

REPUBLIC OF KENYA



OFFICE OF THE AUDITOR-GENERAL

TENDER DOCUMENT

FOR

**SUPPLY, INSTALLATION AND OPERATION
OF A MEDICAL SCHEME
ADMINISTRATION SYSTEM USING
BIOMETRIC AND SMART CARD
TECHNOLOGY**

OAG/OT/07/2017-2018

NOVEMBER, 2017

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SECTION I INVITATION TO TENDER

TENDER REF NO. OAG/OT/07/2017-2018

**TENDER NAME SUPPLY AND OPERATION OF A MEDICAL SCHEME
ADMINISTRATION SYSTEM USING BIOMETRIC AND SMART CARD
TECHNOLOGY**

The Office of the Auditor- General invites sealed bids from eligible candidates for the **SUPPLY AND OPERATION OF A MEDICAL SCHEME ADMINISTRATION SYSTEM USING BIOMETRIC AND SMART CARD TECHNOLOGY**

Interested eligible candidates may obtain further information at **the Procurement Office, Office of the Auditor-General, P.O BOX 30084-00100, NAIROBI** located on **8th floor, Anniversary Towers along University way**, on week days, during normal working hours (8.00AM- 1.00PM and (2.00PM - 5.00PM local time)

A complete set of tender documents may be downloaded by interested candidates free of charge at www.supplier.treasury.go.ke and www.oagkenya.go.ke. Bidders who have downloaded the document from the website must forward their particulars immediately to the procurement department through the email procurement@oagkenya.go.ke. the purpose of recording and issuing further clarifications and addenda if any.

Completed tender documents are to be enclosed in plain sealed envelopes marked with the specific tender name and reference number and deposited in the Tender Box located at **Office of The Auditor-General, Offices, Anniversary Towers, 8th floor** or to be addressed to **The Auditor-General, P.O. Box 30084-00100, NAIROBI** so as to be received on or before **11.00 AM, local time on 29th November, 2017**. Late bids will be rejected.

Prices quoted should be inclusive of all taxes and delivery costs, and must be in Kenya Shillings and shall remain valid for **120 days** from the closing date of the tender.

Tenders will be opened immediately thereafter in the presence of the Candidates or their representatives who choose to attend at the **Boardroom on 4th Floor, Anniversary Towers Building**.

**Head of Supply Chain Management
For: Auditor- General**

SECTION II - INSTRUCTIONS TO TENDERERS

2.1 Eligible Tenderers

- 2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Invitation to Tender. Successful tenderers shall complete the supply of goods by the intended completion date specified in the Schedule of Requirements Section VI.
- 2.1.2 The Office of the Auditor General’s employees, committee members, board members and their relative are not eligible to participate in the tender.
- 2.1.3 Tenderers shall provide the qualification information statement that the tenderer (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Office of the Auditor- General (OAG) to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation for tenders.
- 2.1.4 Tenderers shall not be under a declaration of ineligibility for corrupt and fraudulent practices.

2.2 Eligible Goods

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

2.3 Cost of Tendering

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

2.3.2 All firms found capable of performing the contract satisfactorily in accordance with the set prequalification criteria shall be prequalified.

2.4. The Tender Document

2.4.1 The tender document comprises the documents listed below and addenda issued in accordance with clause 2.6 of these instructions to Tenderers

- (i) Invitation to Tender
- (ii) Instructions to tenderers
- (iii) General Conditions of Contract
- (iv) Special Conditions of Contract
- (v) Schedule of requirements
- (vi) Technical Specifications
- (vii) Tender Form and Price Schedules
- (viii) Tender Security Form
- (ix) Contract Form
- (x) Performance Security Form
- (xi) Bank Guarantee for Advance Payment Form
- (xii) Manufacturer's Authorization Form
- (xiii) Confidential Business Questionnaire

2.4.2 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

2.5 Clarification of Documents

2.5.1 A prospective tenderer requiring any clarification of the tender document may notify the Office of the Auditor General in writing or by post at the entity's address indicated in the Invitation to Tender. The Procuring entity will respond in writing to any request for

clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of tenders, prescribed by the Office of the Auditor General. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be posted in the procuring entities web site www.oagkenya.go.ke so as to reach all the prospective bidders.

2.5.2 The Office of the Auditor General shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.6 **Amendment of Documents**

2.6.1 At any time prior to the deadline for submission of tenders, the Office of the Auditor General, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by amendment.

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

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

2.7 **Language of Tender**

2.7.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchange by the tenderer and the Office of the Auditor General, shall be written in English language, provided that any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.8 Documents Comprising of Tender

2.8.1 The tender prepared by the tenderers shall comprise the following components

- (a) a Tender Form and a Price Schedule completed in accordance with paragraph 2.9, 2.10 and 2.11 below
- (b) documentary evidence established in accordance with paragraph 2.1 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) documentary evidence established in accordance with paragraph 2.2 that the goods and ancillary services to be supplied by the tenderer are eligible goods and services and conform to the tender documents; and
- (d) tender security furnished in accordance with paragraph 2.14

2.9 Tender Forms

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

2.10 Tender Prices

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

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

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

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

2.11 Tender Currencies

2.11.1 Prices shall be quoted in Kenya Shillings unless otherwise specified in the Appendix to Instructions to Tenderers.

2.12 Tenderers Eligibility and Qualifications

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

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

2.12.3 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall be established to the Office of the Auditor General's satisfaction;

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

2.13 Goods Eligibility and Conformity to Tender Documents

2.13.1 Pursuant to paragraph 2.2 of this section, the tenderer shall furnish, as part of its tender documents establishing the eligibility and conformity to the

tender documents of all goods which the tenderer proposes to supply under the contract

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

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

- (a) a detailed description of the essential technical and performance characteristic of the goods;
- (b) a list giving full particulars, including available source and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the goods for a period of two (2) years, following commencement of the use of the goods by the Office of the Auditor General; and
- (c) a clause-by-clause commentary on the Office of the Auditor General's Technical Specifications demonstrating substantial responsiveness of the goods and service to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

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

2.14 Tender Security

2.14.1 The tenderer shall furnish, as part of its tender, a tender security for the amount specified in the Appendix to Invitation to Tenderers.

2.14.2 The tender security shall be in the amount of **Ksh 50,000.00**.

2.14.3 The tender security is required to protect the Office of the Auditor General against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.14.7

2.14.4 The tender security shall be denominated in Kenya Shillings or in another freely convertible currency, and shall be in the form of a bank guarantee or a bank draft issued by a reputable bank located in Kenya or abroad, or a guarantee issued by a reputable insurance company in the form provided in the tender documents or another form acceptable to the Office of the Auditor General and valid for thirty (30) days beyond the validity of the tender.

2.14.5 Any tender not secured in accordance with paragraph 2.14.1 and 2.14.3 will be rejected by the Office of the Auditor General as non-responsive, pursuant to paragraph 2.22

2.14.6 Unsuccessful Tenderer's tender security will be discharged or returned as promptly as possible as but not later than thirty (30) days after the expiration of the period of tender validity prescribed by the Office of the Auditor General.

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

2.14.8 The tender security may be forfeited:

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

2.15 **Validity of Tenders**

2.15.1 Tenders shall remain valid for **120 days** or as specified in the Invitation to tender after the date of tender opening prescribed by the Office of the Auditor General, pursuant to paragraph 2.18. A tender valid for a shorter

period shall be rejected by the Office of the Auditor General as non-responsive.

2.15.2 In exceptional circumstances, the Office of the Auditor General may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.14 shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

2.16 Format and Signing of Tender

2.16.1 The bidder shall prepare two copies of the tender, clearly marking each "ORIGINAL TENDER" and "COPY OF TENDER," as appropriate. In the event of any discrepancy between them, the original shall govern.

2.16.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the tender. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.

2.16.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

2.17 Sealing and Marking of Tenders

2.17.1 The Tenderer shall seal the original and each copy of the tender in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." The envelopes shall then be sealed in an outer envelope.

2.17.2 The inner and outer envelopes shall:

- (a) be addressed to the Office of the Auditor General at the address given in the Invitation to Tender:

2.18.1 bear, tender number and name in the Invitation for Tenders and the words, "DO NOT OPEN BEFORE," **11.00 AM, local time on 29th November, 2017**"

2.17.3 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared “late”.

2.17.4 If the outer envelope is not sealed and marked as required by paragraph 2.17.2, the Office of the Auditor General will assume no responsibility for the tender’s misplacement or premature opening.

2.18 Deadline for Submission of Tenders

2.18.2 Tenders must be received by the Office of the Auditor General at the address specified under paragraph 2.17.2 no later than **11.00 AM, local time on 29th November, 2017**”

2.18.3 The Office of the Auditor General may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.6, in which case all rights and obligations of the Office of the Auditor General and candidates previously subject to the deadline will therefore be subject to the deadline as extended

2.19 Modification and Withdrawal of Tenders

2.19.1 The tenderer may modify or withdraw its tender after the tender’s submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by the Office of the Auditor General prior to the deadline prescribed for submission of tenders.

2.19.2 The Tenderer’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.17. A withdrawal notice may also be sent by cable, telex but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

2.19.3 No tender may be modified after the deadline for submission of tenders.

2.19.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer’s forfeiture of its tender security, pursuant to paragraph 2.14.7

2.19.5 The Office of the Auditor General may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.19.6 The Office of the Auditor General shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.20 Opening of Tenders

2.20.1 The Office of the Auditor General will open all tenders in the presence of tenderers' representatives who choose to attend, not later than **11.00 AM, local time on 29th November, 2017.** and in the location specified in the Invitation to Tender. The tenderers' representatives who are present shall sign a register evidencing their attendance.

2.20.2 The tenderers' names, tender modifications or withdrawals, tender prices, discounts and the presence or absence of requisite tender security and such other details as the Office of the Auditor General, at its discretion, may consider appropriate, will be announced at the opening.

2.20.3 The Office of the Auditor General will prepare minutes of the tender opening.

2.21 Clarification of Tenders

2.21.1 To assist in the examination, evaluation and comparison of tenders the Office of the Auditor General may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.

2.21.2 Any effort by the tenderer to influence the Office of the Auditor General in the Office of the Auditor General's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers' tender.

2.22 Preliminary Examination

- 2.22.1 The Office of the Auditor General will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.
- 2.22.2 The Office of the Auditor General may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or effect the relative ranking of any tenderer.
- 2.22.3 Prior to the detailed evaluation, pursuant to paragraph 2.23 the Office of the Auditor General will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one, which conforms to all the terms and conditions of the tender documents without material deviations. The Office of the Auditor General's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
- 2.22.4 If a tender is not substantially responsive, it will be rejected by the Office of the Auditor General and may not subsequently be made responsive by the tenderer by correction of the non conformity.

2.23 Conversion to Single Currency

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

2.24 Evaluation and Comparison of Tenders

- 2.24.1 The Office of the Auditor General will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.22
- 2.24.2 The tender evaluation committee shall evaluate the tender within 30 days of the validity period from the date of opening the tender.

2.24.3 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

2.25 Preference

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

2.26 Contacting the Office of the Auditor General

2.26.1 Subject to paragraph 2.21 no tenderer shall contact the Office of the Auditor General on any matter related to its tender, from the time of the tender opening to the time the contract is awarded.

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

2.27 Award of Contract

(a) Post-qualification

2.27.1 In the absence of pre-qualification, the Office of the Auditor General will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.27.2 The determination will take into account the tenderer financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.12.3 as well as such other information as the Office of the Auditor General deems necessary and appropriate.

2.27.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Office of the Auditor General will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

(b) **Award Criteria**

2.27.4 The Office of the Auditor General will award the contract to the successful tenderer(s) 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.

(c) **Office of the Auditor General's Right to Vary quantities**

2.27.5 The Office of the Auditor General reserves the right at the time of contract award to increase or decrease the quantity of goods originally specified in the Schedule of requirements without any change in unit price or other terms and conditions

(d) **Office of the Auditor General's Right to accept or Reject any or All Tenders**

2.27.6 The Office of the Auditor General reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the Office of the Auditor General's action

2.28 Notification of Award

2.28.1 Prior to the expiration of the period of tender validity, the Office of the Auditor General will notify the successful tenderer in writing that its tender has been accepted.

2.28.2 The notification of award will constitute the formation of the Contract but will have to wait until the contract is finally signed by both parties

2.28.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.28, the Office of the Auditor General will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.14

2.29 Signing of Contract

2.29.1 At the same time as the Office of the Auditor General notifies the successful tenderer that its tender has been accepted, the Office of the Auditor General will send the tenderer the Contract Form provided in the tender documents, incorporating all agreements between the parties.

2.29.2 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.29.3 Within thirty (30) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Office of the Auditor General.

2.30 Performance Security

Within Thirty (30) days of the receipt of notification of award from the Office of the Auditor General, the successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to the Office of the Auditor General.

2.30.1 Failure of the successful tenderer to comply with the requirements of paragraph 2.27 or paragraph 2.28 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the Office of the Auditor General may make the award to the next lowest evaluated Candidate or call for new tenders.

2.31 Corrupt or Fraudulent Practices

2.31.1 The Office of the Auditor General requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts when used in the present regulations, the following terms are defined as follows;

- (i) “corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution; and
- (ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Office of the Auditor General, and includes collusive practice among tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Office of the Auditor General of the benefits of free and open competition;

2.31.2 The Office of the Auditor General will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

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

Appendix to Instructions to Tenderers

The following information regarding the particulars of the tender shall complement supplement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provision of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers

INSTRUCTIONS TO TENDERERS REFERENCE	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
2.1.1	<i>The tender is open to all eligible bidders.</i>
2.14.1	<i>Tender security shall be Ksh 50,000.00 and shall remain valid up to 150 days from the date of tender Opening.</i>
2.14.4	<i>The tender security shall be denominated in Kenya Shillings Only and shall be in the form of (a) a bank guarantee; (b) such insurance company guarantee as approved by the PPOA; (c) a letter of credit; or (d) Guarantee by a deposit taking microfinance institution, Sacco society, the Youth Enterprise Development Fund or the Women Enterprise Fund.</i>
2.18.1	<i>Tenders must be received by the Office of the Auditor General at the address specified in the advert not later than 11.00 AM, local time on 29th November, 2017.</i>
2.29.1	<i>Performance security shall be 10% of the tender sum valid up to and until 30 days after the contract period and be in form of a bank guarantee.</i>

SECTION III - GENERAL CONDITIONS OF CONTRACT

3.1 Definitions

3.1.1 In this Contract, the following terms shall be interpreted as indicated:-

- (a) “The Contract” means the agreement entered into between the Office of the Auditor General and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) “The Contract Price” means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations
- (c) “The Goods” means all of the equipment, machinery, and/or other materials, which the tenderer is required to supply to the Office of the Auditor General under the Contract.
- (d) “The Procuring Entity” means the organization purchasing the Goods under this Contract (Office of the Auditor General).
- (e) “The Tenderer” means the individual or firm supplying the Goods under this Contract.

3.2 Application

3.2.1 These General Conditions shall apply in all Contracts made by the Office of the Auditor General for the procurement installation and commissioning of equipment

3.3 Country of Origin

3.3.1 For purposes of this clause, “Origin” means the place where the Goods were mined, grown or produced.

3.3.2 The origin of Goods and Services is distinct from the nationality of the tenderer.

3.4 Standards

3.4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications.

3.5 Use of Contract Documents and Information

3.5.1 The tenderer shall not, without the Office of the Auditor General's prior written consent, disclose the Contract, or any provision therefore, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Office of the Auditor General in connection therewith, to any person other than a person employed by the tenderer in the performance of the Contract.

3.5.2 The tenderer shall not, without the Office of the Auditor General's prior written consent, make use of any document or information enumerated in paragraph 3.5.1 above

3.5.3 Any document, other than the Contract itself, enumerated in paragraph 3.5.1 shall remain the property of the Office of the Auditor General and shall be returned (all copies) to the Office of the Auditor General on completion of the Tenderer's performance under the Contract if so required by the Office of the Auditor General

3.6 Patent Rights

3.6.1 The tenderer shall indemnify the Office of the Auditor General against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Office of the Auditor General's country

3.7 Performance Security

3.7.1 Within thirty (30) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Office of the Auditor General the performance security in the amount specified in Special Conditions of Contract.

3.7.2 The proceeds of the performance security shall be payable to the Office of the Auditor General as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

3.7.3 The performance security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Office of the Auditor General and shall be in the form of a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in Kenya or abroad, acceptable to the Office of the Auditor General, in the form provided in the tender documents.

3.7.4 The performance security will be discharged by the Office of the Auditor General and returned to the Candidate not later than thirty (30) days following the date of completion of the Tenderer's performance obligations under the Contract, including any warranty obligations, under the Contract

3.8 Inspection and Tests

3.8.1 The Office of the Auditor General or its representative shall have the right to inspect and/or to test the goods to confirm their conformity to the Contract specifications. The Office of the Auditor General shall notify the tenderer in writing in a timely manner, of the identity of any representatives retained for these purposes.

3.8.2 The inspections and tests may be conducted in the premises of the tenderer or its subcontractor(s), at point of delivery, and/or at the Goods' final destination. If conducted on the premises of the tenderer or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Office of the Auditor General.

3.8.3 Should any inspected or tested goods fail to conform to the Specifications, the Office of the Auditor General may reject the equipment, and the tenderer shall either replace the rejected equipment or make alterations necessary to make specification requirements free of costs to the Office of the Auditor General.

3.8.4 The Office of the Auditor General's right to inspect, test and where necessary, reject the goods after the Goods' arrival shall in no way be limited or waived by reason of the equipment having previously been inspected, tested and passed by the Office of the Auditor General or its representative prior to the equipment delivery.

3.8.5 Nothing in paragraph 3.8 shall in any way release the tenderer from any warranty or other obligations under this Contract.

3.9 Packing

3.9.1 The tenderer shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.

3.9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract

3.10 Delivery and Documents

3.10.1 Delivery of the Goods shall be made by the tenderer in accordance with the terms specified by Office of the Auditor General in its Schedule of Requirements and the Special Conditions of Contract

3.11 Insurance

3.11.1 The Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacturer or acquisition, transportation, storage, and delivery in the manner specified in the Special conditions of contract.

3.12 Payment

3.12.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in Special Conditions of Contract

3.12.2 Payments shall be made promptly by the Office of the Auditor General as specified in the contract

3.13 Prices

3.13.1 Prices charged by the tenderer for goods delivered and services performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the tenderer in its tender.

3.13.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)

3.13.3 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.

3.13.4 Price variation request shall be processed by the Office of the Auditor General within 30 days of receiving the request.

3.14. Assignment

3.14.1 The tenderer shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Office of the Auditor General's prior written consent

3.15 Subcontracts

3.15.1 The tenderer shall notify the Office of the Auditor General in writing of all subcontracts awarded under this Contract if not already specified in the tender. Such notification, in the original tender or later, shall not relieve the tenderer from any liability or obligation under the Contract

3.16 Termination for default

3.16.1 The Office of the Auditor General may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part

- (a) if the tenderer fails to deliver any or all of the goods within the period(s) specified in the Contract, or within any extension thereof granted by the Office of the Auditor General
- (b) if the tenderer fails to perform any other obligation(s) under the Contract
- (c) if the tenderer, in the judgment of the Office of the Auditor General has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

3.16.2 In the event the Office of the Auditor General terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, equipment similar to those undelivered, and the tenderer shall be liable to the Office of the Auditor General for any excess costs for such similar goods.

3.17 Liquidated Damages

3.17.1. If the tenderer fails to deliver any or all of the goods within the period(s) specified in the contract, the Office of the Auditor General shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% of the delivered price of the delayed items up to a maximum deduction of 10% of the delayed goods. After this the tenderer may consider termination of the contract.

3.18 Resolution of Disputes

3.18.1 The Office of the Auditor General and the tenderer shall make every effort to resolve amicably by direct informal negotiation and disagreement or dispute arising between them under or in connection with the contract

3.18.2 If, after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may require adjudication in an agreed national or international forum, and/or international arbitration.

3.19 Language and Law

3.19.1 The language of the contract and the law governing the contract shall be English language and the Laws of Kenya respectively unless otherwise stated.

3.20 Force Majeure

3.20.1 The tenderer shall not be liable for forfeiture of its performance security or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

SECTION IV - SPECIAL CONDITIONS OF CONTRACT

- 4.1. Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, between the GCC and the SCC, the provisions of the SCC herein shall prevail over these in the GCC.
42. Special conditions of contract as relates to the GCC

REFERENCE OF GCC	SPECIAL CONDITIONS OF CONTRACT
3.7.1	<i>Performance security shall be 10% of the tender sum valid up to and until 30 days after the contract period and be in form of a bank guarantee.</i>
3.12.1	<i>Payment within a period of 30 days after the successful delivery and acceptance of the items under contract and submission of proper documentation thereof.</i>
3.18.1	Any dispute, controversy or claim between the Parties arising out of this Contract or the breach, termination or invalidity thereof, unless settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the Kenya Arbitration Rules then obtaining. <i>The place of arbitration shall be Nairobi.</i>

SECTION V - TECHNICAL SPECIFICATIONS

5.1 Introduction

The Office of the Auditor – General has put in place a medical scheme that serves all permanent staff and their eligible dependants. The main objective of this scheme is to keep a healthy workforce who are capable of discharging their duties effectively so as to enable the Office meet its constitutional mandate.

5.2 Current situation

The Office is currently administering the medical scheme in-house which gives maximum benefits to the staff and their eligible dependants. It covers a total of **1500 employees** and **4500 eligible** dependants giving a total of **6000 beneficiaries**.

To ensure accountability in the scheme the Office has implemented the use of biometric smart card solution which has enabled the Office to achieve the following objectives:

- 1) Control the current medical expenditure that is incurred by the Office.
- 2) Efficiently and seamlessly manage the in-house medical scheme.
- 3) Provide a Medical Management Information System to the Office with the service provider maintaining its own platform and build an interface with the OAG Medical

5.3. Technical Specifications

The supplier of the system is expected to deliver hardware and software application for management of medical system which will be used at the Head office. The supplier will avail the system at identified health care service providers.

The supplier is to identify and cost the hardware and package software to provide quotes for the capital expenses which will form the one off cost and provide a costing for the recurrent budget per active card per month.

The system shall provide the following services;

- a) Guaranteed Member Identification at point of service.
- b) Ability for verification of member benefits before service is offered.
- c) Clear process to avoid over expenditure.
- d) Ability to update medical scheme member's listing in the shortest time possible.
- e) Electronic bills delivery from healthcare provider sites in the shortest time to AOG.

- f) Provide capability to check off payments and generation of member, healthcare provider statements and management information.
- g) Web based or sms services to enable staff and their eligible beneficiaries check their balances.

The bidder is expected to give a detailed technical description on how each of the above requirements will be addressed.

5.4. Specific Attributes

The Biometric Solution should have the following attributes:-

- a) Defined benefit management through secure biometric identification and authentication.
- b) The Biometric Identification to be locked on the first visit at the healthcare provider and can only be altered or removed with instructions from the Office of the Auditor – General.
- c) Real-time Activation and Deactivation of Member accounts remotely that is, the system should notify healthcare provider once a specific benefit has been exhausted.
- d) The Capacity to top up Benefits Allocations to member accounts remotely and remotely adjust Member entitlement.
- e) The system should have a capacity to seamlessly manage multiple medical benefits that is, In – Patient, Outpatient, Dental, Optical and Maternity.
- f) Provide Online Management Information System such as member reports, balances, monitoring, and utilization trends among others.
- g) The system should facilitate benefit and provider categorization and restricted access per defined employee cadre.
- h) The Biometric system should ensure security of data during transmission between point of service and the central server.
- i) The Biometric system should provide for invoice processing that allows vetting and matching the physical invoice by the administrator/service provider.
- j) The System should have an automated age limit drop-off where age limits for children are set.
- k) The system should have Integration capability with the administrator/service provider system and healthcare Management Information Systems.
- l) The system should have the ability to generate and print reports on request and export them in the following formats: Excel and PDF
- m) The Biometric system should be able to reduce the defined benefits at each point of service; the system should not allow the member to spend over his/her allowed benefits.
- n) Monitoring of Scheme models as per request from scheme administrator.
- o) Must demonstrate capacity to prevent and manage medical fraud.
- p) The Biometric System should have the capability to carry member details including member names, membership number, ID/Passport Number, Job group or category, patient medical record which can be displayed to the provider at the point of service.

5.5 LIST OF APPROVED HOSPITALS IN ALL REGIONS

NAIROBI REGION

1. The Nairobi Hospital
2. The Aga Khan University Hospital
3. M.P. Shah Hospital
4. The Mater Hospital
5. Kenyatta National Hospital – Private wing
6. Karen Hospital
7. Nairobi West Hospital
8. Gertrude's Garden Children's Hospital
9. Metropolitan Hospital
10. Nairobi Women's Hospital
11. Equator Hospital
12. Lions sight first eye Hospital
13. Jamaa Mission Hospital
14. Menelik Medical Centre
15. The Avenue Group
16. Chiromo Lane Medical Centre
17. Kijabe Mission Hospital
18. Nazareth Mission Hospital
19. P.C.E.A Kikuyu Hospital
20. Nairobi Outpatient Hospital
21. Guru Nanak Hospital
22. Coptic Church Hospital
23. Crescent Medical Centre

COAST REGION

1. Mombasa Hospital

2. Aga Khan Hospital
3. Pandya Memorial Hospital
4. Jocham Hospital
5. Nyali Children's Hospital
6. Pwani Maternity & Nursing Home- KILIFI
7. Mountain View Hospital- Voi Town
8. Diani Beach Hospital - Diani
9. Kwale District Eye Hospital- Kwale
10. Star Hospital - Malindi

RIFT VALLEY REGION

1. Evans Sunrise Medical Centre - Nakuru
2. War Memorial - Nakuru
3. Mediheal Hospital – Eldoret/Nakuru
4. Eldoret Hospital - Eldoret
5. Moi Referral Hospital - Eldoret
6. Siloam Hospital – Kericho
7. Kericho Nursing Home - Kericho
8. Cheragany Nursing Home - Kitale
9. Kitale Nursing Home - Kitale
10. St. Joseph's Hospital - Molo
11. Mt. Longonot Nursing Home - Naivasha
12. St. Claire Mission Hospital -

NYANZA REGION

1. Aga Khan Hospital Kisumu
2. Avenue Group

3. St. Monica Hospital - Kisumu
4. St. Luke Hospital - Kisumu
5. Victoria Amenity Hospital - Kisumu
6. Hema Hospital – Kisii
7. Kendu Adventist Hospital - Homa Bay
8. Ram Hospital – Kisii
9. Christa Marianne Hospital & Nursing Home – Kisii

CENTRAL PROVINCE

1. Outspan Hospital - Nyeri
2. Mathari Consolata Hospital - Nyeri
3. Tumutumu Hospital - Nyeri
4. Jamii Nursing Home - Karatina
5. Thika Nursing Home - Thika
6. St. Maria Mulumba Mission Hospital - Thika
7. Nanyuki Cottage Hospital – Nanyuki

WESTERN PROVINCE

1. Lumino Nursing Home -Kakamega
2. Nala Maternity and Nursing Home -Kakamega
3. Central Maternity and Nursing Home - Kakamega
4. Lugulu Mission Hospital -Bugoma
5. St. Elizabeth Mukumu Hospital -Bugoma
6. St. Mary’s Hospital- Mumias
7. Friends Hospital – Kaimosi
8. Elgon View cottage Hospital - Bungoma
9. Sabatia Eye Hospital - Sabatia

EASTERN PROVINCE

1. Chogoria Mission Hospital - Chogoria

2. Joykim Hospital – Embu
3. Embu Children’s Hospital (Tenri) - Embu
4. Mwea Mission Hospital - Mwea
5. Mutomo Mission Hospital – Mutomo
6. The Neema Hospital - Kitui
7. Bishop Alberbus Kioko – Machakos
8. Kikoko Cortage Hospital – Makueni
9. Matungulu Medical Health Centre – Tala
10. Care Catholic Mission Hospital – Mamuw’ongo

NORTH EASTERN

1. Plaza Maternity Nursing Home – Wajir
2. Zonal Annex Nursing Home – Madera
3. Al-Shifaa Medical Services – Garissa
4. Medina Hospital - Garissa

APPROVED OPTICAL SHOPS

1. Optica Ltd
2. Baus Optical
3. Star Optica
4. Japs Optical
5. Grand Optica
6. City Optics Contact Lens Centre
7. Kirimara Optical - Embu
8. Neema Opticians - Embu
9. Jihan Medical Centre -Garissa
10. Vijay Optical
11. Omega Optical

**SUPPLY, INSTALLATION AND OPERATION OF A MEDICAL SCHEME
ADMINISTRATION SYSTEM USING BIOMETRIC AND SMART CARD
TECHNOLOGY**

No	Ref. No.	Minimum Requirement	Bidder's response	Com custo estim
1.0 : Smart Cards (Qty. 2927)				
1.1 Use of biometrically controlled smart card				
	1.1.1	The solution Must utilize certified smart card technology. State the technology.		
	1.1.2	The smart cards provided must support open standards and be available for multi applications.		
	1.1.3	Provide and install an integrated management system at the OAG Headquarter that can be utilized by the OAG staff to manage the medical scheme and generate all necessary reports. The service is to be provided for a period of 3 years with an option of negotiated renewal.		
1.2 Member Benefit Management				
	1.2.1	The smart cards Must store Staff member details and benefits. <i>(If configured to store key to online benefits please state)</i>		
	1.2.2	The member benefit must be able to be reduced at each point of service once a service has been rendered and billed.		
	1.2.3	Member benefit should be updated automatically once bills are incurred.		
	1.2.4	The solution should be able to reduce member benefit overutilization.		
1.3 Identification of beneficiaries				
	1.3.1	Using member's fingerprint.		
1.4 Multi- application				
	1.4.1	The same medical smart cards can be applied in multiple areas of use.		
2.0 Network & Infrastructure				
2.1 Smart card infrastructure in medical service providers across the country				
	2.1.1	The smart card system is operational in all the service providers listed and proposed.		

No	Ref. No.	Minimum Requirement	Bidder's response	Com custo estim
2.2 Smart card system is operational with smart-Card points across the country.				
	2.2.1	The smart card system is operational in all 47 counties across the country.		
2.3 Existing operational infrastructure				
	2.3.1	The smart card system has been in use by at least 10 clients for over a period of at least 6 years and by at least 3 in house managed schemes with over 5,000 members / beneficiaries each.		
2.4 Supply and Ownership				
	2.4.1	The supplier owns and maintains the smart card reader and associated hardware and charges per active card.		
2.5 Coverage				
	2.5.1	The Supplier shall extend the smart card system to the appointed Clients providers as required.		
3.0 Scheme Management				
3.1 Employee Categories				
	3.1.1	Solution must be able demonstrate Staff benefit and Medical scheme categorization and restricted access per defined employee cadre/category		
3.2 Member Benefits				
	3.2.1	The solution Must be able to notify the hospital & client on member's expenditure and entitlement balance to eliminate over utilization		
3.3 Member list updates				
	3.3.1	Solution facilitates remote member card updates including member benefit changes on a case by case basis as well as cancellations & renewals		

No	Ref. No.	Minimum Requirement	Bidder's response	Com custo estim
3.4 Admission Notification				
	3.4.1	Solution is able to send alerts when staff member or beneficiary is admitted.		
3.5 Benefit Limits Management				
	3.5.1	Ability to generate reports and indicate when a certain percentage of benefit limits is attained		
4.0 System Requirements				
4.1 Operating System				
	4.1.1	Must be able to run in Linux and Windows Environments		
	4.1.2	Must be able to run in a virtualized environment.		
4.2 Database specifications				
	4.2.1	Support for SQL/MySQL, Oracle databases and any other known databases.		
	4.2.2	Development tools preferably Java or equivalent (state)		
4.3 Hardware Specifications				
	4.3.1	Compatible with existing Hardware Infrastructure		
4.4 Integration Capability				
	4.4.1	The smart card system can be fully integrated with various Hospital management systems		
4.5 Audit Trails				
	4.5.1	Smart card ability to hold data for at least 15 previous medical encounters		
4.6 Network Connectivity				
	4.6.1	Solution employs secure network connection and access between hospitals and client		
4.7 Data Transmission				
	4.7.1	Solution must employ secure and reliable duplex data		

No	Ref. No.	Minimum Requirement	Bidder's response	Com custo estim
		transmission mechanisms between healthcare service providers and OAG servers.		
4.8 Reports & Management Information System				
4.8.1 Reporting System				
	4.8.3	Solution provides member utilization reports and user defined reports		
4.8.4 User Access				
	4.8.6	System access is only through username and passwords		
4.8.7 Claims Processing				
	4.8.8	The solution provides for invoice processing		
4.8.9 Report Generation				
	4.8.10	Ability to generate and print reports from the system and export reports in the following formats: HTML, MS, Excel, PDF, RTF, CSV and text		
4.9 Project Management				
4.9.1 Project Implementation				
	4.9.2	Provide project implementation and completion within 3 Months.		
	4.9.3	Implementation and completion in more than 3 Months		
4.9.4 Project Plan				
	4.9.6	Well-structured plan with milestones and deliverables to cover 3 months from date of firm order from client		
4.9.7 Training				
	4.9.8	Provide User training and Training of trainers for client HR, Finance, Procurement and ICT staff – Technical training (At least 6 officers) and User training (At least 15 officers). The curriculum is to enable those trained to be Trainers of trainers.		

No	Ref. No.	Minimum Requirement	Bidder's response	Com custo estim
4.9.9 User Education				
	4.9.10	Conduct User awareness and education on the smart card system		
4.10 Support 4.10.1 System Support & Maintenance				
	4.10.2	Provide adequate and reliable system support with at least 3 Testimonials from Clients. No systems support offered.		
4.11 Administrative Requirements				
	4.11.1	Technical support personnel/Professional qualification 2 personnel		

SECTION VI - SCHEDULE OF REQUIREMENTS

Deliverables under the contract (All deliverables in the contract shall be listed)

Number	Description	Quantity and physical unit	Delivery Time

NB: The bidder should indicate the period within which he/she can deliver the goods.

Bidders Delivery time _____ weeks from the contract date.

Signature of tenderer _____

SECTION VII - PRICE SCHEDULE FOR GOODS/DELIVERABLES

Name of tenderer _____ Tender Number _____ Page _____ of _____

1	2	3	4	5	6	7
Item	Description	Country of origin	Quantity	Unit price	Total Price EXW per item (cols. 4x5)	Unit price of other incidental services payable

Signature of tenderer _____

Note: In case of discrepancy between unit price and total, the unit price shall prevail.

(Bidders are allowed to attach extra sheet incase the provided space is not adequate)

SECTION VIII - EVALUATION CRITERIA

This tender will be evaluated in four main parts namely

- i. Preliminary Evaluation**
- ii. Vendor Evaluation**
- iii. Technical Evaluation**
- iv. Financial Evaluation**

8.1 PRELIMINARY EVALUATION (Mandatory Requirement)

This stage of evaluation shall involve examination of the pre-qualification conditions as set out in the bid document.

These conditions shall include Submission of the following:

1. Completeness of the form of Tender (**Signed, Stamped and dully filled**)
2. Tender Validity.
3. Certificate of Incorporation/Registration,
4. Valid Tax Compliance certificate,
5. Availability, Validity, conformity and Sufficiency of the tender security (Bid bond)
6. Manufacturers Authorization (**Must be for the brand quoted for**).
7. Declaration that that the firm has not been debarred from participating in public procurement proceedings (**Declaration must be commissioned by commissioner for oath**).
8. Declaration that the firm is not guilty of any violation of fair employment laws and practices (**Declaration must be commissioned by commissioner for oath**).
9. Declaration that the firm has **not been convicted** of corrupt or fraudulent practices and that it **will not engage** in any corrupt or fraudulent practice (**Declaration must be commissioned by commissioner for oath**).
10. Declaration that the firm is not insolvent, in receivership or bankrupt (**Declaration must be commissioned by commissioner for oath**).

NB: Those who do not meet any of the above evaluation criteria will be non-responsive and shall not proceed to the next stages of evaluation.

8.2 VENDOR EVALUATION

This part of evaluation shall evaluate bidders on compliance with the items listed in the table below:

F/No.	Description	Point Scored	Maximum Points
1.	Confidential Business Questionnaire form: <ul style="list-style-type: none"> • Completely Filled: 10 (Points) • Partially Filled: 5 (Points) • Not Filled: 0 (Points) 		10
2.	Audited Financial Report (Last Two years) <ul style="list-style-type: none"> • Turnover greater than 2 times the tender sum 40 points • Turnover greater than tender Sum but less than 2 times the tender sum 20 (Points) • Turnover equal to the tender sum 10 (Points) • Turnover below the tender sum: 0 (Points) 		40
3.	No. of Continuous Year of Service in the Field <ul style="list-style-type: none"> • Below Three years' experience5 (Points) • Three years' experience but below Five years 10 (Points) • Above Five years' experience 30 (Points) 		10
4.	Past experience in Similar project (Must attach evidence e.g. Copies of LPO, LSO or signed Contract of 4 Projects). <ul style="list-style-type: none"> • Projects of similar nature, complexity and equal or above tender sum value 10 (Points) for each project • Projects of similar nature, complexity but of lower value than the tender sum 5 (Points) for each project <p>(NB: Only Four projects will be considered)</p>		40
	TOTAL		100

NB: Only bidders scoring a minimum of 70 shall proceed to the next stage of Evaluation.

8.3 TECHNICAL EVALUATION

In this stage of evaluation, bidders will be evaluated against compliance to technical specifications given by the client. The results will either be responsive or non-responsive. Only responsive bids in this category shall proceed to the Financial Evaluation.

No		Feature	Requirement	Bidder's response	Responsive	Not Responsive
1	Smart Cards	Use of biometrically controlled smart card	<ul style="list-style-type: none"> The solution utilizes certified smart card technology. State the technology. The smart cards provided must support open standards for multi operation. Provide and install an integrated management system at the OAG Head and Regional offices that can be utilized by the OAG staff to manage the medical scheme and generate all necessary reports. The service is to be provided for a period of 2 years with an option of negotiated renewal. 			
2		Member Benefit Management	<ul style="list-style-type: none"> The smart cards store member details and member benefits. If configured to store key to online benefits please state 			

			<ul style="list-style-type: none"> • The member benefit is decremented at each point of service. • Member's benefit is updated automatically once bills are received 			
			<ul style="list-style-type: none"> • The solution eliminates member benefit over utilization. 			
3		Identification of beneficiaries	<ul style="list-style-type: none"> • Using member's fingerprint. State any other additional methods for identification 			
4		Multi-application	<ul style="list-style-type: none"> • The same medical smart cards can be applied in multiple areas of use. 			
5	Network & Infrastructure	Smart card infrastructure in medical service providers across the country.	<ul style="list-style-type: none"> • The smart card system is operational in at all the service providers listed and proposed 			
		Smart card system is operational with smart points across the country.	<ul style="list-style-type: none"> • The smart card system is operational in all 47 counties 			
6		Already operational infrastructure	<ul style="list-style-type: none"> • The smart card system has been in use by at least 5 clients with over 5,000 beneficiaries / lives for over a period of at least 5 years 			

7		Supply and Ownership	<ul style="list-style-type: none"> The supplier owns and maintains the smart card reader and associated hardware and charges per active card 			
8		Coverage	<ul style="list-style-type: none"> The Supplier shall extend the smart card system to the appointed Client's providers as required. 			
9	Scheme Management	Employee Categories	<ul style="list-style-type: none"> Solution facilitates benefit and medical scheme categorization and restricted access per defined employee cadre/category 			
10		Member Benefits	<ul style="list-style-type: none"> The solution is able to notify the hospital & client on member expenditure and eliminate over utilization 			
11		Member card updates	<ul style="list-style-type: none"> Solution facilitates remote member card updates including member benefit changes on a case by case basis as well as cancellations & renewals 			

12		Admission Notification	<ul style="list-style-type: none"> • Solution is able to send alerts when staff member or beneficiary is admitted. 			
13		Benefit Limits Management	<ul style="list-style-type: none"> • Ability to generate reports and indicate when a certain percentage of benefit limits is attained 			
14	System Requirements	Operating System	<ul style="list-style-type: none"> • Must be able to run in Linux and Windows environments • Must be able to run in a virtualized environment. 			
15		Database specifications	<ul style="list-style-type: none"> • Support for SQL/MySQL, Oracle databases and any other known databases. • Development tools preferably Java or equivalent (state) 			
16		Hardware Specifications	<ul style="list-style-type: none"> • Compatible with existing Hardware Infrastructure 			
17		Integration Capability	<ul style="list-style-type: none"> • The smart card system can be fully integrated with various Hospital management systems 			
18		Audit Trails	<ul style="list-style-type: none"> • Smart card ability to hold data for at least 15 previous medical 			

			encounters			
19		Network Connectivity	<ul style="list-style-type: none"> • Solution employs secure network connection and access between hospitals and the client 			
20		Data Transmission	<ul style="list-style-type: none"> • Solution employs secure and reliable duplex data transmission mechanisms between healthcare service providers and OAG servers. 			
21	Reports & Management Information System	Reporting System	<ul style="list-style-type: none"> • Solution provides member utilization reports and user defined reports 			
22		User Access	<ul style="list-style-type: none"> • System access is only through username and passwords 			
23		Claims Processing	<ul style="list-style-type: none"> • The solution provides for invoice processing 			
24		Report Generation	<ul style="list-style-type: none"> • Ability to generate and print reports from the system and export reports in the following formats: HTML, MS, Excel, PDF, RTF, CSV and text 			
25	Administrative Requirements	Technical support personnel / professional	<ul style="list-style-type: none"> • Provision of signed CVs and copies of 			

		qualification 2 Personnel	<p>relevant certificates for at 2 personnel</p> <ul style="list-style-type: none"> • 2 IT Graduate with 3 years' experience and above 			
26	Project Management	Project Implementation	<ul style="list-style-type: none"> • Provide project implementation and completion within 6 Months • Implementation and completion in more than 6 Months 			
27		Project Plan	<ul style="list-style-type: none"> • Well-structured plan with milestones and deliverables to cover 3 months from date of firm order from client 			
28		Training	<ul style="list-style-type: none"> • Provide User training and Training of trainers for client HR, Finance, Procurement and ICT staff – Technical training (At least 6 officers) and User training (At least 15 officers). The curriculum is to enable those trained to be Trainers of trainers. 			
29		User Education	<ul style="list-style-type: none"> • Conduct User awareness and education on the smart card system 			

30	Support	Provide System Support & Maintenance	<ul style="list-style-type: none"> • Provide adequate and reliable system support 3 Testimonials from Clients. • No systems support offered 			
			TOTAL			

8.4 FINANCIAL EVALUATION

In this stage of evaluation bidders **quoted** prices will be analyzed and ranked.

NB: The tender will be awarded in accordance to clause 2.27 given in the instructions to tenderers section.

SECTION IX - STANDARD FORMS

Notes on the sample Forms

1. Form of Tender - The form of tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer.
2. Confidential Business Questionnaire Form - This form must be completed by the tenderer and submitted with the tender documents.
3. Tender Security Form - When required by the tender documents the tender shall provide the tender security either in the form included herein or in another format acceptable to the procuring entity.
4. Contract Form - The Contract Form shall not be completed by the tenderer at the time of submitting the tender. The Contract Form shall be completed after contract award and should incorporate the accepted contract price.
5. Performance Security Form - The performance security form should not be completed by the tenderers at the time of tender preparation. Only the successful tenderer will be required to provide performance security in the form provided herein or in another form acceptable to the Office of the Auditor General.
6. Bank Guarantee for Advance Payment Form - When Advance payment is requested for by the successful bidder and agreed by the Office of the Auditor General, this form must be completed fully and duly signed by the authorized officials of the bank.
7. Manufacturers Authorization Form - When required by the tender documents this form must be completed and submitted with the tender documents. This form will be completed by the manufacturer of the goods where the tenderer is an agent.

9.1 **FORM OF TENDER**

Date _____

Tender No. _____

To: _____

[name and address of Office of the Auditor General]

Gentlemen and/or Ladies:

1. Having examined the tender documents including Addenda Nos. *[insert numbers]*.the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply deliver, install and commission (..... *(insert equipment description)* in conformity with the said tender documents for the sum of *(total tender amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

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

3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to _____ percent of the Contract Price for the due performance of the Contract , in the form prescribed by *(Office of the Auditor General)*.

4. We agree to abide by this Tender for a period of *[number]* days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

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

Dated this _____ day of _____ 20 _____

[signature]

[in the capacity of]

Duly authorized to sign tender for an on behalf of _____

9.2 CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

You are requested to give the particulars indicated in Part 1 and either Part 2(a), 2(b) or 2 (c) whichever applied to your type of business
 You are advised that it is a serious offence to give false information on this form

<i>Part 1 – General:</i>	
Business Name
Location of business premises.
Plot No.....	Street/Road
Postal Address	Tel No. Fax
Nature of Business	E mail
Registration Certificate No.
Maximum value of business which you can handle at any one time – Kshs.
Name of your bankers	Branch

Part 2 (a) – Sole Proprietor	
Your name in full	Age
Nationality	Country of origin
10.3.1. Citizenship details
10.3.2.
Part 2 (b) Partnership	
Given details of partners as follows:	
Name	Nationality Citizenship Details Shares
1.
2.
3.
4.
Part 2 (c) – Registered Company	
Private or Public	
State the nominal and issued capital of company-	
Nominal Kshs.	
Issued Kshs.	
Given details of all directors as follows	
Name	Nationality Citizenship Details Shares
1.
2.
3.
4.
5.
Date	Signature of Candidate

10.3.3. If a Kenya Citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or registration.

9.3 TENDER SECURITY FORM

Whereas [name of the tenderer]
(hereinafter called "the tenderer") has submitted its tender dated
..... [date of submission of tender] for the supply, installation
and commissioning of [name and/or description
of the equipment] (hereinafter called "the Tender")
..... KNOW ALL PEOPLE by
these presents that WE of
..... having our registered office at
..... (hereinafter called "the Bank"), are bound unto
..... [name of Office of the Auditor General] (hereinafter
called "the Office of the Auditor General") in the sum of
..... for which payment well and truly to be made to
the said Office of the Auditor General, the Bank binds itself, its
successors, and assigns by these presents. Sealed with the Common Seal
of the said Bank this _____ day of _____ 20 ____
_____.

THE CONDITIONS of this obligation are:-

1. If the tenderer withdraws its Tender during the period of tender validity specified by the tenderer on the Tender Form; or
2. If the tenderer, having been notified of the acceptance of its Tender by the Office of the Auditor General during the period of tender validity:
 - (a) fails or refuses to execute the Contract Form, if required; or
 - (b) fails or refuses to furnish the performance security in accordance with the Instructions to tenderers;

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

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

[signature of the bank] _____
(Amend accordingly if provided by Insurance Company)

9.4 CONTRACT FORM

THIS AGREEMENT made the _____ day of _____ 20 _____ between [*name of Procurement entity*] of [*country of Procurement entity*] (hereinafter called “the Office of the Auditor General) of the one part and [*name of tenderer*] of [*city and country of tenderer*] (hereinafter called “the tenderer”) of the other part;

WHEREAS the Office of the Auditor General invited tenders for certain goods] and has accepted a tender by the tenderer for the supply of those goods in the sum of [*contract price in words and figures*] (hereinafter called “the Contract Price).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to:
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:
 - (a) the Tender Form and the Price Schedule submitted by the tenderer
 - (b) the Schedule of Requirements
 - (c) the Technical Specifications
 - (d) the General Conditions of Contract
 - (e) the Special Conditions of contract; and
 - (f) the Office of the Auditor General’s Notification of Award
3. In consideration of the payments to be made by the Office of the Auditor General to the tenderer as hereinafter mentioned, the tender hereby covenants with the Office of the Auditor General to provide the goods and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Office of the Auditor General hereby covenants to pay the tenderer in consideration of the provisions of the goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____ the _____ (for the Office of the Auditor General

Signed, sealed, delivered by _____ the _____ (for the tenderer in the presence of _____

(Amend accordingly if provided by Insurance Company)

9.5 PERFORMANCE SECURITY FORM

To
[name of Office of the Auditor General]

WHEREAS [name of tenderer]
(hereinafter called “the tenderer”) has undertaken , in pursuance of Contract
No. _____ [reference number of the contract] dated _____
20 _____ to supply
[description of goods] (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the
tenderer shall furnish you with a bank guarantee by a reputable bank for the
sum specified therein as security for compliance with the Tenderer’s
performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the tenderer a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to
you, on behalf of the tenderer, up to a total of
[amount of the guarantee in words and figure] and we undertake to pay you,
upon your first written demand declaring the tenderer to be in default under
the Contract and without cavil or argument, any sum or sums within the
limits of [amount of guarantee] as aforesaid, without
you needing to prove or to show grounds or reasons for your demand or the
sum specified therein.

This guarantee is valid until the _____ day of _____ 20 _____

Signed and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

9.6 BANK GUARANTEE FOR ADVANCE PAYMENT FORM

To
[name of Office of the Auditor General]

[name of tender]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends the General Conditions of Contract to provide for advance payment, [name and address of tenderer](hereinafter called “the tenderer”) shall deposit with the Office of the Auditor General a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of [amount of guarantee in figures and words].

We, the [bank or financial institutions], as instructed by the tenderer, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Office of the Auditor General on its first demand without whatsoever right of objection on our part and without its first claim to the tenderer, in the amount not exceeding [amount of guarantee in figures and words]

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there-under or of any of the Contract documents which may be made between the Office of the Auditor General and the tenderer, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid in full effect from the date of the advance payment received by the tenderer under the Contract until [date].

Yours truly,

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

9.7 MANUFACTURER'S AUTHORIZATION FORM

To *[name of the Office of the Auditor General]*

WHEREAS*[name of the manufacturer]* who are established and reputable manufacturers of *[name and/or description of the goods]* having factories at *[address of factory]* do hereby authorize *[name and address of Agent]* to submit a tender, and subsequently negotiate and sign the Contract with you against tender No. *[reference of the Tender]* for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Tenders.

[signature for and on behalf of manufacturer]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent.

9.8 LETTER OF NOTIFICATION OF AWARD

Address of Office of the Auditor General

To: _____

RE: Tender No. _____

Tender Name _____

This is to notify that the contract/s stated below under the above mentioned tender have been awarded to you.

1. Please acknowledge receipt of this letter of notification signifying your acceptance.
2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.
3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

(FULL PARTICULARS) _____

SIGNED FOR ACCOUNTING OFFICER

FORM RB 1
REPUBLIC OF KENYA
PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

APPLICATION NO.....OF.....20.....

BETWEEN

.....APPLICANT

AND

.....RESPONDENT (*Office of the Auditor General*)

Request for review of the decision of the..... (*Name of the Office of the Auditor General*) ofdated the...day of20.....in the matter of Tender No.....of20...

REQUEST FOR REVIEW

I/We.....,the above named Applicant(s), of address: Physical address.....Fax 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.
- etc.

By this memorandum, the Applicant requests the Board for an order/orders that: -

- 1.
- 2.
- etc

SIGNED(Applicant)

Dated on.....day of/...20...

FOR OFFICIAL USE ONLY

Lodged with the Secretary Public Procurement Administrative Review Board on day of20.....

SIGNED
Board Secretary