



**REQUEST FOR PROPOSAL FOR TESTING AS A SERVICE/ TEST FACTORY MODEL  
FOR TEMENOS T24 SYSTEM UPGRADE PROJECT**

|                              |                                   |
|------------------------------|-----------------------------------|
| <b>RFP Release date:</b>     | <b>As per the sourcing portal</b> |
| <b>Response from Bidders</b> | <b>As per the sourcing portal</b> |



## ISSUE OF RFP DOCUMENT TO PROSPECTIVE BIDDERS

### TENDER FOR TESTING AS A SERVICE/ TEST FACTORY MODEL FOR TEMENOS T24 SYSTEM UPGRADE PROJECT

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

The screenshot displays the Oracle Procurement Cloud interface. The main window shows 'Active Negotiations' with search filters for Negotiation, Title, and Negotiation Close By. Below the search filters, there are buttons for 'Acknowledge Participation' and 'Create Response'. A table lists the negotiation details:

| Negotiation | Title                            | Negotiation Type |
|-------------|----------------------------------|------------------|
| KCBK_BD_19  | ATM Machine Accessories Purchase | RFQ              |

A 'Notifications' pop-up window is overlaid on the right side of the screen. It contains several notifications, with the first one being an 'ACTION REQUIRED' notification: 'You Are Invited to Negotiation KCBK\_BD\_19 (ATM Machine Accessories Purchase)'. This notification includes a link to the negotiation and an 'Actions' dropdown menu with 'Accept Invitation' and 'Decline Invitation' options. The 'Accept Invitation' option is highlighted with a red box. Other notifications include 'Negotiation KCBK\_BD\_18 (Two stage Process) Was Closed', 'Oracle Fusion Applications-Automatically Generated Password', and '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 Testing as a Service for Temenos T24 System Upgrade Project** and is being availed on restricted tender basis and is restricted for bids from the invited bidders.

### 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](http://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 copies (through the portal) of all supporting documents requested.
- 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 Bank Kenya Limited 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 Bank Kenya Limited, 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 for 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 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 Testing as a Service for Temenos T24 System Upgrade Project** on an Open tender basis.

### 1.2.2. Overview, Aims and Objectives

KCB intends to onboard Testing as a Service (TaaS) model partner to complement the existing internal staff in the execution of strategic projects technology projects. The vendor(s) should meet the following requirements:

- i) Should have at least seven years in providing test-house services for T24 to a diverse clientele with at least 3 reference sites where the partner has conducted similar exercises minimum requirements
- ii) Should have certified Quality Assurance analysts and engineers.
- iii) Should have experience in agile methodologies of project management.
- iv) Should have expertise in functional and non-functional testing.

- v) Should have expertise in test automation.

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.

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 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 for the System(s) where they have been implemented successfully.
- Understanding of the KCB Testing as a Service requirements
- Manufacturer Authorization Form, from the proposed solution's Vendor.
- 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



### 1.3.8 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 request for 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 intends to select a partner who will demonstrate solid experience and capacity in providing Testing as a Service (TaaS) for Temenos Transact (T24) upgrade or reimplementation project.

The vendor should have at least five (5) years in provision of Quality Assurance and Engineering services based on Test Factory Model for Temenos T24 Upgrade projects, with at least three (3) reference sites where the partner has conducted similar engagements. The partner MUST be well versed with Temenos Implementation Methodology (TIM) and demonstrated proven experience in T24 modules including Core Banking, Payments, General Ledger, Channels, IRIS APIs, and ISO8583 integrations

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

#### 1) Design Reviews and Test strategy formulation

- Participate in solution architecture and design reviews and make recommendations to inform fit for purpose and resilient solution implementations.
- Decomposing the business and technical requirements into test scenarios using a risk-based testing approach to prioritize test scenarios.
- Defining and implementing a comprehensive test data management strategy, including test data creation, masking, provisioning and refresh cycles.
- Managing test case creation, devising contingencies plans and other test preparation activities.
- Development and reviews of test designs, test scenarios, test cases, and requirements documents with cross-functional teams for both functional and non-functional testing.
- Development and reviews test plans, test strategy for all levels of testing including but not limited system testing, system integration testing, user acceptance testing, performance testing, operational acceptance testing and BCM testing.

#### 2) Technical and System Test execution and Management

- Execution of System Integration Testing (SITs) and System Testing.
- Perform API Testing, Integration Testing and System Testing.
- Collaborate with developers to conduct end-to-end defect analysis and resolution of defects, and in reviewing test results for maximum test coverage.
- Review and document test results, test summary reports and communicate to the key project stakeholders.
- Establish test execution governance cadence including daily execution tracking and weekly status reporting.
- Define and enforce defect severity and priority classification standards

- Maintain centralized test execution and defect tracking using tools such as Azure DevOps

### **3) Performance testing**

- Conduct performance testing as per the approved test strategy as per the defined Non-Functional Requirements (NFRs) to ensure that solutions meet the minimum baseline standards and performance benchmarks. The performance testing scope shall constitute T24 Browser (branch originated) based transactions, T24 IRIS Integration APIs, T24 ATM Framework ISO8583 interfaces and associated channels and applications.
- Develop workload models reflecting real business usage patterns across branches and channels.
- Execute comprehensive performance test types including, Configuration Testing, Load Testing, Stress Testing, Endurance (Soak) Testing, Spike Testing and Volume Testing.
- Validate network performance metrics (latency, bandwidth and throughput across branches).
- Ensure provisioning and maintenance of production like test environment for accurate results during test execution.
- Integrate monitoring and observability using tools such as Grafana for performance testing.
- Review and document test results, test summary reports and communicate to the key project stakeholders

### **4) Test Automation and implementation of CI/CD delivery Model**

- Development, customization, deployment, and maintenance of reliable, reusable, data-driven and scalable test automation frameworks for all systems and applications in scope.
- Create execution pipelines and integrate automation scripts into CI/CD pipelines.
- Implement advance capabilities such as self-healing scripts, modular and reusable components.
- Execution of automated regression tests, review test results and summary reports and communicate to key stakeholders.

### **5) Test Management and Defect lifecycle management**

- Manage System Integration, System Testing and Acceptance Testing execution cycles through test management platforms by ensuring timely execution of test cases and proper logging defects and test summary reporting on periodical basis for all functional and non-functional tests.
- Report and manage defects through defect triaging and tracking, defect resolution tracking and reporting.
- Define and track quality KPIs including Defect density, Defect Leakage rate and Defect reopen rate. Conduct regression testing for all defect fixes for new and existing products.
- Assist implementation teams with replicating defects, root cause analysis and debugging problems.
- Provide real-time quality dashboards and reporting.
- Continuously improve quality through defect trend analysis.

### **6) Dress Rehearsals**

- Formulation of Dress Rehearsal Test strategy incorporating cycles of Dress Rehearsal simulations and the main dress rehearsals, with proper scope, participants, entry and exit criteria.
- Development of the Dress Rehearsal test plans and formulation of dress rehearsal execution test cases
- Management of Dress Rehearsal testing, collation of results from the branches & end users and generation of test summary reports.
- Dress Rehearsal defects triaging and tracking of defects resolution, leading of testing by the technical and business testing teams and closure.
- Execute system performance validation during Dress Rehearsals.
- Define and enforce Go/No-Go decision criteria based on Defect status, performance benchmarks and Business validation.
- Development of Dress Rehearsal reports, walkthroughs with and sign off by key stakeholders.

#### **7) Deployment Planning and Post Implementation Assurance**

- Support in preparation of Quality Assurance, testing artifacts and deployment artifacts required for Project Steering Committee and Change Advisory Board (CAB) review and approval before deployment of solutions to production.
- Support in post system migration sanity tests including triaging, managing of retests and closure of the production defects.
- Test Design, implementation and management of deferred UAT defects and change requests meant to be closed post go live.
- Support in Conducting Root Cause Analysis (RCA) of system incidents and in resolution of such issues.
- Development and publishing of post go live closure test reports.

#### **8) Coach and mentor other QA Engineers/Analysts**

- Inculcate best practices, frameworks, and QA Engineering discipline amongst the Quality assurance and engineering teams.
- Train and coach Quality Assurance and Engineering team to gain requisite skills and knowledge in their respective domains such as Test automation, Performance Testing and T24 domain knowledge
- Implement a knowledge transfer framework including documentation, workshops and Hands-on sessions.
- Measure knowledge transfer effectiveness such as percentage of internal team self-sufficiency post-engagement.
- Develop reusable QA assets and knowledge repositories

#### **9) QA governance and TaaS Operating Model**

- Adopt KCB approved QA Governance Framework including Test governance forums and Steering committee reporting.
- Define a RACI model across all testing phases.



- Enforce quality gates including SIT exit criteria, UAT exit criteria, Performance sign-off criteria
- Ensure audit and compliance readiness, including Traceable test evidence and Audit-ready documentation.
- Provide continuous service improvement and performance reporting.

## **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  |
|--|--|
| <b>Professional Certifications – Quality Assurance &amp; Testing</b> | <p>The candidates proposed by the bidder to provide this service <b>MUST</b> have relevant and active testing certifications from any of the recognized bodies listed below.</p> <p>ISTQB / ISTQB Agile Tester Certification / Certified Software Test Engineer (CSTE) / Certified Software Quality Analyst (CSQA) / Certified Associate in software Testing (CAST) / CMSQ (Certified Manager of Software Quality)</p>   |
| <b>Professional Certifications – Quality Engineering</b>             | <p>The candidates proposed by the bidder to provide this service <b>MUST</b> have testing certifications from any of the recognized bodies listed below.</p> <p>ISTQB Test Automation Engineer (CTAL-TAE)/ ISTQB Security Test Engineer (CT-STE)/ ISTQB Performance Testing (CT-PT)</p> <p>ASQ – Certified Software Quality Engineer (CSQE)/A4Q Selenium Tester</p>  |
| <b>API Testing experience</b>  | <p>The bidder <b>MUST</b> demonstrate the ability to conduct API testing using POSTMAN and Soap UI or any other fit for purpose API testing tools</p> <p>The bidder <b>MUST</b> demonstrate experience in REST (T24 IRIS APIs), ISO20022 MX messages, ISO8583 APIs (T24 ATM Framework).</p>  |
| <b>Performance testing expertise</b>                                 | <p>The bidder <b>MUST</b> demonstrate the ability to provide performance testing services for new systems or major overhauls to existing systems – For T24 Web and IRIS APIs on RESTful, SOAP services and ISO8583 ATM Framework services.</p> <p>The bidder <b>MUST</b> demonstrate experience with tools such as Apache JMeter and execution of Load, Stress, Spike and Endurance Testing.</p> <p>The bidder <b>MUST</b> provide evidence of Performance Testing at scale as per the defined Non-Functional Requirement Specifications (NFRS).</p> |
| <b>Test Automation</b>   | <p>The bidder <b>MUST</b> demonstrate the ability to automate and provide maintenance for regression testcases for web and mobile applications and APIs – RESTful, SOAP, ISO8583 and ISO20022.</p> <p>The bidder <b>MUST</b> indicate the test automation tools they have experience in.</p> <p>The bidder <b>MUST</b> demonstrate the capacity to integrate the test automation tools to CICD pipelines.</p>  |

|  |   |
|--|---|
| <b>Testing Tools &amp; Test Management</b> | <p>The bidder <b>MUST</b> demonstrate experience in usage of testing tools for across the Software Testing Life Cycle (STLC) - Test case creation, test implementation, test execution, defect life cycle management and test reporting.</p> <p>The bidder <b>MUST</b> indicate the tools they are familiar with for each stage of the STLC.</p> <p>The bidder <b>MUST</b> demonstrate real-time reporting and governance dashboards.</p> |
| <b>Documentation and reporting</b>         | <p>The bidder <b>MUST</b> demonstrate the ability to maintain accurate documentation of test artifacts, prepare regular quality reports for management.</p> <p>The bidder <b>MUST</b> provide Standardized templates (Test Plan, Strategy and Reports).</p> <p>The bidder <b>MUST</b> demonstrate executive-level reporting and KPI-driven dashboards.</p>  |
| <b>DevSecOps</b>                           | <p>The bidder <b>MUST</b> demonstrate the good understanding DevOps, Continuous Integration / Continuous Delivery concepts (CI/ CD) and experience in using CI tools like Jenkins/Bamboo and code versioning tools like Git.</p> <p>The bidder <b>MUST</b> demonstrate shift-left and shift-right testing practices.</p>  |
| <b>Agile practitioner</b>                  | <p>The bidder <b>MUST</b> demonstrate a good understanding of agile development methodologies and the flavor of agile methodology practiced and application in the STLC.</p> <p>The bidder <b>MUST</b> demonstrate application of Agile testing strategy for testing of T24 projects for all test levels and test types.</p>  |

|   |   |
|---|---|
| <b>Financial Systems Domain knowledge</b> | <p>The bidder <b>MUST</b> demonstrate a good understanding of financial and fintech domain including regulatory requirements, industry standards and best practices.</p> <p>The bidder <b>MUST</b> demonstrate good understanding of T24 Core functionalities on critical modules such Retail, Treasury, Trade finance, AA Accounts, AA Loans and Deposits, Securities, Bank Guarantees etc.</p> <p>The bidder <b>MUST</b> demonstrate having experience in QA &amp; testing of T24 Core Banking and integrated Digital platforms and applications.</p> |
| <b>Risk management and compliance</b>     | <p>The bidder <b>MUST</b> demonstrate compliance to ICT security standards, data protection regulations and proficiency in identifying potential risks and mitigating them.</p> <p>The bidder <b>MUST</b> provide strategy QA &amp; Testing risk management across all the project phases.</p>  |

### 2.3 PROJECT DELIVERY AND METHODOLOGY

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

| Areas   | Description  |
|---|--|
| <b>VENDOR EXPERIENCE &amp; REFERENCE SITES</b>      | <ul style="list-style-type: none"> <li>• Provide details of experience in similar services provided to organizations of the same size.</li> <li>• Details of the bidder’s proposed methodology and approach for providing services to the Bank with specific reference to the scope of work.</li> <li>• 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.</li> <li>• The bidder <b>MUST</b> indicate the site, duration of the Testing as A Service (TaaS) engagement, including impacts to the organizations.</li> <li>• The bidder <b>MUST</b> provide the lessons learned from each site/project.</li> </ul> |
| <b>IMPLEMENTATION METHODOLOGIES FOR THE SERVICE</b> | <ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> demonstrated good understanding of Temenos Implementation Methodology (TIM)</li> </ul>   |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> showcase the methodologies used to deliver testing as a service indicating key milestones.</li> <li>• The bidder <b>MUST</b> highlight the benefits, deliverables, and impacts from their previous works that are attached with reference sites within the last 5 years.</li> </ul>   |
| <b>PROJECT TEAM CAPACITY</b>           | <ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> demonstrate the team’s capability by indicating the number and times similar services have been offered by individual members of the project team and the roles undertaken.</li> <li>• The bidder <b>MUST</b> indicate the total QA &amp; testing resources capacity as disposal to the bank indicating their roles, domain expertise and years of experience.</li> </ul>   |
| <b>PROJECT RESOURCES TESTIMONIALS</b>  | <ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> attach testimonials citing relevant experience of successful 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.</li> <li>• The resumes for the testing team proposed to provide the service.</li> <li>• Provide evidence of certifications and registration by professional bodies</li> </ul> |
| <b>RESOURCE MOBILIZATION LEAD TIME</b> | <ul style="list-style-type: none"> <li>• The bidder shall confirm the ability to mobilize resources to commence testing as a service offering within 2 weeks of issuance of the award letter from KCB.</li> <li>• The bidder shall confirm ability to scale up resources within 1 week of request.</li> </ul>   |
| <b>PROJECT DELIVERY MODEL</b>          | <ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> demonstrate the capacity to deliver the TaaS with majority of the project resources working <b>on site</b>.</li> <li>• The proposed resources <b>MUST</b> be dedicated to KCB Group.</li> </ul>   |
| <b>DEPENDENCIES AND PRE-REQUISITES</b> | <ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> clearly indicate any dependencies and pre-requisites necessary for successful delivery of TaaS engagement and the rationale thereof.</li> </ul>   |
| <b>TEST AUTOMATION EXPERIENCE</b>      | <ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> provide at least 3 key projects, with detail presentation, where they have successfully done test automation with details of automation tool used and implementation methodology adapted in these projects.</li> <li>• The bidder <b>MUST</b> include ROI achieved through automation, maintenance strategy and CI/CD integration.</li> </ul>   |

|                          |  |
|--------------------------|--|
| <b>CONTRACTING MODEL</b> | <ul style="list-style-type: none"> <li>The bidder <b>MUST</b> indicate the various contracting/engagement models they have, indicate the preferred option and corresponding justifications.</li> </ul> |
|--------------------------|--|

## 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

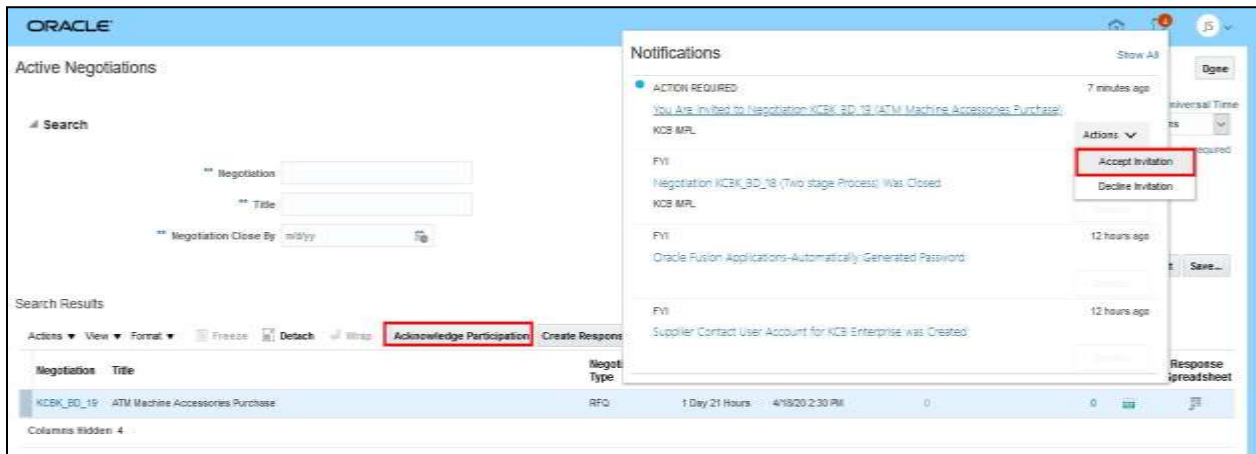
#### Supplier Response to an invitation to submit a bid:

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

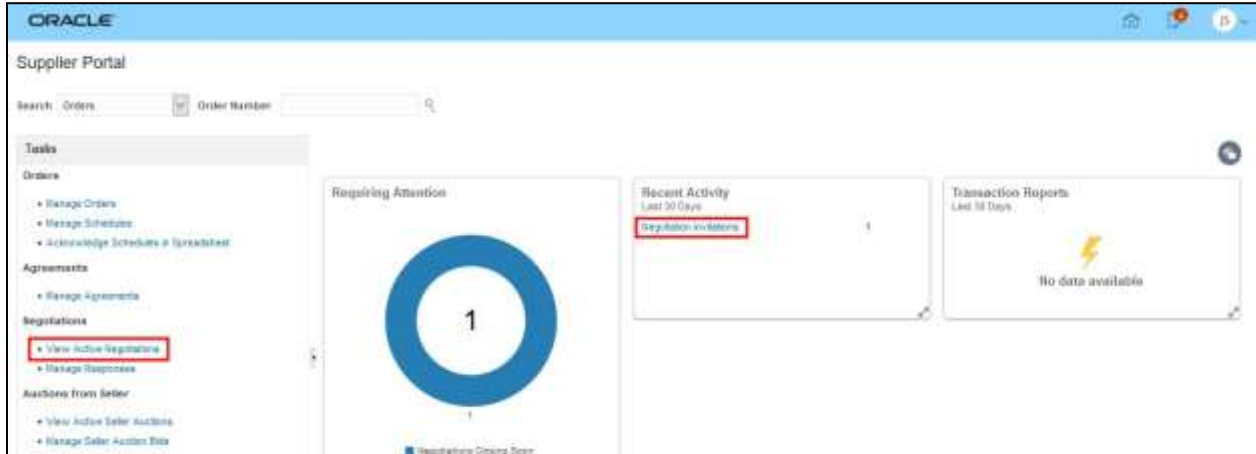
**Step 2:** Navigation -> Supplier Portal -> Supplier Portal.



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

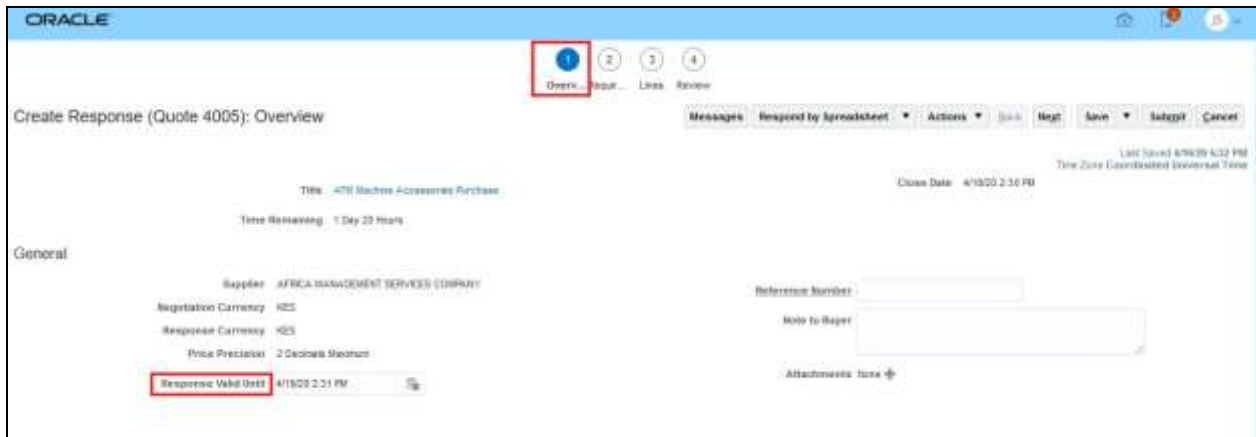


**Step 4:** Go to Task Pane -> Response -> View Active Response



**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: [agorahelpreport1.zip](#)

b. No

4. Please attach your environmental & sustainability policy.

a. Yes  
 \* Response Attachments: [agorahelpreport1.zip](#)

b. No

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

a. Yes  
 \* Response Attachments: [agorahelpreport1.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 Page **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 2:38 PM  
 Time Zone: Coordinated Universal Time

Time Remaining: 1 Day 23 Hours  
 Close Date: 4/16/20 2:38 PM

| Line  | Description             | Alternate Line Description | Create Alternate | Required Details | Category Name | Start Price | Response Price | Total Score | Response Quantity | UOM         | Line Amount | Promised Delivery Data |
|---|-------------------------|----------------------------|------------------|------------------|---------------|-------------|----------------|-------------|-------------------|-------------|-------------|------------------------|
| 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                |
| <b>Grand Totals</b><br>All response lines except alternate lines are included.<br>Response Amount: 179,260.00 |                         |                            |                  |                  |               |             |                |             |                   |             |             |                        |

**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 'Review Response' interface for Quote 4005. At the top, there are navigation steps 1, 2, 3, and 4, with 'Review' selected. Below this, there are buttons for 'Messages', 'Respond by Spreadsheet', 'Actions', 'Back', 'Save', 'Submit' (highlighted with a red box), and 'Cancel'. The main content area displays 'Review Response: Quote 4005' and 'Currency - Kenyan Shilling'. It also shows 'Title - AT&T Machine Accessories Purchase' and 'Close Date - 4/15/20 2:38 PM'. A 'Time Remaining' of '1 Day 20 Hours' is indicated. The 'General' section lists 'Supplier - AFRICA MANAGEMENT SERVICES COMPANY', 'Reference Number - Mtn to Buyer', 'Negotiation Currency - KES', 'Response Currency - KES', 'Price Precision - 2 Decimal Maximum', and 'Response Valid Until - 4/15/20 2:31 PM'. The 'Attachments' section is currently empty.

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

The screenshot shows the Oracle 'Active Negotiations' interface. A 'Confirmation' dialog box is open, stating 'The response 4005 to negotiation KCBK\_80\_11 was submitted.' The background interface includes a search bar, a 'Search' button, and a table of search results. The table has columns for 'Negotiation', 'Title', 'Negotiation Type', 'Time Remaining', 'Close Date', 'Your Responses', 'Will Participate', 'Unread Messages', 'View PDF', and 'Response Spreadsheet'. The table currently shows 'No results found.' and 'Columns hidden: 4'. There are also buttons for 'Search', 'Reset', and 'Save...'.



## 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

|   |  |
|---|--|
| <b>Company Name</b>                                   |  |
| 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             |  |