



**REQUEST FOR PROPOSAL FOR TESTING AS A SERVICE/ TEST FACTORY  
MODEL**

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



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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 (TaaS)** 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:

#### Kenya

1. KCB Bank Kenya

#### East Africa

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**

### 1.3 Overview, Aims and Objectives

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

- i) Should have at least seven years in providing test-house services to a diverse clientele with at least 3 reference sites where the partner has conducted similar exercises.
- 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.

#### **1.4 Format of RFP Response and Other Information for Bidders**

- 1.4.1** The overall technical summary information regarding this tender is given in **Section 2 - Scope of Work** and supplier portal. 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**

#### **1.4.2 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 where they have been offer similar service 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.
- Any other requirement as specified in the portal

- 1.4.3** The Financial proposal shall clearly indicate the **daily rate applicable on need-by-need basis** in the table below. The unit cost should be inclusive of all applicable taxes.





No	Resource	Man-day Rate (USD) inclusive of all applicable taxes
1	Principal Quality Engineer/SDET	
2	Senior Quality Assurance Engineer	
3	Quality Assurance Engineer	
4	Quality Assurance Lead/Manager	
5	Senior Quality Assurance Analyst	
6	Senior Quality Assurance Analyst - T24	
7	Quality Assurance Analyst	

**Additional Cost to Complete.** Provide an itemized list of any items/resource(s) 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. Ensure to provide your tax assumptions.

- 1.4.4** 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.
- 1.4.5** Assuming that the Contract will be satisfactorily concluded, the bidders shall be expected to commence the assignment after the final agreement is reached.
- 1.4.6** The contracting arrangements shall clearly define the responsibilities and the services to be provided by each firm in the case of a joint venture.
- 1.4.7** 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.

#### **1.4.8 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.

#### **1.4.9 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 portal under messages option**.
- iii. Any clarification sought by the bidder in respect of the RFP shall be addressed within **four (4) days** from RFP released date, in writing **through the portal under messages option**. **(NOTE: Bidders are therefore required to share any request for clarification within two (2) days from RFP released dated for KCB's response/action).**
- 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 RFQ Clarification Template is as follows:
  - Company Name:
  - Contact Person: (primary Supplier contact)
  - E-mail:
  - Phone:
  - Fax:

#	Date	Section / Paragraph (2)	Question
1			
2			
3			
(1) Question(s) mailing date:			
(2) From the KCB Document:			

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.

#### 1.4.10 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. It is therefore important that bidders give the correct details in the format given on page 1 at the time of collecting/receiving the RFP document.



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.

#### **1.4.11 Deadline for Submission of Bids**

Bids should be addressed to the Head of Procurement via the KCB supplier portal which is accessible through the KCB Group Website.

#### **Please note**

- Soft Copies for each proposal are to be provided in PDF or Adobe Reader.
- Any bid received by the Bank after the deadline data as specified in the supplier portal will be rejected.

#### **1.4.12 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).

#### **1.4.13 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.



## **2.0 SECTION 2 – SCOPE OF WORK**

### **2.1 Specific Objectives**

KCB intends to select a vendor who will demonstrate solid experience and capacity in providing Testing as a Service (TaaS). The vendor should have at least five years in provision of Quality Assurance and Engineering services based on Test Factory Model to a diverse clientele with at least 3 reference sites where the partner has conducted similar engagements.

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
- Defining test data requirements.
- 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 Component testing, System Integration Testing (SITs) and System Testing
- Create unit tests and Integration mock services.
- Perform Unit Testing, 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.

### **3) Performance testing**

- Conduct performance testing as per the approved test strategy to ensure that solutions meet the minimum baseline standards and performance benchmarks.
- 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 and scalable test automation frameworks for all systems and applications.
- Create execution pipelines and integrate automation scripts into CI/CD pipelines.
- 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.
- Conduct regression testing all defect fixes for new and existing products.
- Assist implementation teams with replicating defects, root cause analysis and debugging problems.

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



- Support in preparation and Quality Assurance and testing artifacts and deployment artifacts required for Change Advisory Board (CAB) review and approval before deployment of solutions to production.
- Support in post implementation review and assurance and pilot of solutions deployed to production
- Support in Conducting Root Cause Analysis (RCA) of system incidents and in resolution of such issues.

#### **7) 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.

## **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 testing certifications from any of the recognized bodies listed below.</p> <p>ISTQB / ISTQB Agile Tester Certification / Certified 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 Performance Testing (CT-PT) / 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</p>
<b>Whitebox testing techniques</b>	<p>The bidder <b>MUST</b> demonstrate the Experience in White box testing tools and techniques – like Mocking frameworks (Mockito)</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 Web, Mobile and APIs on RESTful, SOAP services, ISO8583 card interfaces and ISO20022 messages.</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>

TECHNICAL AREA	DESCRIPTION
<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>
<b>Documentation reporting and</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> attach sample documents for last projects undertaken</p> <ol style="list-style-type: none"> <li>1) UAT Test Strategy</li> <li>2) UAT Test Plan</li> <li>3) UAT Completion Report</li> <li>4) Performance Test Strategy</li> <li>5) Performance Test Completion Report</li> </ol>
<b>DevSecOps Integration</b>	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.
<b>Agile practitioner</b>	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.
<b>Financial Systems Domain Knowledge &amp; Experience</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 having experience in QA &amp; testing of financial and fintech systems such as Core Banking and Digital platforms.</p>
<b>Cybersecurity Standards and compliance</b>	The bidder <b>MUST</b> demonstrate compliance to Cybersecurity security standards, data protection regulations and financial services regulatory requirements.
<b>QA &amp; Testing Delivery Risk Management Framework</b>	The bidder <b>MUST</b> demonstrate full understanding of QA & Testing Risks and implementation of a sound framework to avoid and mitigate potential risks.





The Terms of Reference (ToR) for the resources that may be required on need basis are as follows:

### **QUALITY ASSURANCE ANALYST**

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#### **JOB PURPOSE**

Performing quality reviews on business requirements, developing standardized testing methods and strategies, leading execution of functional and non-functional tests and implementing quality testing and reporting processes to track and ensure adherence to quality software development process and products.

#### **RESPONSIBILITIES:**

- Coordinate business requirements reviews across functional teams and ensures that the business requirements are complete, precise, and testable.
- Works with project team to define and create overall project test strategy/test plan, plan test schedules or strategies and Identifies test resources, estimates test effort in accordance with project scope or delivery dates and ensures that the test strategy is achieved.
- Develop, document, and maintain manual and automated functional testcases, non-functional test cases, test scripts and other test artifacts like the test data, data validation, harness scripts and automated scripts.
- Works collaboratively with the business units and project teams to execute and validate test cases based upon business requirements and ensures that the test cases are traceable to the requirements.
- In collaboration with Enterprise Architecture teams and other critical stakeholders, tune the SQA processes, adopt tools and define re-usable templates in-line with the adoption and maturity of the Quality Assurance Framework.
- Define test process including required test activities and deliverables, conduct Test Readiness Assessment, establish test beds, and ensure that test beds are available for all planned white box and black box testing activities.
- Engages, champions, and collaborates with technical teams / personnel in non-functional testing including integration, regression, load, performance, security, and usability testing.
- Prepare, share, and review test results periodically, report any defects, bugs, errors, configuration issues, and interoperability flaws and develop test acceptance reports for projects and software changes.
- Works with business units to perform post deployment sanity and regression tests and post-implementation reviews within defined period to confirm that the deployed solution works as per the business requirements.
- Participates in formulation and Implementation of Software process improvement processes and strategies for projects.

#### **SKILLS & EXPERIENCES:**

For the above position, the successful applicant should have the following:



- Bachelor's degree in Computer Science, Computer Engineering, Information Technology, or a related field of study
- ISTQB / ISTQB Agile Tester Certification / Certified Test Engineer (CSTE) / Certified Software Quality Analyst (CSQA) / Certified Associate in Software Testing (CAST) / CMSQ (Certified Manager of Software Quality) is required.
- ITIL Foundation, PRINCE II (Practitioner) / AgilePM / PMI-ACP / Certified Agile Project Manager (IAPM) / Certified Scrum Master (CSM) is added advantage
- Master's degree in Business Administration or Project Management is added advantage
- Minimum 3 years experience in Software Quality Assurance
- Minimum 3 years experience in IT Projects (Digital channels & enterprise applications) is essential
- Experience in Emerging Technologies (e.g. Mobile, Internet Banking, Cloud, Microservices etc) is desirable.
- Experience in Software Applications & Support is added advantage.
- Knowledge of software QA methodologies, techniques, tools, and processes
- Experience in writing comprehensive test plans and test cases
- Hands-on experience with both white box and black box testing
- Knowledge of SQL and scripting
- Experience working in an Agile/Scrum development process.
- Experience with non-functional testing - performance and/or security testing
- Good understanding of UML.
- Working experience in estimating, prioritizing, planning, and coordinating quality testing activities

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## QUALITY ASSURANCE ENGINEER

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### JOB PURPOSE

The Quality Assurance Engineer is responsible for implementing automated test strategies and frameworks, in addition to creating, implementing, and automating testing in support of software test requirements. The Software Quality Engineer works with QA Analysts to develop, maintain, and enhance the test automation framework and automation infrastructure. The Software Quality Assurance Engineer demonstrates strong technical and programming skill sets.

### RESPONSIBILITIES:

- Test strategy formulation includes decomposing the business and technical requirements into test scenarios, defining test data requirements, managing test case creation and other testing preparation activities.
- Formal reviews of test plans, designs, and requirements document with cross- functional teams.
- Perform effort estimates for projects QA activities and tasks and develop plans and schedules based on the estimates.
- Implement Test Automation leveraging test automation frameworks and integration to CICD pipelines for automated regression testing.



- Executes and reports on planned tests, report and manage defects, regress software fixes for new and existing products, assist development with replicating and debugging problems and develop new test automation solutions as needed.
- Design, implement and manage automated suites of black-box and white-box test scripts.
- Create unit tests and Integration mock services, perform Unit Testing and API Testing and Integration Testing.
- Collaborate with developers to conduct end-to-end defect analysis and resolution of defects, and in reviewing test results for maximum test coverage.
- Performance testing Test planning, execution, and reporting of for systems and applications.
- Management and maintenance of Test Environments

### **SKILLS & EXPERIENCES:**

For the above position, the successful applicant should have the following:

- Bachelor's degree in Computer Science, Computer Engineering, Information Technology, or a related field of study
- ISTQB / ISTQB Agile Tester Certification / Certified Test Engineer (CSTE) / Certified Software Quality Analyst (CSQA) / Certified Associate in Software Testing (CAST) / CMSQ (Certified Manager of Software Quality) is required.
- ITIL Foundation, PRINCE II (Practitioner) / AgilePM / PMI-ACP / Certified Agile Project Manager (IAPM) / Certified Scrum Master (CSM) Certifications will be added advantage.
- Minimum 3 years experience in Software Quality Assurance
- Minimum 2 years Software Development experience.
- Minimum 2 Experience in Software Test Automation & performance testing.
- Good understanding of testing principles, testing types, and methodologies.
- They should be able to write reusable code/scripts and hence they should be proficient in at least one scripting language e.g Java, python.
- Knowledge and experience in API testing using POSTMAN and Soap UI
- Experience in White box testing tools and techniques – like Mocking frameworks (Mockito)
- Good understanding of Object-Oriented Programming concepts and programming languages like Java, C#, .NET
- 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.
- Experience with at least one automation frameworks such as Selenium/Katalon studio/Cucumber/Robot framework/Webdriver.io/Appium/Playwright etc.
- Knowledge of agile development methodologies using the Sprint/Scrum methodology of agile.



## **QUALITY ASSURANCE LEAD / MANAGER**

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### **JOB PURPOSE**

The role of Quality Assurance Lead/Manager is to develop and establish quality assurance standards and measures for projects and initiatives and applying proven analytical and problem-solving skills to help validate and verify software projects and changes through functional and non-functional testing to ensure adherence to quality software development process and products and maximize the benefit of business investments in IT initiatives. The person shall lead a team of quality assurance analysts and engineers in the delivery of QA and testing objectives for projects and initiatives.

### **RESPONSIBILITIES:**

- Design and implement structured quality management processes, strategy, and methodology across the project's delivery.
- Establish and maintain quality management systems and metrics and monitor and review compliance with the project quality goals and standards and regulatory requirements. Ensure approved software development and architecture standards, processes and procedures are adhered to, as well as make recommendations on the adoption of industry best-practices.
- Participates in developing, distributing, and coordinating in-depth business requirement reviews and analysis for projects and initiatives.
- Maintains and administers test management tools, manages test environments, and ensures that they are in ready states for both functional and non-functional tests of software projects and changes.
- Leads the reviews of test plan, strategy and other test basis documents and ensures that testing activities allow applications to meet business and technical requirements, fulfill end-user requirements, and identify existing or potential issues.
- Manages and oversees software testing life cycle including test planning, preparation, execution, monitoring and reporting for all test levels and test types.
- Leads the reviews the state of readiness of changes and projects for deployment to production environment and communicates the deployment plans to the change management team.
- Manage the team's performance and nurture skills that advance the projects Quality Assurance strategy and establish sustainable practices in QA standards, controls, and policies.
- Conduct project retrospect and quality audits to measure and assure adherence to established QA standards for software development, application integration, and information system performance, and corresponding documentation.
- Identify, log and track for closure any project quality risks and deviations from approved QA strategy & standards in conjunction with the project managers.

### **SKILLS & EXPERIENCES**

For the above role, the successful applicant should have the following:



- Bachelor's degree in Computer Science, Computer Engineering, Information Technology, or a related field of study
- ITIL Foundation and ISTQB foundation Certifications are required.
- Prince2, PMP, AgilePM / PMI-ACP / Certified Agile Project Manager (IAPM) / Certified Scrum Master (CSM), Scrum Master Certified (SMC) is added advantage.
- Masters in Business Administration or Project Management is added advantage.
- Minimum 7+ years progressive experience in Information Technology with focus on Business Analysis, Software Development and Quality Assurance.
- 5 Years Experience in at least two IT disciplines such as (Application development, middleware, and SOA, MSA).
- 5 Years Prior working experience Software Quality Assurance is required.
- 3 Years Operating systems (windows, Unix)
- 3 Years Database management systems is desired.
- 3 years Exposure to Software Testing Automation.
- Exceptional interpersonal skills, including teamwork, facilitation, and negotiation
- Excellent planning and organizational skills with ability to breakdown complex items to manageable components.
- Ability to liaise with all levels of management and subject matter experts across the industry and within the organization.

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## **SENIOR QUALITY ASSURANCE ANALYST - T24 CORE BANKING SYSTEM**

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### **JOB PURPOSE**

Performing quality reviews on business requirements, developing standardized testing methods and strategies, leading execution of functional and non-functional tests and implementing quality testing and reporting processes to track and ensure adherence to quality software development process and products. The person will be responsible for developing standardized testing methods and strategies, leading execution of functional and non-functional tests for T24 Core Banking system functionalities and integrations.

### **RESPONSIBILITIES:**

- Works with project team to define and create overall project test strategy/test plan, plan test schedules or strategies and Identifies test resources, estimates test effort in accordance with project scope or delivery dates and ensures that the test strategy is achieved.
- Develop, document, and maintain manual and automated functional testcases, non-functional test cases, test scripts and other test artifacts like the test data, data validation, harness scripts and automated scripts.
- Works collaboratively with the business units and project teams to execute and validate test cases based upon business requirements and ensures that the test cases are traceable to the requirements.



- In collaboration with Enterprise Architecture teams and other critical stakeholders, tune the SQA processes, adopt tools and define re-usable templates in-line with the adoption and maturity of the Quality Assurance Framework.
- Define test process including required test activities and deliverables, conduct Test Readiness Assessment, establish test beds, and ensure that test beds are available for all planned white box and black box testing activities.
- Engages, champions, and collaborates with technical teams / personnel in non-functional testing including integration, regression, load, performance, security, and usability testing.
- Prepare, share, and review test results periodically, report any defects, bugs, errors, configuration issues, and interoperability flaws and develop test acceptance reports for projects and software changes.
- Works with business units to perform post deployment sanity and regression tests and post-implementation reviews within defined period to confirm that the deployed solution works as per the business requirements.
- Participates in formulation and Implementation of Software process improvement policies and strategies for IT division.
- Participate business requirements reviews across functional teams and ensures that the business requirements are complete, precise, and testable.

### **SKILLS & EXPERIENCES:**

For the above role, the successful applicant should have the following:

- Bachelor's degree in Computer Science, Computer Engineering, Information Technology, or a related field of study
- ISTQB / ISTQB Agile Tester Certification / Certified Test Engineer (CSTE) / Certified Software Quality Analyst (CSQA) / Certified Associate in Software Testing (CAST) / CMSQ (Certified Manager of Software Quality) is required.
- ITIL Foundation, PRINCE II (Practitioner) / AgilePM / PMI-ACP / Certified Agile Project Manager (IAPM) / Certified Scrum Master (CSM) is added advantage.
- Master's degree in Business Administration or Project Management is added advantage
- Minimum 5 years experience in Software Quality Assurance
- Minimum 4 years experience in T24 Projects and testing of T24 core, products, and integrations.
- Experience in T24 Applications Maintenance & Support is added advantage.
- Experience in Emerging Technologies (e.g. Mobile, Internet Banking, Cloud, Microservices etc) is added advantage.
- Previous experience with Arrangement Architecture (Accounts, Deposits, Lending), Funds Transfer, Payments (TPH), Teller, FX, Money Market, Loans and Deposit, Securities, Trade Finance, SWIFT, reporting (advice and statement)
- Have prior knowledge of banking products and understanding of T24 configurations.
- Strong knowledge of software QA methodologies, techniques, tools, and processes
- Experience in writing clear, concise and comprehensive test plans and test cases
- Hands-on experience with both white box and black box testing
- Hands-on experience with testing automation and automated testing tools





- Solid knowledge of SQL and scripting
- Experience working in an Agile/Scrum development process.
- Experience with non-functional testing - performance and/or security testing
- Good experience with SOA integration architecture, with understanding of ESB topologies.
- Good understanding of UML.
- Working experience in reviewing quality specifications and technical design documents to provide timely and meaningful feedback.
- Working experience in estimating, prioritizing, planning, and coordinating quality testing activities
- Exceptional communication skills and the ability to communicate appropriately at all levels of the organization; this includes written and verbal communications as well as visualizations.
- Team player able to work effectively at all levels of an organization with the ability to influence others to move toward consensus.
- Strong situational analysis and decision-making abilities.

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## **SENIOR QUALITY ASSURANCE ANALYST**

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### **JOB PURPOSE**

Performing quality reviews on business requirements, developing standardized testing methods and strategies, leading execution of functional and non-functional tests and implementing quality testing and reporting processes to track and ensure adherence to quality software development process and products across digital channels and enterprise applications.

### **RESPONSIBILITIES:**

- Champion and coordinate business requirements reviews across functional teams and ensures that the business requirements are complete, precise, and testable.
- Works with project team to define and create overall project test strategy/test plan, plan test schedules or strategies and Identifies test resources, estimates test effort in accordance with project scope or delivery dates and ensures that the test strategy is achieved.
- Develop, document, and maintain manual and automated functional testcases, non-functional test cases, test scripts and other test artifacts like the test data, data validation, harness scripts and automated scripts.
- Works collaboratively with the business units and project teams to execute and validate test cases based upon business requirements and ensures that the test cases are traceable to the requirements.
- In collaboration with Enterprise Architecture teams and other critical stakeholders, tune the SQA processes, adopt tools and define re-usable templates in-line with the adoption and maturity of the Quality Assurance Framework.
- Define test process including required test activities and deliverables, conduct Test Readiness Assessment, establish test beds, and ensure that test beds are available for all planned white box and black box testing activities.



- Engages, champions, and collaborates with technical teams / personnel in non-functional testing including integration, regression, load, performance, security, and usability testing.
- Prepare, share, and review test results periodically, report any defects, bugs, errors, configuration issues, and interoperability flaws and develop test acceptance reports for projects and software changes.
- Works with business units to perform post deployment sanity and regression tests and post-implementation reviews within defined period to confirm that the deployed solution works as per the business requirements.
- Participates in formulation and Implementation of Software process improvement policies and strategies for IT division.

### **SKILLS & EXPERIENCES:**

For the above position, the successful applicant should have the following:

- Bachelor's degree in Computer Science, Computer Engineering, Information Technology, or a related field of study
- ISTQB / ISTQB Agile Tester Certification / Certified Test Engineer (CSTE) / Certified Software Quality Analyst (CSQA) / Certified Associate in Software Testing (CAST) / CMSQ (Certified Manager of Software Quality)
- ITIL Foundation, PRINCE II (Practitioner) / AgilePM / PMI-ACP / Certified Agile Project Manager (IAPM) / Certified Scrum Master (CSM) is added advantage
- Master's degree in Business Administration or Project Management is added advantage
- Minimum 5 years experience in Software Quality Assurance
- Minimum 4 years experience in IT Projects (Digital channels & enterprise applications) is essential
- Minimum 3 years experience in Emerging Technologies (e.g. Mobile, Internet Banking, Cloud, Microservices etc)
- Experience in Software Applications & Support is added advantage.
- Proven work experience in software development
- Strong knowledge of software QA methodologies, techniques, tools, and processes
- Experience in writing clear, concise, and comprehensive test plans and test cases
- Hands-on experience with both white box and black box testing
- Hands-on experience with testing automation and automated testing tools
- Solid knowledge of SQL and scripting
- Experience working in an Agile/Scrum development process.
- Experience with non-functional testing - performance and/or security testing
- Good experience with SOA integration architecture, with understanding of ESB topologies.
- Good understanding of UML.
- Working experience in reviewing quality specifications and technical design documents to provide timely and meaningful feedback.
- Working experience in estimating, prioritizing, planning, and coordinating quality testing activities





- Exceptional communication skills and the ability to communicate appropriately at all levels of the organization; this includes written and verbal communications as well as visualizations.
- Team player able to work effectively at all levels of an organization with the ability to influence others to move toward consensus.
- Strong situational analysis and decision-making abilities.

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## **SENIOR QUALITY ASSURANCE ENGINEER**

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### **JOB PURPOSE**

Responsible for design, development, and maintenance of new and existing automation frameworks, continued evaluation of test cases for inclusion in regression tests, test coverage and automation of newly implemented functionalities. The QA Engineer will also work closely with Software developers, software engineers, architects, project managers, and technical delivery managers to form and follow quality procedures, standards, and specifications ensuring that they are met and deliver the highest quality products in a timely and cost-effective manner. He also performs a critical role in the reviews of solution architectures and designs and ensuring that they are in line with the architecture principles, standards, and industry best practices. The QA Engineer is a skilled professional in both Quality Engineering as well as Software Development.

### **RESPONSIBILITIES:**

- Development, customization, deployment, and maintenance of the reliable and scalable test automation frameworks for all systems and applications.
- Create unit tests and Integration mock services, perform Unit Testing and API Testing and Integration Testing, and collaborate with developers to conduct end-to-end defect analysis and resolution of defects, and in reviewing test results for maximum test coverage.
- Execution of types of performance testing to ensure that solutions meet the minimum baseline standards and performance benchmarks.
- Test strategy formulation which includes decomposing the business and technical requirements into test scenarios, defining test data requirements, managing test case creation, devising contingencies plans and other testing preparation activities.
- Development and reviews of test plans, designs, test scenarios, test cases, and requirements documents with cross-functional teams for both functional and non-functional testing.
- Executes and reports on planned functional and non-functional tests, report and manage defects, regress software fixes for new and existing products, assist development with replicating and debugging problems.
- Support in the implementation of CI/CD delivery models, create execution pipelines and integrate automation scripts into CI/CD pipeline.
- Participates in solution architecture and design reviews and makes recommendations to inform fit for purpose and resilient solution implementations.



- Supporting solution deployments to production, and Root Cause Analysis (RCA) of system incidents and in resolution of such issues.
- Coach and mentor other QA Engineers in test automation best practices, frameworks, and QA Engineering discipline.

### **SKILLS & EXPERIENCES:**

For the above position, the successful applicant should have the following:

- Bachelor's degree in Computer Science, Computer Engineering, Information Technology, or a related field of study
- ISTQB / ISTQB Agile Tester Certification / Certified Test Engineer (CSTE) / Certified Software Quality Analyst (CSQA) / Certified Associate in Software Testing (CAST) / CMSQ (Certified Manager of Software Quality) is essential.
- Minimum 5 years experience in Software Quality Assurance
- Minimum 4 years Software Development experience.
- Minimum 3 years experience in Software Test Automation & performance testing.
- ITIL Foundation , PRINCE II (Practitioner) / AgilePM / PMI-ACP / Certified Agile Project Manager (IAPM) / Certified Scrum Master (CSM) Certifications will be added advantage.
- Should have a solid understanding of testing principles, testing types, and methodologies.
- Highly proficient at debugging issues – learn debug tools like – Chrome Web Debugger.
- They should be able to write reusable code/scripts and hence they should be proficient in at least one scripting language e.g Java, python.
- Knowledge and experience in API testing using POSTMAN and Soap UI
- Experience in White box testing tools and techniques – like Mocking frameworks (Mockito)
- Good Understanding of architecture principles and standards of applications and general client-server model.
- Good understanding of Object-Oriented Programming concepts and programming languages like Java, C#, .NET
- 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.
- Experience with at least one automation frameworks such as Selenium/Katalon studio/Cucumber/Robot framework/Webdriver.io/Appium/Playwright etc.
- Good understanding and experience in performance testing as well as writing simple scripts using open-source performance testing tools like Apache JMeter.
- They should also be aware of the fundamental concepts of Security testing and knowledge of basic coding standards (like OWASP) which ensures that there are no security flaws left unaddressed software applications.
- Knowledge of agile development methodologies using the Sprint/Scrum methodology of agile.
- Knowledge of public cloud technology platforms like – Amazon AWS, Google GCP, or Microsoft Azure.
- Exposure to Behaviour Driven Development.



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## **PRINCIPAL QA ENGINEER / SOFTWARE DEVELOPMENT ENGINEER IN TEST (SDET)**

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### **JOB PURPOSE**

The Principal QA Engineer is a skilled professional in both Quality Engineering as well as Software Development. He provides technical leadership for design, development, and maintenance of new and existing automation frameworks, continued evaluation of test cases for inclusion in regression tests, test coverage and automation of newly implemented functionalities. The SDET will also work closely with Software developers, software engineers, architects, project, and technical delivery managers to form and follow quality procedures, standards, and specifications ensuring that they are met and deliver the highest quality products in a timely and cost-effective manner.

He also performs a critical role in leading the reviews of solution architectures and designs and ensuring that they are in line with the architecture principles, standards, and industry best practices.

### **RESPONSIBILITIES:**

- Lead the development, customization, deployment, and maintenance of the reliable and scalable test automation frameworks for all systems and applications.
- Perform Unit Testing, API Testing, Integration Testing, system testing and automated regression testing and collaborate with developers to conduct end-to-end defect analysis and resolution of defects, and in reviewing test results for maximum test coverage.
- Lead the modelling and execution of non-functional tests such as performance, load, stress, security, operational acceptance, business continuity testing and chaos engineering, and ensure that solutions meet the minimum baseline standards and benchmarks before deployment to production.
- Formulate non-functional test strategies which include decomposing the business and technical requirements into test scenarios, defining test data requirements, managing test case creation, devising contingencies plans and other testing preparation activities.
- Lead formal reviews of test plans, designs, test scenarios, test cases, test scripts and requirements documents with cross-functional teams for both functional and non-functional testing to ensure maximum test coverage while championing the discipline of test-driven development in the organization.
- Participate in Continuous integration (CI) / Continuous Development (CD) delivery models, create execution pipelines and integrate automation scripts into CI/CD pipeline.
- Work with the production and software engineering teams in supporting solution deployments and in resolving low level post deployment systems issues.
- Participate in solution architecture and design discussions and reviews both logical and physical deployment architectures to ensure that the key solution architecture attributes are incorporated.
- Coach and mentor QA Engineers in test automation best practices, frameworks and SDET discipline.
- Management and maintenance of Test Environments on premise and on the cloud platforms.



## SKILLS & EXPERIENCES:

For the above position, the successful applicant should have the following:

- Bachelor's degree in Computer Science, Computer Engineering, Information Technology, or a related field of study is required
- ISTQB / ISTQB Agile Tester Certification / Certified Test Engineer (CSTE) / Certified Software Quality Analyst (CSQA) / Certified Associate in Software Testing (CAST) / CMSQ (Certified Manager of Software Quality) is required
- PRINCE II (Practitioner) / AgilePM / PMI-ACP / Certified Agile Project Manager (IAPM) / Certified Scrum Master (CSM) is added advantage
- Master's degree in Computer Science, Computer Engineering, Information Technology or a related field of study or Business Administration or Project Management is added advantage
- Minimum 7+ years of experience in Information Technology with focus on Business Analysis or Architecture or Software Development or Quality Assurance
- Minimum 4 years in Technical Software Quality Assurance
- Minimum 3 years in Software Testing Automation
- Minimum 2 years in Software Development is essential
- Minimum 2 years' experience in with Emerging Technologies (e.g., Cloud, Microservices etc) is desirable
- Minimum 2 years' experience in Software Applications & Support is desirable.

## 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 deliverables and impacts to the organizations.</li><li>• The bidder <b>MUST</b> provide the lessons learned from each site/project.</li></ul>
<b>IMPLEMENTATION METHODOLOGY &amp; APPROACH</b>	<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> demonstrated the approach and methodology used to undertake the following in the STLC:</li></ul>

	<ul style="list-style-type: none"> <li>○ Requirements Analysis</li> <li>○ Test Planning</li> <li>○ Test Analysis &amp; Design</li> <li>○ Test Implementation</li> <li>○ Test Execution &amp; Management</li> <li>○ Defect Triaging &amp; Resolution</li> <li>○ Test Reporting</li> <li>○ Test Closure</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 TEAM STRUCTURE &amp; RACI MATRIX</b>	<ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> indicate the project delivery team structure with clear roles and escalation Matrix</li> <li>• The bidder <b>MUST</b> indicate a clear RACI Matrix across all the players for the key activities in the Software Testing Life Cycle (STLC)</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 AVAILABILITY &amp; ELASTICITY</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 <b>MUST</b> confirm ability to scale up resources within 1 week of request in response to changing project demands.</li> <li>• The bidder <b>MUST</b> confirm the mitigation strategy to handle resources attrition to minimize negative impact on projects delivery.</li> </ul>
<b>PRODUCTIVITY &amp; PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>• The bidder <b>MUST</b> demonstrate ability to implement a framework of productivity measurement and tracking.</li> <li>• The bidder <b>MUST</b> clearly define objective and measurable performance indicators across the STLC and how these would be measured and tracked.</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 those projects.</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

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 all applicable taxes as well.

All taxes and VAT amount **must** be clearly stipulated and separated from the base costs and should be valid for a minimum of 90 days. **NB: Any incomplete commercials lacking all the applicable taxes will be disqualified/rejected.**





## 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.

## **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 stated below from 3.2 to 3.23.

### **3.2. Award of Contract**

Following the opening and evaluation of proposals, the Bank will award the Contract to the successful bidder or multiple bidders whose bids have been determined to be substantially responsive. The Bank will communicate to the selected bidder its intention to finalize the draft conditions of engagement submitted earlier with his proposals. After agreement will have been reached, the successful Bidder shall be invited for agreement and 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 (sections 3.2 to 3.23) 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 out of this RFP shall incorporate suitable provisions for the payment of liquidated damages by the bidders in case of delays in performance of contract.

All services must be delivered and implemented within agreed timelines after the bank issues a purchase order. Any delayed 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 are 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 consequence of such an event.
- d. The party who wishes to plead Force Majeure is under obligation to inform in writing 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 is **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 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.



## ANNEXURES

### **ANNEX 1 – REFERENCES**

References of similar services

**Note:**

The Firms should submit the references in this format.

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						
6						
7						
8						
9						
10						

### **ANNEX 2 – COMPANY BRIEF SUMMARY**

Company	
Years of experience	
Core Business	
Key Contact	
Geographical Spread in operation	
No. of Staff	
No. of Support Staff based in Kenya	
Area of Specialization	
List of Directors and shareholdings	
Customer Base	

### **ANNEX 3: VENDOR CONFLICT OF INTEREST DISCLOSURE FORM**



All vendors interested in conducting business with the bank must complete and return the Vendor Conflict of Interest Disclosure Form in order to be eligible to be awarded a contract. Please note that all vendors are subject to comply with the Bank's Code of Ethical Conduct and conflict of interest policies as are applicable as stated within the certification section below.

Any vendor who does not provide or provides misleading or incorrect information on the disclosure form shall be disqualified from participation. The contract shall be voidable by the Bank if the misleading or incorrect information on the form is discovered by the Bank subsequent to execution of a contract.

If a vendor has a relationship with a bank official or employee, an immediate family member (*spouse, children, parents & siblings*) of a bank official or employee, the vendor shall disclose the information required below.

**Certification:** I hereby certify that to my knowledge, there is no conflict of interest involving the vendor named below: -

1. No Bank official or employee or Bank employee's immediate family member has an ownership interest in vendor's company or is deriving personal financial gain from this contract.
2. No retired or separated Bank official or employee who has been retired or separated from the Bank for less than one (1) year has an ownership interest in vendor's Company.
3. No Bank employee is currently employed or prospectively to be employed by the vendor.
4. Please note any exceptions below:-

Vendor Name	Vendor Phone Number
<b>Conflict of Interest Disclosure*</b>	
Name of Bank employees, ex-employees, elected officials or immediate family members with whom there may be a potential conflict of interest	( ) Relationship to employee _____ ( ) Interest in vendor's company _____ ( ) Other _____

\*Disclosing a potential conflict of interest does not disqualify vendors. In the event vendors do not disclose potential

Conflicts of interest and they are detected by the Bank; vendor will be disqualified from doing business with the Bank.

I certify that the information provided is true and correct by my signature below:

\_\_\_\_\_



Signature of Vendor Authorized  
Representative

Date

Printed Name of Vendor Authorized  
Representative

## DECLARATION

Please complete the declaration below and attach this document in its entirety to your response. Also ensure that you have indicated the areas of interest and that you have answered all questions in the same order and numbering as given in this document.

I/we certify that the information provided in response to this Questionnaire is accurate and complete as at the date set out below.

I/we understand that the provision of false information in response to this Questionnaire could result in the Company being excluded from the list of those who may be invited to tender for a contract with KCB Bank Kenya Limited.

I/we undertake to inform KCB Bank Kenya Limited Ltd promptly following any matter which would alter or add to any of the information given in response to this Questionnaire.

I/we make this declaration for and on behalf of the Company.

**Signed:** .....

**Name:** .....

**Position:** .....

**Date:** .....

Company stamp