownership and control, any changes to the information which was provided by the tenderer under ITT 6.3. The obligations to require this information shall continue for the duration of the procurement process and contract performance and after completion of the contract, if any change to the information previously provided may reveal a conflict of interest in relation to the award or management of the contract.
- 17.6 All information provided by the tenderer pursuant to these requirements must be complete, current and accurate as at the date of provision to the Universities Fund. In submitting the information required pursuant to these requirements, the Tenderer shall warrant that the information submitted is complete, current and accurate as at the date of submission to the Universities Fund.
- 17.7 If a tenderer fails to submit the information required by these requirements, its tenderer will be rejected. Similarly, if the Universities Fund is unable, after taking reasonable steps, to verify to a reasonable degree the information submitted by a tenderer pursuant to these requirements, then the tender will be rejected.
- 17.8 If information submitted by a tenderer pursuant to these requirements, or obtained by the Universities Fund (whether through its own enquiries, through notification by the public or

otherwise), shows any conflict of interest which could materially and improperly benefit the tenderer in relation to the procurement or contract management process, then:

- a. If the procurement process is still ongoing, the tenderer will be disqualified from the procurement process,
- b. If the contract has been awarded to that tenderer, the contract award will be set aside,
- c. the tenderer will be referred to the relevant law enforcement authorities for investigation of whether the tenderer or any other persons have committed any criminal offence.

17.9 If a tenderer submits information pursuant to these requirements that is incomplete, inaccurate or out-of-date, or attempts to obstruct the verification process, then the consequences ITT 6.7 will ensue unless the tenderer can show to the reasonable satisfaction of the Universities Fund that any such act was not material, or was due to genuine error which was not attributable to the intentional act, negligence or recklessness of the tenderer.

18. Documents Establishing Conformity of the TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF A Customer Relationship Management Software

18.1 Pursuant to ITT 11.1(h), the Tenderer shall furnish, as part of its Tender documents establishing the conformity to the tendering documents of the Customer Relationship Management Software that the Tenderer proposes to design, supply and install under the Contract.

18.2 The documentary evidence of conformity of the Customer Relationship Management Software to the tendering documents including:

- a) Preliminary Project Plan describing, among other things, the methods by which the Tenderer will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Tenderer proposes to use. The Preliminary Project Plan must also address any other topics **specified in the TDS**. In addition, the Preliminary Project Plan should state the Tenderer's assessment of what it expects the Universities Fund and any other party involved in the implementation of the Customer Relationship Management Software to provide during implementation and how the Tenderer proposes to coordinate the activities of all involved parties;
- b) Written confirmation that the Tenderer accepts responsibility for the successful integration and inter- operability of all components of the Customer Relationship Management Software as required by the tendering documents;
- c) An item-by-item commentary on the Universities Fund's Technical Requirements,

demonstrating the substantial responsiveness of the Customer Relationship Management Software offered to those requirements. In demonstrating responsiveness, the Tenderer is encouraged to use the Technical Responsiveness Checklist (or Checklist Format) in the Sample Tendering Forms (Section IV). The commentary shall include explicit cross- references to the relevant pages in the supporting materials included in the tender. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the tender, the item-by-item commentary shall prevail;

- d) Support material (e.g., product literature, white papers, narrative descriptions of technologies and/or technical approaches), as required and appropriate; and
- e) Any separate and enforceable contract(s) for Recurrent Cost items which the **TDS ITT 17.2** required Tenderers to tender.

18.3 References to brand names or model numbers or national or proprietary standards designated by the Universities Fund in the tendering documents are intended to be descriptive and not restrictive. Except where explicitly prohibited in the TDS for specific items or standards, the Tenderer may substitute alternative brand /model names or standards in its tender, provided that it demonstrates to the Universities Fund's satisfaction that the use of the substitute(s) will result in the Customer Relationship Management Software being able to perform substantially equivalent to or better than that specified in the Technical Requirements.

18.4 For major items of the Customer Relationship Management Software as listed by the Universities Fund in Section III, Evaluation and Qualification Criteria, which the Tenderer intends to purchase or subcontract, the Tenderer shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items. In addition, the Tenderer shall include in its Tender information establishing compliance with the requirements specified by the Universities Fund for these items. Quoted rates and prices will be deemed to apply to whichever subcontractor is appointed, and no adjustment of the rates and prices will be permitted.

18.5 The Tenderer shall be responsible for ensuring that any subcontractor proposed complies with the requirements of ITT 4, and that any goods or services to be provided by the subcontractor comply with the requirements of ITT 5 and ITT 16.1.

19. Tender Prices

19.1 All Goods and Services identified in the Supply and Installation Cost Sub-Tables in System

Inventory Tables in Section VII, and all other Goods and Services proposed by the Tenderer to fulfill the requirements of the TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT of Customer Relationship Management Software, must be priced separately and summarized in the corresponding cost tables in the Sample Tendering Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below.

19.2 Unless otherwise specified in the **TDS**, the Tenderer must also tender Recurrent Cost Items specified in the Technical Requirements, Recurrent Cost Sub-Table of the System Inventory Tables in Section VII (if any). These must be priced separately and summarized in the corresponding cost table in the Sample Tendering Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below:

- a) **If specified in the TDS**, the Tenderer must also tender separate enforceable contracts for the Recurrent Cost Items not included in the main Contract;
- b) Prices for Recurrent Costs are all-inclusive of the costs of necessary Goods such as spare parts, software license renewals, labor, etc., needed for the continued and proper operation of the Customer Relationship Management Software and, if appropriate, of the Tenderer's own allowance for price increases;
- c) Prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in GCC Clause 29.4 and prices for Recurrent Costs to be incurred during the Post-Warranty Period, defined in SCC Clause 1.1. (e) (xiii), shall be quoted as Service prices on the Recurrent Cost Sub-Table in detail, and on the Recurrent Cost Summary Table in currency totals.

19.3 Unit prices must be quoted at a level of detail appropriate for calculation of any partial deliveries or partial payments under the contract, in accordance with the Implementation Schedule in Section VII), and with GCC and SCC Clause 12 – Terms of Payment. Tenderers may be required to provide a breakdown of any composite or lump-sum items included in the Cost Tables

19.4 The price of items that the Tenderer has left blank in the cost tables provided in the Sample Tender Forms (Section IV) shall be assumed to be included in the price of other items. Items omitted altogether from the cost tables shall be assumed to be omitted from the tender and, provided that the tender is substantially responsive, an adjustment to the tender price will be made during tender evaluation in accordance with ITT 31.3.

19.5 The prices for Goods components of the Customer Relationship Management Software are to be expressed and shall be defined and governed in accordance with the rules prescribed

in the edition of incoterms **specified in the TDS**, as follows:

- a) Goods supplied from outside Kenya:
Unless otherwise specified in the TDS, the prices shall be quoted on a CIP (named place of destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in Kenya. The named place of destination and special instructions for the contract of carriage are as specified in the SCC for GCC 1.1(e) (iii). In quoting the price, the Tenderer shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Tenderer may obtain insurance services from any eligible source country.
- b) Locally supplied Goods: Unit prices of Goods offered from within Kenya, shall be quoted on an EXW (ex- factory, ex works, ex ware house or off- the-shelf, as applicable) basis, including all customs duties, levies, fees, sales and other taxes incurred until delivery of the Goods, but excluding all VAT or sales and other taxes and duties/fees incurred for the Goods at the time of invoicing or sales transaction, if the Contract is awarded; and
- c) Inland transportation.

19.6 Unless otherwise stated in the **TDS**, inland transportation, insurance and related local costs incidental to the delivery of the Goods to the designated Project Sites must be quoted separately as a Service item in accordance with ITT 17.5, whether the Goods are to be supplied locally or from outside Kenya, except when these costs are already included in the price of the Goods, as is, e.g., the case, when ITT 17.5 (a) specifies **CIP**, and the named places of destination are the Project Sites.

19.7 The price of Services shall be separated into their local and foreign currency components and where appropriate, broken down into unit prices. Prices must include all taxes, duties, levies and fees whatsoever, except only VAT or other indirect taxes, or stamp duties, that may be assessed and/ or apply in Kenyan /to the price of the Services invoiced to the Universities Fund, if the Contract is awarded.

19.8 Unless otherwise specified in the **TDS**, the prices must include all costs incidental to the performance of the Services, as incurred by the Supplier, such as travel, subsistence, office support, communications, translation, printing of materials, etc. Costs incidental to the delivery of the Services but incurred by the Universities Fund or its staff, or by third parties, must be included in the price only to the extent such obligations are made explicit in these tendering documents (as, e.g., a requirement for the Tenderer to include the travel and subsistence costs of trainees).

19.9 Unless otherwise specified in the **TDS**, prices quoted by the Tenderer shall be fixed during

the Tenderer's performance of the Contract and not subject to increases on any account. Tenders submitted that are subject to price adjustment will be rejected.

20. Currencies of Tender and Payment

20.1 The currency(ies) of the Tender and currencies of payment shall be the same. The Tenderer shall quote in Kenya shillings the portion of the Tender price that corresponds to expenditures incurred in Kenya currency, unless otherwise specified in the **TDS**.

20.2 The Tenderer may express the Tender price in any currency. If the Tenderer wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than **two foreign currencies** in addition to Kenyan currency.

21. Period of Validity of Tenders

21.1 Tenders shall remain valid for the period specified in the **TDS** after the Tender submission deadline date prescribed by the Universities Fund in accordance with ITT 23.1. A Tender valid for a shorter period shall be rejected by the Universities Fund as non-responsive.

21.2 Exceptional circumstances, prior to the expiration of the Tender validity period, the Universities Fund may request Tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing. If a Tender Security is requested in accordance with ITT 20.1, it shall also be extended for thirty days (30) beyond the deadline of the extended validity period. A Tenderer may refuse the request without forfeiting its Tender Security. A Tenderer granting the request shall not be required or permitted to modify its Tender, except as provided in ITT 19.3.

22. Tender Security

22.1 The Tenderer shall furnish as part of its Tender, either a Tender-Securing Declaration or a Tender Security as specified in the **TDS**, in original form and, in the case of a Tender Security, in the amount and currency **specified in the TDS**.

22.2 A Tender-Securing Declaration shall use the form included in Section IV, Tendering Forms.

22.3 If a Tender Security is specified pursuant to ITT 20.1, the tender security shall be a demand guarantee in any of the following forms at the Tenderer's option:

- a. cash.
- b. a bank guarantee.
- c. a guarantee by an insurance company registered and licensed by the Insurance

Regulatory Authority listed by the Authority; or

- d. a guarantee issued by a financial institution approved and licensed by the Central Bank of Kenya,
- e. any other form specified in the **TDS**.

22.4 If an unconditional guarantee is issued by a non-bank financial institution located outside Kenya, the issuing non-bank financial institution shall have a correspondent financial institution located in Kenya to make it enforceable unless the Universities Fund has agreed in writing, prior to Tender submission, that a correspondent financial institution is not required.

22.5 In the case of a bank guarantee, the Tender Security shall be submitted either using the Tender Security Form included in Section IV, Tendering Forms or in another substantially similar format approved by the Universities Fund prior to Tender submission. In neither case, the form must include the complete name of the Tenderer. The Tender Security shall be valid for thirty days (30) beyond the original validity period of the Tender, or beyond any period of extension if requested under ITT 19.2.

22.6 If a Tender Security or a Tender-Securing Declaration is specified pursuant to ITT 20.1, any Tender not accompanied by a substantially responsive Tender Security or Tender-Securing Declaration shall be rejected by the Universities Fund as non-responsive.

22.7 The Tender Security shall be returned/release as promptly as possible

- a) The procurement proceedings are terminated;
- b) The Universities Fund determines that none of the submitted tenders is responsive;
- c) A bidder declines to extend the tender validity.
- d) Once the successful Tenderer has signed the Contract and furnished the required Performance Security.

22.8 The Tender Security may be forfeited or the Tender-Securing Declaration executed:

- a) if a Tenderer withdraws its Tender during the period of Tender validity specified by the Tenderer on the Form of Tender; or
- b) if the successful Tenderer fails to:
 - i) sign the Contract in accordance with ITT 47; or
 - ii) furnish a performance security in accordance with ITT 48.

22.9 Where the Tender-Securing Declaration is executed the Universities Fund will recommend

to the PPRA to debar the Tenderer from participating in public procurement as provided in the law.

22.10 The Tender Security or the Tender-Securing Declaration of a JV shall be in the name of the JV that submits the tender. If the JV has not been legally constituted in to a legally enforceable JV at the time of Tendering, the Tender Security or the Tender-Securing Declaration shall be in the names of all future members as named in the Form of intent referred to in ITT 4.1 and ITT 11.2.

22.11 A tenderer shall not issue a tender security to guarantee itself.

23. Format and Signing of Tender

23.1 The Tenderer shall prepare one original of the documents comprising the Tender as described in ITT 11 and clearly mark it "ORIGINAL." Alternative Tenders, if permitted in accordance with ITT 13, shall be clearly marked "ALTERNATIVE". In addition, the Tenderer shall submit copies of the Tender, in the number specified in the TDS and clearly mark them "COPY." In the event of any discrepancy between the original and the copies, the original shall prevail.

23.2 Tenderers shall mark as "CONFIDENTIAL" information in their Tenders which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information.

23.3 The original and all copies of the Tender shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Tenderer. This authorization shall consist of a written confirmation as specified in the TDS and shall be attached to the Tender. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Tender where entries or amendments have been made shall be signed or initialed by the person signing the Tender.

23.4 In case the Tenderer is a JV, the Tender shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

23.5 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Tender.

d) **D. SUBMISSION AND OPENING OF TENDERS**
e)

24. Submission, Sealing and Marking of Tenders

24.1 The Tenderer shall deliver the Tender in a single, sealed envelope (one (1) envelope process). Within the single envelope the Tenderer shall place the following separate, sealed envelopes:

- a) In an envelope marked "ORIGINAL", all documents comprising the Tender, as described in ITT 11; and
- b) In an envelope marked "COPIES", all required copies of the Tender; and,
- c) If alternative Tenders are permitted in accordance with ITT 13, and if relevant:
 - i) In an envelope marked "ORIGINAL-ALTERNATIVE TENDER", the alternative Tender; and
 - ii) in the envelope marked "COPIES - ALTERNATIVE TENDER" all required copies of the alternative Tender.

24.2 The inner envelopes shall:

- a) Bear the name and address of the Tenderer;
- b) Be addressed to the Universities Fund/ Employer in accordance with ITT 23.1;
- c) Bear the specific identification of this Tendering process specified in accordance with ITT 1.1; and
- d) Bear a warning not to open before the time and date for Tender opening.

The outer envelopes shall:

- e) Be addressed to the Universities Fund in accordance with ITT 23.1;
- f) Bear the specific identification of this Tendering process specified in accordance with ITT 1.1; and bear a warning not to open before the time and date for Tender opening.

24.3 If all envelopes are not sealed and marked as required, the Universities Fund will assume no responsibility for the misplacement or premature opening of the Tender. Tenders that are misplaced or opened prematurely will not be accepted.

25. Deadline for Submission of Tenders

25.1 Tenders must be received by the Universities Fund at the address and no later than the date and time indicated in the **TDS**. When so specified in the **TDS**, Tenderers shall have the option of submitting their Tenders electronically. Tenderers submitting Tenders

electronically shall follow the electronic Tender submission procedures specified in the TDS.

25.2 The Universities Fund may, at its discretion, extend this deadline for submission of Tenders by amending the tendering documents in accordance with ITT 8, in which case all rights and obligations of the Universities Fund and Tenderers will thereafter be subject to the deadline as extended.

26. Late Tenders

26.1 The Universities Fund shall not consider any Tender that arrives after the deadline for submission of Tenders, in accordance with ITT 23. Any Tender received by the Universities Fund after the deadline for submission of Tenders shall be declared late, rejected, and returned unopened to the Tenderer.

27. Withdrawal, Substitution, and Modification of Tenders

27.1 A Tenderer may withdraw, substitute, or modify its Tender after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITT 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Tender must accompany the respective written notice. All notices must be:

- a) prepared and submitted in accordance with ITT 21 and ITT 22 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," "MODIFICATION;" and
- b) received by the Universities Fund prior to the deadline prescribed for submission of Tenders, in accordance with ITT23.

27.2 Tenders requested to be withdrawn in accordance with ITT 25.1 shall be returned unopened to the Tenderers.

27.3 No Tender may be withdrawn, substituted, or modified in the interval between the deadline for submission of Tender sand the expiration of the period of Tender validity specified by the Tenderer on the Form of Tender or any extension thereof.

28. Tender Opening

28.1 Except as in the cases specified in ITT 24 and ITT 25.2, the Universities Fund shall conduct the Tender opening in public, in the presence of Tenderers' designated representatives who chooses to attend, and at the address, date and time specified in the

TDS. Any specific electronic Tender opening procedures required if electronic tendering is permitted in accordance with ITT 23.1, shall be as specified in the **TDS**.

- 28.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelopes with the corresponding Tender shall not be opened but returned to the Tenderer. No Tender withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Tender opening.
- 28.3 Next, envelopes marked "SUBSTITUTION" shall be opened and read out and exchanged with the corresponding Tender being substituted, and the substituted Tender shall not be opened, but returned to the Tenderer. No Tender substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at Tender opening.
- 28.4 Envelopes marked "Modification" shall be opened and read out with the corresponding Tender. No Tender modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Tender opening. Only Tenders that are opened and read out at Tender opening shall be considered further.
- 28.5 Next, all remaining envelopes shall be opened one at a time, reading out: the name of the Tenderer and the Tender Price(s), including any discounts and alternative Tenders, and indicating whether there is a modification; the presence or absence of a Tender Security or Tender-Securing Declaration; and any other details as the Universities Fund may consider appropriate.
- 28.6 Only Tenders, alternative Tenders and discounts that are opened and read out at Tender opening shall be considered further in the evaluation. The Form of Tender and the Price Schedules are to be initialed by representatives of the Universities Fund attending Tender opening in the manner specified in the TDS.
- 28.7 The Universities Fund shall neither discuss the merits of any Tender nor reject any Tender (except for late Tenders, in accordance with ITT 24.1).
- 28.8 The Universities Fund shall prepare a record of the Tender opening that shall include, as a minimum:
- a) The name of the Tenderer and whether there is a withdrawal, substitution, or modification;
 - b) The Tender Price, per lot if applicable, including any discounts;

- c) Any alternative Tenders; and
- d) The presence or absence of a Tender Security or a Tender-Securing Declaration.

28.9 The Tenderers' representatives who are present shall be requested to sign the minutes. The omission of a Tenderer's signature on the minutes shall not invalidate the contents and effect of the minutes. A copy of the tender opening register shall be distributed to all Tenderers upon request.

E.Evaluation and Comparison of Tenders

29. Confidentiality

29.1 Information relating to the evaluation of Tenders and recommendation of contract award, shall not be disclosed to Tenderers or any other persons not officially concerned with the Tendering process until the Notification of Intention to Award the Contract is transmitted to all Tenderers in accordance with ITT 42.

29.2 Any effort by a Tenderer to influence the Universities Fund in the evaluation of the Tenders or Contract award decisions may result in the rejection of its Tender.

29.3 Not with standing ITT 27.2, from the time of Tender opening to the time of Contract award, if any Tenderer wishes to contact the Universities Fund on any matter related to the Tendering process, it should do so in writing.

30. Clarification of Tenders

30.1 To assist in the examination, evaluation, and comparison of the Tenders, and qualification of the Tenderers, the Universities Fund may, at its discretion, ask any Tenderer for a clarification of its Tender. Any clarification submitted by a Tenderer that is not in response to a request by the Universities Fund shall not be considered. The Universities Fund's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Universities Fund in the evaluation of the Tenders, in accordance with ITT32.

30.2 If a Tenderer does not provide clarifications of its Tender by the date and time set in the Universities Fund's request for clarification, its Tender may be rejected.

31. Deviations, Reservations, and Omissions

31.1 During the evaluation of Tenders, the following definitions apply:

- a) "Deviation" is a departure from the requirements specified in the tendering document;

- b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the tendering document; and
- c) "Omission" is the failure to submit part or all of the information or documentation required in the tendering document.

32. Determination of Responsiveness

32.1 The Universities Fund's determination of a Tender's responsiveness is to be based on the contents of the Tender itself, as defined in ITT 11.

32.2 A substantially responsive Tender is one that meets the requirements of the tendering document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that;

a) If accepted, would:

- i) Affect in any substantial way the scope, quality, or performance of the Customer Relationship Management Software specified in the Contract; or
- ii) Limit in any substantial way, in consistent with the tendering document, the Universities Fund's rights or the Tenderer's obligations under the proposed Contract; or

b) if rectified, would unfairly affect the competitive position of other Tenderers presenting substantially responsive Tenders.

32.3 The Universities Fund shall examine the technical aspects of the Tender in particular, to confirm that all requirements of Section V, Universities Fund's Requirements have been met without any material deviation, reservation, or omission.

32.4 To be considered for Contract award, Tenderers must have submitted Tenders:

- a) for which detailed Tender evaluation using the same standards for compliance determination as listed in ITT 29 and ITT 30.3 confirms that the Tenders are commercially and technically responsive, and include the hardware, Software, related equipment, products, Materials, and other Goods and Services components of the Customer Relationship Management Software in substantially the full required quantities for the entire Customer Relationship Management Software or, if allowed in the **TDS** ITT 35.8, the individual Subsystem, lot or slice Tender on; and are deemed by the Universities Fund as

commercially and technically responsive; and

- b) that offer Information Technologies that are proven to perform up to the standards promised in the tender by having successfully passed the performance, benchmark, and/or functionality tests the Universities Fund may require, pursuant to ITT 39.3.

33. Non-material non-conformities

- 33.1 Provided that a Tender is substantially responsive, the Universities Fund may waive any nonconformity in the Tender that does not constitute a material deviation, reservation or omission.
- 33.2 Provided that a Tender is substantially responsive, the Universities Fund may request that the Tenderer submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial non- conformities in the Tender related to documentation requirements. Requesting information or documentation on such non-conformities shall not be related to any aspect of the price of the Tender. Failure of the Tenderer to comply with the request may result in the rejection of its Tender.
- 33.3 Provided that a Tender is substantially responsive, the Universities Fund shall rectify quantifiable nonmaterial non-conformities related to the Tender Price. To this effect, the Tender Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component in the manner **specified in the TDS**.

34. Correction of Arithmetical Errors

- 34.1 The tender sum as submitted and read out during the tender opening shall be absolute and final and shall not be the subject of correction, adjustment or amendment in anyway by any person or entity.
- 34.2 Provided that the Tender is substantially responsive, the Universities Fund shall handle errors on the following basis:
 - a) Any error detected if considered a major deviation that affects the substance of the tender, shall lead to disqualification of the tender as non-responsive.
 - b) Any errors in the submitted tender arising from a miscalculation of unit price, quantity, subtotal and total bid price shall be considered as a major deviation that affects the substance of the tender and shall lead to disqualification of the

tender as non-responsive. and

- c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

35. Conversion to Single Currency

35.1 For evaluation and comparison purposes, the currency(ies) of the Tender shall be converted into a single currency as **specified in the TDS**.

36. Margin of Preference and Reservations

36.1 A margin of preference on local contractors may be allowed only when the contract is open to international competitive tendering where foreign contractors are expected to participate in the tendering process and where the contract exceeds the value/threshold specified in the Regulations.

36.2 A margin of preference shall not be allowed unless it is specified so in the **TDS**.

36.3 Contracts procured on basis of international competitive tendering shall not be subject to reservations exclusive to specific groups as provided in ITT 34.4.

36.4 Where it is intended to reserve a contract to a specific group of businesses (these groups are Small and Medium Enterprises, Women Enterprises, Youth Enterprises and Enterprises of persons living with disability, as the case maybe), and who are appropriately registered as such by the authority to be specified in the TDS, a Universities Fund shall ensure that the invitation to tender specifically indicates in the **TDS** that only businesses or firms belonging to the specified group are eligible to tender. No tender shall be reserved to more than one group. If not so stated in the Invitation to Tender and in the Tender documents, the invitation to tender will be open to all interested tenderers.

37. Evaluation of Tenders

37.1 The Universities Fund shall use the criteria and methodologies listed in this ITT and Section III, Evaluation and Qualification criteria. No other evaluation criteria or methodologies shall be permitted. By applying the criteria and methodologies the Universities Fund shall determine the Best Evaluated Tender.

37.2 To evaluate a Tender, the Universities Fund shall consider the following:

- a) Price adjustment due to discounts offered in accordance with ITT 14.4;

- b) converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with ITT 33;
- c) price adjustment due to quantifiable non material non-conformities in accordance with ITT 31.3; and
- d) any additional evaluation factors **specified in the TDS** and Section III, Evaluation and Qualification Criteria.

38. Preliminary Examination

38.1 The Universities Fund will examine the tenders, to determine whether they have been properly signed, whether required sureties have been furnished, whether any computational errors have been made, whether required sure ties have been furnished and are substantially complete (e.g., not missing key parts of the tender or silent on excessively large portions of the Technical Requirements). In the case where a pre-qualification process was undertaken for the Contract (s) for which these tendering documents have been issued, the Universities Fund will ensure that each tender is from a pre-qualified Tenderer and, in the case of a Joint Venture, that partners and structure of the Joint Venture are unchanged from those in the pre-qualification.

39. Technical Evaluation

39.1 The Universities Fund will examine the information supplied by the Tenderers Pursuant to ITT 11 and ITT 16, and in response to other requirements in the Tendering document, considering the following factors:

- a) Overall completeness and compliance with the Technical Requirements; and deviations from the Technical Requirements;
- b) suitability of the Customer Relationship Management Software offered in relation to the conditions prevailing at the site; and the suitability of the implementation and other services proposed, as described in the Preliminary Project Plan included in the tender;
- c) achievement of specified performance criteria by the TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF Customer Relationship Management Software;
- d) compliance with the time schedule called for by the Implementation Schedule and any alternative time schedules offered by Tenderers, as evidenced by a milestone

schedule provided in the Preliminary Project Plan included in the tender;

- e) type, quantity, quality, and long-term availability of maintenance services and of any critical consumable items necessary for the operation of the Customer Relationship Management Software;
- f) any other relevant technical factors that the Universities Fund deems necessary or prudent to take into consideration;
- g) any proposed deviations in the tender to the contractual and technical provisions stipulated in the tendering documents.

39.2 The Universities Fund's evaluation of tenders will consider technical factors, in addition to cost factors. The Technical Evaluation will be conducted following the Criteria specified in Section III, Evaluation and Qualification Criteria, which permits a comprehensive assessment of the technical merits of each Tender. All tenders that fail to pass this evaluation will be considered non-responsive and will not be evaluated further.

39.3 Where alternative technical solutions have been allowed in accordance with ITT 13, and offered by the Tenderer, the Universities Fund will make a similar evaluation of the alternatives. Where alternatives have not been allowed but have been offered, they shall be ignored.

39.4 Where the tender involves multiple lots or contracts, the tenderer will be allowed to tender for one or more lots (contracts). Each lot or contract will be evaluated in accordance with ITT 35.2. The methodology to determine the lowest evaluated tenderer or tenderers based one lot (contract) or based on a combination of lots (contracts), will be specified in Section III, Evaluation and Qualification Criteria. In the case of multiple lots or contracts, tenderer will be will be required to prepare the Eligibility and Qualification Criteria Form for each Lot.

40. Financial/ Economic Evaluation

40.1 To evaluate a Tender, the Universities Fund shall consider the following:

- a) price adjustment due to unconditional discounts offered in accordance with ITT 26.8; excluding provisional sums and contingencies, if any, but including Day work items, where priced competitively.
- b) Price adjustment due to quantifiable non material non-conformities in accordance with ITT 31.3;
- c) converting the amount resulting from applying (a) to (c) above, if relevant, to a single

currency in accordance with ITT 33; and

- d) the evaluation factors indicated in Section III, Evaluation and Qualification Criteria.

If price adjustment is allowed in accordance with ITT 17.9, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be considered in Tender evaluation.

40.2 The Universities Fund will evaluate and compare the Tenders that have been determined to be substantially responsive, pursuant to ITT 35.4. The evaluation will be performed assuming either that:

- a) The Contract will be awarded to the Lowest Evaluated Tender for the TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF Customer Relationship Management Software; or
- b) if specified **in the TDS**, Contracts will be awarded to the Tenderers for each individual Subsystem, lot, or slice if so defined in the Technical Requirements whose Tenders result in the Lowest Evaluated Tender/ Tenders for the entire System.

In the latter case, discounts that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Tenders. Such discounts will be considered in the evaluation of tenders as specified in the TDS.

41. Comparison of Tenders

41.1 The Universities Fund shall compare all substantially responsive Tenders in accordance with ITT 35.6 to determine the lowest evaluated cost.

42. Abnormally Low Tenders and Abnormally High Tenders

42.1 An Abnormally Low Tender is one where the Tender price in combination with other constituent elements of the Tender appears unreasonably low to the extent that the Tender price raises material concerns as to the capability of the Tenderer to perform the Contract for the offered Tender Price or that genuine competition between Tenderers is compromised.

42.2 In the event of identification of a potentially Abnormally Low Tender, the Universities Fund shall seek written clarifications from the Tenderer, including detailed price analyses of its Tender price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the tendering document.

42.3 After evaluation of the price analyses, in the event that the Universities Fund determines that the Tenderer has failed to demonstrate its capability to perform the Contract for the offered Tender Price, the Universities Fund shall reject the Tender.

Abnormally High Tenders

42.4 An abnormally high tender price is one where the tender price, in combination with other constituent elements of the Tender, appears unreasonably too high to the extent that the Universities Fund is concerned that it (the Universities Fund) may not be getting value for money or it may be paying too high a price for the contract compared with market prices or that genuine competition between Tenderers is compromised.

42.5 In case of an abnormally high price, the Universities Fund shall make a survey of the market prices, check if the estimated cost of the contract is correct and review the Tender Documents to check if the specifications, scope of work and conditions of contract are contributory to the abnormally high tenders. The Universities Fund may also seek written clarification from the tenderer on the reason for the high tender price. The Universities Fund shall proceed as follows:

1. If the tender price is abnormally high based on wrong estimated cost of the contract, the Universities Fund may accept or not accept the tender depending on the Universities Fund's budget considerations.
2. If specifications, scope of work and/ or conditions of contract are contributory to the abnormally high tender prices, the Universities Fund shall reject all tenders and may retender for the contract based on revised estimates, specifications, scope of work and conditions of contract, as the case may be.

42.6 If the Universities Fund determines that the Tender Price is abnormally too high because genuine competition between tenderers is compromised (*often due to collusion, corruption or other manipulations*), the Universities Fund shall reject all Tenders and shall institute or cause competent Government Agencies to institute an investigation on the cause of the compromise, before retendering.

43. Unbalanced or Front-Loaded Tenders

43.1 If the Tender that is evaluated as the lowest evaluated cost is, in the Universities Fund's opinion, seriously unbalanced or front loaded the Universities Fund may require the Tenderer to provide written clarifications. Clarifications may include detailed price analyses to demonstrate the consistency of the Tender prices with the scope of the Customer Service Relationship Management Software(CRM), installations, proposed methodology, schedule

and any other requirements of the tendering document.

43.2 After the evaluation of the information and detailed price analyses presented by the Tenderer, the Universities Fund may: -

- a) Accept the Tender; or
- b) If appropriate, require that the total amount of the Performance Security be increased, at the expense of the Tenderer, to a level not exceeding twenty percent (20%) of the Contract Price; or
- c) Reject the Tender.

44. Eligibility and Qualification of the Tenderer

44.1 The Universities Fund shall determine to its satisfaction whether the Tenderer that is selected as having submitted the lowest evaluated and substantially responsive Tender is eligible and meets the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.

44.2 The determination shall be based upon an examination of the documentary evidence of the Tenderer's qualifications submitted by the Tenderer, pursuant to ITT 15.

44.3 Unless otherwise **specified in the TDS**, the Universities Fund will NOT carry out tests at the time of post-qualification, to determine that the performance or functionality of the Customer Relationship Management Software offered meets those stated in the Technical Requirements. However, if so **specified in the TDS** the Universities Fund may carry out such tests as detailed in the **TDS**.

44.4 An affirmative determination shall be a prerequisite for award of the Contract to the Tenderer. A negative determination shall result in disqualification of the Tender, in which event the Universities Fund shall proceed to the next lowest evaluated cost or best evaluated Tender, as the case may be, to make a similar determination of that Tenderer's qualifications to perform satisfactorily.

44.5 The capabilities of the manufacturers and subcontractors proposed by the Tenderer that is determined to have offered the Best Evaluated Tender for identified major items of supply or services will also be evaluated for acceptability in accordance with Section III, Evaluation and Qualification Criteria. Their participation should be confirmed with a Form of intent between the parties, as needed. Should a manufacturer or subcontractor be determined to be unacceptable, the Tender will not be rejected, but the Tenderer will be required to substitute an acceptable manufacturer or subcontractor without any change to the Tender

price. Prior to signing the Contract, the corresponding Appendix to the Contract Agreement shall be completed, listing the approved manufacturers or subcontractors for each item concerned.

44.6 Foreign tenderers are required to source at least forty (40%) percent of their contract inputs (in supplies, subcontracts and labor) from national suppliers and contractors. To this end, a foreign tenderer shall provide in its tender documentary evidence that this requirement is met. Foreign tenderers not meeting this criterion will be automatically disqualified. Information required to enable the Universities Fund determine if this condition is met shall be provided in for this purpose is be provided in "SECTIONIII-EVALUATION AND QUALIFICATION CRITERIA.

45. Universities Fund's Right to Accept Any Tender, and to Reject Any or All Tenders

45.1 The Universities Fund reserves the right to accept or reject any Tender, and to annul the Tendering process and reject all Tenders at any time prior to contract award, without there by incurring any liability to Tenderers. In case of annulment, all Tenders submitted and specifically, Tender securities, shall be promptly returned to the Tenderers.

F. AWARD OF CONTRACT

46. Award Criteria

46.1 Subject to ITT 40, the Universities Fund shall award the Contract to the successful tenderer whose tender has been determined to be the Lowest/ best Evaluated Tender. The determination of the lowest/ Best Evaluated Tender will be made in accordance to one of the two options as defined in the **TDS**. The methodology options are:

46.2 The Universities Fund shall award the Contract to the successful tenderer whose tender has been determined to be the Lowest Evaluated Tender

a) When **rated criteria are used**: The Tenderer that meets the qualification criteria and whose Tender:

- i) Is substantially responsive; and
- ii) Is the Best Evaluated Tender (i.e., the Tender with the highest combined technical/ quality/ price score); or

b) When **rated criteria are not used**: The Tenderer that meets the qualification criteria and whose Tender has been determined to be:

- i) Most responsive to the tendering document; and
- ii) The lowest evaluated cost.

47. Universities Fund's Right to Vary Quantities at Time of Award

47.1 The Universities Fund reserves the right at the time of Contract award to increase or decrease, by the percentage (s) for items as indicated in the **TDS**.

48. Notice of Intention to enter into a Contract/ Notification of award

48.1 Upon award of the contract and prior to the expiry of the Tender Validity Period the Universities Fund shall issue a **Notification of Intention to Enter into a Contract/ Notification of award** to all tenderers which shall contain, at a minimum, the following information:

- a) The name and address of the Tenderer submitting the successful tender;
- b) The Contract price of the successful tender;
- c) a statement of the reason(s) the tender of the unsuccessful tenderer to whom the letter is addressed was unsuccessful, unless the price information in (c) above already reveals the reason;
- d) the expiry date of the Standstill Period; and
- e) instructions on how to request a debriefing and/ or submit a complaint during the standstill period;

49. Standstill Period

49.1 The Contract shall not be signed earlier than the expiry of a Standstill Period of 14 days to allow any dissatisfied tenderer to launch a complaint. Where only one Tender is submitted, the Standstill Period shall not apply.

49.2 Where a Standstill Period applies, it shall commence when the Universities Fund has transmitted to each Tenderer the Notification of Intention to Enter in to a Contract with the successful Tenderer.

50. Debriefing by the Universities Fund

50.1 On receipt of the Universities Fund's **Notification of Intention to Enter into a Contract** referred to in ITT 43, an unsuccessful tenderer may make a written request to the Universities Fund for a debriefing on specific issues or concerns regarding their tender. The Universities Fund shall provide the debriefing within five days of receipt of the request.

50.2 Debriefings of unsuccessful Tenderers may be done in writing or verbally. The Tenderer shall bear its own costs of attending such a debriefing meeting.

51. Letter of Award

51.1 Prior to the expiry of the Tender Validity Period and upon expiry of the Standstill Period specified in ITT44.1, upon addressing a complaint that has been filed within the Standstill Period, the Universities Fund shall transmit the Letter of Award to the successful Tenderer. The letter of award shall request the successful tenderer to furnish the Performance Security within 21 days of the date of the letter.

52. Signing of Contract

52.1 Upon the expiry of the fourteen days of the Notification of Intention to enter in to contract and upon the parties meeting their respective statutory requirements, the Universities Fund shall send the successful Tenderer the Contract Agreement.

52.2 Within fourteen (14) days of receipt of the Contract Agreement, the successful Tenderer shall sign, date, and return it to the Universities Fund.

52.3 The written contract shall be entered into within the period specified in the notification of award and before expiry of the tender validity period.

52.4 Notwithstanding ITT 47.2 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Universities Fund, to Kenya, or to the use of the Customer Relationship Management Software to be supplied, where such export restrictions arise from trade regulations from a country supplying those Customer Relationship Management Software, the Tenderer shall not be bound by its Tender, provided that the Tenderer can demonstrate that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Tenderer in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the Customer Relationship Management Software under the terms of the Contract.

53. Performance Security

53.1 Within twenty-one (21) days of the receipt of the Form of Acceptance from the Universities Fund, the successful Tenderer shall furnish the performance security in accordance with the General Conditions, subject to ITT38.2 (b), using for that purpose the Performance Security Form included in Section X, Contract Forms, or another form acceptable to the Universities Fund. If the Performance Security furnished by the successful Tenderer is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Tenderer to be acceptable to the Universities Fund. A

foreign institution providing a Performance Security shall have a correspondent financial institution located in Kenya.

53.2 Failure of the successful Tenderer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Tender Security. In that event the Universities Fund may award the Contract to the Tenderer offering the next Best Evaluated Tender.

54. Publication of Procurement Contract

54.1 Within fourteen days after signing the contract, the Universities Fund shall publish the awarded contract at its notice boards and Websites; and on the Website of the Authority. At the minimum, the notice shall contain the following information:

- a) Name and address of the Universities Fund;
- b) Name and reference number of the contract being awarded, a summary of its scope and the selection method used;
- c) The name of the successful Tenderer, the final total contract price, the contract duration.
- d) Dates of signature, commencement and completion of contract;
- e) Names of all Tenderers that submitted Tenders, and their Tender prices as read out at Tender opening.

55. Adjudicator

55.1 Unless the **TDS** states otherwise, the Universities Fund proposes that the person named in the **TDS** be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in **GCC** Clause 43.1. In this case, a résumé of the named person is attached to the **TDS**. The proposed hourly fee for the Adjudicator is specified in the **TDS**. The expenses that would be considered reimbursable to the Adjudicator are also specified in the **TDS**. If a Tenderer does not accept the Adjudicator proposed by the Universities Fund, it should state its non-acceptance in its Tender Form and make a counter proposal of an Adjudicator and an hourly fee, attaching résumé of the alternative. If the successful Tenderer and the Adjudicator nominated in the **TDS** happen to be from the same country, and this is not Kenya too, the Universities Fund reserves the right to cancel the Adjudicator nominated in the **TDS** and propose a new one. If by the day the Contract is signed, the Universities Fund and the successful Tenderer have not agreed

on the appointment of the Adjudicator, the Adjudicator shall be appointed, at the request of either party, by the Appointing Authority specified in the **SCC** clause relating to **GCC** Clause 43.1.4, or if no Appointing Authority is specified there, the Contract will be implemented without an Adjudicator.

56. Procurement Related Complaints and Administrative Review

56.1 The procedures for making a Procurement-related Complaint are as specified in the **TDS**.

56.2 A request for administrative review shall be made in the form provided under contract forms.

SECTION II - TENDER DATA SHEET (TDS)

The following specific data for the Customer Service Relationship Management Software(CRM) to be procured shall complement, supplement, or amend the provisions in the Instructions to Tenderers (ITT). Whenever there is a conflict, the provisions here in shall prevail over those in ITT.

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
A. General	
ITT 1.1	<p>The reference number of the Request for Tenders is: UF/OT/001/2025-2026</p> <p>The Universities Fund is: Universities Fund Hazina Trade Centre, 5th Floor, Monrovia Street P.O. BOX 28237-00100 Nairobi, Kenya</p> <p>The name of the ITT is TENDER FOR SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION, INSTALLTION , DEPLOYMENT AND SUPPORT CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE The number and identification of lots (contracts) comprising this ITT is: NOT APPLICABLE</p>
ITT 2.3 (a)	<p>Electronic – Procurement System</p> <p>The Universities Fund shall use the following electronic-procurement system to manage this procurement process: NOT APPLICABLE</p>
ITT 3.3	<p>The firms (if any) that provided consulting services for the contract beingtendered for are: NOT APPLICABLE</p>
ITT 4.1	<p>Maximum number of members in the JV shall be: N/A</p>
B. Tendering Document	
ITT 8.1	<p>For Clarification of Tender purposes only, Attention: [Chief Executive Officer] Address: [Hazina Trade Centre, P.O BOX 28237-00100, Nairobi Kenya] Floor/ Room number: [5th Floor] City:] [Nairobi] ZIP Code: Not applicable] Country: [Kenya] Telephone: [+254207903331, +254746737935] Electronic mail address: [supplychain@universitiesfund.go.ke], info@universitiesfund.go.ke Requests for clarification should be received by the Universities Fund no later than: Seven (7) days before the Tender Submission Date</p>

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS	
ITT 8.2	Web page : www.universitiesfund.go.ke	
Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS	
ITT 8.4	A Pre-Tender meeting shall not take place. A site visit conducted by the Universities Fund shall not be organized.	
ITT 9.1	The Universities Fund shall publish its response at the Website www.tenders.go.ke and www.universitiesfund.go.ke	
C. Preparation of Tenders		
ITT 13.1	The Tenderer shall submit with its Tender the following additional documents:	
	No.	Requirements
	1	Must Submit Duly filled and signed Self-Declaration Forms (SD1 & SD2)
	2	Must Submit a copy of Valid Tax Compliance certificate/Exemption.
	3	Must submit a Valid Certificate of Incorporation/Registration
	4	Must submit a copy of PIN/VAT certificate
	5	Valid business license permit/ Trading License
	6	Must fill up, signed and stamped declaration form that they will not engage in any corrupt practice
	7	Must submit Original Manufacturer's Authorization for the proposed Customer Relationship Management Software components. The Manufacturer's Authorization shall be for all the Customer Relationship Management Software components proposed and MUST be specific for this tender.
	8	Must submit copies of audited accounts or financial statements, for the last three (3) years (2024, 2023 & 2022) Copy of practicing license from a recognized accounting body for the auditor(s) who audited the latest Annual Accounts and/or financial statements of the bidder must be attached.
	8	Must fill the Form of Tender in the provided Format
	10	Evidence of physical address (attach documentary evidence in form of lease agreement/title deed or payment for utilities e.g., water bills or electricity bills).
11	Must provide Tender security of Kenya Shillings; Two Hundred Thousand(Kshs. 200,000.00) in the form of a bank guarantee from a reputable bank, a bankers cheque, insurance from companies authorized to transact in bid bonds, letter of credit or a guarantee by a deposit taking microfinance institution, Sacco Society, Youth	

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS	
		Enterprise Fund or Women Enterprise Fund and valid for a period of 120 days from the day of opening the tender.
	13	Must provide duly filled Confidential Business Questionnaire
	14	References from clients; Attach Award letter/LSO/LPO/ Contract/copy of completion certificate or recommendation letter from at least Four (4) projects involving supply, delivery, configuration, licensing, and warranty of Customer Relationship Management Software of similar nature, scope, and Complexity in the public/private sector.
	15	Must fill up, signed and stamped declaration that the bidder or his or her sub-contractors are not debarred from participating in Public Procurement.
	16	Attach a copy of CR12 from the registrar of companies valid within the last 3 months.
	17	Must Fill the Price Schedule in the format provided
	18	Paginating all the pages in the document in a continuous series
	<p>Note:</p> <p><i>i. Only bids meeting all the above MANDATORY requirements shall proceed to the next phase of detailed technical evaluation.</i></p> <p>AT THIS STAGE, THE TENDERER'S SUBMISSION WILL EITHER BE RESPONSIVE OR NON-RESPONSIVE. THE NON-RESPONSIVE SUBMISSIONS WILL BE ELIMINATED FROM THE ENTIRE EVALUATION PROCESS AND WILL NOT BE CONSIDERED FURTHER.</p>	
ITT 15.1	Alternative Tenders shall not be permitted.	
ITT 15.2	Alternatives to the Time Schedule shall not be permitted .	
ITT 15.4	Alternative technical solutions for specified parts of the system shall not be permitted	
ITT 17.2	No prequalification of tenderers shall be undertaken	
ITT 18.2 (a)	<p>In addition to the topics described in ITT Clause 16.2 (a), the Preliminary Project Plan must address the following topics:</p> <p>(i) <i>Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);</i></p> <p>(ii) <i>Implementation Sub-Plan;</i></p> <p>(iii) <i>Training Sub-Plan;</i></p> <p>(iv) <i>Testing and Quality Assurance Sub-Plan;</i></p> <p>(v) <i>Warranty Defects Repair;</i></p> <p>(vi) <i>Technical Support Service Sub-Plan</i></p>	
ITT 18.3	<p>In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Tenderers are required to offer specific brand names and models for the following specific items:</p> <p>NOT APPLICABLE</p>	

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
ITT 19.2	The Tenderer must tender for Recurrent Cost Items
ITT 19.2 (a)	The Tenderer must tender for contracts of Recurrent Cost Items not included in the main Contract. APPLICABLE
ITT 19.5	The Incoterms edition is: INCOTERMS 2021
ITT 19.5 (a)	Named place of destination is: Universities Fund, Hazina Trade Centre, Monrovia Street, 5th Floor, Nairobi, Kenya
ITT 19.6	Named place of final destination (or Project site) is: Universities Fund, Hazina Trade Centre, Monrovia Street, 5th Floor, Nairobi, Kenya
ITT 19.8	ITT 19.8 is modified as follows: There is no modification to ITT 19.8
ITT 19.9	The prices quoted by the Tenderer shall not be subject to adjustment during the performance of the Contract.
ITT 20.1	The Tenderer is not required to quote in the currency of Kenya the portion of the Tender price that corresponds to expenditures incurred in that currency.
ITT 21.1	The Tender validity period shall be: 140 days.
ITT 22.1	All Tenders must be accompanied by a Bid Security of Kenya Shillings; Two Hundred Thousand (Kshs. 200,000.00) in the form of a bank guarantee from a reputable bank, a bankers cheque, insurance from companies authorized to transact in bid bonds, letter of credit or a guarantee by a deposit taking microfinance institution, Sacco Society, Youth Enterprise Fund or Women Enterprise Fund and valid for a period of 120 days from the day of opening the tender.
ITT 22.3 (v)	Other types of acceptable securities are Not Applicable
ITT 22.4	The tender security shall be valid for 30 days beyond the tender validity period of the tender.
ITT 22.9	The Tender Security shall be in the name of the Lead Bidder, where applicable
ITT 23.1	In addition to the original copy of the Tender, the number of copies shall be One (1) hard copy.
ITT 23.3	The tender shall be signed by a person duly authorized to sign on behalf of the tenderer.
D. Submission and Opening of Tenders	
ITT 25.1	For Tender submission purposes only, the Universities Fund's address is: Chief Executive Officer Universities Fund Hazina Trade Centre, Monrovia Street, 5th Floor, Nairobi, Kenya P.O. Box 28237-00100, Nairobi Attention: Supply Chain Management Services Street Address: Hazina Trade Centre, Monrovia Street, 5th Floor, City: Nairobi

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
	<p>ZIP Code: N/A Country: Kenya</p> <p>The deadline for Tender submission is: Date: THURSDAY 21st MAY 2026 Time: 11.00 a.m. (East African Time)</p> <p>All the proposals should be in one envelope clearly marked with the TenderNumber without any indication of the name of the bidder.</p> <p>The tender documents shall be deposited in Tender Box located at the Hazina Trade Centre, Monrovia Street, 5th Floor, Nairobi, Kenya. Bulky tender documents that cannot fit in the tender box shall be delivered and registered on 5th Floor, Supply Chain Management Office, at the Hazina Trade Centre, Monrovia Street, 5th Floor, Nairobi, Kenya.</p>
ITT 25.1	Tenderers shall not have the option of submitting their Tenders electronically.
ITT 28.1	<p>The Tender opening shall take place at: Street Address: Hazina Trade Centre, Monrovia Street, 5th Floor, Nairobi, Kenya. UF Boardroom Room City: Nairobi Country: Kenya</p> <p>Date: THURSDAY 21st MAY 2026 Time: 11.00 a.m. (East African Time)</p>
ITT 28.1	The electronic Tender opening procedures shall be: N/A
ITT 28.6	The Form of Tender and Price Schedules shall be initialed by all members of the Universities Fund conducting Tender opening.
E. Evaluation, and Comparison of Tenders	
ITT 33.3	The adjustment shall Not Applicable based on the price of the item or component as quoted in other substantially responsive Tenders. If the price of the item or component cannot be derived from the price of other substantially responsive Tenders, the Universities Fund shall use its best estimate. If the missing Goods and Services are a scored technical feature, the relevant score will be set at zero.
ITT 34.1	The Tender sum as submitted and read out during the tender opening shall be absolute and final and shall not be subject of correction, adjustment or amendment in any way by any person or entity. The Tenderer shall be none responsive in case of correction, adjustment or amendment of the Tender sum

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
ITT 35.1	<p>The currency(ies) of the Tender shall be converted into a single currency as follows: To Kenya Shillings at the prevailing exchange rate (Mean rate) at the date of tender opening.</p> <p>The currency that shall be used for Tender evaluation and comparison purpose to convert all Tender prices expressed in various currencies into a single currency is Kenya Shillings</p> <p>The source of exchange rate shall be: Central Bank of Kenya mean exchange rate (Mean Rate)</p> <p>The date for the exchange rate shall be: THURSDAY 21st MAY 2026</p>
ITT 36.2	Margin of Preference shall not apply.
ITT 36.4	The invitation to tender is extended to the following group that qualify for Reservations: Not Applicable
ITT 40.2 (b)	<p>Tenderers shall not be allowed to quote separate prices for different lots (contracts for Subsystems, lots, or slices of the overall Customer Service Relationship Management Software(CRM) and the methodology to determine the lowest tenderer is specified in Section III, Evaluation and Qualification Criteria.</p> <p>Discount that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Tenders and such discounts shall not be considered in the price evaluation.</p>
ITT 42.3 & 42.6	Abnormally low or high Tenders shall lead to rejection of the tenders after conducting due diligence by the Universities Fund.
ITT 44.3	<p>As additional qualification measures, the Customer Relationship Management Software (or components/parts of it) offered by the Tenderer with the Best Evaluated Tender may be subjected to the following tests and performance benchmarks prior to Contract award:</p> <p>As indicated in the schedule of requirements.</p>
ITT 46.1	The award will be made on the basis of the highest combined scores (technical Score and financial Score) , in accordance with Section III, Evaluation and Qualification Criteria.
ITT 47.1	<p>The maximum percentage by which quantities may be increased is: Not Applicable</p> <p>The maximum percentage by which quantities may be decreased is: Not Applicable</p>
ITT 53.1	The Performance Security shall be denominated in Kenya Shillings or equivalent in a freely convertible currency for an amount equal to 10% percent of the Contract Price from a Bank.
ITT 56.1	If a Tenderer wishes to make a Procurement-related Complaint, to the Public Procurement Regulatory Authority at any time prior to contract award, the Tenderer should submit its complaint in prescribed format found in the PPRA Website www.ppra.go.ke and mail it to: info@ppra.go.ke or complaint@ppra.go.ke . The procedures for challenging a contract award to the Public Procurement Administrative Review Board are detailed in the "Notice of Intention to Enter into a Contract" herein and are also available from the PPRA Website www.ppra.go.ke . The request for review should be submitted to the

Reference to ITC Clause	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
	<p data-bbox="492 207 1365 302">Secretary of the Review Board using the request for review form contained herein. the address for submitting appeals to Administrative Review Board:</p> <p data-bbox="492 359 1365 625">The Secretary, Public Procurement Administrative Review Board, The Public Procurement Oversight Authority, 10th Floor, National Bank House, P.O. Box 58583-00200, NAIROBI, Kenya. Tel: +254 (0) 20 3244000 Email: info@ppra.go.ke Website: www.ppoa.go.ke</p>

SECTION III - EVALUATION AND QUALIFICATION CRITERIA

1. General Provision

- 1.1 Wherever a Tenderer is required to state a monetary amount, Tenderers should indicate the Kenya Shilling equivalent using the rate of exchange determined as follows:
- a) For turnover or financial data required for each year- Exchange rate prevailing on the last day of the respective calendar year (in which the amounts for that year are to be converted) was originally established.
 - b) Value of single contract- Exchange rate prevailing on the date of the contract signature.
 - c) Exchange rates shall be taken from the publicly available source identified in the ITT. Any error in determining the exchange rates in the Tender may be corrected by the Universities Fund.
- 1.2 This Section contains all the criteria that the Universities Fund shall use to evaluate Tenders and qualify ~~Tenders~~ No other factors, methods or criteria shall be used. The Tenderer shall provide all the information requested in the forms included in Section IV, Tendering Forms.

2. Evaluation and contract award Criteria

- 2.1 The Universities Fund shall use the criteria and methodologies listed in **this Section to evaluate tenders and arrive at the Lowest Evaluated** Tender. The tender that (i) meets the qualification criteria, (ii) has been determined to be substantially responsive to the Tender Documents, and (iii) is determined to have the Lowest Evaluated Tender price shall be selected for award of contract.

3. Preliminary examination for Determination of Responsiveness

- 3.1 The Universities Fund will start by examining all tenders to ensure they meet in all respects the eligibility criteria and other mandatory requirements in the ITT, and that the tender is complete in all aspects in meeting the requirements provided for in the preliminary evaluation criteria outlined below. The Standard Tender Evaluation Report Document for Goods and Works for evaluating Tenders provides very clear guide on how to deal with review of these requirements. Tenders that do not pass the Preliminary Examination will be considered non- responsive and will not be considered further.

MANDATORY REQUIREMENTS

All Tenderers **MUST** meet the following mandatory requirements. **Tenderers that do not meet ALL the mandatory requirements will be considered non-responsive and will not be considered further:**

No.	Requirements
1.	Must Submit Duly filled and signed Self-Declaration Forms (SD1 & SD2)
2.	Must Submit a copy of Valid Tax Compliance certificate/Exemption.
3.	Must submit a Valid Certificate of Incorporation/Registration
4.	Must submit a copy of PIN/VAT certificate
5.	Valid business license permit/ Trading License
6.	Must fill up, signed and stamped declaration form that they will not engage in any corrupt practice
7.	Must submit Original Manufacturer's Authorization for the proposed Customer Relationship Management Software components. The Manufacturer's Authorization shall be for all the Customer Relationship Management Software components proposed and MUST be specific for this tender.
8.	Must submit copies of audited accounts or financial statements, for the last three (3) years (2024, 2023 & 2022) Copy of practicing license from a recognized accounting body for the auditor(s) who audited the latest Annual Accounts and/or financial statements of the bidder must be attached.
9.	Must fill the Form of Tender in the provided Format
10.	Evidence of physical address (attach documentary evidence in form of lease agreement/title deed or payment for utilities e.g., water bills or electricity bills).
11.	Must provide Tender security of Kenya Shillings; Two Hundred Thousand(Kshs. 200,000.00) in the form of a bank guarantee from a reputable bank, a bankers cheque, insurance from companies authorized to transact in bid bonds, letter of credit or a guarantee by a deposit taking microfinance institution, Sacco Society, Youth Enterprise Fund or Women Enterprise Fund and valid for a period of 120 days from the day of opening the tender.
12.	Must provide duly filled Confidential Business Questionnaire
13.	References from clients; Attach Award letter/LSO/LPO/ Contract/copy of completion certificate or recommendation letter from at least Four (4) projects involving supply, delivery, configuration, licensing, and warranty of Customer Relationship Management Software of similar nature, scope, and Complexity in the public/private sector.
14.	Must fill up, signed and stamped declaration that the bidder or his or her sub-contractors are not debarred from participating in Public Procurement.
15.	Attach a copy of CR12 from the registrar of companies valid within the last 3 months.
16.	Must Fill the Price Schedule in the format provided
17.	Paginating all the pages in the document in a continuous series

Note:

- i. *Only bids meeting all the above requirements shall proceed to Second phase of Technical Evaluation: Performance Requirements.*

AT THIS STAGE, THE TENDERER'S SUBMISSION WILL EITHER BE RESPONSIVE OR NON-RESPONSIVE. THE NON-RESPONSIVE SUBMISSIONS WILL BE ELIMINATED FROM THE ENTIRE EVALUATION PROCESS AND WILL NOT BE CONSIDERED FURTHER.

4. Assessment of adequacy of Tender's Proposal in connection with Universities Fund's IT Requirements.

TECHNICAL EVALUATION

Definition of terms

Definition of terms

- i. LSO Local service order
- ii. LPO Local purchase order
- iii. TS Technical score

Technical Evaluation based on the below requirements:

Item	Technical Evaluation	Point Scored	Max. Points
	Specific Experience Experience in CRM/ICT systems implementation (minimum 3 projects)		5 Marks
	Methodology, Work Plan & Staffing	15 Marks	
1.0	<p>a) Technical Approach & Methodology – 6 Marks</p> <p><i>i. Understanding of CRM requirements – 3 Marks</i> Demonstrates understanding of CRM functionalities (automation, workflows, reporting), Integration with Microsoft Dynamics 365 Business Central and Data protection and security requirements.</p> <p><i>ii. Clarity of implementation methodology – 3 Marks</i> Demonstrate how the CRM will be implemented.</p> <p>b) Work Plan – 5 Marks</p> <p><i>iii. Realistic timelines & milestones – 3 Marks</i> Demonstrate Clearly the defined project duration and projected milestones of implementation.</p> <p><i>iv. Logical sequencing of activities – 2 Marks</i> Clear Workplan showing breakdown of activities</p> <p>c) Organization & Staffing – 4 Marks</p> <p><i>v. Team structure & roles clarity – 2 Marks</i> Demonstrate Clear organizational structure and the defined roles and responsibilities.</p> <p><i>vi. Adequacy of skills mix – 2 Marks</i> Demonstrate Team has the right combination of Skills that match the project requirements.</p>		15
2.0	<p>Conformity to Technical Specifications</p> <p>a) Functional, Architectural & Performance Requirements (15 Marks)</p> <p>A clear description of the proposed CRM system showing Key functionalities and System architecture (with diagrams) showing how the solution will operate. Demonstrate How the system will scale (handle more users/data) and maintain performance</p>		45

	<p>b) Service Specifications – Supply & Installation (5 Marks)</p> <p>A clear plan for Installation of the CRM system deployment (how the system will go live). Also provide description of tools, environments, and readiness requirements.</p> <p>c) Technology Specifications (5 Marks)</p> <p>Provide details of APIs and integration tools. Demonstrate how the CRM will integrate with Microsoft Dynamics 365 Business Central and also Data synchronization (real-time or scheduled)</p> <p>d) Testing & Quality Assurance (5 Marks)</p> <p>Provide A testing plan covering System testing and User acceptance testing (UAT).</p> <p>Demonstrate procedures for validating system performance before go-live.</p> <p>e) Recurrent Service Specifications (Support & Maintenance) (5 Marks)</p> <p>Demonstrate Maintenance plan including updates and support</p>		
3.0	<p>a) Key Personnel (Technical Team)</p> <p>Bidder must submit detailed CV's and valid professional certificates in order to verify experience</p> <p>i. Project Manager – 8 Marks</p> <p>Must possess of Bachelor’s Degree in IT, Computer Science, Engineering or related field-2 Marks.</p> <p>Must possess PMP / PRINCE2 or equivalent project management certification- 2 Marks.</p> <p>Minimum 5 years experience in ICT project management- 2 Marks.</p> <p>Experience in at least 2 CRM/ERP/system implementation projects- 2 Marks.</p> <p>ii. Technical Lead – 7 Marks</p> <p>Minimum Bachelor’s Degree in IT, Computer Science, Software Engineering or related field- 2 Marks</p> <p>Must have CRM-related certification OR Systems/Software certification (e.g., Microsoft, Oracle, etc.)- 1 mark.</p> <p>Minimum 4 years experience in system development/implementation.- 2 Marks.</p> <p>Participation in at least 2 CRM implementation projects- 2 Marks.</p>		25

	<p>iii. Systems Integration Specialist – 5 Marks</p> <p>Minimum Bachelor’s Degree in IT, Computer Science or related field- 1 Mark.</p> <p>Must possess Integration/API-related certification or equivalent experience Integration/API-related certification or equivalent experience- 1 Mark.</p> <p>Minimum 3 years experience in systems integration- 1 Mark</p> <p>Demonstrated experience integrating CRM with ERP (e.g., Microsoft Dynamics)- 1 Mark.</p> <p>iv. Support / Implementation Engineers – 5 Marks</p> <p>Must possess Diploma or Degree in IT or related field- 2 Marks.</p> <p>Provide Relevant certification (CRM platform / ITIL / support-related)- 1 Mark</p> <p>Minimum 2 years experience in system implementation/support- 2 Marks.</p>		
<p>4.0</p>	<p>TRANSFER OF KNOWLEDGE & TRAINING (5 MARKS)</p> <p>i. <i>Training Program – 2 Marks</i></p> <p>Bidders shall submit a comprehensive training plan for Universities Fund (UF) staff covering system use, administration, and support.</p> <p>ii. <i>Training Methodology – 2 Marks</i></p> <p>Bidders shall submit a comprehensive Approach to knowledge transfer.</p> <p>iii. <i>Trainer Qualifications – 1 Mark</i></p> <p>Bidders shall submit CVs of proposed trainers and demonstrate their Relevant qualifications and experience in CRM/ICT training</p>		<p>5</p>
	<p>PARTICIPATION BY KENYAN EXPERTS (5 MARKS)</p> <p>Bidders shall indicate the Nationality of each proposed key expert and their level of involvement (time allocation) in the project</p>		<p>5</p>
	<p>Total Technical Score (TS) (Points / Marks)</p>		<p>100</p>

Bidders MUST attain a score of 75% and above in technical evaluation to proceed to Financial Evaluation.

***Note:**

All Bidders must have filled all the rows of the bidder’s response column under the Minimum Technical Specifications for the Provision of Customer Service Relationship Management Software(CRM) in the response document **outlining how the proposed system complies with UF’s minimum technical requirements as this will be used to evaluate the proposed system.** You must submit the filled form with your tender, responses of YES or NO will be disqualified.

NB: Proposed solution must meet all technical requirements.

S.N	Web application Firewall (1 Unit)	Compliance	Bidders Response
1.1	General Requirements		
1.1.1	The CRM system shall be a web-based or cloud-based solution accessible via standard browsers	Mandatory	
1.1.2	The solution shall support 24/7 availability with defined uptime SLA (minimum 99.5%)	Mandatory	
1.1.3	The system shall provide user-friendly interface with role-based dashboards	Mandatory	
	The solution shall support multi-user access with role-based permissions	Mandatory	
	The system shall support scalability to accommodate future growth in users and data	Mandatory	
1.2	Functional Requirements		
1.2.1	Ability to manage customer profiles and interactions	Mandatory	
1.2.2	Support for automated workflows (task assignment, approvals, notifications)	Mandatory	
1.2.3	Support for SLA-based workflows and escalation triggers	Mandatory	
1.2.4	Ability to generate auto-responses for predefined scenarios	Mandatory	
1.2.5	Support for case/ticket management and tracking	Mandatory	
1.2.6	Ability to generate reports and dashboards (custom and standard)	Mandatory	
1.2.7	Ability to manage communication channels (email, notifications, alerts)	Mandatory	
1.2.8	Complete incident reports and drill down on a per-incident basis	Mandatory	
1.3.0	Integration Requirements		
1.3.1	The CRM system shall support integration with Microsoft Dynamics 365 Business Central	Mandatory	
1.3.2	The system shall provide secure REST / OData APIs for integration	Mandatory	
1.3.3	The system shall support real-time and scheduled data synchronization	Mandatory	
1.3.4	The system shall support bi-directional data exchange with internal systems	Mandatory	
1.4.0	Security & Access Control Requirements		
1.4.1	The system shall provide role-based access control (RBAC)	Mandatory	
1.4.2	The system shall support integration with identity management systems (SSO, AD, LDAP).	Mandatory	
1.4.3	Data shall be encrypted at rest and in transit	Mandatory	
1.4.4	The system shall maintain audit trails for all user activities	Mandatory	
1.4.5	The solution shall comply with Data Protection Act and UF ICT policies	Mandatory	
1.5.0	System Performance & Reliability		
1.5.1	The system shall support high availability and minimal downtime	Mandatory	

1.5.2	The system shall support fast response times under normal and peak loads	Mandatory	
1.5.3	The solution shall provide performance monitoring and reporting tools	Mandatory	
1.6.0	Reporting & Analytics		
1.6.1	Ability to generate real-time dashboards and reports	Mandatory	
1.6.2	Support for customizable reporting tools	Mandatory	
1.6.3	Ability to export reports (PDF, Excel, etc.)	Mandatory	
1.7.0	Support & Maintenance		
1.7.1	Provision of SLA-based support (response and resolution times)	Mandatory	
1.7.2	Provision of system updates and maintenance	Mandatory	
1.7.3	Availability of helpdesk support (email and phone)	Mandatory	
1.8.0	Implementation & Deployment		
1.8.1	Bidder shall provide implementation plan with timelines	Mandatory	
1.8.2	Bidder shall provide data migration plan from existing systems	Mandatory	
1.8.3	Bidder shall provide testing and deployment plan	Mandatory	
1.9.0	Training & Documentation		
1.9.1	Bidder shall provide end-user and administrator training	Mandatory	
1.9.2	Bidder shall provide user manuals and technical documentation	Mandatory	

FINANCIAL EVALUATION

Tenderers who score less than the required pass will be automatically disqualified. Tenderers who pass the technical evaluation will be evaluated further.

5. Tender Financial Evaluation (ITT 35.5)

Price evaluation: in addition to the criteria listed in ITT 35.5 (a)–(e) the following criteria shall apply:

Time Schedule: Time to complete the **SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND INSTALLION , DEPLOYMENT AND SUPPORT OF CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE(CRM)** from the effective date specified in Article 3 of the Contract Agreement for determining time for completion of pre-commissioning activities is: **2 months**. No credit will be given for earlier completion. Tenders offering a completion date beyond the maximum designated period shall be rejected.

- i) Alternative Technical Solutions for specified parts of the Works**, if permitted under ITT 13.4, will be evaluated as follows: **Not applicable**
- ii) Other specific additional criteria-** if permitted under ITT 36.5 (f) the relevant evaluation method, if any, shall be as follows: **Not applicable**
- iii) Recurrent Costs - Shall NOT be quoted separately**

6. Alternative Tenders (ITT13.1) - Not Applicable

7. Apply Margin of Preference – Not Applicable

8. Post qualification and Contract award (ITT 39), more specifically,

- a) In case the tender was subject to post-qualification, the contract shall be awarded to the lowest evaluated tenderer, subject to confirmation of pre-qualification data, if so required.
- b) In case the tender was not subject to post-qualification, the tender that has been determined to be the lowest evaluated tenderer shall be considered for contract award, subject to meeting each of the following conditions.
 - i) The Tenderer shall demonstrate that it has access to, or has available, liquid assets, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the construction cash flow of at least Kenya Shillings **Fifteen (15) Million**
 - ii) Minimum average annual turnover of Kenya Shillings **Forty-five (45) Million** equivalent calculated as total certified payments received for contracts in progress and/ or completed within the last **Three (3) years**.
 - iii) At least **Four (4)** of contract(s) of a similar nature executed within Kenya, or the East African Community or abroad, that have been satisfactorily and substantially completed as a prime contractor, or joint venture member or sub-contractor each of minimum value Kenya shillings **ten (10) Million** or equivalent in the last **three (3) years**.
 - iv) Contractor's Representative and Key Personnel, which are specified as;
 - Project Manager (PM)
 - Technical Project Lead
 - At least two (2) Technical engineers
 - v) Contractors' key equipment listed on the table "Contractor's Equipment" below – **Not Applicable**
 - v) Other conditions:

a) History of non-performing contracts:

Tenderer and each member of JV in case the Tenderer is a JV, shall demonstrate that Non-performance of a contract did not occur because of the default of the Tenderer, or the member of a JV in the last *four (4) years*. The required information shall be furnished in the appropriate form.

b) Pending Litigation

Financial position and prospective long-term profitability of the Single Tenderer, and in the case the Tenderer is a JV, of each member of the JV, shall remain sound according to criteria established with respect to Financial Capability under Paragraph (i) above if all pending litigation will be resolved against the Tenderer. Tenderer shall provide information on pending litigations in the appropriate form.

c) Litigation History

There shall be no consistent history of court/arbitral award decisions against the Tenderer, in the last *four (4) years*. All parties to the contract shall furnish the information in the appropriate form about any litigation or arbitration resulting from contracts completed or on going under its execution over the years specified. A consistent history of awards against the Tenderer or any

member of a JV may result in rejection of the tender.

8 QUALIFICATION FORM

Item No	Qualification Subject	Qualification Requirement to be met	Document To be Completed by Tenderer	For Universities Fund's Use (Qualification met or Not Met)
1	2.1.1 Nationality	Nationality in accordance with ITT 4.5.	Form ELI -2.1.1 and 2.1.2, with attachments	
2	Tax Obligations for Kenyan Tenderers	Has produced a current tax clearance certificate or tax exemption certificate issued by the Kenya Revenue Authority in accordance with ITT 3.14.	Form of Tender	
3	2.1.2 Conflict of Interest	No- conflicts of interests as described in ITT 4.3.	Form of Tender	
4	2.1.3 Country Ineligibility	Not having been declared ineligible by the PPRA as described in ITT 4.6.	Form of Tender	
5	2.1.4 State owned Entity of the Universities Fund country	Compliance with conditions of ITT 4.7	Form ELI -2.1.1 and 2.1.2, with attachments	
6	2.1.5 United Nations resolution or Kenya law	Not having been excluded as a result of prohibition in Kenya laws or official regulations against commercial relations with the Tenderer's country, or by an act of compliance with UN Security Council resolution, both in accordance with ITT 4.8	Form of Tender	
7	History of non-performing contracts	Non-performance of a contract ¹ did not occur as a result of Tenderer's default since 1 st January [insert year].	Form CON - 2	
8	Suspension	Not under suspension based on execution of a Tender Securing Declaration or Tender Securing Declaration pursuant to ITT 4.8 and ITT 20.10	Form of Tender	
9	Pending Litigation	Tenderer's financial position and prospective long-term profitability still sound according to criteria established in 2.3.1 below and assuming that all pending	Form CON - 2	

<i>Item Nb</i>	<i>Qualification Subject</i>	<i>Qualification Requirement to be met</i>	<i>Document To be Completed by Tenderer</i>	<i>For Universities Fund's Use (Qualification met or Not Met)</i>
		litigation will be resolved against the Tenderer.		
10	2.3.1 Historical Financial Performance	Submission of audited balance sheets or if not required by the law of the Tenderer's country, other financial statements acceptable to the Universities Fund, for the last Three [3] years to demonstrate the current soundness of the Tenderers financial position and its prospective long-term profitability.	Form FIN – 2.3.1 with attachments	
11	2.3.2 Average Annual Turnover	Minimum average annual turnover of Kenya Shillings 25 Million (twenty-five million) equivalent calculated as total certified payments received for contracts in progress and/ or completed within the last Three (3) years	Form FIN –2.3.2	
12	2.3.3 Financial Resources	The Tenderer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement: Minimum of Kshs. 15,000,000.00 Kenya Shillings or equivalent.	Form FIN –2.3.3	
13	2.4.1 General Experience	Experience under Customer Service Relationship Management Software(CRM) contracts in the role of prime supplier, management contractor, JV member, or subcontractor for the last THREE [3] years prior to the app submission deadline.	Form EXP-2.4.1	
14	2.4.2 Specific Experience	Participation as a prime supplier, management contractor, JV ² member, sub-contractor, in at least One (1) contract in one public or private entity within the last	Form EXP 2.4.2	

Item No	Qualification Subject	Qualification Requirement to be met	Document To be Completed by Tenderer	For Universities Fund's Use (Qualification met or Not Met)
		<p>_Three_ (3) years, with a minimum value of 20 Million (KES 20,000,000.00), that have been successfully and substantially completed and that are similar to the proposed tender solution. [Specify minimum key requirements in terms of physical size, complexity, methods, technology and/or other characteristics from those described in Section VII, Universities Fund's Requirements</p>		

¹ Nonperformance, as decided by the Universities Fund, shall include all contracts where (a) nonperformance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Nonperformance shall not include contracts where Universities Fund decision was overruled by the dispute resolution mechanism. Nonperformance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the applicant have been exhausted.

² For contracts under which the Tenderer participated as a joint venture member or sub-contractor, only the Tenderer's share, by value, and role and responsibilities shall be considered to meet this requirements

9 PERSONNEL

The Tenderer must demonstrate that it will have the personnel for the key positions that meet the following requirements:

SCHEDULE OF PERSONNEL	
Position	Minimum Qualifications
Technical Lead	<p>i) One (1) Technical Lead must have the following:</p> <ul style="list-style-type: none"> ▶ Bachelor's Degree in Information Technology, Computer Science, Software Engineering or related field ▶ Professional certification in CRM or enterprise systems (e.g., Microsoft, Oracle, Salesforce or equivalent) ▶ Minimum 4 years' experience in system development and/or implementation ▶ Participation in at least 2 CRM implementation projects
Systems Integration Specialist.	<p>ii). One (1) Systems Integration Specialist must have the following:</p> <ul style="list-style-type: none"> ▶ Bachelor's Degree in Information Technology, Computer Science or related field ▶ Certification in integration technologies, APIs, or equivalent experience ▶ Minimum 3 years' experience in systems integration ▶ Demonstrated experience integrating CRM systems with ERP platforms (e.g., Microsoft Dynamics 365)
Support / Implementation Engineers	<p>At least One (1) Support/Implementation Engineer must have the following:</p> <ul style="list-style-type: none"> ▶ Diploma or Bachelor's Degree in Information Technology or related field ▶ Relevant certification in CRM platform, ITIL, or system support (or equivalent) ▶ Minimum 2 years' experience in system implementation, configuration, or support
Project Manager	<p>iii). Project Manager must have the following:</p> <ul style="list-style-type: none"> ▶ Bachelor's Degree in Information Technology, Computer Science, Engineering or related field ▶ Professional Project Management Certification (PMP / PRINCE2 or equivalent) ▶ Minimum 5 years' experience in ICT project management ▶ Demonstrated experience in at least 2 CRM/ERP/system implementation projects

The Tenderer shall provide details of the proposed personnel and their experience records in the relevant Forms included in Section IV, Tendering Forms.

10 Subcontractors/vendors/manufacturers

Subcontractors/vendors/manufacturers for the following major items of supply or services must meet the following minimum criteria, herein listed for that item:

ItemNo.	Description of Item	Minimum Criteria to be met
1	For major items of the supply, delivery, configuration, installation, deployment and support of Customer Relationship Management Software (CRM) which the Tenderer intends to purchase or subcontract, the Tenderer shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items.	<ol style="list-style-type: none"> 1. Manufacturers Authorization for the contracted sub-system 2. Subcontractor MUST meet the evaluation criteria provided herein (this bid document) for the contracted sub-system

Failure to comply with this requirement will result in rejection of the subcontractor/vendor.

In the case of a Tenderer who offers to supply and install major items of supply under the contract that the Tenderer did not manufacture or otherwise produce, the Tenderer shall provide the manufacturer's authorization, using the form provided in Section IV, showing that the Tenderer has been duly authorized by the manufacturer or producer of the related sub system or component to supply and install that item in Kenya. The Tenderer is responsible for ensuring that the manufacturer or producer complies with the requirements of ITT 4 and 5 and meets the minimum criteria listed above for that item.

SECTION IV - TENDERING FORMS

I. FORM OF TENDER

INSTRUCTIONS TO TENDERERS

- i) *The Tenderer must prepare this Form of Tender on stationery with its letter head clearly showing the Tenderer's complete name and business address.*
- ii) *All italicized text is to help Tenderer in preparing this form.*
- iii) *Tenderer must complete and sign TENDERER'S ELIGIBILITY- CONFIDENTIAL BUSINESS QUESTIONNAIRE, CERTIFICATE OF INDEPENDENT TENDER DETERMINATION and the SELF DECLARATION OF THE TENDERER, all attached to this Form of Tender*
- iv) *The Form of Tender shall include the following Forms duly completed and signed by the Tenderer.*
 - *Tenderer's Eligibility-Confidential Business Questionnaire*
 - *Certificate of Independent Tender Determination*
 - *Self-Declaration of the Tenderer*

Date of this Tender submission [insert date (as day, month and year) of Tender submission] **ITT No.** [insert number of ITT process]

Alternative No. [insert identification No if this is a Tender for an alternative]
To **[insert complete name of Universities Fund]**

- a) **No reservations:** We have examined and have no reservations to the tendering document, including Addenda issued in accordance with Instructions to Tenderers (ITT 8);
- b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITT 4;
- c) **Tender-Securing Declaration:** We have not been debarred by the Authority based on execution of a Tender-Securing Declaration or Tender Securing Declaration in Kenya in accordance with ITT 22;
- d) **Conformity:** We offer to provide design, supply and installation services in conformity with the tendering document of the following: [insert a brief description of the IS Design, Supply and Installation Services];
- e) **Tender Price:** The total price of our Tender, excluding any discounts offered in item (f) below is: [Insert one of the options below as appropriate]
[Option 1, in case of one lot:] Total price is: [insert the total price of the Tender in words and figures, indicating the various amounts and the respective currencies];

Or

[Option 2, in case of multiple lots:] (a) Total price of each lot [insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies]; and (b) Total price of all lots (sum of all lots) [insert the total price of all lots in words and figures, indicating the various amounts and the respective currencies];

- (f) **Discounts:** The discounts offered and the methodology for their application are:
- i) The discounts offered are: *[Specify in detail each discount offered.]*
 - ii) The exact method of calculations to determine the net price after application of discounts is shown below: *[Specify in detail the method that shall be used to apply the discounts];*
- g) **Tender Validity Period:** Our Tender shall be valid for the period specified in TDS ITT 21.1 (as amended if applicable) from the date fixed for the Tender submission deadline (specified in TDS ITT 25.1 (as amended if applicable)), and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- h) **Performance Security:** If our Tender is accepted, we commit to obtain a Performance Security in accordance with the tendering document;
- i) **One Tender per Tenderer:** We are not submitting any other Tender (s) as an individual Tenderer, and we are not participating in any other Tender (s) as a Joint Venture member, and meet the requirements of ITT 4.4, other than alternative Tenders submitted in accordance with ITT 13;
- j) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, 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 PPRA. Further, we are not ineligible under Laws of Kenya or official regulations or pursuant to a decision of the United Nations Security Council;
- k) **State-owned enterprise or institution:** *[select the appropriate option and delete the other] [We are not a state-owned enterprise or institution]/ [We are a state-owned enterprise or institution but meet the requirements of ITT 4.7];*
- l) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the Tendering process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]*

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate "none.")

- m) **Binding Contract:** We understand that this Tender, together with your written acceptance thereof included in your Form of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- n) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Tender, the Best Evaluated Tender or any other Tender that you may receive; and
- o) **Fraud and Corruption:** 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.

Name of the Tenderer: *[insert complete name of person signing the Tender]

- p) **Collusive practices:** We hereby certify and confirm that the tender 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 Tender Determination" attached below.
- q) **Code of Ethical Conduct:** We undertake to adhere by the Code of Ethical Conduct for Persons Participating in Public Procurement and Asset Disposal Activities in Kenya, copy available from www.ppra.go.ke during the procurement process and the execution of any resulting contract.
- r) We, the Tenderer, have fully completed and signed the following Forms as part of our Tender:
- i) Tenderer's Eligibility; Confidential Business Questionnaire – to establish we are not in any conflict tointerest.
 - ii) Certificate of Independent Tender Determination – to declare that we completed the tender withoutcolluding with other tenderers.
 - iii) Self-Declaration of the Tenderer–to declare that we will, if awarded a contract, not engage in any formof fraud and corruption.

Declaration and commitment to the code of ethics for Persons Participating in Public Procurement and Asset Disposal Activities in Kenya. Further, we confirm that we have read and understood the full content and scope of fraud and corruption as in formed in "Appendix1-Fraud and Corruption" attached to the Form of Tender.

Name of the person duly authorized to sign the Tender on behalf of the Tenderer: ***[insert complete name of person duly authorized to sign the Tender]

Title of the person signing the Tender: [insert complete title of the person signing the Tender] Signature
of the person named above: [insert signature of person whose name and capacity are shown above] **Date**
signed [insert date of signing] **day of** [insert month], [insert year].

II. TENDERER'S ELIGIBILITY-CONFIDENTIAL BUSINESS QUESTIONNAIRE

Instruction to Tenderer

Tender is instructed to complete the particulars required in this Form, *one form for each entity if Tender is a JV*. Tenderer is further reminded that it is an offence to give false information on this Form.

a) Tenderer's details

	ITEM	DESCRIPTION
1	Name of the Procuring Entity	
2	Reference Number of the Tender	
3	Date and Time of Tender Opening	
4	Name of the Tenderer	
5	Full Address and Contact Details of the Tenderer.	1. Country 2. City 3. Location 4. Building 5. Floor 6. Postal Address 7. Name and email of contact person.
6	Current Trade License Registration Number and Expiring date	
7	Name, country and full address (<i>postal and physical addresses, email, and telephone number</i>) of Registering Body/Agency	
8	Description of Nature of Business	
9	Maximum value of business which the Tenderer handles.	
10	State if Tenders Company is listed in stock exchange, give name and full address (<i>postal and physical addresses, email, and telephonenumber</i>) of state which stock exchange	

General and Specific Details

b) **Sole Proprietor**, provide the following details.

Name in full Age ___ Nationality ___ Country of Origin ___

Citizenship _____

c) **Partnership**, provide the following details.

	Names of Partners	Nationality	Citizenship	% Shares owned
1				
2				
3				

d) **Registered Company**, provide the following details.

(i) Private or public Company _____

(ii) State the nominal and issued capital of the Company

Nominal Kenya Shillings (Equivalent).....

Issued Kenya Shillings (Equivalent).....

(iii) Give details of Directors as follows.

	Names of Director	Nationality	Citizenship	% Shares owned
1				
2				
3				

e) **DISCLOSURE OF INTEREST - Interest of the Firm in the Universities Fund.**

i) are there any person/persons in.....(*Name of Universities Fund*) who has/have an interest or relationship in this firm? Yes/ No.....

If yes, provide details as follows.

	Names of Person	Designation in the Universities Fund	Interest or Relationship with Tenderer
1			
2			
3			

ii) **Conflict of interest disclosure**

	Type of Conflict	Disclosure YES OR NO	If YES provide details of the relationship with Tenderer

1	Tenderer is directly or indirectly controls, is controlled by or is under common control with another tenderer.		
2	Tenderer receives or has received any direct or indirect subsidy from another tenderer.		
3	Tenderer has the same legal representative as another tenderer		
4	Tender has a relationship with another tenderer, directly or through common third parties, that puts it in a position to influence the tender of another tenderer, or influence the decisions of the Universities Fund regarding this tendering process.		
5	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 tender.		
6	Tenderer would be providing goods, works, non-consulting services or consulting services during implementation of the contract specified in this Tender Document.		
7	Tenderer has a close business or family relationship with a professional staff of the Universities Fund who are directly or indirectly involved in the preparation of the Tender document or specifications of the Contract, and/or the Tender evaluation process of such contract.		
8	Tenderer has a close business or family relationship with a professional staff of the Universities Fund who would be involved in the implementation or supervision of the such Contract.		
9	Has the conflict stemming from such relationship stated in item 7 and 8 above been resolved in a manner acceptable to the Universities Fund throughout the tendering process and execution of the Contract.		

f) 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) _____

(2) CERTIFICATE OF INDEPENDENT TENDER DETERMINATION

I, the undersigned, in submitting the accompanying Letter of Tender to the _____
_____ [Name of Universities Fund]
for: _____ [Name and number of
tenders] in response to the request for tenders made by: _____ [Name of Tenderer] do
hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of _____ [Name of Tenderer] that:

- i). I have read and I understand the contents of this Certificate;
- ii). I understand that the Tender will be disqualified if this Certificate is found not to be true and complete in every respect;
- iii). I am the authorized representative of the Tenderer with authority to sign this Certificate, and to submit the Tender on behalf of the Tenderer;
- iv). For the purposes of this Certificate and the Tender, 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 Tender in response to this request for tenders;
 - b) could potentially submit a tender in response to this request for tenders, based on their qualifications, abilities or experience;
- v). The Tenderer discloses that [check one of the following, as applicable]:
 - a) The Tenderer has arrived at the Tender independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - b) the Tenderer has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this request for tenders, 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;
- vi). 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 tender; or
 - d) the submission of a tender which does not meet the specifications of the request for Tenders; except as specifically disclosed pursuant to paragraph (5) (b) above;
- vii). 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;

- viii). The terms of the Tender 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 tender opening, or of the awarding of the Contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph(5)(b) above.

Name_____

Title_____

Date_

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

(3) SELF-DECLARATION FORMS

FORM SD1

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

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

1. THAT I am the Company Secretary/ Chief Executive/Managing Director/Principal Officer/Director of (*insert name of the Company*) who is a Bidder in respect of **Tender No.....** for..... (*insert tender title/description*) for (*insert name of the Universities Fund*) and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
3. THAT what is deponed to here in above is true to the best of my knowledge, information and belief.

.....
Title Signature Date

.....
Bidder Official Stamp

FORM SD2

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

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

1. THAT I am the Chief Executive /Managing Director/ Principal Officer/ Director of.....
..... *(Insert name of the Company)* who is a Bidder in respect of **Tender No.**
..... for *(Insert tender title/description)* for *(insert name of the Universities Fund)* and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and /or employees and /or agents of..... *(insert name of the Procuring entity)* which is the Universities Fund.
3. THAT the aforesaid Bidder, its servants and /or agents /subcontractors have not offered any inducement to any member of the Board, Management, Staff and/ or employees and/ or agents of.....
(name of the Universities Fund).
4. THAT the aforesaid Bidder will not engage /has not engaged in any corrosive practice with other bidders participating in the subject tender
5. THAT what is deponed to here in above is true to the best of my knowledge information and belief.

.....
Title Signature Date

Bidder Official Stamp

DECLARATION AND COMMITMENT TO THE CODE OF ETHICS

I (person) on behalf of *(Name of the Business/Company/Firm)* declare that I have read and fully understood the contents of the Public Procurement & Asset Disposal Act, 2015, Regulations and the Code of Ethics for persons participating in Public Procurement and Asset Disposal activities in Kenya and my responsibilities under the Code.

I do hereby commit to abide by the provisions of the Code of Ethics for persons participating in Public Procurement and Asset Disposal.

Name of Authorized signatory.....

Sign.....

Position.....

Office address..... Telephone.....

E-mail.....

Name of the Firm/Company.....

Date.....

(Company Seal/ Rubber Stamp where applicable)

Witness Name.....

Sign.....

Date.....

4) APPENDIX 1 - FRAUD AND CORRUPTION

(Appendix 1 shall not be modified)

1. Purpose

1.1 The Government of Kenya's Anti-Corruption and Economic Crime laws and their sanction's policies and procedures, Public Procurement and Asset Disposal Act, 2015 (the Act) and the Public Procurement and Asset Regulations, 2020 (the Regulations) and any other relevant Kenya's Acts or Regulations related to Fraud and Corruption, and similar offences, shall apply with respect to Public Procurement Processes and Contracts that are governed by the laws of Kenya.

2. Requirements

2.1 The Government of Kenya requires that all parties including Procuring Entities, Tenderers, (applicants/proposers), Consultants, Contractors and Suppliers; any Sub-contractors, Sub-consultants, Service providers or Suppliers; any Agents (whether declared or not); and any of their Personnel, involved and engaged in procurement under Kenya's Laws and Regulation, observe the highest standard of ethics during the procurement process, selection and contract execution of all contracts, and refrain from Fraud and Corruption and fully comply with Kenya's laws and Regulations as per paragraphs 1.1 above.

2.2 Section 66 of the Act describes rules to be followed and actions to be taken in dealing with Corrupt, Coercive, Obstructive, Collusive or Fraudulent practices, and Conflicts of Interest in procurement including consequences for offences committed. A few of the provisions noted below high light Kenya's policy of no tolerance for such practices and behavior:

- i) A person to whom this Act applies shall not be involved in any corrupt, coercive, obstructive, collusive or fraudulent practice; or conflicts of interest in any procurement or asset disposal proceeding;
- ii) A person referred to under subsection (1) who contravenes the provisions of that subsection commits an offence;
- iii) Without limiting the generality of the subsection (1) and (2), the person shall be:
 - a) disqualified from entering into a contract for a procurement or asset disposal proceeding; or
 - b) if a contract has already been entered into with the person, the contract shall be

voidable;

- iv) The voiding of a contract by the Universities Fund under subsection (7) does not limit any legal remedy the Universities Fund may have;
- v) An employee or agent of the Universities Fund or a member of the Board or committee of the Universities Fund who has a conflict of interest with respect to a procurement: -
 - a) Shall not take part in the procurement proceedings;
 - b) shall not, after a procurement contract has been entered into, take part in any decision relating to the procurement or contract; and
 - c) shall not be a subcontractor for the tenderer to whom was awarded contract, or a member of the group of tenderers to whom the contract was awarded, but the subcontractor appointed shall meet all the requirements of this Act.
 - d) An employee, agent or member described in subsection (1) who refrains from doing anything prohibited under that subsection, but for that subsection, would have been within his or her duties shall disclose the conflict of interest to the Universities Fund;
- vi) If a person contravenes sub section (1) with respect to a conflict of interest described in sub section (5)

(a) and the contract is awarded to the person or his relative or to another person in whom one of them had a direct or indirect pecuniary interest, the contract shall be terminated and all costs incurred by the public entity shall be made good by the awarding officer. Etc.

2.2 In compliance with Kenya's laws, regulations and policies mentioned above, the Universities Fund:

- a) Defines broadly, for the purposes of the above provisions, the terms:
 - i) "Corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii) "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv) "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

v) "obstructive practice" is:

- 1) Deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede investigation by Public Procurement Regulatory Authority (PPRA) or any other appropriate authority appointed by Government of Kenya into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
- 2) acts intended to materially impede the exercise of the PPRA's or the appointed authority's inspection and audit rights provided for under paragraph 2.3e. below.

b) Defines more specifically, in accordance with the Act, provisions set forth for fraudulent and collusive practices as follows:

"Fraudulent practice" includes a misrepresentation of fact in order to influence a procurement or disposal processor the exercise of a contract to the detriment of the Universities Fund or the tenderer or the contractor, and includes collusive practices amongst tenderers prior to or after tender submission designed to establish tender prices at artificial non-competitive levels and to deprive the Universities Fund of the benefits of free and open competition.

- c) Rejects a proposal for award¹ of a contract if PPRA determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- d) Pursuant to the Act and the Regulations, the Universities Fund may recommend to PPRA for sanctioning and debarment of a firm or individual, as applicable under the Act and the Regulations;
- e) Requires that a clause be included in the tender documents and Request for Proposal documents requiring

(i) Tenderers (applicants/proposers), Consultants, Contractors, and Suppliers, and their Sub-contractors, Sub-consultants, Service providers, Suppliers, Agents personnel, permit the PPRA or any other appropriate authority appointed by Government of Kenya to inspect² all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the PPRA or any other appropriate authority appointed by Government of Kenya;

and

- f) Pursuant to Section 62 of the Act, requires Applicants/Tenderers to submit along with their Applications/Tenders/Proposals a “Self-Declaration Form” as included in the procurement document declaring that they and all parties involved in the procurement process and contract execution have not engaged/ will not engage in any corrupt or fraudulent practices.

¹*For the avoidance of doubt, a party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in A consultancy, and tendering, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.*

²*Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Investigating Authority or persons appointed by the Universities Fund to address specific matters related to investigations/ audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/ audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.*

PRICE SCHEDULE FORMS

Notes to Tenderers on working with the Price Schedules

1.1 General

The Price Schedules are divided into separate Schedules as follows:

- a) Grand Summary Cost Table
- b) Supply and Installation Cost Summary Table
- c) Recurrent Cost Summary Table
- d) Supply and Installation Cost Sub-Table (s)
- e) Recurrent Cost Sub-Tables (s)
- f) Country of Origin Code Table

[insert:]

- 1.2 The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Tenderers shall have read the Technical Requirements and other sections of these tendering documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
- 1.3 If Tenderers are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Tenderers in the tendering documents prior to submitting their tender.

2. Pricing

- 2.1 Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Tenderer. As specified in the Tender Data Sheet, prices shall be fixed and firm for the duration of the Contract.
- 2.2 Tender prices shall be quoted in the manner indicated and, in the currencies, specified in ITT 18.1 and ITT 18.2. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these tendering documents.
- 2.3 The Tenderer must exercise great care in preparing its calculations, since there is no opportunity

to correct errors once the deadline for submission of tenders has passed. A single error in specifying a unit price can therefore change a Tenderer's overall total tender price substantially, make the tender noncompetitive, or subject the Tenderer to possible loss. The Universities Fund will correct any arithmetic error in accordance with the provisions of ITT 32.

- 2.4 Payments will be made to the Supplier in the currency or currencies indicated under each respective item. As specified in ITT18.2, no more than two foreign currencies may be used.

1. Grand Summary Cost Table

		<i>[insert: Kenya shillings] Price</i>	<i>[insert: Foreign Currency A]Price</i>	<i>[insert: Foreign Currency B] Price</i>
1.	Supply, Delivery, configuration, installation, deployment and support of Customer Relationship Management Software (CRM) – 5 Year Renewable Licenses			
2.	Implementation / Professional Services (Customization, Integration, Data Migration, Testing, Go-Live Support)			
3.	Annual Renewable Support and Maintenance for CRM Solution (SLA-based support, updates, system monitoring)			
4.	Training of ICT Staff and End Users on the CRM System (User Training, Administrator Training, Documentation)			

Name of Tenderer: __

____Date____

Authorized Signature of Tenderer:

2. Supply and Installation Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITT17 and 18.

Line Item No.	SKU	Subsystem / Item	QTY	Supply and Installation Cost Sub-Table No.	Unit List Price	[insert: Kenya shillings] Total Price
1.		Supply, Delivery, configuration, installation, deployment and support of Customer Relationship Management Software (CRM) – 5 Year Renewable Licenses	1	-		
2.		Implementation / Professional Services (Customization, Integration, Data Migration, Testing, Go-Live Support)	1	-		
3.		Annual Renewable Support and Maintenance for CRM Solution (SLA-based support, updates, system monitoring)	1	-		
4.		Training of ICT Staff and End Users on the CRM System (User Training, Administrator Training, Documentation)	1	-		
SUBTOTALS						
TOTAL (Supply and Installations Cost - To Grand Summary Table)						

Note: - indicates not applicable. “Indicates repetition of table entry above. Refer to the relevant Supply and Installation Cost Sub-Table for the specific components that constitute each Subsystem or line item in this summary table

Name of Tenderer: _____

Date_

Authorized Signature of Tenderer _____

3. Recurrent Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITT 17 and ITT18.

Line ItemNo.	Subsystem / Item	Recurrent Cost Sub-Table No.	[insert: Kenya shilling] Price	[insert: Foreign Currency A]Price	[insert: Foreign Currency B]Price
1.	Post-implementation Support and warranty Annual Support and Maintenance				
2.	Any Other Cost				
	Subtotals				
	Total (Recurrent cost - To Grand Summary Table)				

Note: Refer to the relevant Recurrent Cost Sub-Tables for the specific components that constitute the Sub systemor line item in this summary table.

Name of Tenderer: __

Date_

Authorized Signature of Tenderer: __

4. Supply and Installation Cost Sub-Table [insert: identifying number]

Line-item number: [specify: *relevant line-item number from the Supply and Installation Cost Summary Table (e.g., 1.1)*]

Prices, rates, and subtotals MUST be quoted in accordance with ITT 17 and ITT18.

				Unit Prices / Rates				Total Prices				
				Supplied Locally	Supplied from outside Kenya				Supplied Locally	Supplied from outside Kenya		
Component No.	Component Description	Country of Origin Code	Quantity	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	
X.1	---	--	--	--	--	--	--					
Subtotals (to [insert: <i>line item</i>] of Supply and Installation Cost Summary Table)												

Note: - - indicates not applicable

Components should be inclusive of the applicable technical service charge e.g man hours

Name of Tenderer: __

Date_

Authorized Signature of Tenderer: _____

5. Recurrent Cost Sub-Table [insert: identifying number] -Warranty Period

Lot number: [if a multi-lot procurement, insert: **lot number**, otherwise state “single lot procurement”]

Line item number: [specify: **relevant line item number from the Recurrent Cost Summary Table**- (e.g., y.1)] Currency: [specify: **the currency of the Recurrent Costs in which the costs expressed in this Sub-Table are expressed**]

[As necessary for operation of the System, specify: **the detailed components and quantities in the Sub-Table below for the line item specified above, modifying the sample components and sample table entries as needed. Repeat the Sub-Table as needed to cover each and every line item in the Recurrent Cost Summary Table that requires elaboration.**]

Costs MUST reflect prices and rates quoted in accordance with ITT 17 and ITT18.

Component No.	Component	Maximum all-inclusive costs (for costs in [insert: currency])			Sub-total for [insert: currency]
		Y1	Y2	Y3	
1.	Post-implementation Support and warranty Annual Support and Maintenance				
1.1	Training of ICT Staff on the deployed Customer Relationship Management Software (CRM)				
2.	Annual Support and Maintenance (after warranty period)-				
2.1			X	X	
2.2					

Component No.	Component	Maximum all-inclusive costs (for costs in [insert: currency])			Sub-total for [insert: currency]
		Y1	Y2	Y3	
3.					
4.	[Identify other recurrent costs as may apply]				
	Annual Subtotals:				--
Cumulative Subtotal (to [insert: currency] entry for [insert: line item] in the Recurrent Cost Summary Table)					

Name of Tenderer: _____

Date _____

Authorized Signature of Tenderer: _____

6. Country of Origin Code Table

Country of Origin	Country Code	Country of Origin	Country Code	Country of Origin	Country Code

QUALIFICATION FORMS

1. FOREIGN TENDERERS 40% RULE

Pursuant to ITT 4.11, a foreign tenderer must complete this form to demonstrate that the tender fulfils this condition.

ITEM	Description of Goods, Works /Service	Describe location ofSource	COST in K. shillings	Comments, if any
A	Local Labor			
1				
2				
3				
4				
5				
B	Sub contracts from Local sources			
1				
2				
3				
4				
5				
C	Local materials			
1				
2				
3				
4				
5				
D	Use of Local Plant and Equipment			
1				
2				
3				
4				
5				
E	Add any other items			
1				
2				
3				
4				
5				
6				
	TOTAL COST LOCAL CONTENT		xxxxxx	
	PERCENTAGE OF CONTRACT PRICE		xxxxxxx	

2. Form ELI-1 Tenderer Information Form

[The Tenderer shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date:..... *[insert date (as day, month and year) of Tender submission]*

ITT No. *[insert number of Tendering process]*

Alternative No. *[insert identification No if this is a Tender for an alternative]*

1. Tenderer's Name <i>[insert Tenderer's legal name]</i>
2. In case of JV, legal name of each member: <i>[insert legal name of each member in JV]</i>
3. Tenderer's actual or intended country of registration: <i>[insert actual or intended country of registration]</i>
4. Tenderer's year of registration: <i>[insert Tenderer's year of registration]</i>
5. Tenderer's Address in country of registration: <i>[insert Tenderer's legal address in country of registration]</i>
6. Tenderer's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITT 4.4. <input type="checkbox"/> In case of JV, Form of intent to form JV or JV agreement, in accordance with ITT 4.1. <input type="checkbox"/> In case of state-owned enterprise or institution, in accordance with ITT 4.6 documents establishing: <ul style="list-style-type: none">• Legal and financial autonomy• Operation under commercial law• Establishing that the Tenderer is not under the supervision of the Universities Fund <input type="checkbox"/> Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

3. Form ELI-1 Tenderer's JV Members Information Form

[The Tenderer shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Tenderer and for each member of a Joint Venture].

Date:.....*[insert date (as day, month and year) of Tender submission]*

ITT No.*[insert number of Tendering process]*

Alternative No.*[insert identification No if this is a Tender for an alternative]* Page__of__pages

1. Tenderer's Name: <i>[insert Tenderer's legal name]</i>
2. Tenderer's JV Member's name: <i>[insert JV's Member legal name]</i>
3. Tenderer's JV Member's country of registration: <i>[insert JV's Member country of registration]</i>
4. Tenderer's JV Member's year of registration: <i>[insert JV's Member year of registration]</i>
5. Tenderer's JV Member's legal address in country of registration: <i>[insert JV's Member legal address in country of registration]</i>
6. Tenderer's JV Member's authorized representative information Name: <i>[insert name of JV's Member authorized representative]</i> Address: <i>[insert address of JV's Member authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Member authorized representative]</i> Email Address: <i>[insert email address of JV's Member authorized representative]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITT 4.4. <input type="checkbox"/> In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and they are not under the supervision of the Universities Fund in accordance with ITT 4.6. <input type="checkbox"/> Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

4. Form CON-1 Historical Contract Non-Performance and Pending Litigation.

In case a pre-qualification process was conducted this form should be used only if the information submitted at the time of pre-qualification requires updating

Tenderer's Legal Name: _____ Date: _____ JV member Legal Name: _____ ITT No.: _____

_____ page of _____ pages

Non-Performing Contracts in accordance with Section III, Evaluation and Qualification Criteria			
Contract non-performance did not occur during the stipulated period, in accordance with the Qualification form, Item 7 and 9 1 of Section III, Evaluation Criteria			
Pending Litigation, in accordance with Section III, Evaluation and Qualification Criteria			
No pending litigation in accordance with Sub-Factor 2.2.3 of Section III, Evaluation Criteria			
Pending litigation in accordance with Sub-Factor 2.2.3 of Section III, Evaluation Criteria, as indicated below			
Year	Outcome as Percent of Total Assets	Contract Identification	Total Contract Amount (current value, US\$ equivalent)
_____	_____	Contract Identification: Name of Procuring Entity: Address of Universities Fund: Matter in dispute:	_____
_____	_____	Contract Identification: Name of Procuring Entity: Address of Universities Fund: Matter in dispute:	_____

5. Form EXP - 1 Experience – General Experience

Tenderer's Legal Name: _____ Date: ____

JV Member Legal Name: _____ ITT No.: _____

Page_of _____ pages

Startin gMonth / Year	Ending Month / Year	Years*	Contract Identification	Role of Tendere r
_____	_____		Contract name: Brief Description of the Customer Service Relationship Management Software(CRM) performedby the Tenderer: Name of Procuring Entity:Address:	_____
_____	_____		Contract name: Brief Description of the Customer Service Relationship Management Software(CRM) performedby the Tenderer: Name of Procuring Entity:Address:	_____
_____	_____		Contract name: Brief Description of the Customer Service Relationship Management Software(CRM) performedby the Tenderer: Name of Procuring Entity:Address:	_____
_____	_____		Contract name: Brief Description of the Customer Service Relationship Management Software(CRM) performed bythe Tenderer: Name of Procuring Entity:Address:	_____
_____	_____		Contract name: Brief Description of the Customer Service Relationship Management Software(CRM) performed bythe Tenderer: Name of Procuring Entity:Address:	_____
_____	_____		Contract name: Brief Description of the Customer Service Relationship Management Software(CRM) performedbythe Tenderer: Name of Procuring Entity:Address:	_____

6. Form EXP - 2 Specific Experience

Tenderer's Legal Name: _____

Date: ITT No.: _____

JV Member Legal Name: _____

Page _____ of _____ pages

Similar Contract Number: _____ of _____ required.	Information		
Contract Identification	_____		
Award date	_____		
Completion date	_____		
Role in Contract	<input type="checkbox"/> Prime Supplier	<input type="checkbox"/> Management Contractor	<input type="checkbox"/> Subcontractor
Total contract amount	_____		US\$ _____ -
If member in a JV or subcontractor, specify participation of total contract amount	_____ %	_____	US\$ _____
Universities Fund's Name:	_____		
Address:	_____ _____		
Telephone/fax number:	_____		
E-mail:	_____		

7. Form EXP - 2 (cont.) Specific Experience (cont.)

Tenderer's Legal Name: ____

Page_of____pages

JV Member Legal Name: ____

Similar Contract No.____[insert specific number] of [total number of contracts] _ required	Information
Description of the similarity in accordance with Sub-Factor 2.4.2 of Section III:	
Amount	_____
Physical size	_____
Complexity	_____
Methods/Technology	_____
Key Activities	_____

8. Form CCC-1 Summary Sheet: Current Contract Commitments/ Work in Progress

Name of Tenderer or partner of a Joint Venture.

Tenderers and each partner to a Joint Venture tender should provide information on their current commitments on all contracts that have been awarded, or for which a Form of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued

Name of contract	Universities Fund, contact address/tel./fax	Value of outstanding Customer Service Relationship Management Software(CRM) (current Kshs. or equivalent)	Estimated completion date	Average monthly invoicing over last six months (Kshs. Or equivalent/ month)
1.				
2.				
3.				
4.				
5.				
etc.				

9. Form FIN - 1 Financial

Situation Historical Financial

Performance

Tenderer's Legal Name: _____ Date: _____ JV Member Legal Name: _____ ITT No.

_____ Page ___ of ___ pages

To be completed by the Tenderer and, if JV, by each member

Financial information in Kshs. or equivalent	Historic information for previous ____ (__) years (Kshs. or equivalent in 000s)						
	Year 1	Year 2	Year 3	Year ...	Year n	Avg.	Avg. Ratio
Information from Balance Sheet							
Total Assets (TA)							
Total Liabilities (TL)							
Net Worth (NW)							

Current Assets (CA)							
Current Liabilities (CL)							
Information from Income Statement							
Total Revenue (TR)							
Profits Before Taxes (PBT)							

Attached are copies of financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following conditions:

- a) Must reflect the financial situation of the Tenderer or member to a JV, and not sister or parent companies.
- b) Historic financial statements must be audited by a certified accountant.
- c) Historic financial statements must be complete, including all notes to the financial statements.
- d) Historic financial statements must correspond to accounting periods already completed and audited(no statements for partial periods shall be requested or accepted).

10. Form FIN -2 Average Annual Turnover

Tenderer's Legal Name: _____ Date: _____ JV Member Legal Name: _____ ITT

No.: _____ Page ___ of ___ pages

Annual turnover data (applicable activities only)		
Year	Amount and Currency	Kshs. or equivalent
	_____	_____
	_____	_____
	_____	_____
	_____	_____
	_____	_____
*Average Annual Turnover	_____	_____

*Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the number of years specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 2.3.2.

11. Form F-3 Financial Resources

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total cash flow demands of the subject contractor contracts as indicated in Section III, Evaluation and Qualification Criteria.

Source of financing	Amount (Kshs. or equivalent)
1.	
2.	
3.	
4.	

12. Personnel Capabilities

i) Key Personnel

Name of Tenderer or partner of a Joint Venture

Tenderers should provide the names and details of the suitably qualified Personnel to perform the Contract. The data on their experience should be supplied using the Form PER-2 below for each candidate.

1.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
2.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
3.	Title of position: ...	
	Name of candidate:	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
4.	Title of position:	
	Name of candidate	

	Duration of appointment:	[insert the whole period (start and end dates) for which this position will be engaged]
	Time commitment for this position:	[insert the number of days/week/months/ that has been scheduled for this position]
	Expected time schedule for this position:	[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]
6...	Title of position:	
	Name of candidate	
	Duration of appointment:	[insert the whole period (start and end dates) for which this position will be engaged]
	Time commitment for this position:	[insert the number of days/week/months/ that has been scheduled for this position]
	Expected time schedule for this position:	[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]

ii) Candidate Summary

Position		Candidate
		<input type="checkbox"/> Prime <input type="checkbox"/> Alternate
Candidate information	Name of candidate	Date of birth
	Professional qualifications	
Present employment	Name of Employer	
	Address of Employer	
	Telephone	Contact (manager / personnel officer)
	Fax	Email
	Job title of candidate	Years with present Employer

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experience

iii) **Technical Capabilities**

Tenderer shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the TENDER FOR Supply, Delivery, configuration, installation, deployment and support of Customer Relationship Management Software (CRM)

With this form, the Tenderer should summarize important certifications, proprietary methodologies, and/or specialized technologies that the Tenderer proposes to utilize in the execution of the Contract or Contracts.

(iv) Manufacturer's Authorization

Note: This authorization should be written on the Form head of the Manufacturer and be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.

Invitation for Tenders Title and No.: _____ [*Universities Fund insert: ITT Title and Number*]

To: _____ [*Universities Fund insert: Universities Fund's Officer to receive the Manufacturer's Authorization*]

WHEREAS [*insert: Name of Manufacturer*] who are official producers of _____
[*insert: items of supply by Manufacturer*] and having production facilities at _____ [*insert: address of Manufacturer*] do here by authorize _____ [*insert: name of Tenderer or Joint Venture*]
located at _____ [*insert: address of Tenderer or Joint Venture*] (hereinafter, the "Tenderer") to submit a tender and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us:

We hereby confirm that, in case the tendering results in a Contract between you and the Tenderer, the above-listed products will come with our full standard warranty.

Name [*insert: Name of Officer*] in the capacity of [*insert: Title of Officer*] Signed _____

Duly authorized to sign the authorization for and on behalf of: _____ [*insert: Name of Manufacturer*]

Dated this _____ [*insert: ordinal*] day of _____ [*insert: month*], [*insert: year*]. [*add Corporate Seal*]

(where appropriate)

(v) Subcontractor's Agreement

Note: This agreement should be written on the Form head of the Subcontractor and be signed by a person with the proper authority to sign documents that are binding on the Subcontractor.

Invitation for Tenders Title and No.: _____ [*Universities Fund insert: ITT Title and Number*]

To: _____ [*Universities Fund insert: Universities Fund's Officer to receive the Subcontractor's Agreement*]

WHERE AS [*insert: Name of Subcontractor*], having head offices at _____ [*insert: address of Subcontractor*], have been informed by [*insert: name of Tenderer or Joint Venture*] located at _____ [*insert: address of Tenderer or Joint Venture*] (here in after, the "Tenderer") that it will submit a tender in which _____ [*insert: Name of Subcontractor*] will provide [*insert: items of supply or services provided by the Subcontractor*]. We hereby commit to provide the above-named items, in the instance that the Tenderer is awarded the Contract.

Name [*insert: Name of Officer*] in the capacity of _____ [*insert: Title of Officer*]

Signed _____ Duly authorized to sign the authorization for and on behalf of: _____ [*insert: Name of Subcontractor*]

Dated this _____ [*insert: ordinal*] day of _____ [*insert: month*], _____ [*insert: year*].

[*add Corporate Seal (where appropriate)*]

vi) List of Proposed Subcontractors

	Item	Proposed Subcontractor	Place of Registration & Qualifications

13. Intellectual Property

Forms Notes to Tenderers on working with the IntellectualProperty Forms

In accordance with ITT 11.1(j), Tenderers must submit, as part of their tenders, lists of all the Software included inthe tender assigned to one of the following categories: (A) System, General-Purpose, or Application Software; or

(B) Standard or Custom Software. Tenderers must also submit a list of all Custom Materials. These categorizationsare needed to support the Intellectual Property in the GCC and SCC.

i) Software List

Software Item	(Select one per item)			(Select one per item)	
	System Software	General-Purpose Software	Application Software	Standard Software	Custom Software

i) List of Custom Materials

Custom Materials

14. Conformance of Customer Service Relationship Management Software(CRM)

I) Format of the Technical Tender

In accordance with ITT 16.2, the documentary evidence of conformity of the Customer Service Relationship Management Software(CRM) to the tendering documents includes (but is not restricted to):

- a) The Tenderer's Preliminary Project Plan, including, but not restricted, to the topics specified in the TDS ITT 16.2. The Preliminary Project Plan should also state the Tenderer's assessment of the major responsibilities of the Universities Fund and any other involved third parties in System supply and installation, as well as the Tenderer's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.
- b) A written confirmation by the Tenderer that, if awarded the Contract, it shall accept responsibility for successful integration and interoperability of all the proposed Information Technologies included in the System, as further specified in the Technical Requirements.
- c) Item-by-Item Commentary on the Technical Requirements demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Technical Requirements.

In demonstrating the responsiveness of its tender, the Tenderer must use the Technical Responsiveness Checklist (Format). Failure to do so increases significantly the risk that the Tenderer's Technical Tender will be declared technically non-responsive. Among other things, the checklist should contain explicit cross-references to the relevant pages in supporting materials included the Tenderer's Technical Tender.

Note: The Technical Requirements are voiced as requirements of the *Supplier* and/or the *System*. The Tenderer's response must provide clear evidence for the evaluation team to assess the credibility of the response. A response of "yes" or "will do" is unlikely to convey the credibility of the response. The Tenderer should indicate *that*—and to the greatest extent practical—*how* the Tenderer would comply with the requirements if awarded the contract. Whenever the technical requirements relate to feature(s) of existing products (e.g., hardware or software), the features should be described and the relevant product literature referenced. When the technical requirements relate to professional services (e.g., analysis, configuration, integration, training, etc.) some effort should be expended to describe how they would be rendered – not just a commitment to perform the [cut-and-paste] requirement. Whenever a technical requirement is for the Supplier to provide certifications (e.g., ISO9001), copies of these certifications must be included in the Technical Tender.

Note: The Manufacturer's Authorizations (and any Subcontractor Agreements) are to be included in Attachment 2 (Tenderer Qualifications), in accordance with and ITT 15.

Note: As a matter of practice, the contract cannot be awarded to a Tenderer whose Technical Tender deviate (materially) from the Technical Requirements – *on any Technical Requirement*. Such deviations include omissions (e.g., non-responses) and responses that do not meet or exceed the requirement. Extreme care must be exercised in the preparation and presentation of the responses to all the Technical Requirements.

- d) Supporting materials to underpin the Item-by-item Commentary on the Technical Requirements (e.g., product literature, white-papers, narrative descriptions of technical approaches to be employed, etc.). In the interest of timely tender evaluation and contract award, Tenderers are encouraged not to overload the supporting materials with documents that do not directly address the Universities Fund's requirements.
- e) Any separate and enforceable contract(s) for Recurrent Cost items which the TDSITT17.2 required Tenderers to tender.

Note: To facilitate tender evaluation and contract award, Tenderers encouraged to provide electronic copies of their Technical Tender—preferably in a format that the evaluation team can extract text from to facilitate the tender clarification process and to facilitate the preparation of the Tender Evaluation Report.

II) Technical Responsiveness Checklist (Format)

Tech. Require. No. _	Technical Requirement: <i>[insert: abbreviated description of Requirement]</i>
Tenderer's technical reasons supporting compliance:	
Tenderer's cross references to supporting information in Technical Tender:	

FORM OF TENDER SECURITY- [Option 1–Demand Bank Guarantee]

Beneficiary: _____

Request for Tenders No:

Date: _____

TENDER GUARANTEE No.: _____

Guarantor: _____

1. We have been informed that _____ (here inafter called "the Applicant") has submitted or will submit to the Beneficiary its Tender (here inafter called" the Tender") for the execution of _____ under Request for Tenders No. ("the ITT").

2. Furthermore, we understand that, according to the Beneficiary's conditions, Tenders must be supported by a Tender guarantee.

3. At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of (_____) upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:

(a) has withdrawn its Tender during the period of Tender validity set forth in the Applicant's Letter of Tender ("the Tender Validity Period"), or any extension thereto provided by the Applicant; or

b) having been notified of the acceptance of its Tender by the Beneficiary during the Tender Validity Period or any extension there-to provided by the Applicant, (i) has failed to execute the contract agreement, or (ii) has failed to furnish the Performance.

4. This guarantee will expire: (a) if the Applicant is the successful Tenderer, upon our receipt of copies of the contract agreement signed by the Applicant and the Performance Security and, or (b) if the Applicant is not the successful Tenderer, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Tendering process; or (ii) thirty days after the end of the Tender Validity Period.

5. Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on/or before that date.

[signature(s)]

Note: All italicized text is for use in preparing this form and shall be deleted from the final product.

PART 2 – UNIVERSITIES FUND'S REQUIREMENTS

SECTION V-REQUIREMENTS FOR TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE (CRM) (INCLUDING TECHNICAL REQUIREMENTS, IMPLEMENTATION SCHEDULE, SYSTEM INVENTORY TABLES, BACKGROUND, REQUIRED QUANTITIES AND INFORMATIONAL MATERIALS)

TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE (CRM)

Background

The Universities Fund requires a robust, secure, and integrated Customer Relationship Management (CRM) system to support effective engagement with universities, students, government agencies, partners, and other stakeholders. The CRM system will centralize interactions, automate service delivery processes, enhance stakeholder experience, and integrate with internal operational and financial systems to support informed decision-making.

The Universities Fund therefore invites bids for the supply, configuration, setup, implementation, integration, deployment and support of an enterprise-grade Customer Relationship Management (CRM) system to enhance stakeholder engagement, service delivery, workflow automation, analytics, and integration with internal systems.

Scope of Work

Bidders MUST satisfactorily describe in the plan how they will supply, implement, support, and maintain the UF Customer Service Relationship Management Software(CRM) within the following required scope:

- i. CRM software licenses and/or subscription for 10 users scalable
- ii. Configuration and customization
- iii. System integration
- iv. Data migration
- v. Training and change management
- vi. Support and maintenance

Functional Technical Specifications

Customer Interaction Management

Requirements	Specification
Unified Communication	Single platform integrating email, phone, chat, web portal, and social media
Interaction Logging	Automatic capture of all stakeholder interactions
Conversation History	Complete, searchable, chronological history per stakeholder

Ticketing and Case Management

Requirements	Specification
Ticket Creation	Automatic ticket generation from all interaction channels
Case Tracking	Real-time status tracking and SLA monitoring
Prioritization	Configurable priority levels
Escalation	Automated escalation rules

Customer Feedback and Surveys

Feedback Automation	Automatic feedback requests post-case resolution
Surveys	Configurable satisfaction and service quality surveys
Analytics	Survey results linked to service performance

Analytics and Reporting

Dashboards	Real-time operational dashboards
Reports	Custom and standard reports
Metrics	Response time, resolution time, CSAT, backlog

Customer Segmentation and Insights

Profiles	Centralized stakeholder profiles
Segmentation	Configurable segmentation rules
Insights	Service trends and engagement patterns

Workflow Automation

Auto Responses	Predefined responses for common queries
Task Automation	Automated assignment, reminders, approvals
SLA Workflows	SLA-based triggers and notifications

Integration Requirements

Internal Systems Integration	Bi-directional integration with ERP
APIs	Secure REST/OData APIs
Data Sync	Real-time and scheduled synchronization

Data Security and Privacy

Access Control	Role-based and field-level security
Authentication	Integration with centralized identity management
Encryption	Data encrypted at rest and in transit
Audit Trails	Full audit logs
Compliance	Data protection and UF's ICT policies

Non Functional Requirements

- High availability ($\geq 99.9\%$)
- Scalability for institutional growth
- Web and mobile access
- Disaster recovery and backup
- User-friendly interface

Deliverables

- Configured CRM system
- Integration interfaces
- User manuals
- Training for staff
- Training materials
- Support documentation
- Go-live and 12 months post-implementation support

Evaluation Criteria

i. Preliminary Evaluation – Stage 1 (All Mandatory)

All Tenderers MUST meet the following MANDATORY requirements.

Tenderers that do not meet ALL the MANDATORY requirements will be considered non-responsive and will not be considered further:

No.	Requirements
1	Must Submit Duly filled and signed Self-Declaration Forms (SD1 & SD2)
2	Must Submit a copy of Valid Tax Compliance certificate/Exemption.
3	Must submit a Valid Certificate of Incorporation/Registration
4	Must submit a copy of PIN/VAT certificate
5	Valid business license permit/ Trading License
6	<ul style="list-style-type: none">▪ Must fill up, signed and stamped declaration form that they will not engage in any corrupt practice
7	Must submit Original Manufacturer's Authorization for the proposed Customer Relationship Management Software components. The Manufacturer's Authorization shall be for all the Customer Relationship Management Software components proposed and MUST be specific for this tender.

No.	Requirements
8	Must submit copies of audited accounts or financial statements, for the last three (3) years (2024, 2023 & 2022) Copy of practicing license from a recognized accounting body for the auditor(s) who audited the latest Annual Accounts and/or financial statements of the bidder must be attached.
9	Must fill the Form of Tender in the provided Format
10	Evidence of physical address (attach documentary evidence in form of lease agreement/title deed or payment for utilities e.g., water bills or electricity bills).
11	Must provide Tender security of Kenya Shillings; Two Hundred Thousand(Kshs. 200,000.00) in the form of a bank guarantee from a reputable bank, a bankers cheque, insurance from companies authorized to transact in bid bonds, letter of credit or a guarantee by a deposit taking microfinance institution, Sacco Society, Youth Enterprise Fund or Women Enterprise Fund and valid for a period of 120 days from the day of opening the tender.
12	Must provide duly filled Confidential Business Questionnaire
13	References from clients; Attach Award letter/LSO/LPO/ Contract/copy of completion certificate or recommendation letter from at least Four (4) projects involving supply, delivery, configuration, licensing, and warranty of Customer Relationship Management Software of similar nature, scope, and Complexity in the public/private sector.
14	Must fill up, signed and stamped declaration that the bidder or his or her sub-contractors are not debarred from participating in Public Procurement.
15	Attach a copy of CR12 from the registrar of companies valid within the last 3 months.
16	Must Fill the Price Schedule in the format provided
17	Paginating all the pages in the document in a continuous series

Note:

- i. Only bids meeting all the above MANDATORY requirements shall proceed to the next phase of detailed technical evaluation.

AT THIS STAGE, THE TENDERER'S SUBMISSION WILL EITHER BE RESPONSIVE OR NON-RESPONSIVE. THE NON-RESPONSIVE SUBMISSIONS WILL BE ELIMINATED FROM THE ENTIRE EVALUATION PROCESS AND WILL NOT BE CONSIDERED FURTHER.

ii. Technical Evaluation - Stage 2 (Pass Mark 90%)

Award of points for the **Detailed Technical Evaluation** will be as follows: -

Item	Technical Evaluation	Point Scored	Max. Points
	Specific Experience Experience in CRM/ICT systems implementation (minimum 3 projects)		5 Marks
	Methodology, Work Plan & Staffing		15 Marks

1.0	<p>d) Technical Approach & Methodology – 6 Marks</p> <p><i>vii. Understanding of CRM requirements – 3 Marks</i> Demonstrates understanding of CRM functionalities (automation, workflows, reporting), Integration with Microsoft Dynamics 365 Business Central and Data protection and security requirements.</p> <p><i>viii. Clarity of implementation methodology – 3 Marks</i> Demonstrate how the CRM will be implemented.</p> <p>e) Work Plan – 5 Marks</p> <p><i>ix. Realistic timelines & milestones – 3 Marks</i> Demonstrate Clearly the defined project duration and projected milestones of implementation.</p> <p><i>x. Logical sequencing of activities – 2 Marks</i> Clear Workplan showing breakdown of activities</p> <p>f) Organization & Staffing – 4 Marks</p> <p><i>xi. Team structure & roles clarity – 2 Marks</i> Demonstrate Clear organizational structure and the defined roles and responsibilities.</p> <p><i>xii. Adequacy of skills mix – 2 Marks</i> Demonstrate Team has the right combination of Skills that match the project requirements.</p>		15
2.0	<p>Conformity to Technical Specifications</p> <p>f) Functional, Architectural & Performance Requirements (15 Marks)</p> <p>A clear description of the proposed CRM system showing Key functionalities and System architecture (with diagrams) showing how the solution will operate. Demonstrate How the system will scale (handle more users/data) and maintain performance</p> <p>g) Service Specifications – Supply & Installation (5 Marks)</p> <p>A clear plan for Installation of the CRM system deployment (how the system will go live). Also provide description of tools, environments, and readiness requirements.</p> <p>h) Technology Specifications (5 Marks)</p> <p>Provide details of APIs and integration tools. Demonstrate how the CRM will integrate with Microsoft Dynamics 365 Business Central and also Data synchronization (real-time or scheduled)</p> <p>i) Testing & Quality Assurance (5 Marks)</p> <p>Provide A testing plan covering System testing and User acceptance testing (UAT).</p>		45

	<p>Demonstrate procedures for validating system performance before go-live.</p> <p>j) Recurrent Service Specifications (Support & Maintenance) (5 Marks)</p> <p>Demonstrate Maintenance plan including updates and support</p>		
3.0	<p>b) Key Personnel (Technical Team)</p> <p>Bidder must submit detailed CV's and valid professional certificates in order to verify experience</p> <p>v. Project Manager – 8 Marks</p> <p>Must possess of Bachelor’s Degree in IT, Computer Science, Engineering or related field-2 Marks.</p> <p>Must possess PMP / PRINCE2 or equivalent project management certification- 2 Marks.</p> <p>Minimum 5 years experience in ICT project management- 2 Marks.</p> <p>Experience in at least 2 CRM/ERP/system implementation projects- 2 Marks.</p> <p>vi. Technical Lead – 7 Marks</p> <p>Minimum Bachelor’s Degree in IT, Computer Science, Software Engineering or related field- 2 Marks</p> <p>Must have CRM-related certification OR Systems/Software certification (e.g., Microsoft, Oracle, etc.)- 1 mark.</p> <p>Minimum 4 years experience in system development/implementation.- 2 Marks.</p> <p>Participation in at least 2 CRM implementation projects- 2 Marks.</p> <p>vii. Systems Integration Specialist – 5 Marks</p> <p>Minimum Bachelor’s Degree in IT, Computer Science or related field- 1 Mark.</p> <p>Must possess Integration/API-related certification or equivalent experience Integration/API-related certification or equivalent experience- 1 Mark.</p> <p>Minimum 3 years experience in systems integration- 1 Mark</p> <p>Demonstrated experience integrating CRM with ERP (e.g.,</p>		25

	<p>Microsoft Dynamics)- 1 Mark.</p> <p>iii. Support / Implementation Engineers - 5 Marks</p> <p>Must possess Diploma or Degree in IT or related field- 2 Marks.</p> <p>Provide Relevant certification (CRM platform / ITIL / support-related)- 1 Mark</p> <p>Minimum 2 years experience in system implementation/support- 2 Marks.</p>		
4.0	<p>TRANSFER OF KNOWLEDGE & TRAINING (5 MARKS)</p> <p>iv. <i>Training Program - 2 Marks</i></p> <p>Bidders shall submit a comprehensive training plan for Universities Fund (UF) staff covering system use, administration, and support.</p> <p>v. <i>Training Methodology - 2 Marks</i></p> <p>Bidders shall submit a comprehensive Approach to knowledge transfer.</p> <p>vi. <i>Trainer Qualifications - 1 Mark</i></p> <p>Bidders shall submit CVs of proposed trainers and demonstrate their Relevant qualifications and experience in CRM/ICT training</p>		5
	<p>PARTICIPATION BY KENYAN EXPERTS (5 MARKS)</p> <p>Bidders shall indicate the Nationality of each proposed key expert and their level of involvement (time allocation) in the project</p>		5
	<p>Total Technical Score (TS) (Points / Marks)</p>		100

iii. Detailed Technical Evaluation - Stage 3

Whether proposed solution **meets all technical requirements**

S.N	Web application Firewall (1 Unit)	Complied Yes/No
1.1	General Requirements	
1.1.1	The CRM system shall be a web-based or cloud-based solution accessible via standard browsers	
1.1.2	The solution shall support 24/7 availability with defined uptime SLA (minimum 99.5%)	
1.1.3	The system shall provide user-friendly interface with role-based dashboards	
	The solution shall support multi-user access with role-based permissions	
	The system shall support scalability to accommodate future growth in users and data	
1.2	Functional Requirements	
1.2.1	Ability to manage customer profiles and interactions	
1.2.2	Support for automated workflows (task assignment, approvals, notifications)	
1.2.3	Support for SLA-based workflows and escalation triggers	
1.2.4	Ability to generate auto-responses for predefined scenarios	
1.2.5	Support for case/ticket management and tracking	
1.2.6	Ability to generate reports and dashboards (custom and standard)	
1.2.7	Ability to manage communication channels (email, notifications, alerts)	
1.2.8	Complete incident reports and drill down on a per-incident basis	
1.3.0		
1.3.1	The CRM system shall support integration with Microsoft Dynamics 365 Business Central	
1.3.2	The system shall provide secure REST / OData APIs for integration	
1.3.3	The system shall support real-time and scheduled data synchronization	
1.3.4	The system shall support bi-directional data exchange with internal systems	
1.4.0		
1.4.1	The system shall provide role-based access control (RBAC)	
1.4.2	The system shall support integration with identity management systems (SSO, AD, LDAP).	
1.4.3	Data shall be encrypted at rest and in transit	
1.4.4	The system shall maintain audit trails for all user activities	
1.4.5	The solution shall comply with Data Protection Act and UF ICT policies	
1.5.0		
1.5.1	The system shall support high availability and minimal downtime	
1.5.2	The system shall support fast response times under normal and peak loads	

1.5.3	The solution shall provide performance monitoring and reporting tools	
1.6.0		
1.6.1	Ability to generate real-time dashboards and reports	
1.6.2	Support for customizable reporting tools	
1.6.3	Ability to export reports (PDF, Excel, etc.)	
1.7.0		
1.7.1	Provision of SLA-based support (response and resolution times)	
1.7.2	Provision of system updates and maintenance	
1.7.3	Availability of helpdesk support (email and phone)	
1.8.0		
1.8.1	Bidder shall provide implementation plan with timelines	
1.8.2	Bidder shall provide data migration plan from existing systems	
1.8.3	Bidder shall provide testing and deployment plan	
1.9.0		
1.9.1	Bidder shall provide end-user and administrator training	
1.9.2	Bidder shall provide user manuals and technical documentation	

NB: Any Response attracting a “NO” is automatic disqualification.

CRM ARCHITECTURE DIAGRAM (LOGICAL VIEW)

[Users] |

|-- Web Portal

|-- Email / Phone / Chat / Social Media |

[CRM Application Layer]

|-- Interaction Management |--

Ticketing & Case Management |

-- Workflow Automation |-- Analytics & Dashboards |

[Integration Layer]

|-- API Gateway |

-- Middleware / Integration Services |

[Internal Systems] |

-- Financial / ERP System |

-- Scholarship & Funding Systems |

-- Identity Management (SSO) |

[Data Layer]

|-- CRM Database |

-- Audit Logs |

-- Reporting Warehouse

Security Controls

Applied Across Layers:

- Role-based access
- Encryption
- Audit logging
- Backup and disaster recovery

ALIGNMENT WITH GOVERNMENT ICT STANDARDS & e-GP REQUIREMENTS

Government ICT Standards Alignment

The CRM solution shall comply with:

- National ICT Policy and Strategy
- Government Enterprise Architecture (GEA)
- Data Protection legislation
- ICT Authority security standards
- Business Continuity and Disaster Recovery guidelines

Governance and Controls

- Separation of roles and duties
- Approval workflows aligned to public sector governance
- Audit trails for accountability
- Reporting for oversight bodies

Sustainability and Vendor Accountability

- Clear SLAs
- Knowledge transfer and training to internal staff
- Local support and capacity building
- Exit and data ownership provisions

iv. Financial evaluation criteria – Stage 4

Only bidders who shall meet the all the preliminary evaluation criteria in stage 1 of the evaluations, attain a score of 90% and above in the technical evaluation criteria in stage 2 of

the evaluations and further meet all mandatory UF's minimum detailed technical requirements in stage 3 on their proposed – Customer Service Relationship Management Software(CRM) shall qualify for the consideration of their financial proposals.

Price Schedule (Mandatory Structure)

A. One off Cost

SN.	Item description	Amount (Kshs.)
1.0	Supply, Delivery, configuration, installation, deployment and support of Customer Relationship Management Software (CRM) – 5 Year Renewable Licenses	
2.0	Implementation / Professional Services (Customization, Integration, Data Migration, Testing, Go-Live Support)	
3.0	Annual Renewable Support and Maintenance for CRM Solution (SLA-based support, updates, system monitoring)	
4.0	Training of ICT Staff and End Users on the CRM System (User Training, Administrator Training, Documentation)	
Sub-Totals:		
VAT:		
Grand Total:		

B. Annual Recurrent Cost

SN.	Item description	Amount (Kshs.)
1.0	Yearly OEM Support / Licenses /Warranties for the deployed Customer Relationship Management Software (CRM) as per specifications	
Sub-Totals:		
VAT:		
GRAND TOTAL (KSHS.) for Annual recurrent cost:		

Award criteria

The tender shall be awarded to lowest evaluated responsive bidder whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

F. Service Specifications – Recurrent Cost Items APPLICABLE

- (i) Warranty Defect

Repair

1.1 The Supplier MUST provide the following services under the Contract or, as appropriate underseparate contracts (as specified in the tendering documents).

- (1) Warranty Defect Repair Service: [for example, specify: coverage period; response timeand problem-resolution performance standards; modes of service, such as on-site, on- call, or return to warehouse; etc. (indicate how these may vary among hardware, software, network technologies, etc.)]

(ii) Technical Support Team **APPLICABLE**

2.1 The Supplier MUST provide the following services under the Contract or, as appropriate underseparate contracts (as specified in the tendering documents).

- (1) user support / hot line: [for example, specify: coverage period; response time and problemresolution performance standards; etc.]
- (2) Technical Assistance: [for example, specify: categories of technical staff required; anticipated tasks and objectives; response-time performance standards; etc. (indicatehow these may vary among hardware, software, network technologies, etc.)]
- (3) Post-Warranty Maintenance Services: [for example, specify: coverage period; responsetime and problem-resolution performance standards; modes of service, such as on-site, on-call, or return to warehouse; etc. (indicate how these may vary among hardware, software, network technologies, etc.)]

(iii) Requirements of the Supplier's Technical Team **APPLICABLE**

3.1 The Supplier MUST provide a technical team to cover the Universities Fund's anticipated Post- Operational Acceptance Technical Assistance Activities Requirements with the roles andskill levels that are specified below. The minimum expected quantities of inputs by the Supplier's technical support team are specified in the relevant System Inventory Tables for Recurrent Cost Items.

- (1) Project Manager: [for example, specify: education/certifications, years' experience in,demonstrated successful experience in, etc.]
- (2) Technical Project Lead: [for example, specify: education/certifications, years' experience in,demonstrated successful experience in, etc.]
- (3) Technical engineer: [for example, specify: education/certifications, years' experiencein, demonstrated successful experience in, etc.].

Note: The Technical Assistance Team specification may be used to develop tender prices for

technicalsupport Recurrent Costs. These may be included in the main Contract or be subject to separate contracts. In either regard, to obtain meaningful and comparable tender prices, the Universities Fund will need to specify the roles of the technical support team members in this section and indicate the quantities of the corresponding inputs in the Systems Inventory Tables for Recurrent Cost items.

Notes on preparing the Implementation Schedule *the Implementation Schedule summarize when and where Installation, and Operational Acceptance should take place for all Sub systems and/ or major components of the System, and for the overall System it self—as well as any other major Contract milestones.*

Note: *The delivery date is not presented in the Implementation Schedule. Under Incoterms 2010 for CIP, Delivery refers to the date when the Supplier delivers the goods to the first carrier at the port of embarkation, not to the arrival of the goods at the destination site. Delivery (shipment) date therefore varies according to the country of origin of the goods and the Supplier's chosen method of transport.*

The target dates need to be realistic and achievable in light of the capacity of both the average Supplier and the Universities Fund to carry out their respective contract obligations. Also, the Universities Fund must take care to ensure that the dates specified in the Schedule are consistent with any specified elsewhere in the tendering document, especially in the GCC/SCC (e.g., and/ or times specified for the submission and acceptance of the Agreed Project Plan). The work breakdown structure (deliverables) in the Implementation Schedule should be sufficiently detailed to facilitate careful management of the Contract - but not so detailed that it unnecessarily constrains tenderers from organizing the proposed work in the most efficient and effective manner.

To facilitate the tendering and the contract management processes, the Implementation Schedule, the System Inventory Tables and Price Schedules should be closely linked. In particular, the Implementation Schedule defines the major deliverable Subsystems. For each Subsystem there should be a corresponding System Inventory Table or Tables. These System Inventory Tables catalog the specific items (inputs) comprising the Sub system, as well as the quantities of each item required (for the supply and install cost items as well as their current cost items). For each System Inventory Table there should be a corresponding Price Schedule that closely mirrors the System Inventory Table. Careful development of these materials will greatly improve the chances of obtaining complete and comparable tenders (and ease the tender evaluation process) as well as improving the likelihood that the Universities Fund's and Supplier's interactions during contract execution are closely orchestrated (thus easing the burden of contract management and improving the likelihood of successful implementation of the Customer Service Relationship Management Software(CRM)).

The sample tables comprise:

- a) An Implementation Schedule Table;*
- b) A Site Table(s); and*
- c) A Table of Holidays and other Non-Working Days.*

The Universities Fund should modify these tables, as required, to suit the particulars of the System (and Sub systems) to be supplied and installed. The sample text in the tables is illustrative only and should be modified or deleted as appropriate. The timings stated in the Implementation Schedule should be specified in weeks from Contract Effectiveness. This will ease the maintenance of the tendering documents during the preparation and tendering processes.

Where appropriate, the Implementation Schedule should indicate the deliverables against which Liquidated Damages may be applied in the event of implementation delays arising from the actions of the Supplier (as governed by the SCC and GCC clause 28). These milestones should be kept to the essential minimum needed by the Universities Fund to ensure contract discipline by the Supplier- but not so many that they unnecessarily strain the Universities Fund-Supplier relationship upon which the successful implementation of the Customer Service Relationship Management Software(CRM) will invariably depend.

The Site Table(s) catalog the physic allocation of the site(s) where the System is to be supplied, installed, and operated. The site(s) may consist of a number of branch offices in remote regions, different departments or offices in the same city, or a combination of these. The Universities Fund must specify this information in sufficient detail so that Tenderers can accurately estimate costs related to:

- a) Delivery and insurance;*
- b) Installation, including cabling and inter-building communications, etc.*
- c) Perform support services, such as warranty defect repair, maintenance, and other technical support services; and*
- d) Other related Service obligations the successful Tenderer will have to perform under the Contract, including related travel and subsistence costs.*

This information will also help Tenderers identify which site(s) may warrant a site visit during the period they are preparing their tenders. If the System presents complex installation challenges, site layout drawings should be included in the Background and Informational Materials Section.

[Specify desired installation and acceptance dates for all items in Schedule below, modifying the sample line items and sample table entries as needed.]

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Tenderer to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
0	Project Plan	--	--		--	W_	no
1	Subsystem 1	1	---		--	--	--
:	etc.						
x	Operational Acceptance of the System as an integrated whole	--	all sites		--	W__	yes
y	Recurrent Cost Items - Warranty Period	y	--				

Note: The System Inventory Table(s) for the specific items and components that constitute the Subsystems or item. Refer to the Site Table(s) below for details regarding the site and the site code.

-- indicates not applicable. "Indicates repetition of table entry above.

i. Site Table(S)

[Specify: the detailed information regarding the site(s) at which the System is to be operated]

Site Code	Site	City / Town / Region	Primary Address	Street	Drawing Reference No. (if any)
HQ	Headquarters Universities Fund Hazina Trade Centre 5 th floor Monrovia street.	Nairobi	NACOSTI Building		

ii. TABLE OF HOLIDAYS AND OTHER NON - WORKING DAYS

[Specify: the days for each month for each year that are non-working days, due to Holidays or other business reasons (other than weekends).]

New Years Day	1 January
Good Friday	March or April
Easter Monday	March or April
Labour day	1st May
Madaraka Day	1st June
Idd-ul-Fitr	Date depending upon the appearance of the moon
Utamaduni Day.....	10th October
Mashujaa Day	20th October
Jamhuri Day	12th December
Christmas	25th December
Boxing Day	26th December
Idd-ul-Azha	Date depending upon the appearance of the moon

The System Inventory Tables detail:

- a) for each Subsystem (Deliverable) indicated in the Implementation Schedule, the Information Technologies, Materials, and other Goods and Services that comprise the System to be supplied and/or performed by the Supplier;
- b) the quantities of such Information Technologies, Materials, and other Goods and Services;
- c) the sites and the location of each on a specific site (e.g., building, floor, room, department, etc.)
- d) the cross references to the relevant section of the Technical Requirements where that item is described in greater detail.

The Universities Fund should modify these tables, as required, to suit the particulars of the System (and Sub systems) to be supplied and installed. The sample text provided for various sections of the tables is illustrative only and should be modified or deleted as appropriate.

There are two sample formats given for the System Inventory Tables: one for the Supply and Installation cost items and the second for recurrent cost items needed (if any). The second version of the table permits the Universities Fund to obtain price information about items that are needed during the Warranty Period.

A. System Inventory Table (Supply and Installation Cost ITEMS) [insert: identifying NUMBER]

Line-item number: [specify: **relevant line-item number from the Implementation Schedule (e.g., 1.1)**] [as necessary for the supply and installation of the System, specify: **the detailed components and quantities in the System Inventory Table below for the line item specified above, modifying the sample components and sample table entries as needed. Repeat the System Inventory Table as needed to cover each and every line item in the Implementation Schedule that requires elaboration.**]

Component No.	Component	Relevant Technical Specifications No.	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
1.	Subsystem 1		--	--
1.1	_____			--

:				
2.	Subsystem 2			--
2.1	_____			--
:				

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

B. SYSTEM INVENTORY TABLE (RECURRENT COST ITEMS) [INSERT: IDENTIFYINGNUMBER]-

Line-item number: *[specify: relevant line-item number from the Implementation Schedule (e.g., y.1)]*

Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3
1.	Warranty Repair Defect		all items, all sites, included in the Supply and install Price	all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price
2.	Software/Firmware Licenses and Updates:		all items, all sites, included in the Supply and install Price	all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price
3.	Technical Services				
3.1	Project Manager		----days	----days	----days
3.2	Technical Project Lead		----days	----days	----days
3.3	Technical engineer, ... etc.		----days	----days	----days
	...				

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

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

SECTION VI - GENERAL CONDITIONS OF CONTRACT

General Conditions of Contract

A. CONTRACT AND INTERPRETATION

1.1 In this Contract, the following terms *Definitions* shall be interpreted as indicated below.

a) Contract Elements

- i) “Contract” means the Contract Agreement entered into between the Universities Fund and the Supplier, together with the Contract Documents referred to therein. The Contract Agreement and the Contract Documents shall constitute the Contract, and the term “the Contract” shall in all such documents be construed accordingly.
- ii) “Contract Documents” means the documents specified in Article 1.1 (Contract Documents) of the Contract Agreement (including any amendments to these Documents).
- iii) “Contract Agreement” means the agreement entered into between the Universities Fund and the Supplier using the form of Contract Agreement contained in the Sample Contractual Forms Section of the tender documents and any modifications to this form agreed to by the Universities Fund and the Supplier. The date of the Contract Agreement shall be recorded in the signed form.
- iv) “GCC” means the General Conditions of Contract.
- v) “SCC” means the Special Conditions of Contract.
- vi) “Technical Requirements” means the Technical Requirements in Section VII of the tendering documents.
- vii) “Implementation Schedule” means the Implementation Schedule in Section VII of the tendering documents.
- viii) “Contract Price” means the price or prices defined in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.
- ix) “Procurement Regulations” refers to the Regulations issued under the Public Procurement and Asset Disposal Act (2015).
- x) “tendering documents” refers to the collection of documents issued by the Universities

Fund to instruct and inform potential suppliers of the processes for tendering, selection of the winning tender, and Contract formation, as well as the contractual conditions governing the relationship between the Universities Fund and the Supplier. The General and Special Conditions of Contract, the Technical Requirements, and all other documents included in the tendering documents reflect the Procurement Regulations that the Universities Fund is obligated to follow during procurement and administration of this Contract.

b) Entities

- i) “Universities Fund” means the entity purchasing the Customer Service Relationship Management Software(CRM), as **specified in the SCC**.
- ii) “Project Manager” means the person **named as such in the SCC** or otherwise appointed by the Universities Fund in the manner provided in GCC Clause 18.1 (Project Manager) to perform the duties delegated by the Universities Fund.
- iii) “Supplier” means the firm or Joint Venture whose tender to perform the Contract has been accepted by the Universities Fund and is named as such in the Contract Agreement.
- iv) “Supplier's Representative” means any person nominated by the Supplier and named as such in the Contract Agreement or otherwise approved by the Universities Fund in the manner provided in GCC Clause 18.2 (Supplier's Representative) to perform the duties delegated by the Supplier.
- v) “Subcontractor” means any firm to whom any of the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is sub contracted directly or indirectly by the Supplier.
- vi) “Adjudicator” means the person named in Appendix 2 of the Contract Agreement, appointed by agreement between the Universities Fund and the Supplier to make a decision on or to settle any Dispute between the Universities Fund and the Supplier referred to him or her by the parties, pursuant to GCC Clause 43.1 (Adjudication)

c) Scope

- i) “Customer Service Relationship Management Software(CRM)” also called “the System,” means all the Information Technologies, Materials, and other Goods to be supplied, installed, integrated, and made operational (exclusive of the Supplier's Equipment),

together with the Services to be carried out by the Supplier under the Contract.

- ii) "Subsystem" means any subset of the System identified as such in the Contract that may be supplied, installed, tested, and commissioned individually before Commissioning of the entire System.
- i) "Information Technologies" means all information processing and communications-related hardware, Software, supplies, and consumable items that the Supplier is required to supply and install under the Contract.
- ii) "Goods" means all equipment, machinery, furnishings, Materials, and other tangible items that the Supplier is required to supply or supply and install under the Contract, including, without limitation, the Information Technologies and Materials, but excluding the Supplier's Equipment.
- iii) "Services" means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract to supply, install, customize, integrate, and make operational the System. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, Pre-commissioning, Commissioning, maintenance, and technical support.
- iv) "The Project Plan" means the document to be developed by the Supplier and approved by the Universities Fund, pursuant to GCC Clause 19, based on the requirements of the Contract and the Preliminary Project Plan included in the Supplier's tender. The "Agreed Project Plan" is the version of the Project Plan approved by the Universities Fund, in accordance with GCC Clause

19.2. Should the Project Plan conflict with the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

- v) "Software" means that part of the System which are instructions that cause information processing Sub systems to perform in a specific manner or execute specific operations.
- vi) "System Software" means Software that provides the operating and management instructions for the underlying hardware and other components, and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Systems Software. Such System Software includes, but is not restricted to, micro-code embedded in hardware (i.e., "firmware"), operating systems, communications, system and network management, and utility software.
- vii) "General-Purpose Software" means Software that supports general-purpose office and

software development activities and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be General-Purpose Software. Such General-Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software.

- viii) "Application Software" means Software formulated to perform specific business or technical functions and interface with the business or technical users of the System and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Application Software.
- ix) "Standard Software" means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Standard Software.
- x) "Custom Software" means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Custom Software.
- xi) "Source Code" means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software (typically, but not exclusively, required for Custom Software).
- xii) "Materials" means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided to the Universities Fund under the Contract.
- xiii) "Standard Materials" means all Materials not specified as Custom Materials.
- xiv) "Custom Materials" means Materials developed by the Supplier at the Universities Fund's expense under the Contract and identified as such in Appendix 5 of the Contract Agreement and such other Materials as the parties may agree in writing to be Custom Materials. Custom Materials includes Materials created from Standard Materials.
- xv) "Intellectual Property Rights" means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extractor re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sub license, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter in to computer memory, or otherwise

use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.

- xvi) "Supplier's Equipment" means all equipment, tools, apparatus, or things of every kind required in or for installation, completion and maintenance of the System that are to be provided by the Supplier, but excluding the Information Technologies, or other items forming part of the System.

d) Activities

- i) "Delivery" means the transfer of the Goods from the Supplier to the Universities Fund in accordance with the current edition Incoterms specified in the Contract.
- ii) "Installation" means that the System or a Subsystem as specified in the Contract is ready for Commissioning as provided in GCC Clause 26 (Installation).
- iii) "Pre-commissioning" means the testing, checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the Supplier in preparation for Commissioning of the System as provided in GCC Clause 26 (Installation).
- iv) "Commissioning" means operation of the System or any Subsystem by the Supplier following Installation, which operation is to be carried out by the Supplier as provided in GCC Clause 27.1 (Commissioning), for the purpose of carrying out Operational Acceptance Test (s).
- v) "Operational Acceptance Tests" means the tests specified in the Technical Requirements and Agreed Project Plan to be carried out to ascertain whether the System, or a specified Sub system, is able to attain the functional and performance requirements specified in the Technical Requirements and Agreed Project Plan, in accordance with the provisions of GCC Clause 27.2 (Operational Acceptance Test).
- vi) "Operational Acceptance" means the acceptance by the Universities Fund of the System (or any Subsystem(s) where the Contract provides for acceptance of the System in parts), in accordance with GCC Clause 27.3 (Operational Acceptance).

e) Place and Time

- i) "Supplier's Country" is the country in which the Supplier is legally organized, as named in the Contract Agreement.
- ii) **Unless otherwise specified in the SCC** "Project Site (s)" means the place (s) in the Site Table in the Technical Requirements Section for the supply and installation of the

System.

- iii) “Eligible Country” means the countries and territories eligible for participation in procurements.
- iv) “Day” means calendar day of the Gregorian Calendar.
- v) “Week” means seven (7) consecutive Days, beginning the day of the week as is customary in Kenya.
- vi) “Month” means calendar month of the Gregorian Calendar.
- vii) “Year” means twelve (12) consecutive Months.
- viii) “Effective Date” means the date of fulfillment of all conditions specified in Article 3 (Effective Date for Determining Time for Achieving Operational Acceptance) of the Contract Agreement, for the purpose of determining the Delivery, Installation, and Operational Acceptance dates for the System or Sub system(s).
- ix)** “Contract Period” is the time period during which this Contract governs the relations and obligations of the Universities Fund and Supplier in relation to the System, as **unless otherwise specified in the SCC**, the Contract shall continue in force until the Customer Service Relationship Management Software(CRM) and all the Services have been provided, unless the Contract is terminated earlier in accordance with the terms set out in the Contract.
- x) “Defect Liability Period” (also referred to as the “Warranty Period”) means the period of validity of the warranties given by the Supplier commencing at date of the Operational Acceptance Certificate of the System or Sub system(s), during which the Supplier is responsible for defects with respect to the System (or the relevant Sub-system[s]) as provided in GCC Clause 29 (Defect Liability).
- xi) “The Coverage Period” means the Days of the Week and the hours of those Days during which maintenance, operational, and/ or technical support services (if any) must be available.
- xii) “The Post-Warranty Services Period” means the number of years **defined in the SCC** (if any), following the expiration of the Warranty Period during which the Supplier may be obligated to provide Software licenses, maintenance, and/ or technical support services for the System, either under this Contractor under separate contract(s).

2.1 Subject to Article 1.2 (Order of **Contract Documents** Precedence) of the Contract Agreement, all documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract

shall be read as a whole.

3.1 Governing Language *Interpretation*

3.1.1 All Contract Documents and related correspondence exchanged between Universities Fund and Supplier shall be written in **the English Language** of these tendering documents, and the Contract shall be construed and interpreted in accordance with that language.

3.1.2 If any of the Contract Documents or related correspondence are prepared in a language other than the English Language under GCC Clause 3.1.1 above, the translation of such documents into the **English** language shall prevail in matters of interpretation. The originating party, with respect to such documents shall bear the costs and risks of such translation.

3.2 Singular and Plural The singular shall include the plural and the plural the singular, except where the context otherwise requires.

3.3 **Headings**

The headings and marginal notes in the GCC are included for ease of reference and shall neither constitute apart of the Contract nor affect its interpretation.

3.4 **Persons**

Words importing persons or parties shall include firms, corporations, and government entities.

3.5 **Incoterms**

Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties thereunder shall be as prescribed by the Incoterms.

Incoterms means international rules for interpreting trade terms published by the International Chamber of Commerce (latest edition), 38 Cours Albert 1^{er}, 75008 Paris, France.

3.6 **Entire Agreement**

The Contract constitutes the entire agreement between the Universities Fund and Supplier with respect to the subject matter of Contract and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect to the subject matter of the Contract made prior to the date of Contract.

3.7 Amendment

No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party to the Contract.

3.8 Independent Supplier

The Supplier shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture, or other joint relationship between the parties to the Contract.

Subject to the provisions of the Contract, the Supplier shall be solely responsible for the manner in which the Contract is performed. All employees, representatives, or Sub contractors engaged by the Supplier in connection with the performance of the Contract shall be under the complete control of the Supplier and shall not be deemed to be employees of the Universities Fund, and nothing contained in the Contractor in any sub contract awarded by the Supplier shall be construed to create any contractual relationship between any such employees, representatives, or Sub contractors and the Universities Fund.

3.9 Joint Venture

If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Universities Fund for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture. The composition or constitution of the Joint Venture shall not be altered without the prior consent of the Universities Fund.

3.10 Non-waiver

3.10.1 Subject to GCC Clause 3.10.2 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contractor the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, nor shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

3.10.2 Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, must be dated and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

3.11 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such

prohibition, invalidity, or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

3.12 Country of Origin

“Origin” means the place where the Information Technologies, Materials, and other Goods for the System were produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing, Software development, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The Origin of Goods and Services is distinct from the nationality of the Supplier and may be different.

4.1 Unless otherwise stated in the *Notices* Contract, all notices to be given under the Contract shall be in writing and shall be sent, pursuant to GCC Clause 4.3 below, by personal delivery, air mail post, special courier, facsimile, electronic mail, or Electronic Data Interchange (EDI), with the following provisions.

4.1.1 Any notice sent by facsimile, electronic mail, or EDI shall be confirmed within two (2) days after dispatch by notice sent by air mail post or special courier, except as otherwise specified in the Contract.

4.1.2 Any notice sent by air mail post or special courier shall be deemed (in the absence of evidence of earlier receipt) to have been delivered ten (10) days after dispatch. In proving the fact of dispatch, it shall be sufficient to show that the envelope containing such notice was properly addressed, stamped, and conveyed to the postal authorities or courier service for transmission by air mail or special courier.

4.1.3 Any notice delivered personally or sent by facsimile, electronic mail, or EDI shall be deemed to have been delivered on the date of its dispatch.

4.1.4 Either party may change its postal, facsimile, electronic mail, or EDI addresses for receipt of such notices by ten

(10) days' notice to the other party in writing.

4.2 Notices shall be deemed to include any approvals, consents, instructions, orders, certificates, information and other communication to be given under the Contract.

4.3 Pursuant to GCC Clause 18, notices from/to the Universities Fund are normally given by, or addressed to, the Project Manager, while notices from/to the Supplier are normally given by, or addressed to, the Supplier's Representative, or in its absence its deputy if any. If there is no appointed Project Manager or Supplier's Representative (or deputy), or if their related authority is limited by the SCC for GCC Clauses 18.1 or 18.2.2, or for any other reason, the Universities Fund or Supplier may give and receive notices at their fall back addresses. The address of the Project Manager and the fall back address of the Universities Fund are as **specified in the SCC** or as subsequently established/ amended. The address of the Supplier's Representative and the fall back address of the Supplier are as specified in Appendix 1 of the Contract Agreement or as subsequently established/amended.

5.1 The Contract shall be governed by **Governing Law** and interpreted in accordance with the laws of Kenya.

5.2 Throughout the execution of the Contract, the Supplier shall comply with the import of goods and services prohibitions in Kenya when

- a As a matter of law or official regulations, Kenya prohibits commercial relations with that country; or
- b by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, Kenya prohibits any import of goods from that country or any payments to any country, person, or entity in that country.

6.1 The Universities Fund requires **Fraud and Corruption** compliance with the laws of Kenya on Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in its statutes.

6.2 The Universities Fund requires the Suppliers to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the tendering process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

B. SUBJECT MATTER OF CONTRACT

7.1 Unless otherwise expressly **Scope of the System** **limited in the SCC** or Technical Requirements, the Supplier's obligations cover the provision of Information Technologies, Materials

and other Goods as well as the performance of all Services required for the design, development, and implementation (including procurement, quality assurance, assembly, associated site preparation, Delivery, Pre-commissioning, Installation, Testing, and Commissioning) of the System, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the Contract and the Agreed Project Plan.

- 7.2 The Supplier shall, unless specifically excluded in the Contract, perform all such work and/or supply all such items and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and/or items and Materials were expressly mentioned in the Contract.
- 7.3 The Supplier's obligations (if any) to provide Goods and Services as implied by the Recurrent Cost tables of the Supplier's tender, such as consumables, spare parts, and technical services (e.g., maintenance, technical assistance, and operational support), areas **specified in the SCC**, including the relevant terms, characteristics, and timings.
- 8.1 The Supplier ***Time for Commencement and Operational Acceptance*** shall commence work on the System with in the period **specified in the SCC**, and without prejudice to GCC Clause 28.2, the Supplier shall there after proceed with the System in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan.
- 8.2 The Supplier shall achieve Operational Acceptance of the System (or Subsystem(s) where a separate time for Operational Acceptance of such Sub system (s) is specified in the Contract) in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).
- 9.1 The Supplier shall conduct ***Supplier's Responsibilities*** all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of information technologies, network perimeter security, support, maintenance, training, and other related services, or in accordance with best industry practices. In particular, the Supplier shall provide and employ only technical personnel who are skilled and experienced in the irrespective callings and supervisory staff who are competent to adequately supervise the work at hand.
- 9.2 The Supplier confirms that it has entered into this Contract on the basis of a proper examination of the data relating to the System provided by the Universities Fund and on the basis of information that the Supplier could have obtained from a visual inspection of the site (if access to the site was available) and of other data readily available to the Supplier relating to the System as at the date

twenty-eight (28) days prior to tender submission. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.

- 9.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision-making may constitute grounds for termination pursuant to GCC Clause 41.2.
- 9.4 The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings in Kenya that are necessary for the performance of the Contract, including, without limitation, visas for the Supplier's and Subcontractor's personnel and entry permits for all imported Supplier's Equipment. The Supplier shall acquire all other permits, approvals, and/or licenses that are not the responsibility of the Universities Fund under GCC Clause 10.4 and that are necessary for the performance of the Contract.
- 9.5 The Supplier shall comply with all laws in force in Kenya. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless the Universities Fund from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel, but without prejudice to GCC Clause 10.1. The Supplier shall not indemnify the Universities Fund to the extent that such liability, damage, claims, fines, penalties, and expenses were caused or contributed to by a fault of the Universities Fund.
- 9.6 The Supplier shall, in all dealings with its labor and the labor of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.
- 9.7 Any Information Technologies or other Goods and Services that will be incorporated in or be required for the System and other supplies shall have their Origin, as defined in GCC Clause 3.12, in a country that shall be an Eligible Country, as defined in GCC Clause 1.1 (e) (iv).
- 9.8 Pursuant to paragraph 2.2e. of Appendix B to the General Conditions the Supplier shall permit and shall cause its subcontractors and sub-consultants to permit, the PPRA and/or persons appointed by the PPRA to inspect the Site and/or the accounts and records relating to the procurement process, selection and/or contract execution, and to have such accounts and records audited by

auditors appointed by the PPRA if requested by the PPRA. The Supplier's and its Sub contractors' and sub-consultants' attention is drawn to Sub-Clause 6.1 which provides, inter alia, that acts intended to materially impede the exercise of the PPRA's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the PPRA's prevailing sanctions procedures).

9.9 The Supplier shall conform to the sustainable procurement contractual provisions, if and as **specified in the SCC.**

9.10 **Unless otherwise specified in the SCC** the Supplier shall have no other Supplier responsibilities.

10.1 The Universities Fund ***Universities Fund's Responsibilities*** shall ensure the accuracy of all information and/or data to be supplied by the Universities Fund to the Supplier, except when otherwise expressly stated in the Contract.

10.2 The Universities Fund shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision making may constitute grounds for Termination pursuant to GCC Clause 41.3.1(b).

10.3 The Universities Fund shall be responsible for acquiring and providing legal and physical possession of the site and access to it, and for providing possession of and access to all other are as reasonably required for the proper execution of the Contract.

10.4 If requested by the Supplier, the Universities Fund shall use its best endeavors to assist the Supplier in obtaining in a timely and expeditious manner all permits, approvals, and/or licenses necessary for the execution of the Contract from all local, state, or national government authorities or public service undertakings that such authorities or under takings require the Supplier or Sub contractors or the personnel of the Supplier or Sub contractors, as the case may be, to obtain.

10.5 In such cases where the responsibilities of specifying and acquiring or upgrading telecommunications and/or electric power services falls to the Supplier, as specified in the Technical Requirements, SCC, Agreed Project Plan, or other parts of the Contract, the Universities Fund shall use its best endeavors to assist the Supplier in obtaining such services in a timely and expeditious manner.

10.6 The Universities Fund shall be responsible for timely provision of all resources, access, and

information necessary for the Installation and Operational Acceptance of the System (including, but not limited to, any required telecommunications or electric power services), as identified in the Agreed Project Plan, except where provision of such items is explicitly identified in the Contract as being the responsibility of the Supplier. Delay by the Universities Fund may result in an appropriate extension of the Time for Operational Acceptance, at the Supplier's discretion.

10.7 Unless otherwise specified in the Contractor agreed upon by the Universities Fund and the Supplier, the Universities Fund shall provide sufficient, properly qualified operating and technical personnel, as required by the Supplier to properly carry out Delivery, Pre-commissioning, Installation, Commissioning, and Operational Acceptance, at or before the time specified in the Implementation Schedule and the Agreed Project Plan.

10.8 The Universities Fund will designate appropriate staff for the training courses to be given by the Supplier and shall make all appropriate logistical arrangements for such training as specified in the Technical Requirements, SCC, the Agreed Project Plan, or other parts of the Contract.

10.9 The Universities Fund assumes primary responsibility for the Operational Acceptance Test (s) for the System, in accordance with GCC Clause 27.2, and shall be responsible for the continued operation of the System after Operational Acceptance. However, this shall not limit in anyway the Supplier's responsibilities after the date of Operational Acceptance otherwise specified in the Contract.

10.10 The Universities Fund is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles, except where such responsibility is clearly assigned to the Supplier elsewhere in the Contract.

10.11 All costs and expenses involved in the performance of the obligations under this GCC Clause 10 shall be the responsibility of the Universities Fund, save those to be incurred by the Supplier with respect to the performance of the Operational Acceptance Test (s), in accordance with GCC Clause 27.2.

10.12 **Unless otherwise specified in the SCC** the Universities Fund shall have no other Universities Fund responsibilities.

C. Payment

Contract Price

11.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.

11.2 Unless an adjustment clause is **provided for in the SCC**, the Contract Price shall be a firm lump sum not subject to any alteration, except in the event of a Change in the System pursuant to GCC Clause 39 or to other clauses in the Contract;

11.3 The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract, cover all its obligations under the Contract.

11.4 Where the contract price is different from the corrected tender price, in order to ensure the contractor is not paid less or more relative to the contract price (*which would be the tender price*), payment valuation certificates and variation orders on omissions and additions valued based on rates in the Bill of Quantities or schedule of rates in the Tender, will be adjusted by a plus or minus percentage. The percentage already worked out during tender evaluation is worked out as follows: *(corrected tender price – tender price) / tender price X 100*.

Terms of Payment

12.1 The Supplier's request for payment shall be made to the Universities Fund in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Pre-commissioned, Installed, and Operationally Accepted, and by documents submitted pursuant to GCC Clause 22.5 and upon fulfillment of other obligations stipulated in the Contract. The Contract Price shall be paid as **specified in the SCC**.

12.2 No payment made by the Universities Fund herein shall be deemed to constitute acceptance by the Universities Fund of the System or any Sub system (s).

12.3 Payments shall be made promptly by the Universities Fund, but in no case later than (sixty (60) days after submission of a valid invoice and upon satisfactorily performance of the contractual obligations by the Supplier. In the event that the Universities Fund fails to make any payment by its respective due date or within the period set forth in the Contract, the Universities Fund shall pay to the Supplier interest on the amount of such delayed payment at the rate (s) **specified in the SCC** for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.

12.4 Payments shall be made in the currency (ies) specified in the Contract Agreement, pursuant to

GCC Clause

11. For Goods and Services supplied locally, payments shall be made **as specified in the SCC.**

12.5 **Unless otherwise specified in the SCC,** payment of the foreign currency portion of the Contract Price for Goods supplied from outside Kenya shall be made to the Supplier through an irrevocable Form of credit opened by an authorized bank in the Supplier's Country and will be payable on presentation of the appropriate documents. It is agreed that the Form of credit will be subject to Article 10 of the latest revision of *Uniform Customs and Practice for Documentary Credits*, published by the International Chamber of Commerce, Paris.

13.1 Issuance of Securities

The Supplier shall provide the securities specified below in favor of the Universities Fund at the times and in the amount, manner, and form specified below.

13.2 Advance Payment Security

13.2.1 Unless otherwise specified in the SCC, the Supplier shall provide within twenty-eight (28) days of the notification of Contract award an Advance Payment Security in the amount and currency of the Advance Payment specified in SCC for GCC Clause 12.1 above and valid until the System is Operationally Accepted.

13.2.2 The security shall be in the form provided in the tendering documents or in another form acceptable to the Universities Fund. The amount of the security shall be reduced in proportion to the value of the System executed by and paid to the Supplier from time to time and shall automatically become null and void when the full amount of the advance payment has been recovered by the Universities Fund. **Unless otherwise specified in the SCC,** the reduction in value and expiration of the Advance Payment Security are calculated as follows:

$P \cdot a / (100 - a)$, where "P" is the sum of all payments effected so far to the Supplier (excluding the Advance Payment), and "a" is the Advance Payment expressed as a percentage of the Contract Price pursuant to the SCC for GCC Clause 12.1.

The security shall be returned to the Supplier immediately after its expiration.

13.3 Performance Security

13.3.1 The Supplier shall, within twenty-eight (28) days of the notification of Contract award, provide a

security for the due performance of the Contract in the amount and currency **specified in the SCC.**

13.3.2 The security shall be a bank guarantee in the form provided in the Sample Contractual Forms Section of the tendering documents, or it shall be in another form acceptable to the Universities Fund.

13.3.3 The security shall automatically become null and void once all the obligations of the Supplier under the Contract have been fulfilled, including, but not limited to, any obligations during the Warranty Period and any extensions to the period. The security shall be returned to the Supplier no later than twenty-eight (28) days after its expiration.

13.3.4 Upon Operational Acceptance of the entire System, the security shall be reduced to the amount specified in the SCC, on the date of the Operational Acceptance, so that the reduced security would only cover the remaining warranty obligations of the Supplier.

14.1 For Goods or Services supplied from outside and inside Kenya, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside Kenya and inside Kenya, and these duties or taxes shall be made part of the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to, in which case the duties and taxes will be the Supplier's responsibility.

14.2 For Goods or Services supplied locally, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods or Services to the Universities Fund. The only exception are taxes or duties, such as value-added or sales tax or stamp duty as apply to, or are clearly identifiable, on the invoices and provided they apply in Kenya, and only if these taxes, levies and/or duties are also excluded from the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to.

14.3 If any tax exemptions, reductions, allowances, or privileges may be available to the Supplier in Kenya, the Universities Fund shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.

14.4 For the purpose of the Contract, it is agreed that the Contract Price specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) days prior to the date of tender submission in Kenya (also called "Tax" in this GCC Clause 14.4). If any Tax rates are increased or decreased, a new

Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the Supplier, its Sub contractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

- 15.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.
- 15.2 The Universities Fund agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with GCC Clause16, except that additional copies of Standard Materials may be made by the Universities Fund for use within the scope of the project of which the System is apart, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.
- 15.3 The Universities Fund's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or **unless otherwise specified in the SCC** to a legally constituted successor organization (e.g., a reorganization of a public entity formally authorized by the government or through a merger or acquisition of a private entity).
- 15.4 **Unless otherwise specified in the SCC**, the Intellectual Property Rights in all Custom Software and Custom Materials specified in Appendices 4 and 5 of the Contract Agreement (if any) shall, at the date of this Contractor on creation of the rights (if later than the date of this Contract), vest in the Universities Fund. The Supplier shall do and execute or arrange for the doing and executing of each necessary act, document, and thing that the Universities Fund may consider necessary or desirable to perfect the right, title, and interest of the Universities Fund in and to those rights. In respect of such Custom Software and Custom Materials, the Supplier shall ensure that the holder of an or alright in such an item does not assert it, and the Supplier shall, if requested to do so by the Universities Fund and where permitted by applicable law, ensure that the holder of such a moral right waives it.
- 15.5 **Unless otherwise specified in the SCC**, escrow arrangements shall NOT be required.

16.1 Except to the extent that the *Software License Agreements* Intellectual Property Rights in

the Software vest in the Universities Fund, the Supplier here by grants to the Universities Fund license to access and use the Software, including all inventions, designs, and marks embodied in the Software.

Such license to access and use the Software shall:

16.1.1 be:

- i. non-exclusive;
- ii. fully paid up and irrevocable (except that it shall terminate if the Contract terminates underGCC Clauses 41.1 or 41.3);
- iii. **unless otherwise specified in the SCC** valid throughout Kenya;
- iv. **unless otherwise specified in the SCC subject** to NO additional restrictions.

16.1.2 Permit the Software to be:

- i. used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier's tender), plus a backup computer(s) of the same or similar capacity, if the primary is (are) in operative, and during a reasonable transitional period when use is being transferred between primary and back up;
 - ii. used or copied for use on or transferred to are placement computer (s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period)provided that, if the Technical Requirements and/or the Supplier's tender specifies a class of computer to which the license is restricted, the replacement computer (s) is (are) within thatclass;
 - iii. if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or back up computer (s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;
 - iv. reproduced for safe keeping or back up purposes;
 - v. customized, adapted, or combined with other computer software for use by the Universities Fund, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as a reset forth in this Contract;
 - vi. **unless otherwise specified in the SCC**, disclosed to, and reproduced for use by, support service suppliers and their sub-contractors, (and the Universities Fund may sub-license such persons to use and copy for use the Software) to the extent reasonably necessary to the performance of their support service contracts, subject to the same restrictions as a reset forth in this Contract; and
- i. **unless otherwise specified in the SCC** disclosed to, and reproduced for use by, NO

other parties.

16.2 The Supplier has the right to audit the Standard Software to verify compliance with the above license agreements.

Unless otherwise specified in the SCC, the Universities Fund will make available to the Supplier, within seven

(7) days of a written request, accurate and up-to-date records of the number and location of copies, the number of authorized users, or any other relevant data required to demonstrate use of the Standard Software as per the license agreement. If and only if, expressly agreed in writing between the Universities Fund and the Supplier, Universities Fund will allow, under a pre-specified agreed procedure, the execution of embedded software functions under Supplier's control, and unencumbered transmission of resulting information on software usage.

17.1 **Unless otherwise specified** *Confidential Information* **in the SCC**, the "Receiving Party" (either the Universities Fund or the Supplier) shall keep confidential and shall not, without the written consent of the other party to this Contract ("the Disclosing Party"), divulge to any third party any documents, data, or other information of a confidential nature ("Confidential Information") connected with this Contract, and furnished directly or indirectly by the Disclosing Party prior to or during performance, or following termination, of this Contract.

17.2 For the purposes of GCC Clause 17.1, the Supplier is also deemed to be the Receiving Party of Confidential Information generated by the Supplier itself in the course of the performance of its obligations under the Contract and relating to the businesses, finances, suppliers, employees, or other contacts of the Universities Fund or the Universities Fund's use of the System.

17.3 Notwithstanding GCC Clauses 17.1 and 17.2:

17.3.1 the Supplier may furnish to its Subcontractor Confidential Information of the Universities Fund to the extent reasonably required for the Subcontractor to perform its work under the Contract; and

17.3.2 the Universities Fund may furnish Confidential Information of the Supplier: (i) to its support service suppliers and their subcontractors to the extent reasonably required for them to perform their work under their support service contracts; and (ii) to its affiliates and subsidiaries, in which event the Receiving Party shall ensure that the person to whom it furnishes Confidential Information of the Disclosing Party is aware of and a tenderer by the Receiving Party's obligations under this GCC Clause 17 as if that person were party to

the Contract in place of the Receiving Party.

- 17.4 The Universities Fund shall not, without the Supplier's prior written consent, use any Confidential Information received from the Supplier for any purpose other than the operation, maintenance and further development of the System. Similarly, the Supplier shall not, without the Universities Fund's prior written consent, use any Confidential Information received from the Universities Fund for any purpose other than those that are required for the performance of the Contract.
- 17.5 The obligation of a party under GCC Clauses 17.1 through 17.4 above, however, shall not apply to that information which:
- 17.5.1 Now or hereafter enters the public domain through no fault of the Receiving Party;
 - 17.5.2 can be proven to have been possessed by the Receiving Party at the time of disclosure and that was not previously obtained, directly or indirectly, from the Disclosing Party;
 - 17.5.3 otherwise lawfully becomes available to the Receiving Party from a third party that has no obligation of confidentiality.
- 17.6 The above provisions of this GCC Clause 17 shall not in any way modify any undertaking of confidentiality given by either of the parties to this Contract prior to the date of the Contract in respect of the System or any part thereof.
- 17.7 **Unless otherwise specified in the SCC**, the provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) years.

D. Supply, Installation, Testing, Commissioning, and Acceptance of the System

18.1 Project Manager

Representatives

If the Project Manager is not named in the Contract, then within fourteen (14) days of the Effective Date, the Universities Fund shall appoint and notify the Supplier in writing of the name of the Project Manager. The Universities Fund may from time to time appoint some other person as the Project Manager in place of the person previously so appointed and shall give a notice of the name of such other person to the Supplier without delay. No such appointment shall be made at such a time or in such a manner as to impede the progress of work on the System. Such appointment shall take effect only upon receipt of such notice by the Supplier.

Unless otherwise specified in the SCC (if any), the Project Manager shall have the authority to represent the Universities Fund on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Universities Fund pursuant to GCC Clause 4.

18.2 Supplier's Representative

- 18.2.1 If the Supplier's Representative is not named in the Contract, then within fourteen (14) days of the Effective Date, the Supplier shall appoint the Supplier's Representative and shall request the Universities Fund in writing to approve the person so appointed. The request must be accompanied by a detailed curriculum vitae for the nominee, as well as a description of any other System or non-System responsibilities the nominee would retain while performing the duties of the Supplier's Representative. If the Universities Fund does not object to the appointment within fourteen (14) days, the Supplier's Representative shall be deemed to have been approved. If the Universities Fund objects to the appointment within fourteen (14) days giving the reason therefor, then the Supplier shall appoint a replacement within fourteen (14) days of such objection in accordance with this GCC Clause 18.2.1.
- 18.2.2 **Unless otherwise specified in the SCC** (if any), the Supplier's Representative shall have the authority to represent the Supplier on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Supplier pursuant to GCC Clause 4.
- 18.2.3 The Supplier shall not revoke the appointment of the Supplier's Representative without the Universities Fund's prior written consent, which shall not be unreasonably withheld. If the Universities Fund consents to such an action, the Supplier shall appoint another person of equal or superior qualifications as the Supplier's Representative, pursuant to the procedure set out in GCC Clause 18.2.1.
- 18.2.4 The Supplier's Representative and staff are obliged to work closely with the Universities Fund's Project Manager and staff, act within their own authority, and a tenderer by directives issued by the Universities Fund that are consistent with the terms of the Contract. The Supplier's Representative is responsible for managing the activities of its personnel and any subcontracted personnel.
- 18.2.5 The Supplier's Representative may, subject to the approval of the Universities Fund (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities vested in him or her. Any such delegation may be revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Supplier's Representative and shall specify the powers, functions, and authorities there by delegated or revoked. No such

delegation or revocation shall take effect unless and until the notice of it has been delivered.

18.2.6 Any act or exercise by any person of powers, functions and authorities so delegated to him or her in accordance with GCC Clause 18.2.5 shall be deemed to be an act or exercise by the Supplier's Representative.

18.3 Objections and Removals

18.3.1 The Universities Fund may by notice to the Supplier object to any representative or person employed by the Supplier in the execution of the Contract who, in the reasonable opinion of the Universities Fund, may have behaved inappropriately, be incompetent, or be negligent. The Universities Fund shall provide evidence of the same, where upon the Supplier shall remove such person from work on the System.

18.3.2 If any representative or person employed by the Supplier is removed in accordance with GCC Clause 18.3.1, the Supplier shall, where required, promptly appoint a replacement.

19.1 In close cooperation with the **Project Plan** Universities Fund and based on the Preliminary Project Plan included in the Supplier's tender, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as **specified in the SCC** and/ or Technical Requirements.

19.2 **Unless otherwise specified in the SCC**, within thirty (30) days from the Effective Date of the Contract, the Supplier shall present a Project Plan to the Universities Fund. The Universities Fund shall, within fourteen (14) days of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements and/or the SCC (in this Clause 19.2 called "non-conformities" below). The Supplier shall, within five (5) days of receipt of such notification, correct the Project Plan and resubmit to the Universities Fund. The Universities Fund shall, within five (5) days of resubmission of the Project Plan, notify the Supplier of any remaining non-conformities. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, the Universities Fund shall provide confirmation in writing to the Supplier. This approved Project Plan ("the Agreed Project Plan") shall be contractually binding on the Universities Fund and the Supplier.

19.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization

of the Agreed Project Plan shall be incorporated in the Contract by amendment, in accordance with GCC Clauses 39 and 40.

19.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Agreed Project Plan and the Contract.

19.5 **Unless otherwise specified in the SCC**, the Supplier shall submit to the Universities Fund Monthly Progress Reports summarizing:

- i) Results accomplished during the prior period;
- ii) cumulative deviations to date from schedule of progress milestones as specified in the Agreed Project Plan;
- iii) corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule;
- iv) other issues and outstanding problems; proposed actions to be taken;
- v) resources that the Supplier expects to be provided by the Universities Fund and/ or actions to be taken by the Universities Fund in the next reporting period;
- vi) other issues or potential problems the Supplier foresees that could impact on project progress and/ or effectiveness.

19.6 The Supplier shall submit to the Universities Fund other (periodic) reports **as specified in the SCC**.

20.1 Appendix 3 (List of Approved **Sub-contracting** Subcontractors) to the Contract Agreement specifies critical items of supply or services and a list of Subcontractors for each item that are considered acceptable by the Universities Fund. If no Subcontractors are listed for an item, the Supplier shall prepare a list of Subcontractors it considers qualified and wishes to be added to the list for such items. The Supplier may from time to time propose additions to or deletions from any such list. The Supplier shall submit any such list or any modification to the list to the Universities Fund for its approval in sufficient time so as not to impede the progress of work on the System. The Universities Fund shall not withhold such approval unreasonably. Such approval by the Universities Fund of a Subcontractor (s) shall not relieve the Supplier from any of its obligations, duties, or responsibilities under the Contract.

20.2 The Supplier may, at its discretion, select and employ Subcontractors for such critical items from those Subcontractors listed pursuant to GCC Clause 20.1. If the Supplier wishes to employ a Subcontractor not so listed, or subcontract an item not so listed, it must seek the Universities

Fund's prior approval under GCC Clause 20.3.

20.3 For items for which pre-approved Subcontractor lists have not been specified in Appendix 3 to the Contract Agreement, the Supplier may employ such Subcontractors as it may select, provided: (i) the Supplier notifies the Universities Fund in writing at least twenty-eight (28) days prior to the proposed mobilization date for such Subcontractor; and (ii) by the end of this period either the Universities Fund has granted its approval in writing or fails to respond. The Supplier shall not engage any Subcontractor to which the Universities Fund has objected in writing prior to the end of the notice period. The absence of a written objection by the Universities Fund during the above specified period shall constitute formal acceptance of the proposed Subcontractor. Except to the extent that it permits the deemed approval of the Universities Fund of Subcontractors not listed in the Contract Agreement, nothing in this Clause, however, shall limit the rights and obligations of either the Universities Fund or Supplier as they are specified in GCC Clauses

20.1 and 20.2, or in Appendix 3 of the Contract Agreement.

21.1 Technical Specifications and *Design and Engineering* Drawings

21.1.1 The Supplier shall execute the basic and detailed design and the implementation activities necessary for successful installation of the System in compliance with the provisions of the Contractor, where not so specified, in accordance with good industry practice.

The Supplier shall be responsible for any discrepancies, errors or omissions in the specifications, drawings, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Supplier by or on behalf of the Universities Fund.

21.1.2 The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification, or other document, or any modification of such design, drawings, specification, or other documents provided or designated by or on behalf of the Universities Fund, by giving a notice of such disclaimer to the Project Manager.

21.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) days prior to date of tender submission shall apply. During Contract execution, any changes in such codes and standards shall be applied after approval by the Universities Fund and shall be treated in accordance with GCC Clause 39.3.

21.3 Approval/ Review of Controlling Technical Documents by the Project Manager

21.3.2 **Unless otherwise specified in the SCC**, there will NO Controlling Technical Documents required. However, **if the SCC specifies** Controlling Technical Documents, the Supplier shall prepare and furnish such documents for the Project Manager's approval or review.

Any part of the System covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents.

GCC Clauses 21.3.2 through 21.3.7 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

21.3.3 Within fourteen (14) days after receipt by the Project Manager of any document requiring the Project Manager's approval in accordance with GCC Clause 21.3.1, the Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes. If the Project Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Project Manager.

21.3.4 The Project Manager shall not disapprove any document except on the grounds that the document does not comply with some specified provision of the Contract or that it is contrary to good industry practice.

21.3.5 If the Project Manager disapproves the document, the Supplier shall modify the document and resubmit it for the Project Manager's approval in accordance with GCC Clause 21.3.2. If the Project Manager approves the document subject to modification(s), the Supplier shall make the required modification(s), and the document shall then be deemed to have been approved, subject to GCC Clause 21.3.5. The procedure set out in GCC Clauses 21.3.2 through 21.3.4 shall be repeated, as appropriate, until the Project Manager approves such documents.

21.3.6 If any dispute occurs between the Universities Fund and the Supplier in connection with or arising out of the disapproval by the Project Manager of any document and/ or any modification (s) to a document that cannot be settled between the parties within a reasonable period, then, in case the Contract Agreement

includes and names an Adjudicator, such dispute may be referred to the Adjudicator for determination in accordance with GCC Clause 43.1 (Adjudication). If such dispute is referred to an Adjudicator, the Project Manager shall give instructions as to whether and if so, how, performance of the Contract is to proceed. The Supplier shall proceed with the Contract in accordance with the Project Manager's instructions, provided that if the Adjudicator upholds the Supplier's view on the dispute and if the Universities Fund has not given notice under GCC Clause 43.1.2, then the Supplier shall be reimbursed by the Universities Fund for any additional costs incurred by reason of such instructions and shall be relieved of such responsibility or liability in connection with the dispute and the execution of the instructions as the Adjudicator shall decide, and the Time for Achieving Operational Acceptance shall be extended accordingly.

21.3.7 The Project Manager's approval, with or without modification of the document furnished by the Supplier, shall not relieve the Supplier of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Project Manager or inaccurate information furnished in writing to the Supplier by or on behalf of the Universities Fund.

21.3.8 The Supplier shall not depart from any approved document unless the Supplier has first submitted to the Project Manager an amended document and obtained the Project Manager's approval of the document, pursuant to the provisions of this GCC Clause 21.3. If the Project Manager requests any change in any already approved document and/or in any document based on such an approved document, the provisions of GCC Clause 39 (Changes to the System) shall apply to such request.

22.1 Subject to related Universities Fund's responsibilities pursuant to GCC Clauses 10 and 14, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.

22.2 Delivery of the Information Technologies, Materials, and other Goods shall be made by the Supplier in accordance with the Technical Requirements.

22.3 Early or partial deliveries require the explicit written consent of the Universities Fund; which consent shall not be unreasonably withheld.

22.4 Packaging and Transportation

22.4.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or

deterioration during shipment. The packing, marking, and documentation within and outside the packages shall comply strictly with the Universities Fund's instructions to the Supplier.

22.4.2 The Supplier will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the Price Schedules, including the terms and conditions of the associated Inco terms.

22.4.3 **Unless otherwise specified in the SCC**, the Supplier shall be free to use transportation through carriers registered in any eligible country and to obtain insurance from any eligible source country.

Unless otherwise specified in the SCC, the Supplier will provide the Universities Fund with shipping and other documents, as specified below:

22.4.4 For Goods supplied from outside Kenya:

Upon shipment, the Supplier shall notify the Universities Fund and the insurance company contracted by the Supplier to provide cargo insurance by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Universities Fund by mail or courier, as appropriate, with a copy to the cargo insurance company:

- a Two copies of the Supplier's invoice showing the description of the Goods, quantity, unit price, and total amount;
- b usual transportation documents;
- c insurance certificate;
- d certificate (s) of origin; and
- e estimated time and point of arrival in Kenya and at the site.

22.4.5 For Goods supplied locally (i.e., from within Kenya):

Upon shipment, the Supplier shall notify the Universities Fund by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Universities Fund by mail or courier, as appropriate:

- a Two copies of the Supplier's invoice showing the Goods' description, quantity, unit price, and total amount;
- b Delivery note, railway receipt, or truck receipt; c certificate of insurance;
- d certificate (s) of origin; and
- e estimated time of arrival at the site.

22.5 Customs Clearance

- a) The Universities Fund will bear responsibility for, and cost of, customs clearance into Kenya

in accordance with the particular Incoterm(s) used for Goods supplied from outside Kenya in the Price Schedules referred to by Article 2 of the Contract Agreement.

- b) At the request of the Universities Fund, the Supplier will make available a representative or agent during the process of customs clearance in Kenya for goods supplied from outside Kenya. In the event of delays in customs clearance that are not the fault of the Supplier:
 - i) the Supplier shall be entitled to an extension in the Time for Achieving Operational Acceptance, pursuant to GCC Clause 40;
 - ii) the Contract Price shall be adjusted to compensate the Supplier for any additional storage charges that the Supplier may incur as a result of the delay.

23.1 At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its tender and still to be delivered, the Supplier shall be obligated to offer to the Universities Fund the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System).

23.2 At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Universities Fund any cost reductions and additional and/ or improved support and facilities that it offers to other clients of the Supplier in Kenya, pursuant to GCC Clause 39 (Changes to the System).

23.3 During performance of the Contract, the Supplier shall offer to the Universities Fund all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in Kenya, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these Software exceed those quoted by the Supplier in the Recurrent Costs tables in its tender.

23.4 **Unless otherwise specified in the SCC**, during the Warranty Period, the Supplier will provide at no additional cost to the Universities Fund all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in Kenya, and no later than twelve (12) months after they are released in the country of origin of the Software.

23.5 The Universities Fund shall introduce all new versions, releases or updates of the Software

within eighteen

(18) months of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update. In no case shall the Supplier stop supporting or maintaining a version or release of the Software less than twenty-four (24) months after the Universities Fund receives a production-ready copy of a subsequent version, release, or update. The Universities Fund shall use all reasonable endeavors to implement any new version, release, or update as soon as practicable, subject to the twenty-four-month-long stop date.

24.1 The Supplier ***Implementation, Installation, and Other Services*** shall provide all Services specified in the Contract and Agreed Project Plan in accordance with the highest standards of professional competence and integrity.

24.2 Prices charged by the Supplier for Services, if not included in the Contract, shall be agreed upon in advance by the parties (including, but not restricted to, any prices submitted by the Supplier in the Recurrent Cost Schedules of its Tender) and shall not exceed the prevailing rates charged by the Supplier to other Universities Fund's in Kenya for similar services.

25.1 The Universities Fund or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/ or conformity to the Contract at the point of delivery and/ or at the Project Site.

25.2 The Universities Fund or its representative shall be entitled to attend any such inspections and/or tests of the components, provided that the Universities Fund shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses.

25.3 Should the inspected or tested components fail to conform to the Contract, the Universities Fund may reject the component (s), and the Supplier shall either replace the rejected component (s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Universities Fund.

25.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such inspection and/ or test shall be added to the Contract Price. Further, if

such inspection and/ or test impedes the progress of work on the System and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Time for Achieving Operational Acceptance and the other obligations so affected.

25.5 If any dispute shall arise between the parties in connection with or caused by an inspection and/ or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC Clause 43 (Settlement of Disputes), starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract Agreement.

26.1 As soon as the System, or ***Installation of the System*** any Subsystem, has, in the opinion of the Supplier, been delivered, pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements, the SCC and the Agreed Project Plan, the Supplier shall so notify the Universities Fund in writing.

26.2 The Project Manager shall, within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, either issue an Installation Certificate in the form specified in the Sample Contractual Forms Section in the tendering documents, stating that the System, or major component or Subsystem (if Acceptance by major component or Sub system is specified pursuant to the SCC for GCC Clause 27.2.1), has achieved Installation by the date of the Supplier's notice under GCC Clause 26.1, or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components and/or Subsystems making up the System. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/ or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the System or Sub system and, when in the Supplier's opinion the System or Sub system is ready for Commissioning and Operational Acceptance Testing, notify the Universities Fund in writing, in accordance with GCC Clause 26.1. The procedure set out in this GCC Clause shall be repeated, as necessary, until an Installation Certificate is issued.

26.3 If the Project Manager fails to issue the Installation Certificate and fails to inform the Supplier of any defects and/or deficiencies within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, or if the Universities Fund puts the System or a Subsystem in to production operation, then the System (or Subsystem) shall be deemed to have achieved successful Installation as of the date of the Supplier's notice or repeated notice, or when the Universities Fund put the System in to production operation, as the case may be.

27.1 Commissioning ***Commissioning and Operational Acceptance***

27.1.1 Commissioning of the System (or Subsystem if specified pursuant to the SCC for GCC Clause 27.2.1) shall be commenced by the Supplier:

- a) immediately after the Installation Certificate is issued by the Project Manager, pursuant to GCC Clause 26.2; or
- b) as otherwise specified in the Technical Requirement or the Agreed Project Plan; or
- c) immediately after Installation is deemed to have occurred, under GCC Clause 26.3.

27.1.2 The Universities Fund shall supply the operating and technical personnel and all materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning. Production use of the System or Subsystem(s) shall not commence prior to the start of formal Operational Acceptance Testing.

27.2 Operational Acceptance Tests

27.2.1 The Operational Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Universities Fund (in accordance with GCC Clause 10.9), but shall be conducted with the full cooperation of the Supplier during Commissioning of the System (or major components or Subsystem[s]), to ascertain whether the System (or major component or Subsystem[s]) conforms to the Technical Requirements and meets the standard of performance quoted in the Supplier's tender, including, but not restricted to, the functional and technical performance requirements. **Unless otherwise specified in the SCC**, the Operational Acceptance Tests during Commissioning will be conducted as specified in the Technical Requirements and/ or the Agreed Project Plan. At the Universities Fund's discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.

27.2.2 If for reasons attributable to the Universities Fund, the Operational Acceptance Test of the System (or Subsystem[s] or major components, pursuant to the SCC for GCC Clause 27.2.1) cannot be successfully completed within ninety (90) days from the date of Installation or any other period agreed upon in writing by the Universities Fund and the Supplier, the Supplier shall be deemed to have fulfilled its obligations with respect to the technical and functional aspects of the Technical Specifications, SCC and/ or the Agreed Project Plan, and GCC Clause 28.2 and 28.3 shall not apply.

27.3 Operational Acceptance

27.3.1 Subject to GCC Clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the System, when

- a) the Operational Acceptance Tests, as specified in the Technical Requirements, and/or SCC

and/or the Agreed Project Plan have been successfully completed; or

- b the Operational Acceptance Tests have not been successfully completed or have not been carried out for reasons that are attributable to the Universities Fund within the period from the date of Installation or any other agreed-upon period as specified in GCC Clause 27.2.2 above; or
- c the Universities Fund has put the System into production or use for sixty (60) consecutive days. If the System is put into production or use in this manner, the Supplier shall notify the Universities Fund and document such use.

27.3.2 At any time after any of the events set out in GCC Clause 27.3.1 have occurred, the Supplier may give a notice to the Project Manager requesting the issue of an Operational Acceptance Certificate.

27.3.3 After consultation with the Universities Fund, and within fourteen (14) days after receipt of the Supplier's notice, the Project Manager shall:

- a Issue an Operational Acceptance Certificate; or
- b Notify the Supplier in writing of any defect or deficiencies or other reason for the failure of the Operational Acceptance Tests; or
- c Issue the Operational Acceptance Certificate, if the situation covered by GCC Clause 27.3.1 (b) arises.

27.3.4 The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Universities Fund, and the Universities Fund, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Sub system. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify the Universities Fund of its request for Operational Acceptance Certification, in accordance with GCC Clause 27.3.3. The Universities Fund shall then issue to the Supplier the Operational Acceptance Certification in accordance with GCC Clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GCC Clause 27.3.4 shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.

27.3.5 If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with GCC Clause 27.2, the neither:

- a The Universities Fund may consider terminating the Contract, pursuant to GCC Clause 41.2.2; or
- b If the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Universities Fund to fulfill its obligations under the Contract, then

the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the Contract, and GCC Clauses 30.3 and 30.4 shall not apply.

27.3.6 If within fourteen (14) days after receipt of the Supplier's notice the Project Manager fails to issue the Operational Acceptance Certificate or fails to inform the Supplier in writing of the justifiable reasons why the Project Manager has not issued the Operational Acceptance Certificate, the System or Subsystem shall be deemed to have been accepted as of the date of the Supplier's said notice.

27.4 Partial Acceptance

27.4.1 If so specified in the SCC for GCC Clause 27.2.1, Installation and Commissioning shall be carried out individually for each identified major component or Subsystem (s) of the System. In this event, the provisions in the Contract relating to Installation and Commissioning, including the Operational Acceptance Test, shall apply to each such major component or Subsystem individually, and Operational Acceptance Certificate (s) shall be issued accordingly for each such major component or Subsystem of the System, subject to the limitations contained in GCC Clause 27.4.2.

27.4.2 The issuance of Operational Acceptance Certificates for individual major components or Subsystems pursuant to GCC Clause 27.4.1 shall not relieve the Supplier of its obligation to obtain an Operational Acceptance Certificate for the System as an integrated whole (if so specified in the SCC for GCC Clauses

12.1 and 27.2.1) once all major components and Subsystems have been supplied, installed, tested, and commissioned.

27.4.3 In the case of minor components for the System that by their nature do not require Commissioning or an Operational Acceptance Test (e.g., minor fittings, furnishings or site works, etc.), the Project Manager shall issue an Operational Acceptance Certificate within fourteen (14) days after the fittings and/or furnishings have been delivered and/or installed or the site works have been completed. The Supplier shall, however, use all reasonable endeavors to promptly remedy any defects or deficiencies in such minor components detected by the Universities Fund or Supplier.

E. Guarantees and Liabilities

28.1 The Supplier **Operational Acceptance Time Guarantee** guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, pursuant to the SCC for GCC Clause 27.2.1) within the time periods specified in the Implementation Schedule and/or the Agreed Project Plan pursuant to GCC Clause 8.2, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

28.2 **Unless otherwise specified in the SCC**, if the Supplier fails to supply, install, commission, and

achieve Operational Acceptance of the System (or Subsystems pursuant to the SCC for GCC Clause 27.2.1) within the time for achieving Operational Acceptance specified in the Implementation Schedule or the Agreed Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to the

Universities Fund liquidated damages at the rate of one half of one percent per week as a percentage of the Contract Price (exclusive of Recurrent Costs if any), or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount often (10) percent of the Contract Price (exclusive of Recurrent Costs if any). Once the Maximum is reached, the Universities Fund may consider termination of the Contract, pursuant to GCC Clause 41.2.2.

28.3 **Unless otherwise specified in the SCC**, liquidated damages payable under GCC Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the Implementation Schedule and/or Agreed Project Plan. This Clause 28.3 shall not limit, however, any other rights or remedies the Universities Fund may have under the Contract for other delays.

28.4 If liquidated damages are claimed by the Universities Fund for the System (or Subsystem), the Supplier shall have no further liability whatsoever to the Universities Fund in respect to the Operational Acceptance time guarantee for the System (or Subsystem). However, the payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any other of its obligations and liabilities under the Contract.

29.1 The Supplier warrants that the **Defect Liability** System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems. **Unless otherwise specified in the SCC**, there will be NO exceptions and/or limitations to this warranty with respect to Software (or categories of Software). Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.

29.2 The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's or Subsystem's ability to fulfill the Technical Requirements.

29.3 **Unless otherwise specified in the SCC**, the Supplier warrants that : (i) all Goods components to be incorporated into the System form part of the Supplier's and/or Subcontractor's current product lines, and (ii) they have been previously released to the market.

29.4 **Unless otherwise specified in the SCC**, the Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract) and shall extend for thirty-six (36) months.

29.5 If during the Warranty Period any defect as described in GCC Clause 29.1 should be found in the

design, engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation and agreement with the Universities Fund regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Supplier shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that have been replaced by the Supplier shall remain the property of the Supplier.

29.6 The Supplier shall not be responsible for the repair, replacement, or making good of any defect, or of any damage to the System arising out of or resulting from any of the following causes:

29.6.1 Improper operation or maintenance of the System by the Universities Fund;

29.6.2 Normal wear and tear;

29.6.3 use of the System with items not supplied by the Supplier, unless otherwise identified in the Technical Requirements, or approved by the Supplier; or

29.6.4 modifications made to the System by the Universities Fund, or a third party, not approved by the Supplier.

29.7 The Supplier's obligations under this GCC Clause 29 shall not apply to:

29.7.1 any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; or

29.7.2 any designs, specifications, or other data designed, supplied, or specified by or on behalf of the Universities Fund or any matters for which the Supplier has disclaimed responsibility, in accordance with GCC Clause 21.1.2.

29.8 The Universities Fund shall give the Supplier a notice promptly following the discovery of such defect, stating the nature of any such defect together with all available evidence. The Universities Fund shall afford all reasonable opportunity for the Supplier to inspect any such defect. The Universities Fund shall afford the Supplier all necessary access to the System and the site to enable the Supplier to perform its obligations under this GCC Clause 29.

29.9 The Supplier may, with the consent of the Universities Fund, remove from the site any Information Technologies and other Goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, the Universities Fund may give the Supplier notice requiring that tests of the defective part be made by the Supplier immediately upon completion of such remedial work, where upon the Supplier shall carry out such tests.

If such part fails the tests, the Supplier shall carry out further repair, replacement, or making good (as the case maybe) until that part of the System passes such tests. The tests shall be agreed upon by the

Universities Fund and the Supplier.

- 29.10 **Unless otherwise specified in the SCC**, the response times and repair/replacement times for Warranty Defect Repair are specified in the Technical Requirements. Nevertheless, if the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within two weeks the Universities Fund may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Universities Fund in connection with such work shall be paid to the Universities Fund by the Supplier or may be deducted by the Universities Fund from any monies due the Supplier or claimed under the Performance Security.
- 29.11 If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by the Universities Fund because of such defect and/or making good of such defect.
- 29.12 Items substituted for defective parts of the System during the Warranty Period shall be covered by the Defect Liability Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater. For reasons of information security, the Universities Fund may choose to retain physical possession of any replaced defective information storage devices.
- 29.13 At the request of the Universities Fund and without prejudice to any other rights and remedies that the Universities Fund may have against the Supplier under the Contract, the Supplier will offer all possible assistance to the Universities Fund to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of the Universities Fund of the benefit of any warranties given by such producers or licensors to the Supplier.

Functional Guarantees

- 30.1 The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Universities Fund's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that GCC Clause 27 regarding Commissioning and Operational Acceptance govern show technical conformance of the System to the Contract requirements will be determined.

- 30.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify the Universities Fund upon completion of the necessary changes, modifications, and/or additions and shall request the Universities Fund to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.
- 30.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Universities Fund may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of the Supplier's Performance Security in accordance with GCC Clause 13.3 in compensation for the extra costs and delays likely to result from this failure.

Intellectual Property Rights Warranty

- 31.1 The Supplier here by represents and warrants that:
- 31.1.1 The System as supplied, installed, tested, and accepted;
 - 31.1.2 Use of the System in accordance with the Contract; and
 - 31.1.3 Copying of the Software and Materials provided to the Universities Fund in accordance with the Contract do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfer so frights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Universities Fund to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

Intellectual Property Rights Indemnity

- 32.1 The Supplier shall indemnify and hold harmless the Universities Fund and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Universities Fund or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:

- 32.1.1 Installation of the System by the Supplier or the use of the System, including the Materials, in the country where the site is located;
 - 32.1.2 copying of the Software and Materials provided by the Supplier in accordance with the Agreement; and
 - 32.1.3 sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Universities Fund's breach of GCC Clause 32.2.
- 32.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System produced there by in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.
- 32.3 Such indemnities shall also not apply if any claim of infringement:
- 32.3.1 Is asserted by apparent, subsidiary, or affiliate of the Universities Fund's organization;
 - 32.3.2 Is a direct result of a design mandated by the Universities Fund's Technical Requirements and the possibility of such infringement was duly noted in the Supplier's Tender; or
 - 32.3.3 Results from the alteration of the System, including the Materials, by the Universities Fund or any persons other than the Supplier or a person authorized by the Supplier.
- 32.4 If any proceedings are brought or any claim is made against the Universities Fund arising out of the matters referred to in GCC Clause 32.1, the Universities Fund shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Universities Fund's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

If the Supplier fails to notify the Universities Fund within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Universities Fund shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Universities Fund within the twenty-eight (28) days, the Universities Fund shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Universities Fund shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

32.5 The Universities Fund shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or

Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with this Contract by the Universities Fund or any persons (other than the Supplier) contracted by the Universities Fund, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier's breach of GCC Clause 32.8.

32.6 Such indemnity shall not cover

32.6.1 any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract;

32.6.2 any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by the Universities Fund or any other person contracted by the Universities Fund, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.

32.7 Such indemnities shall also not apply:

32.7.1 If any claim of infringement is asserted by apparent, subsidiary, or affiliate of the Supplier's organization;

32.7.2 to the extent that any claim of infringement is caused by the alteration, by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing, specification, or other documents or materials provided to the Supplier by the Universities Fund or any persons contracted by the Universities Fund.

32.8 If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in GCC Clause 32.5, the Supplier shall promptly give the Universities Fund notice of such proceedings or claims, and the Universities Fund may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Universities Fund fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Universities Fund has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no

admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Universities Fund's request, afford all available assistance to the Universities Fund in conducting such proceedings or claim and shall be reimbursed by the Universities Fund for all reasonable expenses incurred in so doing.

Limitation of Liability

33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

33.1.1 the Supplier shall not be liable to the Universities Fund, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Universities Fund; and

33.1.2 the aggregate liability of the Supplier to the Universities Fund, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Universities Fund with respect to intellectual property rights infringement.

F. *Risk Distribution*

34.1 With the exception of ***Transfer of Ownership*** Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to the Universities Fund at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.

34.2 Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by GCC Clause 15 (Copyright) and any elaboration in the Technical Requirements.

34.3 Ownership of the Supplier's Equipment used by the Supplier and its Subcontractors in connection with the Contract shall remain with the Supplier or its Subcontractors.

Care of the System

35.1 The Universities Fund shall become responsible for the care and custody of the System or Subsystems upon their Delivery. The Universities Fund shall make good at its own cost any loss or damage that may occur to the System or Subsystems from any cause from the date of Delivery until the date of Operational Acceptance of the System or Subsystems, pursuant to GCC Clause 27

(Commissioning and Operational Acceptance), except such loss or damage arising from acts or omissions of the Supplier, its employees, or subcontractors.

35.2 If any loss or damage occurs to the System or any part of the System by reason of:

35.2.1 (in so far as they relate to the country where the Project Site is located) nuclear reaction, nuclear radiation, radioactive contamination, a pressure wave caused by aircraft or other aerial objects, or any other occurrences that an experienced contractor could not reasonably foresee, or if reasonably foreseeable could not reasonably make provision for or insure against, in so far as such risks are not normally insurable on the insurance market and are mentioned in the general exclusions of the policy of insurance taken out under GCC Clause 37;

35.2.2 Any use not in accordance with the Contract, by the Universities Fund or any third party;

35.2.3 Any use of or reliance upon any design, data, or specification provided or designated by or on behalf of the Universities Fund, or any such matter for which the Supplier has disclaimed responsibility in accordance with GCC Clause 21.1.2, the Universities Fund shall pay to the Supplier all sums payable in respect of the System or Subsystems that have achieved Operational Acceptance, notwithstanding that the same be lost, destroyed, or damaged. If the Universities Fund requests the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Supplier shall make good the same at the cost of the Universities Fund in accordance with GCC Clause 39. If the Universities Fund does not request the Supplier in writing to make good any loss or damage to the System there by occasioned, the Universities Fund shall either request a change in accordance with GCC Clause 39, excluding the performance of that part of the System there by lost, destroyed, or damaged, or, where the loss or damage affects a substantial part of the System, the Universities Fund shall terminate the Contract pursuant to GCC Clause 41.1.

35.3 The Universities Fund shall be liable for any loss of or damage to any Supplier's Equipment which the Universities Fund has authorized to locate within the Universities Fund's premises for use in fulfillment of Supplier's obligations under the Contract, except where such loss or damage arises from acts or omissions of the Supplier, its employees, or subcontractors.

Loss of or Damage to Property; Accident or Injury to Workers; Indemnification

36.1 The Supplier and each and every Subcontractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force in Kenya.

36.2 Subject to GCC Clause 36.3, the Supplier shall indemnify and hold harmless the Universities Fund and its employees and officers from and against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Universities Fund or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of the Universities Fund, its contractors, employees, officers, or agents.

36.3 If any proceedings are brought or any claim is made against the Universities Fund that might subject the Supplier to liability under GCC Clause 36.2, the Universities Fund shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Universities Fund's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Supplier fails to notify the Universities Fund within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Universities Fund shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Universities Fund within the twenty-eight (28) day period, the Universities Fund shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Universities Fund shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

36.4 The Universities Fund shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of the death or personal injury of any person or loss of or damage to property of the Universities Fund, other than the System not yet achieving Operational Acceptance, that is caused by fire, explosion, or any other perils, in excess of the amount recoverable from insurances procured under GCC Clause 37 (Insurances), provided that such fire, explosion, or other perils were not caused by any act or failure of the Supplier.

36.5 If any proceedings are brought or any claim is made against the Supplier that might subject the Universities Fund to liability under GCC Clause 36.4, the Supplier shall promptly give the Universities Fund notice of such proceedings or claims, and the Universities Fund may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Universities Fund fails to notify the

Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Universities Fund has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Universities Fund's request, afford all available assistance to the Universities Fund in conducting such proceedings or claim and shall be reimbursed by the Universities Fund for all reasonable expenses incurred in so doing.

- 36.6 The party entitled to the benefit of an indemnity under this GCC Clause 36 shall take all reasonable measures to mitigate any loss or damage that has occurred. If the party fails to take such measures, the other party's liabilities shall be correspondingly reduced.

Insurances

37.1 The Supplier shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurance set forth below. The identity of the insurers and the form of the policies shall be subject to the approval of the Universities Fund, who should not unreasonably withhold such approval.

37.1.1 Cargo Insurance During Transport as applicable, 110 percent of the price of the Information Technologies and other Goods in a freely convertible currency, covering the Goods from physical loss or damage during shipment through receipt at the Project Site.

37.1.2 Installation "All Risks" Insurance as applicable, 110 percent of the price of the Information Technologies and other Goods covering the Goods at the site from all risks of physical loss or damage (excluding only perils commonly excluded under "all risks" insurance policies of this type by reputable insurers) occurring prior to Operational Acceptance of the System.

37.1.3 Third-Party Liability Insurance

On terms as specified in the SCC, covering bodily injury or death suffered by third parties (including the Universities Fund's personnel) and loss of or damage to property (including the Universities Fund's property and any Subsystems that have been accepted by the Universities Fund) occurring in connection with the TENDER FOR SUPPLY, DELIVERY, CONFIGURATION, INSTALLATION, DEPLOYMENT AND SUPPORT OF Customer Service Relationship Management Software(CRM).

37.1.4 Automobile Liability Insurance

In accordance with the statutory requirements prevailing in Kenya, covering use of all vehicles used by the Supplier or its Subcontractors (whether or not owned by them) in connection with the execution of the Contract.

37.1.5 Other Insurance (if any), as **specified in the SCC.**

- 37.2 The Universities Fund shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1, except for the Third-Party Liability, and the Supplier's Subcontractors shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1 except for Cargo Insurance During Transport. All insurer's rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.
- 37.3 The Supplier shall deliver to the Universities Fund certificates of insurance (or copies of the insurance policies) as evidence that the required policies are in full force and effect.
- 37.4 The Supplier shall ensure that, where applicable, its Subcontractor(s) shall take out and maintain in effect adequate insurance policies for their personnel and vehicles and for work executed by them under the Contract, unless such Subcontractors are covered by the policies taken out by the Supplier.
- 37.5 If the Supplier fails to take out and/or maintain in effect the insurance referred to in GCC Clause 37.1, the Universities Fund may take out and maintain in effect any such insurance and may from time to time deduct from any amount due to the Supplier under the Contract any premium that the Universities Fund shall have paid to the insurer or may otherwise recover such amount as a debt due from the Supplier.
- 37.6 Unless otherwise provided in the Contract, the Supplier shall prepare and conduct all and any claims made under the policies affected by it pursuant to this GCC Clause 37, and all monies payable by any insurer shall be paid to the Supplier. The Universities Fund shall give to the Supplier all such reasonable assistance as may be required by the Supplier in connection with any claim under the relevant insurance policies. With respect to insurance claims in which the Universities Fund's interest is involved, the Supplier shall not give any release or make any compromise with the insurer without the prior written consent of the Universities Fund. With respect to insurance claims in which the Supplier's interest is involved, the Universities Fund shall not give any release or make any compromise with the insurer without the prior written consent of the Supplier.
- 38.1 "Force Majeure" shall mean any **Force Majeure** event beyond the reasonable control of the Universities Fund or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the

following:

- 38.1.1 war, hostilities, or war like operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;
 - 38.1.2 rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;
 - 38.1.3 confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state or national government authority;
 - 38.1.4 strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;
 - 38.1.5 earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;
 - 38.1.6 failure, by the Supplier, to obtain the necessary export permit (s) from the governments of the Country(s) of Origin of the Information Technologies or other Goods, or Supplier's Equipment provided that the Supplier has made all reasonable efforts to obtain the required export permit(s), including the exercise of due diligence in determining the eligibility of the System and all of its components for receipt of the necessary export permits.
- 38.2 If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.
- 38.3 The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The Time for Achieving Operational Acceptance shall be extended in accordance with GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).
- 38.4 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either party's right to terminate the Contract under GCC Clause 38.6.

38.5 No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall:

38.5.1 Constitute a default or breach of the Contract;

38.5.2 (subject to GCC Clauses 35.2, 38.3, and 38.4) give rise to any claim for damages or additional cost or expense occasioned by the delay or nonperformance, if, and to the extent that, such delay or non-performance is caused by the occurrence of an event of Force Majeure.

38.6 If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.

38.7 In the event of termination pursuant to GCC Clause 38.6, the rights and obligations of the Universities Fund and the Supplier shall be as specified in GCC Clauses 41.1.2 and 41.1.3.

38.8 Notwithstanding GCC Clause 38.5, Force Majeure shall not apply to any obligation of the Universities Fund to make payments to the Supplier under this Contract.

G. *Change in Contract Elements*

39.1 *Introducing a Change* *Changes to the System*

39.1.1 Subject to GCC Clauses 39.2.5 and 39.2.7, the Universities Fund shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called "Change"), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.

39.1.2A Change may involve, but is not restricted to, the substitution of updated Information Technologies and related Services in accordance with GCC Clause 23 (Product Upgrades).

39.1.3 The Supplier may from time to time during its performance of the Contract propose to the Universities Fund (with a copy to the Project Manager) any Change that the Supplier considers

necessary or desirable to improve the quality or efficiency of the System. The Universities Fund may at its discretion approve or reject any Change proposed by the Supplier.

39.1.4 Notwithstanding GCC Clauses 39.1.1 and 39.1.2, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any adjustment of the Contract Price or the Time for Achieving Operational Acceptance.

39.1.5 The procedure on how to proceed with and execute Changes is specified in GCC Clauses 39.2 and 39.3, and further details and sample forms are provided in the Sample Contractual Forms Section in the tendering documents.

39.1.6 Moreover, the Universities Fund and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be "frozen." Any Change initiated after this time will be dealt with after Operational Acceptance.

39.2 Changes Originating from Universities Fund

39.2.4 If the Universities Fund proposes a Change pursuant to GCC Clauses 39.1.1, it shall send to the Supplier a "Request for Change Proposal," requiring the Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a "Change Proposal," which shall include the following:

- a Brief description of the Change;
- b Impact on the Time for Achieving Operational Acceptance;
- c Detailed estimated cost of the Change;
- d Effect on Functional Guarantees (if any);
- e Effect on any other provisions of the Contract.

39.2.5 Prior to preparing and submitting the "Change Proposal," the Supplier shall submit to the Project Manager a "Change Estimate Proposal," which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Supplier's Change Estimate Proposal, the Universities Fund shall do one of the following:

- a accept the Supplier's estimate with instructions to the Supplier to proceed with the preparation of the Change Proposal;

- b advise the Supplier of any part of its Change Estimate Proposal that is unacceptable and request the Supplier to review its estimate;
- c advise the Supplier that the Universities Fund does not intend to proceed with the Change.

39.2.6 Upon receipt of the Universities Fund's instruction to proceed under GCC Clause 39.2.2 (a), the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with GCC Clause 39.2.1. The Supplier, at its discretion, may specify a validity period for the Change Proposal, after which if the Universities Fund and Supplier has not reached agreement in accordance with GCC Clause 39.2.6, then GCC Clause 39.2.7 shall apply.

39.2.7 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.

39.2.8 If before or during the preparation of the Change Proposal it becomes apparent that the aggregate impact of compliance with the Request for Change Proposal and with all other Change Orders that have already become binding upon the Supplier under this GCC Clause 39 would be to increase or decrease the Contract Price as originally set forth in Article 2 (Contract Price) of the Contract Agreement by more than fifteen (15) percent, the Supplier may give a written notice of objection to this Request for Change Proposal prior to furnishing the Change Proposal. If the Universities Fund accepts the Supplier's objection, the Universities Fund shall withdraw the proposed Change and shall notify the Supplier in writing of its acceptance.

The Supplier's failure to so object to a Request for Change Proposal shall neither affect its right to object to any subsequent requested Changes or Change Orders, nor affect its right to take into account, when making such subsequent objection, the percentage increase or decrease in the Contract Price that any Change not objected to by the Supplier represents.

39.2.9 Upon receipt of the Change Proposal, the Universities Fund and the Supplier shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, the Universities Fund shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If the Universities Fund is unable to reach a decision within fourteen (14) days, it shall notify the Supplier with details of when the Supplier can expect a decision. If the Universities Fund decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Supplier accordingly. Under such circumstances, the Supplier shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation

of the Change Proposal, provided that these do not exceed the amount given by the Supplier in its Change Estimate Proposal submitted in accordance with GCC Clause 39.2.2.

39.2.10 If the Universities Fund and the Supplier cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented. However, this provision does not limit the rights of either party under GCC Clause 6 (Settlement of Disputes).

39.3 Changes Originating from Supplier

If the Supplier proposes a Change pursuant to GCC Clause 39.1.2, the Supplier shall submit to the Project Manager a written "Application for Change Proposal," giving reasons for the proposed Change and including the information specified in GCC Clause 39.2.1. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in GCC Clauses 39.2.6 and 39.2.7. However, should the Universities Fund choose not to proceed or the Universities Fund and the Supplier cannot come to agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the Supplier shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between the Universities Fund and the Supplier to the contrary.

39.4 Value engineering. The Supplier may prepare, at its own cost, a value engineering proposal at any time during the performance of the Contract.

39.4.1 The value engineering proposal shall, at a minimum, include the following;

- (a) The proposed change (s), and a description of the difference to the existing Contract requirements;
- (b) a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs) the Universities Fund may incur in implementing the value engineering proposal; and
- (c) a description of any effect(s) of the change on performance/ functionality.

39.4.2 The Universities Fund may accept the value engineering proposal if the proposal demonstrates benefits that:

- a) accelerates the delivery period; or
- b) reduces the Contract Price or the life cycle costs to the Universities Fund; or

- c) improves the quality, efficiency, safety or sustainability of the systems; or
- d) yields any other benefits to the Universities Fund, without compromising the necessary functions of the systems.

39.4.3 If the value engineering proposal is approved by the Universities Fund and results in:

- a) a reduction of the Contract Price; the amount to be paid to the Supplier shall be the percentage specified in the **SCC** of the reduction in the Contract Price; or
- b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in
 - (a) to (d) above, the amount to be paid to the Supplier shall be the full increase in the Contract Price.

40.1 The time(s) ***Extension of Time for Achieving Operational Acceptance*** for achieving Operational Acceptance specified in the Schedule of Implementation shall be extended if the Supplier is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following:

- 40.1.1 Any Change in the System as provided in GCC Clause 39 (Change in the Customer Service Relationship Management Software(CRM));
- 40.1.2 Any occurrence of Force Majeure as provided in GCC Clause 38 (Force Majeure);
- 40.1.3 Default of the Universities Fund; or
- 40.1.4 Any other matter specifically mentioned in the Contract; by such period as shall be fair and reasonable in all the circumstances and as shall fairly reflect the delay or impediment sustained by the Supplier.

40.2 Except where otherwise specifically provided in the Contract, the Supplier shall submit to the Project Manager a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable after receipt of such notice and supporting particulars of the claim, the Universities Fund and the Supplier shall agree upon the period of such extension. In the event that the Supplier does not accept the Universities Fund's estimate of a fair and reasonable time extension, the Supplier shall be entitled to refer the matter to the provisions for the Settlement of Disputes pursuant to GCC Clause 43.

40.3 The Supplier shall at all times use its reasonable efforts to minimize any delay in the performance

of its obligations under the Contract.

41.1 Termination for Universities **Termination** Fund's Convenience

41.1.1 The Universities Fund may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC Clause 41.1.

41.1.2 Upon receipt of the notice of termination under GCC Clause 41.1.1, the Supplier shall either as soon as reasonably practical or upon the date specified in the notice of termination

- a) cease all further work, except for such work as the Universities Fund may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;
- b) terminate all subcontracts, except those to be assigned to the Universities Fund pursuant to GCC Clause (d)

(ii) below;

- c) Remove all Supplier's Equipment from the site, repatriate the Supplier's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;
- d) In addition, the Supplier, subject to the payment specified in GCC Clause 41.1.3, shall
 - i) deliver to the Universities Fund the parts of the System executed by the Supplier up to the date of termination;
 - ii) to the extent legally possible, assign to the Universities Fund all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination, and, as may be required by the Universities Fund, in any subcontracts concluded between the Supplier and its Subcontractors;
 - iii) deliver to the Universities Fund all nonproprietary drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.1.3 In the event of termination of the Contract under GCC Clause 41.1.1, the Universities Fund shall pay to the Supplier the following amounts:

- a) The Contract Price, properly attributable to the parts of the System executed by the Supplier as of the date of termination;

- b) The costs reasonably incurred by the Supplier in the removal of the Supplier's Equipment from the site and in the repatriation of the Supplier's and its Subcontractors' personnel;
- c) any amount to be paid by the Supplier to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges;
- d) costs incurred by the Supplier in protecting the System and leaving the site in a clean and safe condition pursuant to GCC Clause 41.1.2(a); and
- e) the cost of satisfying all other obligations, commitments, and claims that the Supplier may in good faith have undertaken with third parties in connection with the Contract and that are not covered by GCC Clauses 41.1.3 (a) through (d) above.

41.2 Termination for Supplier's Default

41.2.1 The Universities Fund, without prejudice to any other rights or remedies it may possess, may terminate the Contract forth within the following circumstances by giving a notice of termination and its reasons there for to the Supplier, referring to this GCC Clause 41.2:

- a) If the Supplier becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Supplier is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Supplier takes or suffers any other analogous action in consequence of debt;
- b) If the Supplier assigns or transfers the Contractor any right or interest, there in in violation of the provision of GCC Clause 42 (Assignment); or
- c) If the Supplier, in the judgment of the Universities Fund has engaged in Fraud and Corruption, as defined in paragraph 2.2a. of the Appendix to the GCC, in competing for or in executing the Contract, including but Not limited to willful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer, the hardware, software, or materials provided under this Contract.

41.2.2 If the Supplier:

- d) Has abandoned or repudiated the Contract;
- e) Has without valid reason failed to commence work on the System promptly;
- f) Persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;
- g) Refuses or is unable to provide sufficient Materials, Services, or labor to execute and

complete the System in the manner specified in the Agreed Project Plan furnished under GCC Clause 19 at rates of progress that give reasonable assurance to the Universities Fund that the Supplier can attain Operational Acceptance of the System by the Time for Achieving Operational Acceptance as extended; then the Universities Fund may, without prejudice to any other rights it may possess under the Contract, give a notice to the Supplier stating the nature of the default and requiring the Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice, then the Universities Fund may terminate the Contract forthwith by giving a notice of termination to the Supplier that refers to this GCC Clause 41.2.

41.2.3 Upon receipt of the notice of termination under GCC Clauses 41.2.1 or 41.2.2, the Supplier shall, either immediately or upon such date as is specified in the notice of termination:

- h) cease all further work, except for such work as the Universities Fund may specify in the notice of termination for the sole purpose of protecting that part of the System already executed or any work required to leave the site in a clean and safe condition;
- i) terminate all subcontracts, except those to be assigned to the Universities Fund pursuant to GCC Clause (d) below;
- j) deliver to the Universities Fund the parts of the System executed by the Supplier up to the date of termination;
- k) to the extent legally possible, assign to the Universities Fund all right, title and benefit of the Supplier to the System or Subsystems as at the date of termination, and, as may be required by the Universities Fund, in any subcontracts concluded between the Supplier and its Subcontractors;
- l) deliver to the Universities Fund all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as at the date of termination in connection with the System.

41.2.4 The Universities Fund may enter upon the site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as the Universities Fund thinks appropriate, the Universities Fund shall give notice to the Supplier that such Supplier's Equipment will be returned to the Supplier at or near the site and shall return such Supplier's Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the site.

41.2.5 Subject to GCC Clause 41.2.6, the Supplier shall be entitled to be paid the Contract Price

attributable to the portion of the System executed as at the date of termination and the costs, if any, incurred in protecting the System and in leaving the site in a clean and safe condition pursuant to GCC Clause 41.2.3 (a). Any sums due the Universities Fund from the Supplier accruing prior to the date of termination shall be deducted from the amount to be paid to the Supplier under this Contract.

41.2.6 If the Universities Fund completes the System, the cost of completing the System by the Universities Fund shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Universities Fund in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Universities Fund, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Universities Fund shall pay the balance to the Supplier. The Universities Fund and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

41.3 Termination by Supplier

41.3.1 If:

a) the Universities Fund has failed to pay the Supplier any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents without just cause **pursuant to the SCC**, or commits a substantial breach of the Contract, the Supplier may give a notice to the Universities Fund that requires payment of such sum, with interest on this sum as stipulated in GCC Clause 12.3, requires approval of such invoice or supporting documents, or specifies the breach and requires the Universities Fund to remedy the same, as the case may be. If the Universities Fund fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen

(14) days after receipt of the Supplier's notice; or

b) the Supplier is unable to carry out any of its obligations under the Contract for any reason attributable to the Universities Fund, including but not limited to the Universities Fund's failure to provide possession of or access to the site or other areas or failure to obtain any governmental permit necessary for the execution and/or completion of the System; then the Supplier may give a notice to the Universities Fund of such events, and if the Universities Fund has failed to pay the outstanding sum, to approve the invoice or supporting documents, to give its reasons for withholding such approval, or to remedy the breach within twenty-

eight (28) days of such notice, or if the Supplier is still unable to carry out any of its obligations under the Contract for any reason attributable to the Universities Fund within twenty- eight (28) days of the said notice, the Supplier may by a further notice to the Universities Fund referring to this GCC Clause 41.3.1, forth with terminate the Contract.

41.3.2 The Supplier may terminate the Contract immediately by giving a notice to the Universities Fund to that effect, referring to this GCC Clause 41.3.2, if the Universities Fund becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Universities Fund takes or suffers any other analogous action in consequence of debt.

41.3.3 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, then the Supplier shall immediately:

- c) Cease all further work, except for such work as may be necessary for the purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;
- d) Terminate all subcontracts, except those to be assigned to the Universities Fund pursuant to Clause 41.3.3

(d) (ii);

- e) remove all Supplier's Equipment from the site and repatriate the Supplier's and its Subcontractor's personnel from the site.
- f) In addition, the Supplier, subject to the payment specified in GCC Clause 41.3.4, shall:
 - i) deliver to the Universities Fund the parts of the System executed by the Supplier up to the date of termination;
 - ii) to the extent legally possible, assign to the Universities Fund all right, title, and benefit of the Supplier to the System, or Subsystems, as of the date of termination, and, as may be required by the Universities Fund, in any subcontracts concluded between the Supplier and its Subcontractors;
 - iii) to the extent legally possible, deliver to the Universities Fund all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.3.4 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, the Universities Fund shall pay to the Supplier all payments specified in GCC Clause 41.1.3 and reasonable compensation for all

loss, except for loss of profit, or damage sustained by the Supplier arising out of, in connection with, or in consequence of such termination.

41.3.5 Termination by the Supplier pursuant to this GCC Clause 41.3 is without prejudice to any other rights or remedies of the Supplier that may be exercised in lieu of or in addition to rights conferred by GCC Clause 41.3.

41.4 In this GCC Clause 41, the expression "portion of the System executed" shall include all work executed, Services provided, and all Information Technologies, or other Goods acquired (or subject to a legally binding

Obligation to purchase) by the Supplier and used or intended to be used for the purpose of the System, up to and including the date of termination.

41.5 In this GCC Clause 41, in calculating any monies due from the Universities Fund to the Supplier, account shall be taken of any sum previously paid by the Universities Fund to the Supplier under the Contract, including any advance payment paid **pursuant to the SCC**.

42.1 Neither the Universities Fund nor the Supplier shall, without the express prior written consent of the other, assign to **Assignment** any third party the Contractor any part thereof, or any right, benefit, obligation, or interest there in or there under, except that the Supplier shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.

I. Settlement of Disputes

43.1 Adjudication Settlement of Disputes

43.1.1 If any dispute of any kind what so ever shall arise between the Universities Fund and the Supplier in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, or the operation of the System (whether during the progress of implementation or after its achieving Operational Acceptance and whether before or after the termination, abandonment, or breach of the Contract), the parties shall seek to resolve any such dispute **by mutual consultation**. If the parties fail to resolve such a dispute by mutual consultation within fourteen (14) days after one party has notified the other in writing of the dispute, then, if the Contract Agreement in Appendix 2 includes and names an Adjudicator, the dispute shall, within another fourteen (14) days, be referred in writing by either party to the Adjudicator, with a copy to the other party. If there is no Adjudicator specified in the Contract Agreement, the mutual consultation period

stated above shall last twenty-eight (28) days (instead of fourteen), upon expiry of which either party may move to the notification of arbitration pursuant to GCC Clause 43.2.1.

43.1.2 The Adjudicator shall give his or her decision in writing to both parties within twenty-eight (28) days of the dispute being referred to the Adjudicator. If the Adjudicator has done so, and no notice of intention to commence arbitration has been given by either the Universities Fund or the Supplier within fifty-six (56) days of such reference, the decision shall become final and binding upon the Universities Fund and the Supplier. Any decision that has become final and binding shall be implemented by the parties forth with.

43.1.3 The Adjudicator shall be paid an hourly fee at the rate specified in the Contract Agreement plus reasonable expenditures incurred in the execution of duties as Adjudicator, and these costs shall be divided equally between the Universities Fund and the Supplier.

43.1.4 Should the Adjudicator resign or die, or should the Universities Fund and the Supplier agree that the Adjudicator is not fulfilling his or her functions in accordance with the provisions of the Contract, a new Adjudicator shall be jointly appointed by the Universities Fund and the Supplier. Failing agreement between the two within twenty-eight (28) days, the new Adjudicator shall be appointed at the request of either party by the Appointing Authority **specified in the SCC**, or, if no Appointing Authority is **specified in SCC**, the Contract shall, from this point onward and until the parties may otherwise agree on an Adjudicator or an Appointing Authority, be implemented as if there is no Adjudicator.

43.2 Arbitration

43.2.1 If

- a) the Universities Fund or the Supplier is dissatisfied with the Adjudicator's decision and acts before this decision has become final and binding pursuant to GCC Clause 43.1.2, or
- b) the Adjudicator fails to give a decision within the allotted time from referral of the dispute pursuant to GCC Clause 43.1.2, and the Universities Fund or the Supplier acts within the following fourteen (14) days, or
- c) in the absence of an Adjudicator from the Contract Agreement, the mutual consultation pursuant to GCC Clause 43.1.1 expires without resolution of the dispute and the Universities Fund or the Supplier acts within the following fourteen (14) days, then either the Universities Fund or the Supplier may act to give notice to the other party, with a copy for information to the Adjudicator in case an Adjudicator had been involved, of its intention to commence

arbitration, as provided below, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

43.2.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC Clause 43.2.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after commissioning of the Customer Service Relationship Management Software(CRM).

43.2.3 Arbitration proceedings shall be conducted in accordance with the rules of procedure **specified in the SCC.**

43.3 Notwithstanding any reference to the Adjudicator or arbitration in this clause,

- a) The parties shall continue to perform their respective obligations under the Contract unless they otherwise agree;
- b) The Universities Fund shall pay the Supplier any monies due the Supplier.

SECTION VII - SPECIAL CONDITIONS OF CONTRACT

Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions of the SCC shall prevail over those in the General Conditions of Contract. For the purposes of clarity, any referenced GCC clause numbers are indicated in the left column of the SCC.

A. Contract and Interpretation

1. Definitions (GCC Clause 1)

GCC 1.1 (b) (i)	The Procuring Entity is: <i>[insert: complete legal name of the Procuring Entity]</i> .
GCC 1.1 (b) (ii)	The Project Manager is: <i>[insert: name and/or the official title of Project Manager]</i> . GCC
GCC 1.1 (e) (ix)	<i>There are no Special Conditions associated with GCC 1.1 (e) (x).</i> <i>[Note: The GCC default specifies the Contract Period as when all the Supplier's obligations are completed. If there is a reason to set a hard-and-fast calendar date for the Contract Period to end, then specify here]</i>
GCC 1.1 (e) (xii)	The Post-Warranty Services Period is <i>[insert: number of months]</i> starting with the completion of the Warranty Period.

2. Notices (GCC Clause 4)

B. Subject Matter of Contract

3. Scope of the System (GCC Clause 7)

GCC 7.3	The Supplier's obligations under the Contract will include the following recurrent cost items, as identified in the Recurrent Cost tables in the Supplier's Tender:	
	Line Item No.	Subsystem / Item
	1	Software subscription/Licenses
		i) Application License
		ii) Database License
	iii) Operating System License	

		iv) Application Server License
		v) Electronic Document and Records Management System License
		vi) Any Others
	2	Support and Maintenance

	3	Any Other Cost
--	---	----------------

4. Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work on the System within: within Thirty (30) days after signing of the contract (the Effective Date)
---------	--

5. Supplier's Responsibilities (GCC Clause 9)

C. PAYMENT

6. Contract Price (GCC Clause 11)

GCC 11.2	Adjustments to the Contract Price shall be as follows: <i>NOT APPLICABLE.</i>
----------	--

7. Terms of Payment (GCC Clause 12)

GCC 12.1

Subject to the provisions of GCC Clause 12 (Terms of Payment), the Universities Fund shall pay the Contract Price to the Supplier according to the categories and in the manner specified below. Only the categories Advance Payment and Complete System Integration relate to the entire Contract Price. In other payment categories, the term "total Contract Price" means the total cost of goods or services under the specific payment category. Within each such category, the Contract Implementation Schedule may trigger pro-rata payments for the portion of the total Contract Price for the category corresponding to the goods or services actually Delivered, Installed, or Operationally Accepted, at unit prices and in the currencies specified in the Price Schedules of the Contract Agreement.

(a) Advance Payment

twenty percent (20%) of the entire Contract Price, exclusive of all Recurrent Costs, shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2.

[Note: *The advance payment may be higher than 10% in cases where Supplier's mobilization costs (i.e., costs between Contract effectiveness and the first scheduled Contract payment) are likely to be much larger than the advance payment, resulting in substantial negative cash flow for the Supplier. This happens primarily in projects where the Supplier must acquire expensive highly-specialized equipment to customize and configure a solution system prior to the first scheduled payment milestone. In these cases, the entire schedule of payments below obviously needs to be adjusted accordingly.]*

(b) Information Technologies, Materials, and other Goods, with the exception of Custom Software and Custom Materials:

sixty percent (60%) of the total or pro-rata Contract Price for this category against Delivery

ten percent (10%) of the same price against Installation

ten percent (10%) of the same price against Operational Acceptance.

(c) Custom Software and Custom Materials:

sixty percent (60%) of the total or pro-rata Contract Price for this category against Installation

twenty percent (20%) of the same price against Operational Acceptance.

[Note: *Large custom software development or system integration contracts (e.g., those taking longer than six months from Contract Effectiveness to Operational Acceptance of the Application Software subsystem) are usually paid in increments against Procuring Entity's acceptance of major intermediate deliverables defined in the implementation schedule as key milestones (e.g. a sequence of major system design documents, such as: software requirements specifications, software design document, development of a prototype for a major subsystem, delivery of a pilot implementation of the software for a subsystem or the entire system, etc.). In those cases, the above payment terms should be modified accordingly and refer to the milestones in the Implementation Schedule. The payment terms should allow the Supplier an adequate cash flow vis-à-vis the steps need to achieve an operational Customer Service Relationship Management Software(CRM).]*

	<p>(d) Services other than Training:</p> <p>eighty percent (80%) of the pro-rata Contract Price for services performed will be paid monthly in arrears, on submission and Procuring Entity's approval of invoices:</p> <p>[Note: <i>Some Contracts may involve considerable "Services other than Training" (and services other than software customization). For instance, there could be the digitization of maps using the procured Geographical Data center (GIS), or the scanning, indexing and conversion of paper documents, or the conversion or migration of existing electronic data sets. In these cases, payment may be keyed to acceptance of intermediate deliverables or completion of service delivery phases defined in the project implementation schedule, rather than merely to the passage of time, as illustrated. In designing this type of payment terms, the Procuring Entity has an obligation to balance and ensure consistency between its own interest to pay only against value received, the supplier's need for a reasonable cash flow, the design of the project implementation schedule, the specification of service milestones and even the process for acceptance testing of intermediate deliverables (when milestones completion would be subject to such testing).]</i></p> <p>(e) Training</p> <p>thirty percent (30%) of the total Contract Price for training services at the start of the full training program</p> <p>fifty percent (50%) of the pro-rata Contract Price for training services performed will be paid monthly in arrears, on submission and approval of appropriate invoices.</p> <p>(f) Complete System Integration</p> <p>ten percent (10%) of the entire Contract Price, exclusive of all Recurrent Costs, as final payment against Operational Acceptance of the System as an integrated whole.</p> <p>(g) Recurrent Costs</p> <p>one hundred percent (100%) of the price of the services actually delivered will be paid quarterly in arrears, on submission and Procuring Entity's approval of invoices.</p> <p>[Note: <i>If a separate Operational Acceptance for the System as an integrated whole is not required, increase by 10% points the final payment percentages of all other goods and services above.]</i></p>
--	--

GCC 12.3	<p>The Universities Fund shall pay to the Supplier interest on the delayed payments at a rate of:</p> <p>NOT APPLICABLE</p>
----------	--

GCC 12.4	The Supplier will invoice the Universities Fund in the currency used in the Contract Agreement and the Price Schedules it refers to, for Goods and Services supplied locally, and the conversion between this currency and Kenya shillings for payment purposes - in case the two currencies are different - will be made as of the actual payment date using the exchange rate found in The Central Bank of Kenya
----------	---

8. Securities (GCC Clause 13)

GCC 13.3.1	The Performance Security shall be denominated in Kenya Shillings or equivalent in a freely convertible currency for an amount equal to 10% percent of the Contract Price from a Bank. A foreign bank providing a Performance Security shall have a corresponding bank located in Kenya.
GCC 13.3.4	During the Warranty Period (i.e., after Operational Acceptance of the System), the Performance Security shall be 10% percent of the Contract Price

D. Intellectual Property

9. Copyright (GCC Clause 15)

GCC 15.3	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.3</i>
GCC 15.4	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.4</i>
GCC 15.5	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.5</i>

10. Software License Agreements (GCC Clause 16)

GCC 16.1 (a) (iv)	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.1 (a) (iv)</i>
GCC 16.1 (b) (vi)	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vi)</i>
GCC 16.1 (b) (vii)	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vii)</i>

GCC 16.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.2</i>
----------	--

11. Confidential Information (GCC Clause 17)

GCC 17.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 17.1</i>
----------	--

E. Supply, Installation, Testing, Commissioning, and Acceptance of the System

12. Representatives (GCC Clause 18)

GCC 18.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 18.1</i>
GCC 18.2.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 18.2.2</i> <i>The Joint Venture Agreement / Teaming Agreement shall provide the Suppliers Representative</i>

13. Project Plan (GCC Clause 19)

GCC 19.1	<p>Chapters in the Project Plan shall address the following subject:</p> <ul style="list-style-type: none"> <i>(a) Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);</i> <i>(b) Implementation Sub-Plan;</i> <i>(c) Training Sub-Plan;</i> <i>(d) Testing and Quality Assurance Sub-Plan;</i> <i>(e) Warranty Defect Repair and Technical Support Service Sub-Plan</i> <i>(f) Risk Register and Risk Management Plan</i> <p><i>Further details regarding the required contents of each of the above chapters are contained in the Technical Requirements</i></p>
GCC 19.2	The project plan shall otherwise be agreed upon between the PE and the supplier not later than 30 days after the initial presentation of the plan. i.e. Two (2) weeks from contract signing.

GCC 19.6	<p><i>The Supplier shall submit to the Universities Fund:</i></p> <ul style="list-style-type: none"> <i>(i) monthly testing reports</i> <i>(ii) monthly reports on job training and knowledge Transfer</i> <i>(iii) monthly log of service calls and problem resolutions</i> <i>(iv) Monthly or on need basis updated Risk Register</i> <i>(v) Monthly or on need basis Project Progress Report</i>
----------	--

14. Design and Engineering (GCC Clause 21)

GCC 21.3	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 21.3</i></p> <p><i>[Note: If necessary and appropriate, specify the Controlling Technical Documents(i.e., document that must be approved by the Universities Fund's Project Manager before any relevant downstream work can be undertaken by the Supplier).]</i></p> <p><i>[The Supplier shall prepare and furnish to the Project Manager the following documents for which the Supplier must obtain the Project Manager's approval before proceeding with work on the System or any Subsystem covered by the documents. [state "none" or specify, for example:</i></p> <p><i>(*) detailed site surveys;</i></p>
	<p><i>(*) final Subsystem configurations;(*) etc.</i></p>

15. Product Upgrades (GCC Clause 23)

GCC 23.4	<i>There are no Special Conditions of Contract applicable to GCC Clause 23.4.</i>
----------	--

16. Inspections and Tests (GCC Clause 25)

GCC 25	<i>There are no Special Conditions of Contract applicable to GCC Clause 25.</i>
--------	--

17. Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 27.2.1.</i>

F. Guarantees and Liabilities

18. Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 28.2.</i>
GCC 28.3	<i>There are no Special Conditions of Contract applicable to GCC Clause 28.3.</i>

19. Defect Liability (GCC Clause 29)

GCC 29.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 29.1.</i>
GCC 29.4	<i>Warranty period for both Phase I and Phase II shall be 180 days</i>
GCC 29.10	<i>There are no Special Conditions of Contract applicable to GCC Clause 29.10</i>

20. Functional Guarantees (GCC Clause 30)

GCC 30	<i>There are no Special Conditions of Contract applicable to GCC Clause 30.</i>
--------	---

G. Risk Distribution

Insurances (GCC Clause 37)

GCC 37.1 (c)	<i>The Supplier shall obtain Third-Party Liability Insurance in the amount of [insert: monetary value] with deductible limits of no more than [insert: monetary value]. The insured Parties shall be [list insured parties]. The Insurance shall cover the period from [insert: beginning date, relative to the Effective Date of the Contract] until [insert: expiration date, relative to the Effective Date of the Contract or its completion]. (To be included during contract preparation)</i>
--------------	--

GCC 37.1 (e)	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e).</i></p> <p><i>The Supplier shall obtain Worker’s Compensation Insurance in accordance with the statutory requirements of Kenya. Specifically: Work Injury Benefit Act. The Insurance shall cover the period from the commencement until Contract completion date.</i></p> <p><i>The Supplier shall obtain Employer’s Liability Insurance in accordance with the statutory requirements of Kenya. The Insurance shall cover the period from the commencement until Contract completion date.</i></p>
--------------	---

H. CHANGE IN CONTRACT ELEMENTS

Changes to the System (GCC Clause 39)

GCC 39.4	<p>Value Engineering</p> <p>If the value engineering proposal is approved by the Universities Fund the amount to be paid to the Supplier shall be __% (insert appropriate percentage. The percentage is normally upto 50%) of the reduction in the Contract Price. NOT APPLICABLE</p>
----------	---

I. Settlement of Disputes

21. Settlement of Disputes (GCC Clause 43)

GCC 43.1.4	<p>The Appointing Authority for the Adjudicator is:</p> <p>The Adjudicator shall be appointed by: Nairobi Centre for International arbitration</p>
GCC 43.2.3	<p>If the Supplier is from outside Kenya arbitration proceedings shall be conducted in accordance with the rules of arbitration of: Nairobi Centre for International arbitration</p> <p>These rules, in the version in force at the time of the request for arbitration, will be deemed to form part of this Contract.</p> <p>If the Supplier is a national of Kenya, any dispute between the Universities Fund and a Supplier arising in connection with the present Contract shall be referred to arbitration in accordance with the laws of Kenya.</p>

SECTION VIII - CONTRACT FORMS

Notes to the Universities Fund on preparing the Contract Forms.

Performance Security: Pursuant to GCC Clause 13.3, the successful Tenderer is required to provide the Performance Security within twenty-eight (28) days of notification of Contract award.

Advance Payment Security: Pursuant to Clause 13.2, the successful Tenderer is required to provide a bank guarantee securing the Advance Payment, if the SCC related to GCC Clause 12.1 provides for an Advance Payment.

Installation and Operational Acceptance Certificates: Recommended formats for these certificates are included in this SPD. Unless the Universities Fund has good reason to require procedures that differ from those recommended, or to require different wording in the certificates, the procedures and forms shall be included unchanged. If the Universities Fund wishes to amend the recommended procedures and/ or certificates, it may do so before release of the tendering document to potential Tenderers.

Change Order Procedures and Forms: Similar to the Installation and Operational Acceptance Certificates, the Change Estimate Proposal, Estimate Acceptance, Change Proposal, Change Order, and related Forms should be included in the tendering document unaltered. If the Universities Fund wishes to amend the recommended procedures and/ or certificates, it may do so before release of the tendering document.

Notes to Tenderers on working with the Sample Contractual Forms

The following forms are to be completed and submitted by the successful Tenderer following notification of award:

(i) Contract Agreement, with all Appendices; (ii) Performance Security; and (iii) Advance Payment Security.

Contract Agreement: In addition to specifying the parties and the Contract Price, the Contract Agreement is where the:

(i) Supplier Representative; (ii) if applicable, agreed Adjudicator and his/her compensation; and (iii) the List of Approved Subcontractors are specified. In addition, modifications to the successful Tenderer's Tender Price Schedules are attached to the Agreement. These contain corrections and adjustments to the Supplier's tender prices to correct errors, adjust the Contract Price to reflect - if applicable - any extensions to tender validity beyond the last day of original tender validity plus 56 days, etc.

Performance Security: Pursuant to GCC Clause 13.3, the successful Tenderer is required to provide the Performance Security in the form contained in this section of these tendering documents and in the amounts specified in accordance with the SCC.

Advance Payment Security: Pursuant to GCC Clause 13.2, the successful Tenderer is required to provide a bank guarantee for the full amount of the Advance Payment - if an Advance Payment is specified in the SCC for GCC Clause

12.1- in the form contained in this section of these tendering documents or another form acceptable to the Universities Fund. If a Tenderer wishes to propose a different Advance Payment Security form, it should submit a copy to the Universities Fund promptly for review and confirmation of acceptability before the tender submission deadline.

The Universities Fund and Supplier will use the following additional forms during Contract implementation to formalize or certify important Contract events: (i) the Installation and Operational Acceptance Certificates; and (ii) the various Change Order forms. These and the procedures for their use during performance of the Contract are included in the tendering documents for the information of Tenderers.

1. NOTIFICATION OF INTENTION TO AWARD

[This Notification of Intention to Award shall be sent to each Tenderer that submitted a Tender.]

[Send this Notification to the Tenderer's Authorized Representative named in the Tenderer InformationForm]

1) For the attention of Tenderer's Authorized Representative Name:.....[insert Authorized Representative's name]

Address:.....[insert Authorized Representative's Address]

Telephone/Fax numbers:.....[insert Authorized Representative's telephone/fax numbers]

Email Address:.....[insert Authorized Representative's email address]

[IMPORTANT: insert the date that this Notification is transmitted to all participating Tenderers. The Notification must be sent to all Tenderers simultaneously. This means on the same date and as close to the same time as possible.]

DATE OF TRANSMISSION:This Notification is sent by: [email/fax] on[date](local time)

Notification of Intention to Award

[Universities Fund][insert the name of the Universities Fund]

Project[insert name of project]

Contract title[insert the name of the contract]

Country:[insert country where ITT is issued]

ITT No:[insert ITT reference number from Procurement Plan]

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

- a) Request a debriefing in relation to the evaluation of your Tender, and/ or
- b) Submit a Procurement-related Complaint in relation to the decision to award the contract.

i) The successful Tenderer

Name:	<i>[insert name of successful Tenderer]</i>
Address:	<i>[insert address of the successful Tenderer]</i>
Contract price:	<i>[insert contract price of the successful Tenderer]</i>
Total combined score:	<i>[insert the total combined score of the successful Tenderer]</i>

2) Other Tenderers *[INSTRUCTIONS: insert names of all Tenderers that submitted a Tender. If the Tender's price was evaluated include the evaluated price as well as the Tender price as read out.]*

Name of Tenderer	Technical Score (If applicable)	Tender price	Evaluated Tender Cost	Combined Score (if applicable)
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Tender price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Tender price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Tender price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Tender price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Tender price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>

- 3) Reason/s why your Tender was unsuccessful [Delete if the combined score already reveals the reason]
- 4) *[INSTRUCTIONS; State the reason/s why this Tenderer's Tender was unsuccessful. Do NOT include: (a) a point-by-point comparison with another Tenderer's Tender or (b) information that is marked confidential by the Tenderer in its Tender.]*

5) How to request a debriefing

DEADLINE: The deadline to request a debriefing expires at midnight on *[insert date]* (local time).

- 6) You may request a debriefing in relation to the results of the evaluation of your Tender. If you decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.
- 7) Provide the contract name, reference number, name of the Tenderer, contact details; and address the request for debriefing as follows:
- 8) **Attention:** *[insert full name of person, if applicable]* _____
Title/position: *[insert title/position]* _____
Agency: *[insert name of Universities Fund]* _____
Email address: *[insert email address]* _____
Fax number: *[insert fax number]* delete if not used _____
- 9) If your request for a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you and confirm the date that the extended Standstill

10) How to make a complaint

DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, *[insert date]* (local time).

Provide the contract name, reference number, name of the Tenderer, contact details; and address the Procurement-related Complaint as follows:

Attention: *[insert full name of person, if applicable]* Title/position:___*[insert title/position]*

Agency: *[insert name of Universities Fund]* Email address:_____ *[insert email address]*

At this point in the procurement process, you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends. Further information:

For more information refer to the Public Procurement and Disposals Act 2015 and its Regulations available from the Website info@ppra.go.ke or complaints@ppra.go.ke.

In summary, there are four essential requirements:

1. You must be an 'interested party'. In this case, that means a Tenderer who submitted a Tender in this

procurement, and is the recipient of a Notification of Intention to Award.

- 2 The complaint can only challenge the decision to award the contract.
- 3 You must submit the complaint within the deadline stated above.
- 4 You must include, in your complaint, all of the information required by the Procurement Regulations (as described in Annex III).

Standstill Period

DEADLINE: The Standstill Period is due to end at midnight on [insert date] (local time).

The Standstill Period lasts ten (10) Business Days after the date of transmission of this Notification of Intention to Award.

The Standstill Period may be extended. This may happen where we are unable to

If you have any questions regarding this Notification please do not hesitate to contact us. On behalf of the Universities Fund:

Signature:

Name: _____

Title/position: _____

Telephone: _____

Email: _____

2 REQUEST FOR REVIEW

FORM FOR REVIEW (r.203(1))

PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

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

**BETWEEN APPLICANT AND
.....RESPONDENT (Universities Fund)**

Request for review of the decision of the..... (Name of the Universities Fund of
.....dated the...day of
.....20.....in the matter of Tender No.....of20..... for (Tender description).

REQUEST FOR REVIEW

I/We.....,the above named Applicant(s), of address: Physical address.....P. O. Box
No.....

Tel. No.....Email, hereby request the Public Procurement Administrative Review Board to
review the whole/part of the above-mentioned decision on the following grounds, namely:1.

2.

By this memorandum, the Applicant requests the Board for an order/orders that:1.

2.

SIGNED(Applicant) Dated on.....day of/...20.....

FOR OFFICIAL USE ONLY Lodged with the Secretary Public Procurement Administrative Review Board on
theday of.....20.....

SIGNED

Board Secretary

3. LETTER OF AWARD

_____) _____

To: __

This is to notify you that your Tender dated ___ for execution of the _____ for the Contract Price in the aggregate of _____, as corrected and modified in accordance with the Instructions to Tenderers is here by accepted by our Agency.

You are requested to furnish the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose one of the Performance Security Forms included in Section X, - Contract Forms, of the Tendering Document.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract Agreement

4. CONTRACT AGREEMENT

THIS CONTRACT AGREEMENT is made on the*[insert: ordinal]* day of *[insert: month]*, *[insert: year]*. BETWEEN (1).....*[insert: Name of Universities Fund]*, a *[insert: description of type of legal entity]*,

for example, an agency of the Department of.....] of the Government of Kenya, or corporation incorporated under the laws of Kenya and having its principal place of business at *[insert: address of Universities Fund]* (here in after called “the Universities Fund”), and (2).....*[insert: name of Supplier]*, a corporation incorporated under the laws of *[insert: country of Supplier]* and having its principal place of business at *[insert: address of Supplier]* (here in after called “the Supplier”).

WHEREAS the Universities Fund desires to engage the Supplier to supply, install, achieve Operational Acceptance of, and support the following Customer Service Relationship Management Software(CRM) *[insert: brief description of the Customer Service Relationship Management Software(CRM)]* (“the System”), and the Supplier has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HERE BY AGREED as follows:

Article 1. Contract Documents

b. Contract Documents (Reference GCC Clause 1.1(a) (ii))

The following documents shall constitute the Contract between the Universities Fund and the Supplier, and each shall be read and construed as an integral part of the Contract:

- a) This Contract Agreement and the Appendices attached to the Contract Agreement
- b) Special Conditions of Contract
- c) General Conditions of Contract
- d) Technical Requirements (including Implementation Schedule)
- e) The Supplier's tender and original Price Schedules
- f) Service level agreement
- g) *[Add here: any other documents]*

1.2 Order of Precedence (Reference GCC Clause 2)

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above, provided that Appendix 7 shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above.

1.3 Definitions (Reference GCC Clause1)

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as prescribed to them in the General Conditions of Contract.

Article 2.

Contract Price and Terms of Payment

- 2.1 Contract Price (Reference GCC Clause 1.1(a)(viii) and GCC Clause 11) The Universities Fund here by agree to pay to the Supplier the Contract Price in consideration of the performance by the Supplier of its obligations under the Contract. The Contract Price shall be the aggregate of: [***insert: amount of foreign currency A in words***], [***insert: amount in figures***], plus [***insert: amount of foreign currency B in words***], [***insert: amount in figures***], plus [***insert: amount of foreign currency C in words***], [***insert: amount in figures***], [***insert: amount of local currency in words***], [***insert: amount in figures***], as specified in the Grand Summary Price Schedule.

The Contract Price shall be understood to reflect the terms and conditions used in the specification of prices in the detailed price schedules, including the terms and conditions of the associated incoterms, and the taxes, duties and related levies if and as identified.

Article 3.

Effective Date for Determining Time for Operational Acceptance

3.1 Effective Date (Reference GCC Clause 1.1(e) (ix))

The time allowed for supply, installation, and achieving Operational Acceptance of the System shall be determined from the date when all of the following conditions have been fulfilled:

- a) This Contract Agreement has been duly executed for and on behalf of the Universities Fund and the Supplier;
- b) The Supplier has submitted to the Universities Fund the performance security and the advance payment security, in accordance with GCC Clause 13.2 and GCC Clause 13.3;
- c) The Universities Fund has paid the Supplier the advance payment, in accordance with GCC Clause 12; Each party shall use its best efforts to fulfill the above conditions for which it is responsible as soon as practicable.

- 3.2 If the conditions listed under 3.1 are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Supplier, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time for Achieving Operational Acceptance and/or other relevant conditions of the Contract.

Article 4. Appendixes

4.1 The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

4.2 Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

Appendix 1. Supplier's Representative

Appendix 2. Adjudicator *[If there is no Adjudicator, state "not applicable"]*

Appendix 3. List of Approved Subcontractors Appendix 4. Categories of Software Appendix 5. Custom Materials

Appendix 6. Revised Price Schedules (if any)

Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

IN WITNESS WHEREOF the Universities Fund and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

a. For and on behalf of the Universities Fund

Signed:

in the capacity of *[insert: title or other appropriate designation]*

in the presence of____

b. For and on behalf of the Supplier

Signed:

in the capacity of *[insert: title or other appropriate designation]*

in the presence of____

5. APPENDICES

a) Appendix 1. Supplier's Representative

In accordance with GCC Clause 1.1 (b) (iv), the Supplier's Representative is:

Name:..... [*insert: name and provide title and address further below, or state "to be nominated within fourteen (14) days of the Effective Date"*]

Title: [*if appropriate, insert: title*]

In accordance with GCC Clause 4.3, the Supplier's addresses for notices under the Contract are:

Address of the Supplier's Representative: [*as appropriate, insert: personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.*]

Fallback address of the Supplier: [*as appropriate, insert: personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.*]

Appendix 2

Adjudicator in accordance with GCC Clause 1.1 (b) (vi), the agreed-upon Adjudicator is: Name:

..... [*insert: name*] Title:

[*insert: title*] Address: [*insert: postal address*] Telephone:

..... [*insert: telephone*] in accordance with GCC Clause 43.1.3, the agreed-upon fees and reimbursable expenses are: Hourly Fees:

[*insert: hourly fees*] Reimbursable Expenses: [*list: reimbursables*]

Pursuant to GCC Clause 43.1.4, if at the time of Contract signing, agreement has not been reached between the Universities Fund and the Supplier, an Adjudicator will be appointed by the Appointing Authority named in the SCC.

b) Appendix 3. List of Approved Subcontractors

The Universities Fund has approved use of the following Subcontractors nominated by the Supplier for carrying out the item or component of the System indicated. Where more than one Subcontractor is listed, the Supplier is free to choose between them, but it must notify the Universities Fund of its choice sufficiently in advance of the time when the subcontracted work needs to commence to give the Universities Fund reasonable time for review. In accordance with GCC Clause 20.1, the Supplier is free to submit proposals for Subcontractors for additional items from time to time. No subcontracts shall be placed with any such Subcontractors for additional items until the Subcontractors have been approved in writing by the Universities Fund and their names have been added to this list of Approved Subcontractors, subject to GCC Clause 20.3.

[specify: item, approved Subcontractors, and their place of registration that the Supplier proposed in the corresponding attachment to its tender and that the Universities Fund approves that the Supplier engage during the performance of the Contract. Add additional pages as necessary.]

Item	Approved Subcontractors	Place of Registration

c) Appendix 4. Categories of Software

The following table assigns each item of Software supplied and installed under the Contract to one of the three categories: (i) System Software, (ii) General-Purpose Software, or (iii) Application Software; and to one of the two categories: (i) Standard Software or (ii) Custom Software.

Software Item	(select one per item)			(select one per item)	
	System Software	General-Purpose Software	Application Software	Standard Software	Custom Software

d) Appendix 5. Custom Materials

The follow table specifies the Custom Materials the Supplier will provide under the Contract.

Custom Materials

e) Appendix 6. Revised Price Schedules NOT APPLICABLE

The attached Revised Price Schedules (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the Price Schedules contained in the Supplier's Tender. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's tender price, pursuant to the ITT Clauses 30.3 and 38.2.

f) Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

The attached Contract amendments (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the relevant clauses in the GCC, SCC, Technical Requirements, or other parts of this Contract as defined in GCC Clause 1.1 (a) (ii).

6. PERFORMANCE AND ADVANCE PAYMENT SECURITY FORMS

6.1 Performance Security Form (Demand Bank Guarantee)

[The bank, as requested by the successful Tenderer, shall fill in this form in accordance with the instructions indicated][Guarantor Form head or SWIFT identifier code]

*[insert: **Bank's Name, and Address of Issuing Branch or Office**]*

Beneficiary: *[insert: **Name and Address of Universities Fund**]*

Date: *[insert: **date**]*

PERFORMANCE GUARANTEE No.:..... *[insert: **Performance Guarantee Number**]*

Guarantor:

..... *[Insert name and address of place of issue, unless indicated in the Form head.]*

*We have been informed that on [insert: **date of award**] you awarded Contract No. [insert: **Contract number**] for [insert: **title and/or brief description of the Contract**] (hereinafter called "the Contract") to [insert: **complete name of Supplier which in the case of a joint venture shall be in the name of the joint venture**] (hereinafter called "the Applicant"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.*

At the request of the Applicant, we as Guarantor here by irrevocably undertake to pay you any sum(s) not exceeding [insert: amount(s)¹ in figures and words] such sum being payable in the types and proportions of currencies which the Contract Price is payable upon receipt by us of the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the contract without the Beneficiary needing to prove or to show grounds or reasons for their demand or the sum specified there in.

On the date of your issuing, to the Supplier, the Operational Acceptance Certificate for the System, the value of this guarantee will be reduced to any sum(s) not exceeding [insert: amount(s) 4 in figures and words].

*This remaining guarantee shall expire no later than [insert: **number** and select: **of months/of years***

(of the Warranty Period that needs to be covered by the remaining guarantee)] from the date of the Operational Acceptance Certificate for the System², and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under 15 (a) is hereby excluded.

[Signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

¹The bank shall insert the amount(s) specified and denominated in the SCC for GCC Clauses 13.3.1 and 13.3.4 respectively, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the

Universities Fund.

²In this sample form, the formulation of this paragraph reflects the usual SCC provisions for GCC Clause 13.3. However, if the SCC for GCC Clauses 13.3.1 and 13.3.4 varies from the usual provisions, the paragraph, and possibly the previous paragraph, need to be adjusted to precisely reflect the provisions specified in the SCC.

6.2 Advance Payment Security

Demand Bank Guarantee

[Guarantor Form head or SWIFT identifier code]

Beneficiary:*[insert: Name and Address of Universities Fund]*

Date: *[insert date of issue]*

ADVANCE PAYMENT GUARANTEE No.: *[insert: Advance Payment Guarantee Number]*

Guarantor*[Insert name and address of place of issue, unless indicated in the Form head]*

We have been informed that on.....*[insert: date of award]* you awarded Contract No. *[insert:*

Contract number] for*[insert: title and/or brief description of the Contract]* (here in after called "theContract") to *[insert: complete name of Supplier, which in the case of a joint venture shall be the name of the joint venture]* (here in after called" the Applicant").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of ***[insert: amount in numbers and words, for each currency of the advance payment]*** is to be made to the Supplier against an advance payment guarantee.

At the request of the Applicant, we as Guarantor, here by irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of..... *[Insert amount in figures] () [insert amount in words]*¹ upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

- (a) *Has used the advance payment for purposes other than toward delivery of Goods; or*
- (b) *has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.*

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been credited to the Applicant on its account number.....[insert number]at.....[insert name and address of Applicant's bank].

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety

(90) percent of the Accepted Contract Amount, has been certified for payment, or on the *[insert*

day] day of.....[insert month], 2 [insert year], whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No.758, except that the supporting statement under Article 15(a) is hereby excluded.

[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

1 Installation and Acceptance Certificates *(insert format)*

Installation Certificate

Date: **[insert: date]**
ITT: **[insert: title and number of ITT]**
Contract: **[insert: name and number of Contract]**
To: **[insert: name and address of Supplier]**

Dear Sir or Madam:

Pursuant to GCC Clause 26 (Installation of the System) of the Contract entered into between yourselves and the **[insert: name of Universities Fund]** (hereinafter the "Universities Fund") dated.....

[insert: date of Contract], relating to the **[insert: brief description of the Customer Service Relationship Management Software(CRM)]**, we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component:..... **[insert: description]**
2. Date of Installation: **[insert: date]**

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This Form shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Universities Fund

Signed:
Date:

in the capacity of: [**state: "Project Manager" or state the title of a higher-level authority in the Universities Fund's organization**]

2 Operational Acceptance Certificate

Date: [insert: date]

ITT: [insert: title and number of ITT]

Contract: [insert: name of System or Subsystem and number of Contract]

To: [insert: name and address of Supplier]

Dear Sir or Madam:

Pursuant to GCC Clause 27 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the.....[insert: name of Universities Fund] (hereinafter the “Universities Fund”) dated..... [insert: date of Contract], relating to the.....[insert: brief description of the Customer Service Relationship Management Software(CRM)], we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Universities Fund here by takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1 Description of the System (or Subsystem or major component):..... [insert: description]

2 Date of Operational Acceptance:..... [insert: date]

This Form shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Universities Fund

Signed:

Date:

in the capacity of:.....[state: “Project Manager” or higher-level authority in the Universities Fund's organization]

3. Change Order Procedures and Forms

Date:.....[*insert: date*]

ITT:.....[*insert: title and number of ITT*]

Contract:.....[*insert: name or System or Subsystem and number of Contract*]

General

This section provides samples of procedures and forms for carrying out changes to the System during the performance of the Contract in accordance with GCC Clause 39 (Changes to the System) of the Contract.

Change Order Log

The Supplier shall keep an up-to-date Change Order Log to show the current status of Requests for Change and Change Orders authorized or pending. Changes shall be entered regularly in the Change Order Log to ensure that the log is kept up-to-date. The Supplier shall attach a copy of the current Change Order Log in the monthly progress report to be submitted to the Universities Fund.

References to Changes

- 1) Request for Change Proposals (including Application for Change Proposals) shall be serially numbered CR-nnn.
- 2) Change Estimate Proposals shall be numbered CN-nnn.
- 3) Estimate Acceptances shall be numbered CA-nnn.
- 4) Change Proposals shall be numbered CP-nnn.
- 5) Change Orders shall be numbered CO-nnn. On all forms, the numbering shall be determined by the original CR-nnn.

Annexes

- 7.1 Request for Change Proposal Form
- 7.2 Change Estimate Proposal Form
- 7.3 Estimate Acceptance Form
- 7.4 Change Proposal Form
- 7.5 Change Order Form
- 7.6 Application for Change Proposal Form

4. Request for Change Proposal Form

(Universities Fund's Form head)

Date:.....[insert: date]

ITT:.....[insert: title and number of ITT]

Contract:.....[insert: name of System or Subsystem or number of Contract]

To:.....[insert: name of Supplier and address]

Attention:..... [insert: name and title]

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within [insert: number] days of the date of this Form.

- 1 Title of Change: **[insert: title]**
- 2 Request for Change No./Rev.: **[insert: number]**
- 3 Originator of Change: **[select Universities Fund / Supplier (by Application for Change Proposal), and add: name of originator]**
- 4 Brief Description of Change: **[insert: description]**
- 5 System (or Subsystem or major component affected by requested Change): **[insert: description]**
- 6 Technical documents and/ or drawings for the request of Change: Document or Drawing No.
Description
- 7 Detailed conditions or special requirements of the requested Change: **[insert: description]**
- 8 Procedures to be followed:
 - a) Your Change Proposal will have to show what effect the requested Change will have on the Contract Price.
 - b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire System agreed in the Contract.
 - c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the System, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.
 - d) You should also indicate what impact the Change will have on the number and mix of staff needed by the Supplier to perform the Contract.
 - e) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Contract Price and the Implementation Schedule in writing.
- 9 As next step, please respond using the Change Estimate Proposal form, indicating how much it will cost you to prepare a concrete Change Proposal that will describe the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause

39.2.1. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule and cost, of the Change.

For and on behalf of the Universities Fund

Signed:

Date:

in the capacity of:.....[*state: "Project Manager" or higher-level authority in the Universities Fund's organization*]

5 Change Estimate Proposal Form

(Supplier's Form head)

Date:.....[insert: date]

ITT:..... [insert: title and number of ITT]

Contract:.....[insert: name of System or Subsystem and number of Contract]

To:.....[insert: name of Universities Fund and address]

Attention:[insert: name and title]

Dear Sir or Madam:

With reference to your Request for Change Proposal, we are pleased to notify you of the approximate cost of preparing the below-referenced Change in accordance with GCC Clause 39.2.1 of the Contract. We acknowledge that your agreement to the cost of preparing the Change Proposal, in accordance with GCC Clause 39.2.2, is required before we proceed to prepare the actual Change Proposal including a detailed estimate of the cost of implementing the Change itself.

1. Title of Change:.....[insert: title]

2. Request for Change No./Rev.:.....[insert: number]

3. Brief Description of Change (including proposed implementation approach):[insert: description]

4. Schedule Impact of Change (initial estimate):..... [insert: description]

5. Initial Cost Estimate for Implementing the Change:[insert: initial cost estimate]

6. Cost for Preparation of Change Proposal:[insert: cost in the currencies of the Contract], as detailed below in the breakdown of prices, rates, and quantities.

For and on behalf of the Supplier Signed:

.....

Date:

in the capacity of:.....[state: "Supplier's Representative" or other higher-level authority in the Supplier's organization]

6 Estimate Acceptance Form

(Universities Fund's Form head) Date:[insert: date]

ITT[insert: title and number of ITT]

Contract:..... [insert: name of System or Subsystem and number of Contract]

To:.....[insert: name of Supplier and address]

Attention:..... [insert: name and title]

Dear Sir or Madam:

We hereby accept your Change Estimate and agree that you should proceed with the preparation of a formal ChangeProposal.

- 1 Title of Change: [insert: title]
- 2 Request for Change No./ Rev.: [insert: request number /revision]
- 3 Change Estimate Proposal No./ Rev.: [insert: proposal number/ revision]
- 4 Estimate Acceptance No./ Rev.: [insert: estimate number/ revision]
- 5 Brief Description of Change: [insert: description]
- 6 Other Terms and Conditions:

In the event that we decide not to order the Change referenced above, you shall be entitled to compensation for the cost of preparing the Change Proposal up to the amount estimated for this purpose in the Change Estimate Proposal, in accordance with GCC Clause 39 of the General Conditions of Contract.

For and on behalf of the Universities Fund

Signed:

Date:

in the capacity of:.....[state: "Project Manager" or higher-level authority in the Universities Fund's organization]

7. Change Proposal Form

(Supplier's Form head)

Date:..... *[insert:*

date]

ITT:..... *[insert: title and number of ITT]*

Contract: *[insert: name of System or Subsystem and number of Contract]*

To:..... *[insert: name of Universities Fund and address]*

Attention:..... *[insert: name and title]*

Dear Sir or Madam:

In response to your Request for Change Proposal No. *[insert: number]*, we here by submit our proposal as follows:

1. Title of Change: *[insert: name]*
2. Change Proposal No./ Rev.: *[insert: proposal number /revision]*
3. Origin at or of Change: *[select: Universities Fund /Supplier; and add: name]*
4. Brief Description of Change: *[insert: description]*
5. Reasons for Change: *[insert: reason]*
6. The System Subsystem, major component, or equipment that will be affected by the requested Change: *[insert: description]*
7. Technical documents and/ or drawings for the requested Change: Document or Drawing No. Description
8. Estimate of the increase/ decrease to the Contract Price resulting from the proposed Change: *[insert: amount in currencies of Contract]*, as detailed below in the breakdown of prices, rates, and quantities.
Total lump sum cost of the Change:

Cost to prepare this Change Proposal (i. e., the amount payable if the Change is not accepted, limited as provided by GCC Clause 39.2.6):

9. Additional Time for Achieving Operational Acceptance required due to the Change: *[insert: amount in days/weeks]*
10. Effect on the Functional Guarantees: *[insert: description]*

11. Effect on the other terms and conditions of the Contract: ***[insert: description]***

12. Validity of this Proposal: for a period of*[insert: number]* days after receipt of this Proposal by the Universities Fund

13. Procedures to be followed:

- a) You are requested to notify us of your acceptance, comments, or rejection of this detailed ChangeProposal within. *[insert: number]* days from your receipt of this Proposal.
- b) The amount of any increase and / or decrease shall be taken into account in the adjustment of theContract Price.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: *[state: "Supplier's Representative" or other higher-level authority in the Supplier's organization]*

8 Change Order Form

(Universities Fund's Form head)

Date:.....*[insert: date]*

ITT:*[insert: title and number of ITT]*

Contract:.....*[insert: name of System or Subsystem and number of Contract]*

To:.....*[insert: name of Supplier and address]*

Attention:.....*[insert: name and title]*

Dear Sir or Madam:

We hereby approve the Change Order for the work specified in Change Proposal No. *[insert: number]*, and agree to adjust the Contract Price, Time for Completion, and/ or other conditions of the Contract in accordance with GCC Clause 39 of the Contract.

1 Title of Change: *[insert: name]*

2 Request for Change No./ Rev.: *[insert: request number/ revision]*

3 Change Order No./ Rev.: *[insert: order number/ revision]*

4 Origin at or of Change: *[select: Universities Fund / Supplier; and add: name]*

5 Authorized Price for the Change: Ref. No.: *[insert: number]* Date: *[insert: date]*

[insert: amount in foreign currency A] plus [insert: amount in foreign currency B] plus [insert: amount in foreign currency C] plus [insert: amount in local currency]

6 Adjustment of Time for Achieving Operational Acceptance: *[insert: amount and description of adjustment]*

7 Other effects, if any: *[state: "none" or insert description]*

For and on behalf of the Universities Fund

Signed:

Date:

in the capacity of:.....*[state: "Project Manager" or higher-level authority in the Universities Fund's organization]*

For and on behalf of the Supplier

Signed:

Date:

in the capacity of..... [*state "Supplier's Representative" or higher-level authority in the Supplier's organization*]

9. Application for Change Proposal Form (Supplier's Form head)

Date:[*insert:date*]

ITT:..... [*insert: title and number of ITT*]

Contract: [*insert: name of System or Subsystem and number of Contract*]

To:[*insert: name of Universities Fund and address*]

Attention:[*insert: name and title*]

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as a Change to the System.

1. Title of Change: [*insert: name*]
2. Application for Change Proposal No./ Rev.:..... [*insert: number/ revision*] dated: [*insert: date*]
3. Brief Description of Change: [*insert: description*]
4. Reasons for Change:..... [*insert: description*]
5. Order of Magnitude Estimation: [*insert: amount in currencies of the Contract*]
6. Schedule Impact of Change:..... [*insert: description*]
7. Effect on Functional Guarantees, if any:..... [*insert: description*]
8. Appendix: [*insert: titles (if any); otherwise state "none"*]

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: *[state: "Supplier's Representative" or higher-level authority in the Supplier's organization]*

10. BENEFICIAL OWNERSHIP DISCLOSURE FORM

INSTRUCTIONS TO TENDERERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the successful tenderer. In case of joint venture, the tenderer must submit a separate Form for each member. The beneficial ownership information to be submitted in this Form shall be current as of the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Tenderer is any natural person who ultimately owns or controls the Tenderer by meeting one or more of the following conditions:

- Directly or indirectly holding 25% or more of the shares.
- Directly or indirectly holding 25% or more of the voting rights.
- Directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Tenderer.

Tender Reference No.: _____

_____ [insert identification no] Name of the
Assignment: _____ [insert name of
the assignment] to: _____ [insert complete name of
Universities Fund]

In response to your notification of award dated _____ [insert date of notification of award] to furnish additional information on beneficial ownership: [select one option as applicable and delete the options that are not applicable]

I) We here by provide the following beneficial ownership information.

Details of beneficial ownership

Identity of Beneficial Owner	Directly or indirectly holding 25% or more of the shares (Yes / No)	Directly or indirectly holding 25 % or more of the Voting Rights (Yes / No)	Directly or indirectly having the right to appoint a majority of the board of the directors or an equivalent governing body of the Tenderer (Yes / No)
[include full name (last, middle, first), nationality, country of residence]			

OR

ii) We declare that there is no Beneficial Owner meeting one or more of the following conditions: directly or indirectly holding 25% or more of the shares. Directly or indirectly holding 25% or more of the voting rights. Directly or indirectly having the right to appoint a majority of the

board of directors or equivalent governing body of the Tenderer.

OR

We declare that we are unable to identify any Beneficial Owner meeting one or more of the following conditions. [If this option is selected, the Tenderer shall provide explanation on why it is unable to identify any Beneficial Owner]

Directly or indirectly holding 25% or more of the shares. Directly or indirectly holding 25% or more of the voting rights.

Directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Tenderer]"

Name of the Tenderer *[insert complete name of the Tenderer]_____

Name of the person duly authorized to sign the Tender on behalf of the Tenderer: ** [insert complete name of person duly authorized to sign the Tender]

Title of the person signing the Tender [insert complete title of the person signing the Tender]

Signature of the person named above [insert signature of person whose name and capacity are shown above]

Date signed [insert date of signing] day of [Insert month], [insert year]