



T24 REIMPLEMENTATION DATA MIGRATION AND QUALITY ASSURANCE SERVICES

RFP Release date:	As per the sourcing portal
Response from Bidders	As per the sourcing portal

ISSUE OF RFP DOCUMENT TO PROSPECTIVE BIDDERS

TENDER FOR T24 REIMPLEMENTATION DATA MIGRATION AND QUALITY ASSURANCE SERVICES

This tender is being floated electronically. You are required to accept the invite or decline as an initial step.

The screenshot displays the Oracle Active Negotiations interface. The main window shows a search bar and a table of active negotiations. A notification pop-up is visible on the right side, listing several notifications. The notification titled "ACTION REQUIRED: You Are Invited to Negotiation KCBK_BD_19 (ATM Machine Accessories Purchase)" is highlighted, and the "Accept Invitation" button is circled in red. The "Acknowledge Participation" button in the table's action menu is also circled in red.

Active Negotiations

Search

Search Results

Actions	View	Format	Freeze	Detach	Wrap	Acknowledge Participation	Create Response	Negotiation	Title	Negot Type				
								KCBK_BD_19	ATM Machine Accessories Purchase	RFO	1 Day 21 Hours	4/19/20 2:30 PM	0	0

Columns Hidden: 4

Notifications

- ACTION REQUIRED** (7 minutes ago)
You Are Invited to Negotiation KCBK_BD_19 (ATM Machine Accessories Purchase)
KCB MPL
Actions: **Accept Invitation**, Decline Invitation
- FVI** (12 hours ago)
Negotiation KCBK_BD_19 (Two stage Process) Was Closed
KCB MPL
- FVI** (12 hours ago)
Oracle Fusion Applications-Automatically Generated Password
- FVI** (12 hours ago)
Supplier Contact User Account for KCB Enterprise was Created

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DEFINITIONS

For purposes of this document, the following definitions shall apply:

The Group	KCB Group Plc
Bid	The Quotation or Response to this RFP submitted by prospective Suppliers for fulfilment of the Contract.
Supplier	The Company awarded the task of supplying all the items described in this document installing and commissioning them.
Contract	Supply, installation, implementation, and commissioning of all the works, equipment and/or services that are described in this document, which will contribute towards meeting the objective of the RFP.
Warranty	Period from the time installation and testing is completed, during which the Contractor undertakes to replace/rectify equipment and/or installation failures at no cost to the Bank.



SECTION 1 – REQUEST FOR PROPOSALS

1.1 Background

KCB Group (hereinafter referred to as “the Group”) is a leading Commercial Banking Group in the East African region renowned for its diversity and growth.

The Group’s vision is to be the preferred financial solutions provider in Africa with global reach. The Group has 10 subsidiary companies across the East African Region in KCB Kenya, Uganda, Rwanda, Tanzania, Burundi, DRC and South Sudan.

The information in this document and its appendices and attachments is confidential and is subject to the provisions of our non-disclosure agreement and should not be disclosed to any external party without explicit prior written consent of the Group.

This document constitutes the formal **Request for Proposals (RFP) for Data Migration, Reconciliation and Quality Assurance Services** and is being availed on an open tender basis.

1.2 Important Notes to Suppliers

- a) The purpose of this document is to assist KCB Group Plc in the identification and evaluation of potential service providers who may subsequently be shortlisted.
- b) **ALL Correspondences relating to this RFP MUST be through the KCB SUPPLIER PORTAL accessible on the www.kcbgroup.com website.**
- c) Prospective Service Providers must have experience of offering similar solution to firms listed in the stock exchange/financial institutions comparable to The Bank and complexity and must demonstrate the willingness and commitment to meet the criteria as per the questionnaire provided.
- d) In order to simplify this process, you need to provide all supporting documents requested through the portal.
- e) You may also be asked to clarify your answers or provide more details. Please answer every question. If the question does not apply to you, please write N/A; if you don’t know the answer, please write N/A.
- f) Failure to complete this questionnaire and/or provide written answers to any further questions or requests for additional information or requests for clarification will result in the supplier's elimination from further consideration.
- g) Please note that by responding to this questionnaire you accept that all answers provided in this questionnaire are legally binding on the supplier and should the need arise, may be used as evidence in any court of law, which has jurisdiction. Further, KCB Group Plc reserves the right without further recourse to verify at its own cost the accuracy of any answers provided herein.
- h) All expenses and costs incurred by a respondent in connection with this RFP for preparation and lodging for submission (without limitation) shall be the sole responsibility of the respondent.



- i) Without limiting its right at law or otherwise KCB Group Plc, may at its absolute discretion, suspend or defer this RFP.
- j) Where necessary and if insufficient space has been provided on the questionnaire for the answers, please provide the answers as supplements on separate sheets.
- k) Canvassing the tender shall lead to automatic disqualification and subsequent elimination of the applicant.

1.2.1. KCB Bank Establishment

This section provides a brief overview of KCB establishment that is relevant to the proposed solution.

The KCB Group has the following establishments:

1. KCB Bank Kenya
2. KCB Burundi
3. BPR Bank Rwanda Plc
4. KCB Tanzania
5. KCB Uganda
6. KCB South Sudan
7. KCB Bancassurance Intermediary Ltd.
8. KCB Capital
9. KCB Foundation
10. TMB Democratic Republic of Congo

The Head Office for the Group is located at KENCOM House Nairobi, Kenya.

Further information about the bank can be obtained from the Group's website - <https://www.kcbgroup.com>

The Group hereby solicits proposals from eligible and competent companies for **Provision of Data Migration and Quality Assurance Services.**

1.2.2. Overview, Aims and Objectives

KCB intends to onboard Data Migration, Reconciliation, and Quality Assurance partners to complement existing internal teams, with specific responsibility for data validation, reconciliation, and independent data migration assurance, in the execution of T24 core banking system reimplementations projects.

The vendor(s) should meet the following minimum requirements:

- i) Should have **at least ten years** in providing data migration reconciliation and quality assurance services for core banking system projects to a diverse clientele with **at least 3 reference sites where the partner has conducted similar exercises.**

- ii) Demonstrated experience working with Temenos T24/Transact core banking platforms across multiple version upgrades or reimplementation.
- iii) Should have certified data management experts/specialists.
- iv) Should have experience in data frameworks and methodologies of data management practices.
- v) Should have expertise in managing various data management portfolios and teams (technical, business and external parties).
- vi) Should have expertise in project stakeholders and vendor management.
- vii) Demonstrated execution of large volume and high-complexity data migrations quality assurance Activities.
- viii) Proven experience in large multi-country and multi-entity banking environments, including differing regulatory, reporting, and data localization requirement
- ix) Evidence of having successfully completed at least three (3) comparable reference engagements within the last five (5) years
- x) Should have experience in using modern data migration and reconciliation toolset,

The Bidder should enclose relevant documentation supporting the above outlined criteria.

1.3 Format of RFP Response and Other Information for Bidders

1.3.1 The overall technical summary information regarding this tender is given in **Section 2 - Scope of Work.**

The bidder shall include in their offer, any additional services considered necessary for the successful implementation of their proposal.

The technical and financial response will be done **through the bank's supplier portal**. Please ensure your registration is active and you can respond. **Any responses outside this portal shall not be honored.**

Proposals from bidders should be submitted in two distinct parts, namely Technical Proposal and Financial Proposal.

The Technical Proposal should contain all the relevant technical details in response to the bank requirements as outlined in **Section 2.**

Bids that do not have this information may be disqualified from further evaluation



1.3.2 The Technical Proposal should contain the following:

Bidders, willing to be considered for **this RFP** are expected to furnish the Bank with among others the following vital information, which will be treated in strict confidence by the Bank. **All these will be filled/submitted in the KCB SUPPLIER PORTAL:**

- Preliminary Work plan or project plan with a clear breakdown of phases or work streams.
- Demonstrate capability and capacity to meet the functional requirements as per requirements.
- The Supplier shall provide a minimum of three (3) reference sites where similar work has been successfully delivered.
- Understanding of the KCB Group Data Strategy and Management Services requirements
- Manufacturer Authorization Form (MAF), from the proposed solution’s Vendor if any.
- System Implementation & Technical Support Enquiry
- Provide a company profile.
- Approval licenses, by the various bodies for compliance, MUST be included where applicable.
- Audited financial statements of the company submitting the RFP bid, for the last two years.
- Any other requirement as specified in the portal

1.3.3 The Financial proposal shall clearly indicate the total cost of T24 Reimplementation Data Migration and Quality Assurance Services as per the scope provided. The total cost should be inclusive of all applicable taxes.

Provide an itemized list of all items included and summarize your costs as shown in the table below:

No	Item Description	Qty	Unit Cost (USD)	Total cost (USD) inclusive of all applicable duties and taxes.
GRAND TOTAL COST (USD) INCLUSIVE OF ALL APPLICABLE DUTIES AND TAXES				

Additional Cost to Complete. Provide an itemized list of any items not included above by the Bank and related costs that the Supplier deems necessary to provide the information to meet the requirements specified in proposal. Failure to provide said list shall not relieve the Supplier from providing such items as necessary to meet all of the requirements specified in proposal at the Fixed Price Purchase Costs proposed.



- 1.3.4 Bidders are requested to hold their proposals valid for **ninety (90) days** from the closing date for the submission. The Bank will make its best efforts to arrive at a decision within this period.
- 1.3.5 Assuming that the Contract will be satisfactorily concluded, the bidders shall be expected to commence the assignment after the final agreement is reached.
- 1.3.6 The contracting arrangements shall clearly define the responsibilities and the services to be provided by each firm in the case of a joint venture.
- 1.3.7 The Bank reserves the right to accept or to reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to any Bidder or any obligation to inform the Bidder of the grounds for its action.

The vendor's terms and conditions will not form part of any contract with KCB in relation to this tender.

Canvassing is prohibited and will lead to automatic disqualification.

1.3.8 Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

1.3.9 Clarification of Bidding Document

- i. All correspondence related to the contract/proposal **shall be made in English.**
- ii. Should there be any ambiguity, conflict, discrepancy, omission, doubt, uncertainty or other error, the Bidder shall seek clarification in writing through the sourcing portal under the messages tab.
- iii. Any clarification being sought by the bidder(s) in respect to this RFP **SHOULD BE SHARED WITHIN FIVE (5) DAYS FROM THE DATE OF RELEASE (as per the sourcing portal)** and the same shall be addressed/responded to **at least five (5) days** before the deadline for submission of bids, in writing to the Head of Procurement through the same mail.
- iv. It is the responsibility of the Bidder to obtain any further information required to complete this RFP.
- v. Any clarification requests and their associated response will be circulated to all Bidders.
- vi. The RFP **Clarification Template** is as **attached** in the sourcing portal.

The queries and replies thereto shall then be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged in writing by



the prospective bidders. The queries and replies thereto shall then be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged in writing by the prospective bidders.

1.3.10 Amendment of Bidding Document

At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment.

All prospective Bidders that have received the bidding documents will be notified of the amendment in writing, and it will be binding on them.

To allow prospective Bidders reasonable time to take any amendments into account in preparing their bids, the Bank may at its sole discretion extend the deadline for the submission of bids based on the nature of the amendments.

1.3.11 Deadline for Submission of Bids

All Bids should be submitted through the supplier portal.

Please note:

- Soft Copies for each proposal are to be provided in PDF through the sourcing portal.
- **Any bid received by the Bank after the deadline date and time as specified in the supplier portal will be rejected.**

1.3.12 Responsiveness of Proposals

The responsiveness of the proposals to the requirements of this RFP will be determined. A responsive proposal is deemed to contain all documents or information specifically called for in this RFP document.

A bid determined not responsive will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conforming item(s).

1.3.13 Bid Evaluation and Comparison of Bids

Technical proposals will be evaluated and will form the basis for bids comparison. All tender responses will be evaluated in three phases:

- a. Preliminary evaluation that will determine administrative compliance.
- b. Detailed technical evaluation to determine technical compliance and support responsiveness of the vendor (This may include presentations and reference checks)
- c. Financial evaluation to consider pricing competitiveness and the financial capability of the vendors.



Once the bids are opened, bid evaluation will commence. In the event that the bank may need to visit client site, vendors will be notified in writing. The bank may also make surprise unannounced visits to the vendors offices to verify any information contained in the bid document. All visits are at the discretion of the bank. Vendors may also be called upon to make brief and short presentations and/or demos on their technical solutions before a panel constituted by the bank.

Technical proposals will be evaluated based on the criteria in the online portal and summarized in **section 2 – Scope of Work below.**

Financial bids of firms whose technical proposals are found to be non-qualifying in whatever respect will not be opened.

1.3.14 Cost Structure and non-escalation

The bidder shall, in their offer (Financial Proposal), detail the proposed costs. **No price escalation under this contract shall be allowed.** The Bank shall not compensate for any costs incurred in the preparation and submission of this RFP.

1.3.15 Taxes and Incidental Costs

The prices and rates in the financial offer will be deemed to be **inclusive of all applicable taxes and any other incidental costs.**

1.3.16 Currency for Pricing of Tender

All bids in response to this RFP should be expressed in **KES** or **USD**. Expressions in other currencies shall not be permitted. The portal shall calculate the currency conversion to Kenya's official currency i.e KES.

1.3.17 Correction of Errors.

Bids determined to be substantially responsive will be checked by the Bank for any arithmetical errors.

Errors will be corrected by the Bank as below:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern, and
- Where there is a discrepancy between the unit rate and the line total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

The price amount stated in the Bid will be adjusted by the Bank in accordance with the above procedure for the correction of errors.

2.0 SECTION 2 – SCOPE OF WORK

2.1 SPECIFIC OBJECTIVES

KCB Group intends to select a partner who will demonstrate solid, practical experience and capacity in providing Data Migration, Reconciliation and Quality Assurance (DMQA) Services for the Temenos Transact (T24) Reimplementation Project to R26. The vendor should have at least 10 years of experience in data migration and quality assurance for core banking systems, with specific expertise in T24/Temenos platforms. The vendor must have at least 3 verified reference sites where similar DMQA engagements have been successfully completed for Tier-1 financial institutions.

The vendor must demonstrate in-depth knowledge of Temenos Data Migration methodologies (TDMM), data extraction, transformation, cleansing, validation, and reconciliation frameworks.

The project implementation shall proceed in a phased approach in the order below.

The phases may not necessarily run sequentially.

Phase	Subsidiary Instance	Current T24 Version	DMQA Focus	Project Period
1	KCB Bank Tanzania	T24 R14	Full Data Migration Reconciliation & Quality Assurance (QA)	2026/2027
2	KCB Bank Uganda	T24 R14	Full Data Migration Reconciliation & QA	2027/2028
3	KCB Kenya/South Sudan/Burundi	T24 R14	Multi-entity Data Migration Reconciliation & QA	2028/2030
4	BPR Bank Rwanda	T24 R21	Full Data Migration Reconciliation & QA	2030/2031

The partner will provide end-to-end data migration reconciliation and quality assurance leadership, governance, and independent validation to ensure:

- Data completeness, accuracy, and integrity across all migration cycles that includes mock migrations, dress rehearsals, and production cutover.
- Zero critical data migration defects at go-live by ensuring sound data migration and reconciliation strategy, continuous assurance on the data migration process execution, clearly defining data quality thresholds and exit criteria.
- Full compliance with regulatory, statutory, and internal data policy requirements, including data retention, data privacy, data localization, and audit obligations applicable across all jurisdictions
- Full reconciliation between source T24 legacy data and target T24 instance.

Including but not limited to:

- Record-to-record reconciliation

- Value-based and balance-level reconciliation
- GL vs sub-ledger reconciliation
- Effective stakeholder engagement and sign-off at each data migration milestone.
- Sound data migration quality assurance, testing, and audit-trail management.
- Operational readiness and business continuity post-migration.
- **Early identification, tracking, and remediation of data migration risks, defects, and exceptions**, with clear escalation and resolution mechanisms.
- Sustainable post-implementation data governance outcomes including improved data ownership, stewardship, quality controls, and long-term data management practices.
- Sound Documentation and reporting at each data migration milestone across various project management and governance forums.

The vendor should be able to successfully deliver the following, but not limited to the below:

1. Data Migration & Recon Strategy & Planning

- Provide independent guidance and assurance in the development, review and validation of the overall Data Migration & Recon Strategy and Plan.
- Advise and validate data migration governance, reporting structures, and escalation mechanisms based on best practice and previous experience
- Review and validate the defined data migration scope, data domains, volumes, and complexity classifications to ensure completeness, feasibility, and adequate risk coverage.
- Assess and challenges, from an assurance perspective, the feasibility of proposed migration timelines, technical approaches, resourcing models, and dependency assumptions.
- Review, validate, and provide assurance over the Data Migration Master Schedule to confirm alignment with the overall program plan, critical milestones, testing cycles, and cutover readiness.
- Review and validate the adequacy of proposed data migration and reconciliation tooling to ensure the selected tools are fit-for-purpose for the scale and complexity.

2. Data Extraction, Transformation & Loading (ETL) Quality Assurance

- Define, advise on and enforce QA standards for all ETL processes ensuring consistency with approved data migration strategies
- Review and validate data mapping specifications and transformation rules to check for completeness, correctness and traceability
- Provide assurance over data cleansing, enrichment, and de-duplication processes, confirming that data quality issues are systematically identified, resolved, and properly documented
- Verify referential integrity across all migrated data domains
- Review and validate data extraction processes from legacy T24 environment
- confirming extract completeness, correctness, and consistency across migration cycles.

3. Data Validation & Reconciliation

- Design and execute data reconciliation frameworks between source and target systems to independently validate data completeness, accuracy, and consistency between source T24 legacy systems and target T24 instances
- **Perform reconciliation checks during each migration cycle**, including:

Record count reconciliation

Record-to-record reconciliation

Value-based and balance-level reconciliation

GL vs sub-ledger reconciliation

Business rule and control validations across key data domains

- Manage exception handling, defect logging, and resolution tracking for data issues
- Support User Data Acceptance Testing (UDAT) with business and technical teams
- Ensure balancing of financial data including accounts, balances, transactions, and interest
- Provide audit ready reconciliation evidence and reports

4. Data Migration Testing Lifecycle Management

- Provide independent guidance in the development of a comprehensive Data Migration reconciliation and tests Strategy
- Execute data migration and reconciliation activities in all migration test cycles: Mock Migrations, Dress Rehearsals, and Production Migration
- Define and enforce data quality gates and go/no-go criteria at each migration milestone
- Undertake parallel-run data comparison and variance resolution
- Advise on defect severity classification, and resolution SLAs for data defects during the triage sessions
- Provide independent readiness assessments and assurance recommendations to support executive, business, and governance forums in migration decision-making

5. Data Governance & Compliance

- Ensure migrated data complies with Central Bank reporting requirements
- Review and validate adherence to data privacy, data protection, and GDPR/local regulations during migration
- Maintain comprehensive data migration audit trails and evidential documentation
- Support regulatory reviews, internal audits, and external data quality audits by providing reconciliation evidence, validation reports, issue logs, and governance artefacts as required.
- Review and provide assurance over data retention, archival, and disposal policies for legacy data.

6. Stakeholder, Vendor & Cutover Management

- In liaison with PMO coordinates internal data owners, business stakeholders, and technical teams' engagements across KCB subsidiaries
- Provide oversight and assurance over Temenos and third-party implementation partners' data migration deliverables, validating alignment with approved strategies, data quality standards, and reconciliation requirements
- Provide executive-level reporting on migration progress, data quality KPIs, and risks
- Assure production cutover data migration activities from a quality, verifications and validation perspective, including oversight of cutover execution, verification of go-live data completeness, accuracy, and reconciliation results.
- Execute go-live reconciliation activities including post-go-live data reconciliation, stabilization, and hyper care data activities.

7. Communication and Change Management & Training

- Communicates data migration readiness, risks, and status to stakeholders
- Supports decision-making forums with clear data quality and reconciliation messaging
- Support the development of communication strategy providing clarity, accuracy on data migration progress, changes and data quality risks,
- Support Identify data owners, subject matter experts, and data stewards across all subsidiaries
- Supports, advise on data migration-specific training
- Provide bilingual (French/English) resources for French-speaking subsidiary countries

8. Governance, Reporting & Assurance

- Produce regular data migration status reports, dashboards, and executive summaries
- Provide clear visibility of migration progress, data quality metrics, risks, and issues
- Support Steering Committee and executive decision-making forums with migration assurance
- Provide independent data migration delivery assurance and corrective action recommendations.

2.2 SKILLS AND EXPERIENCE SPECIFICATION

The bidder is to respond to the specific technical skills, competence, and experience as outlined below.

TECHNICAL AREA	DESCRIPTION
Academic Qualifications	<p>The proposed Data Migration QA leads MUST have:</p> <ul style="list-style-type: none"> • Bachelor's degree in computer science, Information Technology, Information Systems, Statistics, Mathematics, or related qualifications. • A master's degree in business administration, Information Technology, Information Systems, or Data Management will be an added advantage.
Professional Certifications	
Data Migration & Quality Assurance Certifications	<p>The candidates proposed by the bidder to provide this service MUST hold professional certifications from any of the recognized bodies listed below:</p> <ul style="list-style-type: none"> • DAMA International: Certified Data Management Professional (CDMP) — gold standard for data management and governance. • ISEB/BCS: Certificate in Software Testing (ISTQB) Foundation, Advanced, or Expert level. • Temenos Certified Professional (TCP): Temenos-specific certification covering T24 data model and TDDM methodology. • Project Management Institute (PMI): PMP or CAPM for migration programme oversight. • PRINCE2 / Agile: Programme/project delivery frameworks applicable to data migration workstreams. • Other Bodies: AWS/Azure/GCP data engineering certifications, Six Sigma for data quality process improvement.
Core Data Migration Skills	
Data Migration Strategy & Delivery	<p>The bidder MUST demonstrate end-to-end data migration delivery experience (planning → post-go-live data stabilization).</p> <p>The bidder MUST demonstrate proven delivery of large-scale, mission-critical core banking data migrations.</p> <p>The bidder MUST demonstrate strong command of Big Bang, Parallel Run, and Phased Migration approaches.</p>

	<p>The bidder MUST demonstrate ability to manage multi-domain migrations (Customer, Account, Transaction, loan, Securities, Collateral, Standing Orders, Limits, GL, P&L etc.).</p> <p>The bidder MUST demonstrate deep understanding of data migration cutover execution and rollback strategies.</p>
Data Quality Assurance & Validation	<p>The bidder MUST demonstrate advanced data quality framework design and enforcement.</p> <p>The bidder MUST demonstrate strong data profiling, cleansing, and reconciliation expertise.</p> <p>The bidder MUST demonstrate experience managing data quality KPIs and dashboards.</p> <p>The bidder MUST demonstrate experience in data exception management and remediation processes.</p>
Risk, Issue & Dependency Management	<p>The bidder MUST demonstrate ability to proactively identify and mitigate data migration risks (data loss, data corruption, reconciliation failures).</p> <p>The bidder MUST demonstrate management of migration cutover risks and regulatory data risks.</p> <p>The bidder MUST demonstrate strong experience in RAID (Risks, Assumptions, Issues, Dependencies) management for migration workstreams.</p> <p>The bidder MUST demonstrate experience managing data rollback risk and contingency planning.</p>
T24/Temenos-Specific Experience (Critical)	
T24 Data Model & Architecture Knowledge	<p>The bidder MUST demonstrate hands-on experience managing T24 data migrations across R## versions.</p> <p>The bidder MUST demonstrate deep knowledge of the T24 data model including CUSTOMER, ACCOUNT, CATEGORY, PRODUCT, TRANSACTION, and LIMIT structures.</p> <p>The bidder MUST have strong understanding and expertise in T24 Finance & GL and accounting across the critical modules.</p> <p>The bidder MUST demonstrate understanding of T24 company model (Multi-Company/Multi-Book) and its data migration implications.</p> <p>The bidder MUST demonstrate knowledge and experience in Temenos Data Domain Migration (TDDM) methodology.</p> <p>The bidder MUST demonstrate experience with T24 customisations, local developments, and their impact on data migration mapping.</p>

Temenos Delivery Model	<p>The bidder MUST demonstrate experience working with:</p> <ul style="list-style-type: none"> • Temenos as data migration vendor • Independent Implementation Partners (IIP) for data migration • Hybrid Temenos + Partner data migration delivery models <p>The bidder MUST demonstrate understanding of Temenos implementation methodology (TMI) and TDDM.</p> <p>The bidder MUST demonstrate ability to challenge Temenos data migration plans, estimates, and deliverables.</p> <p>The bidder MUST demonstrate experience managing Temenos SRs, migration defects, and patches.</p>
Banking and Domain Expertise (Mandatory)	
Banking Data Operations	<p>The bidder MUST demonstrate deep understanding of:</p> <ul style="list-style-type: none"> • Retail, Corporate, SME, and Treasury data domains. • End-of-Day (EOD), Close-of-Business (COB), and End-of-Month (EOM) data processing cycles. • Interest calculation, fees, accounting entries, and financial reconciliation data. • Standing orders, direct debits, limits, collaterals, and facility structures. <p>The bidder MUST demonstrate understanding of product lifecycle data in core banking and its migration implications.</p>
Regulatory and Compliance Awareness	<p>The bidder MUST demonstrate experience delivering data migrations in regulated banking environments.</p> <p>The bidder MUST demonstrate understanding of:</p> <ul style="list-style-type: none"> • Central Bank data reporting requirements and migration compliance • Data privacy and protection requirements (GDPR, local data laws) • Audit and compliance expectations for migrated data <p>The bidder MUST demonstrate experience supporting regulatory reviews and data audits post-migration.</p> <p>The bidder MUST demonstrate familiarity with business sign-off, regulatory acceptance, and data certification processes.</p>
Technical and Integration Oversight Skills	<p>The bidder MUST demonstrate understanding of CBS integration architectures and their data migration impacts.</p>

	<p>The bidder MUST demonstrate experience managing data migrations involving integrations with:</p> <ul style="list-style-type: none"> • Channels (Internet Banking, Mobile Banking, ATM, POS) • Payment systems (RTGS, ACH, SWIFT) • AML / Fraud / Sanctions Screening systems • ERP / GL / Reporting systems <p>The bidder MUST demonstrate knowledge of APIs, ESBs, middleware, batch, and real-time interfaces and their data migration considerations.</p> <p>The bidder MUST demonstrate experience overseeing data migration strategy development, execution, and post-migration data governance.</p>
<p>Reconciliation and Assurance capabilities</p>	<p>The bidder must demonstrate experience performing:</p> <ul style="list-style-type: none"> • Record-to-record reconciliation • Balance-level reconciliation • Aggregated GL vs Sub-ledger reconciliation • Transaction completeness and accuracy checks • Regulatory and audit-ready reconciliations <p>The bidder shall</p> <ul style="list-style-type: none"> • Describe reconciliation tools or frameworks used (in-house or licensed) • Demonstrate ability to: <ul style="list-style-type: none"> ○ Handle high-volume datasets ○ Automate repeat reconciliations across multiple cycles ○ Produce audit-ready reconciliation evidence
<p>Testing & Quality Management Experience</p>	
<p>Data Migration Testing Lifecycle</p>	<p>The bidder MUST demonstrate experience managing data migration testing lifecycles including:</p> <ul style="list-style-type: none"> • Mock Migration Cycles (MMC1, MMC2, MMCn) • System Integration Testing (SIT) data validation • User Data Acceptance Testing (UDAT) • Performance & Volume Data Testing • Parallel Run data comparison and variance management • Dress Rehearsal (DR) data migration execution and reporting <p>The bidder MUST demonstrate strong understanding of data quality assurance strategy and data testing lifecycle management.</p>

	<p>The bidder MUST demonstrate experience managing data defect triage, severity classification, and quality gate definition and enforcement.</p> <p>The bidder MUST demonstrate familiarity with go/no-go decision frameworks based on data quality thresholds.</p>
<p>Cutover, Go-Live & Stabilization</p>	<p>The bidder MUST demonstrate experience managing CBS data migration cutover and go-live including:</p> <ul style="list-style-type: none"> • Development of detailed data migration cutover runbooks • Data rollback and fallback strategies • Production data validation and reconciliation during go-live window <p>The bidder MUST demonstrate experience in managing hypercare and post-go-live data stabilisation including production data incident triage.</p> <p>The bidder MUST demonstrate skills in coordination of business, IT, vendors, and regulators during data migration go-live with verified reference site examples.</p>
<p>Governance & Reporting</p>	<p>The bidder MUST demonstrate experience in designing and operating data migration governance frameworks, executive and board-level reporting, data quality KPIs, and milestone tracking.</p> <p>The bidder reports must include:</p> <ul style="list-style-type: none"> • Migration success metrics • Reconciliation break analysis • Risk and impact assessment • Recommendations and corrective actions • Readiness assessment for next phase or go-live <p>The bidder MUST demonstrate experience running programme SteerCo reporting and independent data migration assurance.</p>
<p>Vendor and Delivery Management</p>	<p>The bidder MUST demonstrate experience managing Temenos and multiple implementation partners including third parties on data migration deliverables.</p> <p>The bidder MUST demonstrate experience in handling contract and SLA management for data migration workstreams.</p> <p>The bidder MUST demonstrate experience in conducting vendor performance management and remediation processes.</p> <p>The bidder MUST demonstrate experience managing offshore/nearshore data migration delivery teams.</p>

Tools & Reporting	<p>The bidder MUST demonstrate proficiency in data migration tools (e.g., Talend, Informatica, DataStage, custom TDDM tooling) and strong reporting capability using PowerPoint, Excel, Power BI, etc.</p> <p>The bidder MUST demonstrate experience in defining data migration KPIs, dashboards, and documentation and artefact quality management.</p>
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2.3 PROJECT DELIVERY AND METHODOLOGY

The bidder is to respond to the specific requirements as outlined below:

Areas	Description
VENDOR EXPERIENCE & REFERENCE SITES	<ul style="list-style-type: none"> ○ Provide details of experience in similar services provided to organizations of the same size or at least 3 end-to-end T24 data migration and reconciliation projects, including: <ul style="list-style-type: none"> ▪ Minimum 2 Tier-1 or Tier-2 regulated financial institutions. ▪ At least 1 multi-country or multi-entity implementation. ○ Details of the bidder’s proposed methodology and approach for providing services to the Bank with specific reference to the scope of work. ○ Provide details of at least three references (name and region) where similar services have been successfully offered in large organizations/banking/financial institutions within the last five years. Additionally, provide contact details for each reference site. ○ The bidder MUST indicate the site, duration of the Data Migration & Quality Assurance engagement, including deliverables and impacts to the organizations. ○ The bidder MUST provide the lessons learned from each site/project.
IMPLEMENTATION METHODOLOGY & APPROACH	<ul style="list-style-type: none"> • The bidder MUST showcase the frameworks and methodologies used to deliver data migration QA services, indicating key milestones. • The bidder MUST demonstrate best practices and methodology used in the DMQA lifecycle phases: <ul style="list-style-type: none"> ○ Data Discovery & Assessment Phase ○ Data Mapping & Rules Design Phase ○ ETL Development & Unit Testing Phase ○ Mock Migration Cycle Execution Phase ○ Dress Rehearsal & Production Migration Phase ○ Post-Migration Stabilization & Close-Out Phase

<p>PROJECT TEAM CAPACITY</p>	<ul style="list-style-type: none"> The bidder MUST demonstrate their team’s capability by indicating the number and times similar data migration QA services have been offered by individual members of the project team and the roles undertaken. The bidder MUST indicate the total project team and resources capacity as disposal to the bank indicating their roles, domain expertise, data migration specialization and years of experience. The bidder shall propose a suitably skilled team including, at minimum: <table border="1" data-bbox="477 506 1425 814"> <thead> <tr> <th>Role</th> <th>Minimum Experience</th> </tr> </thead> <tbody> <tr> <td>T24 Data Migration Lead</td> <td>≥ 8 years, ≥ 3 T24 programs</td> </tr> <tr> <td>T24 Functional Reconciliation Experts</td> <td>Strong functional & GL knowledge</td> </tr> <tr> <td>Data Migration / ETL Specialist</td> <td>High-volume data extraction & load</td> </tr> <tr> <td>QA / Assurance Lead</td> <td>Banking QA, audit & controls</td> </tr> <tr> <td>Project / Delivery Manager</td> <td>Large banking transformation experience</td> </tr> </tbody> </table> 	Role	Minimum Experience	T24 Data Migration Lead	≥ 8 years, ≥ 3 T24 programs	T24 Functional Reconciliation Experts	Strong functional & GL knowledge	Data Migration / ETL Specialist	High-volume data extraction & load	QA / Assurance Lead	Banking QA, audit & controls	Project / Delivery Manager	Large banking transformation experience
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T24 Data Migration Lead	≥ 8 years, ≥ 3 T24 programs												
T24 Functional Reconciliation Experts	Strong functional & GL knowledge												
Data Migration / ETL Specialist	High-volume data extraction & load												
QA / Assurance Lead	Banking QA, audit & controls												
Project / Delivery Manager	Large banking transformation experience												
<p>PROJECT TEAM STRUCTURE & RACI MATRIX</p>	<ul style="list-style-type: none"> The bidder MUST indicate the data migration QA delivery team structure with clear roles and escalation Matrix The bidder MUST indicate a clear RACI Matrix across all the players for the key activities in the Data Migration QA Life Cycle (DMQALC). 												
<p>PROJECT RESOURCES TESTIMONIALS</p>	<ul style="list-style-type: none"> The bidder MUST attach testimonials citing relevant experience of successful data migration QA services offered by the proposed resources and the roles played. (Attach evidence for the respective area of interest). Attach detailed resumes of all the proposed resources. Detailed CVs/resumes of all proposed data migration QA resources. Provide evidence of certifications and registration by professional bodies (CDMP, ISTQB, TCP, etc.). 												
<p>RESOURCE AVAILABILITY & ELASTICITY</p>	<ul style="list-style-type: none"> The bidder shall confirm the ability to mobilize data migration QA resources to commence services within 2 weeks of issuance of the award letter from KCB. The bidder MUST confirm ability to scale up data migration resources within 1 week of request in response to changing project demands. The bidder MUST confirm the mitigation strategy to handle resource attrition to minimize negative impact on migration delivery. 												
<p>PRODUCTIVITY & PERFORMANCE INDICATORS</p>	<ul style="list-style-type: none"> The bidder MUST demonstrate ability to implement a framework for data migration productivity measurement and tracking. The bidder MUST clearly define objective and measurable data quality and migration performance indicators across the DMQA lifecycle and how these would be measured and tracked. The bidder MUST define key data quality thresholds (e.g., ≤0.01% critical data error rate at go-live) and the process for enforcing them. 												

PROJECT DELIVERY MODEL	<ul style="list-style-type: none"> The bidder MUST demonstrate the capacity to deliver the Data Migration QA Services with majority of the project resources working on site. The proposed resources MUST be dedicated to KCB Group for the duration of the engagement.
ASSUMPTIONS, RISKS, DEPENDENCIES AND PRE-REQUISITES	<ul style="list-style-type: none"> The bidder MUST clearly indicate any dependencies and pre-requisites necessary for successful delivery of the data migration quality assurance engagement and the rationale thereof. Dependencies must include data source availability, legacy system access, business data steward availability, and infrastructure readiness requirements. The Bidder must clearly document: <ul style="list-style-type: none"> Key assumptions (data availability, timelines, access) Major risks specific to data migration and reconciliation Mitigation strategies for parallel or compressed migration cycles
DMQA METHODOLOGY EXPERIENCE	<ul style="list-style-type: none"> The bidder MUST provide at least 3 key data migration projects with detailed presentations, where they have successfully managed a similar-scale migration with details of the DMQA methodology, delivery structure, and governance adopted. The bidder MUST demonstrate proficiency in at least one industry-standard data migration recon toolset (e.g., Talend, Informatica, DataStage, Semarchy, or equivalent).
CONTRACTING MODEL	<ul style="list-style-type: none"> The bidder MUST indicate the various contracting/engagement models they have, indicate the preferred option and corresponding justifications. Models may include fixed-price per migration phase, time-and-materials, outcome-based pricing, or a hybrid model.

2.4 Overall Responsibility

- The Bidder is obliged to work closely with the Bank's staff, act within its own authority, and abide by directives issued by the Bank that are consistent with the terms of the Contract.
- The Bidder will abide by the job safety measures and will indemnify the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- The Bidder is responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanors.
- The Bidder shall appoint an experienced counterpart resource to handle this requirement for the duration of the Contract. The Bank may also demand a replacement of the manager if it is not satisfied with the manager's work or for any other reason.

- The Bidder shall take the lead role and be jointly responsible with the Bank for producing a finalized project plan and schedule, including identification of all major milestones and specific resources that the Bank is required to provide.
- The Bidder will not disclose the Bank's information it has access to, during the engagement, to any other third parties without the prior written authorization of the Bank. This clause shall survive the expiry or earlier termination of the contract.

2.5 Pricing

All costs will be filled in through the sourcing portal. **The bidder is also required to attach their breakdown supporting the costs filled out in the portal.** The attachment is mandatory as the bank will use this to verify that all costs have been included.

Costs (USD or KES inclusive of all applicable taxes where necessary) and Man/Day estimates, where applicable. The costs for foreign firms should be inclusive of withholding taxes. Where the awarded bidder is foreign, **the bank shall deduct applicable withholding tax and provide a tax certificate for onward claiming in bidder's resident country.**

All costs provided should address the following and Man/Day estimates, where appropriate, broken down by:

- 2.5.1 Professional fee will be broken down per subsidiary as listed in the portal. The bidder is required to provide a breakdown in their financial proposal attachment clearly indicating the various resource types, the man days rate and applicable man day per each resource. This format should follow for each subsidiary instance implementation. The implementation fees MUST include all activities that will be undertaken during the entire project up until go live, e.g migration services, testing services, development and build services etc. as per scope given in section 2 of this document. You will be required to put indicative number of months and rate per months per each instance implementation in the portal.
- 2.5.2 Expenses will be broken down per subsidiary just as that of implementation fees. You will be required to put number of resources and cost per resource in the portal. The bidder will also need to provide details in their financial proposal document in terms of number of flight tickets, number of accommodation nights, rate of per diem, number of visa applications and details of local transportation. Any other expenses must be clearly tabulated in the bidder's financial proposal and built in the cost per resource.

- 2.5.3 Post go live support for 3 months. In your financial proposal, please detail the number and the roles of the proposed resources for post go live support and the model of delivery.

The use of Kenya shilling currency is highly recommended. If using any other currency apart from Kes i.e. USD the portal will recalculate your cost using pre-determined currency conversion rates. The quoted prices should be valid for a minimum of 90 days.

The bank does NOT make ANY advance payments and only pays against signed off project deliverables e.g. requirements gathering, UAT etc. as such, you will be required to provide your payment milestone taking note of the above.

2.6 Delivery

Delivery and performance of the Services shall be made by the successful Bidder in accordance with the time schedule as per Proposal and subsequent Agreement.

2.7 Delayed Delivery and Installation Caused by the Supplier

If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its' likely duration, and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

2.8 Bid Effectiveness

It is a condition of the bank that the vendor guarantees the sufficiency, and effectiveness of the solution proposed to meet the bank requirements as outlined in this document. The Bank will hold the vendor solely responsible for the accuracy and completeness of the solution proposed and information supplied in response to this tender, and were the vendor to be awarded the tender, they would implement the solution without any additional requirements from the bank.

2.9 Payment Terms

The bank will NOT make any payments in advance and will pay based on deliverables. The Bank will issue an LPO for all the equipment and/or services ordered. **Payment will be done within 45 days after receipt of undisputed invoice(s) and upon delivery completion, that is, after delivery, testing installation and acceptance of the equipment and/or services supplied.**



The bank will not accept partial deliveries, and neither will the bank make partial payments unless agreed by both parties. Payment for equipment and/or services will only be made once the entire ordered equipment and/or services are delivered, installed, and commissioned.

2.10 Staffing

The Supplier will provide the relevant staff and tools to carry out all the required work under this tender. At least two certified experts (2 in general certification and specialized) and a back-up person are required in the technical areas.

A project/account manager is also required to coordinate and account for all the Supplier's activities throughout the contract period.

2.11 Responsibility as an Independent Contractor

The Supplier agrees to take overall responsibility for any services rendered regardless of whether third parties engaged by the Supplier or the Supplier themselves carry them out.

2.12 Proof of Concept (PoC) – Where Applicable

The bank may require proof of concept of the proposed solution as evidence that it is viable and capable of achieving requirements. All costs related to the Proof of Concept will be borne by the bidder. Prior to PoC, bidders are required to sign Non-Disclosure Agreement (NDA) and Data Protection Agreement (DPA).

2.13 Delays Caused by the Supplier

If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

During the time of delay occasioned by Supplier KCB may require the vendor to take alternative action and meet all the costs associated with ensuring the bank remains protected to the level that would otherwise be provided by the proposed and duly accepted Product.

2.14 Warranty (where applicable)

The successful bidder shall provide at **least 12 months** Warranty for the software and ensure it is free from any sort of defects and shall perform as per expectations. The successful bidder shall provide an option for on-going warranty support beyond the



warranty period. Failure to this the supplier will pay damages to the tune of the cost of the solution.

2.15 Representation

The Supplier represents and warrants that it is entitled to respond to this RFP and that it is fully entitled to the proposed Product by way of reseller licensing or ownership and has the right to sell and/or license the Product as provided in their RFP response and shall hold KCB harmless from action for infringement of patents and/or copyrights.

2.16 Support Requirements (where applicable)

The Supplier should provide and sign an Annual Maintenance Contract and provide support for the solution for the first year at no cost.

The Supplier should provide updates, upgrades toll-free technical assistance 24/7/365.

The Supplier should provide a summary of the resources (support personnel and otherwise) devoted specifically to technical issues, involving notification technology, as well as support procedures.

The technical support resource(s) should ideally be physically located / based in Kenya

The Supplier should offer various modes of communication channels for support and be available preferably 24/7/365. The methods of support include:

- i. Online chat
- ii. Phone and
- iii. E-mail

The Supplier support website should offer the following various support specific tools:

- i. Video tutorials
- ii. Online user manual
- iii. Archive data search
- iv. FAQs

SECTION 3 – GENERAL CONDITIONS OF CONTRACT

3.1. Introduction

Specific terms of contract shall be discussed with the bidder whose proposal will be accepted by the Bank. The resulting contract shall include but not be limited to the general terms of contract as per the **draft Master Service Agreement template attached in the sourcing portal**. The resulting contract shall include but not be limited to the general terms of contract as stated below from 3.2 to 3.13.



3.2. Award of Contract

Following the opening and evaluation of proposals, the Bank will award the Contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid. The Bank will communicate to the selected bidder its intention to finalize the draft conditions of engagement submitted earlier with his proposals.

After agreement has been reached, the successful Bidder shall be invited for signing of the Contract Agreement to be prepared by the Bank in consultation with the Bidder.

3.3. Application of General Conditions of Contract

These General Conditions as per the draft Master Service Agreement template attached in the sourcing portal shall apply to the extent that they are not superseded by provisions in other parts of the Contract that shall be signed.

3.4. Bid Validity Period

Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission.

3.5. Non-variation of Costs

The prices quoted for the service and subsequently agreed and incorporated into the contract shall be held fixed for the contract period.

3.6. Delays in the Bidder's Performance

Delivery and performance of the solution shall be made by the successful Bidder in accordance with the time schedule as per Agreement.

If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Solution, the Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

Except in the case of "force majeure" as provided in Clause 3.14, a delay by the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of liquidated damages pursuant to Clause 3.8.

3.7. Liquidated damages for delay

The contract resulting from this RFP shall incorporate suitable provisions for the payment of liquidated damages by the bidders in case of delays in performance of the contract.



All services must be delivered and implemented within agreed timelines after the bank issues a purchase order. Any delay in commencement of the execution of the contract will attract a penalty which will be specified in the agreement signed by both parties.

Notwithstanding the provisions detailed in this section above, the bank reserves the right to terminate the award at any time and take corrective measures as necessary to protect the bank interests, which interest is solely determined by the bank.

3.8. Governing Language

The Contract shall be written in the **English** Language. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall also be in English.

3.9. Applicable Law

This agreement arising out of this Request for Proposal shall be governed by and construed in accordance with the laws of Kenya and the parties submit to the exclusive jurisdiction of the Kenyan Courts.

3.10. Bidder's Obligations

The Bidder is obliged to work closely with the Bank's staff, act within its own authority, and abide by directives issued by the Bank that are consistent with the terms of the Contract.

The Bidder will abide by the job safety measures and will indemnify the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

The Bidder is responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanors. The Bidder will not disclose the Bank's information it has access to, during the work, to any other third parties without the prior written authorization of the Bank. This clause shall survive the expiry or earlier termination of the contract.

3.11. The Bank's Obligations

In addition to providing Bidder with such information as may be required by the bidder to complete the project, the Bank shall,

- a) Provide the Bidder with specific and detailed relevant information concerning the contract.
- b) In general, provide all information and access to Bank's personnel:

3.12. Confidentiality

The parties undertake on behalf of themselves and their employees, agents and permitted subcontractors that they will keep confidential and will not use for their own purposes (other than fulfilling their



obligations under the contemplated contract) nor without the prior written consent of the other disclose to any third party any information of a confidential nature relating to the other (including, without limitation, any trade secrets, confidential or proprietary technical information, trading and financial details and any other information of commercial value) which may become known to them under or in connection with the contemplated contract. The terms of this Clause shall survive the expiry or earlier termination of the contract.

3.13. Force Majeure

- a. Neither Bidder nor Bank shall be liable for failure to meet contractual obligations due to Force Majeure.
- b. Force Majeure impediment is taken to mean unforeseen events, which occur after signing the contract with the successful bidder, including but not limited to strikes, blockade, war, mobilization, revolution or riots, natural disaster, acts of God, refusal of license by Authorities or other stipulations or restrictions by authorities, in so far as such an event prevents or delays the contractual party from fulfilling its obligations, without its being able to prevent or remove the impediment at reasonable cost.
- c. The party involved in a case of Force Majeure shall immediately take reasonable steps to limit the consequences of such an event.
- d. The party who wishes to plead Force Majeure is under obligation to inform in writing to the other party without delay of the event, of the time it began and its probable duration. The moment of cessation of the event shall also be reported in writing.
- e. The party who has pleaded a Force Majeure event is under obligation, when requested, to prove its effect on the fulfilling of the contemplated contract.

3.14. Payments

The Bank's standard payment terms are **forty-five (45) days** after receipt of undisputed invoice(s) and upon delivery completion. Please note that **KCB shall only make payments through a KCB Account** and thus you are encouraged to open a KCB account in case you do not have one.

3.15. Way Forward

Once the bids are opened, bid analysis will commence, and vendors may be informed when their bid has been short-listed. Short listed vendors will be invited to demonstrate their proposal if need be and to plan for site visits. If the bank may need to visit a client site, vendors will be notified in writing. The bank may also make surprise unannounced visits to the vendors offices to verify any information contained in the bid document. All visits are at the discretion of the bank.

3.16. Bid Effectiveness

It is a condition of the bank that the vendor guarantees the sufficiency and effectiveness of the service model proposed to meet the bank requirements as outlined in this document. The Bank will hold the vendor solely responsible for the accuracy and completeness of information supplied in response to this



tender. The bank will hold the vendor responsible for the completeness of the service model proposed and that were the vendor to be awarded the tender; they would implement the service model without any additional requirements from the bank.

3.17. Contract Provision

The bank will not make any payments in advance. The Bank will issue a Purchase Order for all the services ordered. The Purchase Order will be paid within 45 days after as agreed upon aforesaid herein. Any payments for the maintenance services will be subject to a contract to be agreed with the vendor. The bank will not accept partial deliveries, and neither will the bank make partial payments.

3.18. Buyer's Rights

The Bank reserves the right to reject any or all the tender bids without giving any reasons and the Bank has no obligation to accept any offer made. The Bank also reserves the right to keep its selection and selection criteria confidential. Bids not strictly adhering to tender document conditions may not be considered by the Bank whose decision on the matter shall be final. The vendor's terms and conditions will not form part of any contract with the Bank in relation to this tender. Bids not strictly adhering to RFP conditions may not be considered by KCB whose decision on the matter shall be final.

Canvassing is prohibited and will lead to automatic disqualification.

3.19. Responsibility as an independent contractor

The vendor agrees to take overall responsibility for any services rendered; regardless of whether third parties engaged by the vendor or the vendor himself carry them out

3.20. Delivery

The delivery timelines shall be as specified in the scope of work, bank will not accept any partial deliveries.

3.21. Risk of Loss

The supplier covers all risks of loss and damage to any equipment for the implementation of the solution, until the equipment has been delivered to the premises of KCB. Once the equipment /solution has been installed and tested, the responsibility is transferred to KCB.

SECTION 4 – ANNEXURE

Annexure 1: Step by Step on How to Submit A Bid

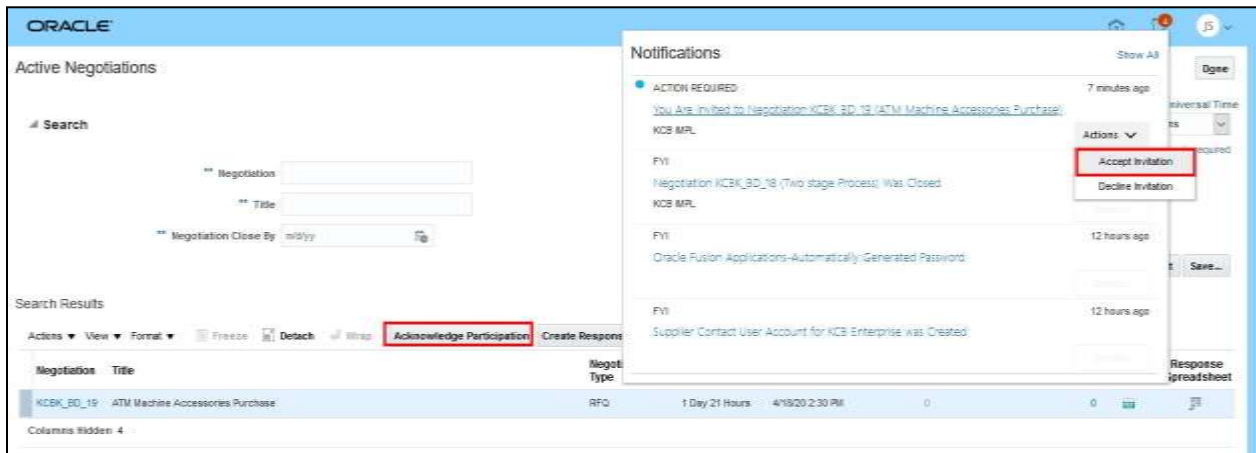
Supplier Response to an invitation to submit a bid:

Step 1: Login into the Supplier portal using supplier user account details.

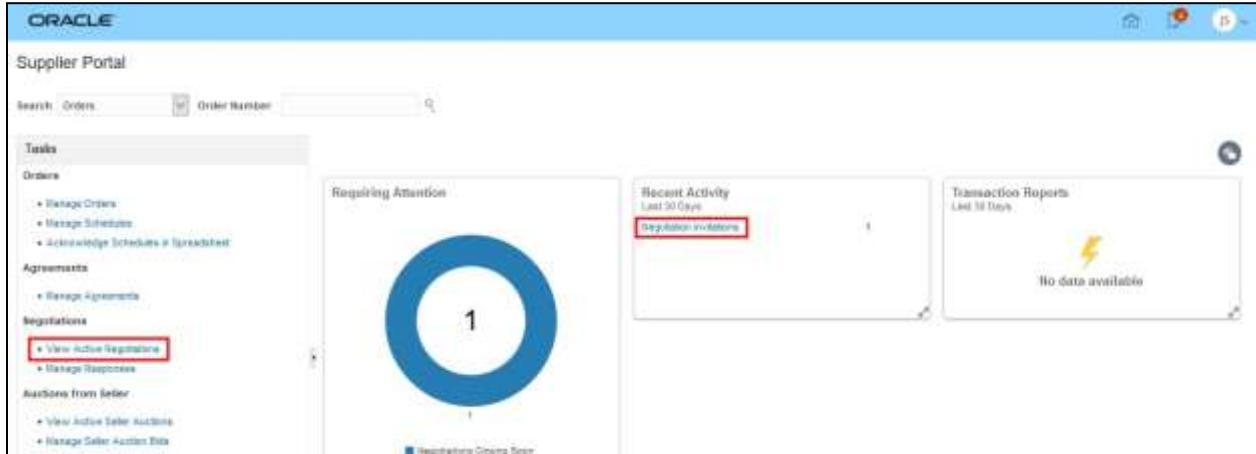
Step 2: Navigation -> Supplier Portal -> Supplier Portal.



Step 3: Supplier will accept the negotiation invitation and acknowledge the participation.

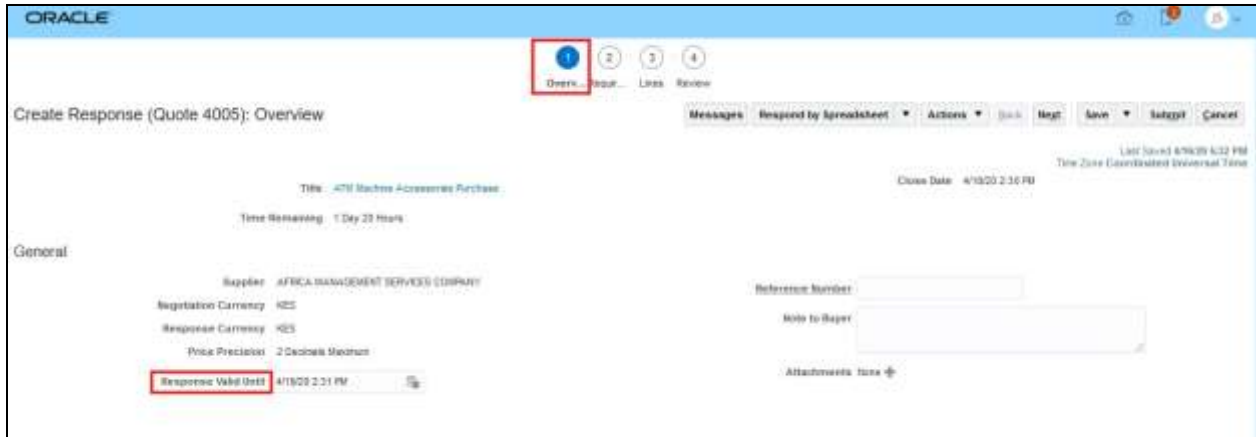


Step 4: Go to Task Pane -> Response -> View Active Response



Step 5: Click on Create response button to start responding the questionnaire.

Step 6: In Overview page, select the response valid date, note to buyer information and attach supporting documents if required.



Step 7: Start responding (answering) all questions and attach the supporting documents if required in requirement page.



Comments

3. Please attach your health and safety policy:

a. Yes
Response Attachments: [agorahelpimport 1.zip](#)

b. No

4. Please attach your environmental & sustainability policy:

a. Yes
Response Attachments: [agorahelpimport 5.zip](#)

b. No

5. Does your company have a code of conduct/ethics policy? If so, please attach a copy:

a. Yes
Response Attachments: [agorahelpimport 3.zip](#)

b. No

6. Evidence of any quality assurance accreditation that your company holds e.g. ISO 9001 certification, if no accreditation held, please provide a description of your current quality system:

a. Yes
 b. No

Comments

7. Attach your company profile

Step 8: Click next to move lines page to response the item price against the requirement

ORACLE

1 2 3 4
Overview Requirements **Lines** Review

Create Response (Quote 4005): Lines

Messages Respond by Spreadsheet Actions Back Next Save Submit Cancel

Summary - Kenyan 288kg

Last Saved: 4/16/20 5:38 PM
Time Zone: Coordinated Universal Time

Time Remaining: 1 Day 23 Hours

Close Date: 4/16/20 2:58 PM

Line	Description	Alternate Line Description	Create Alternate	Required Details	Category Name	Start Price	Response Price	Total Score	Response Quantity	UOM	Line Amount	Proposed Delivery Date
1	CL9 COMPUTER		+		102.1021	18,000.00	17,564.08		49	Each	175,000.00	4/16/20
2	FIXED ASSET MOVEMENT...		+		102.1021	900.00	883.00		3	Pack of 100	4,250.00	4/16/20

Rows Selected: 1 Columns Hidden: 1

Grand Totals
All response lines except alternate lines are included.
Response Amount: 479,260.00

Step 9: Click next to move review page to validate and review all the information before submitted the response.

Step 10: Click Submit button to submit the response.



The screenshot shows the Oracle Procurement 'Review Response' page for Quote 4005. The page title is 'Review Response: Quote 4005'. The breadcrumb trail is 'Overview - Requirements - Lines - Review'. The 'Review' step is highlighted with a blue circle and the number 4. The page includes a navigation bar with 'Messages', 'Respond by Spreadsheet', 'Actions', 'Back', 'Save', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a red box. Below the navigation bar, the page displays 'Currency - Kenyan Shilling', 'Title - AT&T Machine Accessories Purchase', and 'Close Date - 4/1/2023 2:38 PM'. The 'Time Remaining' is '1 Day 20 Hours'. The 'General' section shows 'Supplier - AFRICA MANAGEMENT SERVICES COMPANY', 'Reference Number - Mute to Buyer', 'Negotiation Currency - KES', 'Response Currency - KES', 'Price Precision - 2 Decimal Maximum', and 'Response Valid Until - 4/1/2023 2:31 PM'. The 'Attachments' section is empty.

Step 11: Same way you can capture all the supplier response.

The screenshot shows the Oracle Procurement 'Active Negotiations' page. The page title is 'Active Negotiations'. The breadcrumb trail is 'Active Negotiations'. The page includes a search bar and a 'Search' button. The search results table is empty, showing 'No results found.' and 'Columns Hidden: 4'. A 'Confirmation' dialog box is open, displaying the message 'The response 4005 to negotiation KCBR_80_11 was submitted.' and an 'OK' button. The dialog box is highlighted with a red box. The page also includes a 'Manage Webtitle' button, 'Save Search', and 'Open Invitations' buttons. The 'Invitation Received' and 'Response Submitted' status indicators are 'Yes' and 'No' respectively. The 'Negotiation Open Since' is 'm/d/y'. The 'Search Results' section includes a table with columns: 'Negotiation', 'Title', 'Negotiation Type', 'Time Remaining', 'Close Date', 'Your Responses', 'Will Participate', 'Unread Messages', 'View PDF', and 'Response Spreadsheet'. The table is currently empty.



Annexure 2: References

References of similar services

Note:

The Firms should submit the references in this format as part of the proposal.

No	Name of Firm/Company	Contract reference and brief description:	Date contract awarded/Period.	Date contract Completed / in progress	Customer contact name and phone number	Value of Contract: (KES/USD)
1						
2						
3						
4						
5						

Please note that this information should be included in the technical proposal of the bid. Incomplete / insufficient information will lead to disqualification of the bid.



Annexure 3: Company Brief Summary

Company Name	
Core Business	
Years of experience	
Physical Location of offices	
Key Contact - Include contact details	
Geographical spread	
No. of Staff	
Area of Specialization	
Names of Directors and shareholding structure	
Solution Partner Status if not owner of the solution	
List of at least four reference sites including Sites	
Company Turnover for the Last three Years	