KCB BANK GROUP LIMITED

REQUEST FOR PROPOSAL (RFP)

IT/MAR 2014/TENDER FOR SUPPLY, INSTALLATION AND COMMISSIONING OF AN ENTERPRISE CUSTOMER RELATIONSHIP MANAGEMENT (ECRM) SOLUTION

Release Date: Friday, 21st March 2014

Last Date for Receipt of bids: Friday, 4th April 2014 at 3.00pm (GMT+3) Nairobi, Kenya
ISSUE OF RFP DOCUMENT TO PROSPECTIVE BIDDERS

TENDER FOR SUPPLY, INSTALLATION AND COMMISSIONING OF AN ENTERPRISE CUSTOMER RELATIONSHIP MANAGEMENT (ECRM) SOLUTION

This form serves as an acknowledgement of receipt of the tender and participation.

This page is to be completed immediately on downloading/receiving the document and a scan copy e-mailed to procurement@kcb.co.ke.

Firms that do not register their interest immediately in this manner may not be sent the RFP addenda should any arise.

Table 1: Registration of Interest to Participate

<table>
<thead>
<tr>
<th>Item</th>
<th>Supplier Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Person</td>
<td></td>
</tr>
<tr>
<td>Organization Name</td>
<td></td>
</tr>
<tr>
<td>Postal Address</td>
<td></td>
</tr>
<tr>
<td>Tel No</td>
<td></td>
</tr>
<tr>
<td>Fax No</td>
<td></td>
</tr>
<tr>
<td>Email Address (this e-mail address should be clearly written as communication with bidders shall be through e-mail)</td>
<td></td>
</tr>
<tr>
<td>Signature:</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Company Stamp</td>
<td></td>
</tr>
</tbody>
</table>
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DEFINITIONS

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

The Bank   KCB Bank Group Limited.

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 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.
1. SECTION 1 – REQUEST FOR PROPOSALS

1.1. Introduction
The KCB Bank Group Limited is incorporated in Kenya and is a leading Commercial banking group in the East African region, renowned for its diversity and growth. In addition to Kenya, it has other subsidiaries namely; KCB (Tanzania) limited, a banking subsidiary operating in Tanzania, KCB (Uganda) limited, a banking subsidiary operating in Uganda, KCB (Sudan) limited, a banking subsidiary operating in South Sudan, KCB (Rwanda) limited, a banking subsidiary operating in Rwanda and KCB Burundi a banking subsidiary operating in Burundi. The Head Office for the group is located in Kencom House Nairobi.

The platform is anchored on consolidation across our existing business, expanding and modernizing delivery channels, improving operational efficiencies, turning in returns commensurate with level of investment and compliance with all regulatory and internal policy guidelines.

This document therefore constitutes the formal Request for Proposals (RFP) for Supply, Installation and Commissioning of an Enterprise Customer Relationship Management (CRM) Solution and is being availed on open tender basis.

1.2. Objective of this RFP
The objective of this RFP is to provide the bank with relevant information to identify a suitable vendor for Supply, Installation and Commissioning of an Enterprise Customer Relationship Management (CRM) Solution.

The vendor should give as much information as possible about their capability to design, plan, install, and implement an Enterprise Customer Relationship Management (CRM) Solution and manage the process from end to end using structured methodologies and skilled personnel including after sale service.

1.3. Current Operational Environment
KCB Bank currently does not have a CRM Solution. The following highlights the various functions.
1.3.1. Service
There are several customer service touch points within the bank. These touch points cut across various divisions and the KCB subsidiaries (Tanzania, Uganda, South Sudan, Rwanda and Burundi). Currently customer requests are keyed in directly into the respective transactional systems e.g. loan applications are keyed into Credit Quest (loan origination system). All customer requests, complaints and escalations are handled manually.

1.3.2. Sales
There is currently no sales force automation tool. All sales processes are managed manually.

1.3.3. Marketing
There is currently no campaign management tool. All campaigns are managed manually.

Below is an estimate of the number of users

Table 2: Users

<table>
<thead>
<tr>
<th>Total Number of Users</th>
<th>Number of concurrent sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>5000</td>
<td>1000</td>
</tr>
</tbody>
</table>

1.4. Current IT Architecture
1.4.1. Overview and description of the Wide Area Network
The Bank network consists of a main data centre located at Kencom house (primary data centre) and a backup disaster recovery site (DRS) at Gigiri both in Nairobi, 20 KM apart. All remote VSAT sites and Branches in Nairobi connect in a star- topology to both the main data centre in Kencom and Gigiri DRS. Up country tail branches are linked via digital leased lines (Digital Leased Line) and wireless over frame-relay to their regional Hubs. The regional hubs connect to the Main Data centre via Digital Leased Line and via wireless frame relay links to the DRS. Cisco ISR (Integrated switches) are used in the network for WAN connectivity. There are dual server farm aggregation Cisco switches at the main data centre. Critical systems connect to dual LANs, which connect into these switches. The main data centre and the DRS are
linked via high speed Optical Fibre connectivity on Ethernet providing full redundancy.

1.4.2. Customer interaction systems
A summary of the Voice network is as follows:

- Each of KCB branches has voice services running off the Cisco Call Manager at Kencom House with remote site survivability implemented on branch routers. ISDN lines with DID are used to call in and out at the major sites i.e. Kencom House, Sarit centre and Savings and Loan head office. Normal trunk lines are used in the branches. There is another Call Manager Cluster at Kampala, Dar-es-salaam, Kigali and Bujumbura that provides services to KCB branches in Uganda.
- Centralized voice services are not currently available in Southern Sudan.

The Contact Centre Interactive system has the following functionality:

- Provides sophisticated ACD, IVR, CTI, agent and desktop services as well as call processing, prompts and rich Voice XML scripting, voice response collection.
- Provides outbound dialing, email, web and SMS interaction modes together with inbound call-handling capabilities
- Provides social media monitoring, queuing, and workflow to organize customer posts on social media networks and deliver them to the customer care team.
- Segments customers, monitors resource availability, and delivers each contact to the most appropriate resource in the centre
- Provides real-time and historical reporting that allows contact centre supervisors and business users to report on the details of every contact across all channels in the contact centre from a single interface.
- Monitors the resources available in the contact centre to meet customer needs, including agent skills and availability, IVR status, and queue lengths
- Helps supervisors and other managers align contact centre performance with business objectives by integrating workforce optimization into the team’s daily workflow.
- Has the ability to play announcements, collect information, and queue calls.
- Records calls for regulatory compliance, quality management, legal discovery, employee education, business intelligence, and customer service optimization.
1.4.3. Technical architecture

The current technical architecture is as set out in the following table:

Table 3: Current technical environment

<table>
<thead>
<tr>
<th>Technology</th>
<th>Current technical environment</th>
</tr>
</thead>
</table>
| Server operating system | • Linux  
                      | • Windows Server 2012                                                  |
| Client operating system | • Window 7                                                             |
| Database             | • MS SQL Server 2012 enterprise edition or MySQL                      |
|                      | • Oracle, 11g or later                                                 |
| Server hardware      | • VM Ware Virtual Environment on shared storage                       |
| Workstations         | • Core 2, 2GB MB RAM and higher                                         |
| Communications       | • Star topology                                                       |
|                      | • Communications protocol – TCP/IP asynchronous                       |
|                      | • Communications infrastructure: VSAT, Wireless (Radio), Lease Lines, Fibre Optic cable |
|                      | • Between: 128KBps to 1MBps                                           |
| Internet Browser     | • Microsoft Internet Explorer 11 or higher                            |
|                      | • Mozilla Firefox Release 22 or higher                                 |
| Mail Server          | • Exchange 2010 or higher                                              |
| Integration          | • Enterprise Service Bus                                               |

1.4.4. Current Schematic presentation of the system interfaces:

The system architecture is comprised of the T24 core banking and several peripheral systems. The connectivity between T24 and other interfaces is characterized by point-to-point connections. These systems link up to the T24 core banking platform through an online interface, however QuickPay and General Ledger use a Batch interface.

Customer information resides on:-

a. T24  
b. QuickPay  
c. Oracle Financials  
d. CreditQuest  
e. ATM/Card System - Tranzware  
f. Clearing (SYBRIN)  
g. Data Warehouse
h. Automated Call Distribution System
i. Islamic Banking
j. KCB Website
k. ERP
l. E-statements

The current architecture is shown below in Figure 1.

1.5. Format of RFP Response and Other Information for Bidders

1.5.1 The overall summary information regarding the Supply, Installation and Commissioning of a Customer Relationship Management (CRM) Solution 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.

1.5.2 Proposals from bidders should be submitted in two distinct parts, namely Technical proposal and financial proposal and these should be in two separate sealed envelopes, both of which should then be placed in a common sealed envelope marked:

“IT/MAR 2014/ ENTERPRISE CRM SOLUTION”
DO NOT OPEN BEFORE Friday, 4th April 2014 at 3.00 pm (GMT+3) Nairobi Kenya
The two separate inner envelopes should be clearly marked “Technical Proposal”, and “Financial Proposal”, respectively, and should bear the name of the Bidder.

1.5.3 The Technical Proposal
Bidders, willing to be considered for Supply, Installation and Commissioning of a Customer Relationship Management (CRM) Solution are expected to furnish the Bank with among others the following vital information, which will be treated in strict confidence by the Bank.

a. Provide a company profile as per supplier questionnaire in Annex 3.

b. Annex 1: references duly completed.


d. This RFP document duly signed as per Annex 5.

e. Approval licenses, by the various bodies for compliance, MUST be included where applicable.

f. Audited financial statements of the company submitting the RFP bid, for the last three years.

g. Demonstrate capability and capacity to provide technical requirements, functional requirements and functionalities as per KCB requirements in the scope of work.

h. Provide a detailed phased project plan with milestones and timelines

1.5.4 The Financial proposal (MUST BE IN A SEPARATE SEALED ENVELOPE) CLEARLY MARKED “FINANCIAL PROPOSAL”

The Financial proposal shall clearly indicate the total cost of carrying out the solution as follows:-

a. The supplier shall provide prices based on
   
   i. CLOUD SOLUTION and
   
   ii. ON PREMISES SOLUTION.

b. The Supplier shall provide a firm, fixed price for the Original Contract Period. All costs associated with the required Module shall be included in the prices. Kindly note that the cost should include supply, installation and commissioning of the Module inclusive of all freight charges and applicable duties and taxes (VAT and withholding Tax).
c. Provide an itemized list of all items included and summarize your costs as shown in the table below:

**Table 4: Summary of costs**

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement Description</th>
<th>Unit Cost</th>
<th>Qty</th>
<th>Total cost (USD) inclusive of all applicable duties and taxes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Hardware/Product cost where applicable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Software/Licensing Costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Annual Support costs (hardware and software costs)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Implementation, installation and configuration costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Training costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Logistics costs and other costs (Please specify the other costs if any)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Cost**

---

d. Additional Cost to Complete. Provide an itemized list of any items not included above by the Bank and related costs that 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 meeting all of the requirements specified in proposal at the Fixed Price Purchase Costs proposed.

1.5.5 **Soft Copies** for each proposal may be provided in the standard Microsoft Office suite of Programs or Adobe Reader and delivered together with hard copy of the tender. NOTE that only the information on the Hard copy Bound bid document shall be considered as the MAIN source document.
1.5.6 Bidders are requested to hold their proposals valid for ninety (90) days from the closing date of the submission. The Bank will make its best effort to arrive at a decision within this period.

1.5.7 Assuming that the Contract will be satisfactorily concluded, the bidders shall be expected to commence the assignment after the final agreement is reached.

1.5.8 The contracting arrangements shall define clearly the responsibilities and the services to be provided by each firm in the case of a joint venture.

1.5.9 The bid documents shall be addressed to the following address and dropped at the tender box on 5th Floor, Kencom House, Wing B on or before the closing date.

   Head of Procurement  
   Kenya Commercial Bank  
   5th Floor Kencom House  
   P.O. Box 48400, 00100  
   Nairobi, Kenya  

   Please note that tenders received by facsimile or electronic mail will be rejected.

1.5.10 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.

1.5.11 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.
1.5.12 Clarification of Bidding Document

a. All correspondence related to the contract shall be made in English.

b. Should there be any doubt or uncertainty, the Bidder shall seek clarification in writing addressed to the Head of Procurement through e-mail to: procurement@kcb.co.ke.

c. Any clarification sought by the bidder in respect of the RFP shall be addressed at least five (5) working days before the deadline for submission of bids, in writing to the Head of Procurement through the same mail.

d. It is the responsibility of the Bidder to obtain any further information required to complete this RFP.

e. Any clarification requests and their associated response will be circulated to all Bidders.

f. The last date for receipt of requests for clarifications from bidders Wednesday, 26th March 2014.

g. The RFQ Clarification Template is as follows:-
   - Company Name:
   - Contact Person: (primary Supplier contact)
   - E-mail:
   - Phone:
   - Fax:
   - Document Number/Supplier

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Section/ Paragraph(2)</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(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.

Enquiries for clarifications should be sent by e-mail to: procurement@kcb.co.ke

1.5.13 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.

1.5.14 Deadline for Submission of Bids
Bids should be addressed to the Head of Procurement and sent for receipt on or before Friday, 4th April 2014. Any bid received by the Bank after this deadline will be rejected.

Those submitting tenders or their representatives may attend the tender opening of date and time of submission.

1.5.15 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).
1.5.16 **Bid Evaluation and Comparison of Bids**

Technical proposals will be evaluated and will form 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.

c. Financial evaluation to consider pricing competitiveness and the financial capability of 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. SECTION 2 – SCOPE OF WORK

2.1. Introduction

The bank is seeking for an enterprise wide CRM solution to assist in increasing productivity and efficiency in service delivery, sales and marketing functions across KCB Bank Group. The ultimate goal is to derive the following benefits:

- Provide a platform that allows the sharing of information for all customer facing teams
- Log, track and monitor customer service requests
- Log, assign, track and monitor sales leads
- Enable customers to submit their requests from the web enabled online interfaces e.g. KCB website, mobile devices (smart phones, iPads), ATM and immediately get a case number
- Provide a rich product and service repository for quick access by the staff
- Automate the customer service processes
- Effect marketing and sales campaigns from a defined Customer database/segmentation
- Ensure a rapid return on investment (ROI)
- Improve cross selling and up selling across the KCB customer spectrum.
- To identify a strong partner/solution provider who has the capability to deliver the solution to KCB’s satisfaction.
- Provide a unified agent experience across all interaction channels – including Email, Web, chat and phone – with multi-channel service ticketing.
  - Capture complete conversation history in a single place – to maximize agent efficiency.
  - Ensure that cases are always handled by the right person with routing and escalation rules
- Use social collaboration tools to harness collective service expertise and relevant customer information across your enterprise – for stellar customer service.
  - Use an integrated feed for instant, efficient collaboration across the enterprise
  - Crowd source and share service best practices as well as relevant account information
  - Connect with the extended team – including sales staff on the road to share in-context knowledge to support resolution efforts
- Equip the service agents with integrated information from the existing knowledge base – so they can respond intelligently and consistently in real time.
- Increase agent productivity with automatic recommendations
- Take advantage of collective team know-how by surfacing similar tickets
- Easily share knowledge base content with customers

- Gain real-time insight into your team’s customer service performance with powerful analytics and easy-to-use dashboards.
- Track real-time service performance with pre-built dashboards
- Use pre-built reports to track response times, handle times, priority, and escalation trends
- Dig deeper into data using a Microsoft Excel add-in
- Gain greater insight with access to Data Warehouse analyses

- Get easy access to real-time back office information – for the big picture insights you need to make the best possible customer service decision, every time.
- Access complete customer history including recent orders and payment records
- Synchronize master data for consistency across customer, contact, and product information

- Leverage social media channels such as Facebook, LinkedIn and Twitter to engage with customers and help them quickly resolve their own service queries.
- Integrate Facebook and Twitter into your service queue
- Identify priority messages among millions of posts and tweets – and respond quickly
- Add social media information to customer profiles to develop a more complete customer picture
- Build brand reputation while strengthening customer loyalty online

The bank seeks to procure a CRM system from a competent vendor who can demonstrate previous experience and expertise in Supply, Installation and Commissioning of a CRM solution.
The bank expects the following fundamental deliverables in this project:

**Table 6: Deliverables**

<table>
<thead>
<tr>
<th>No.</th>
<th>Deliverables</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Sales Force automation</td>
<td>- Opportunity management workflow automation, territory management, sales forecasting, pipeline analysis.</td>
</tr>
</tbody>
</table>
| 2.  | Marketing automation  |    **Campaign Creation:**
        - lead management, email and event marketing, web analytics and campaign management
        - Create campaigns including details such as campaign type, campaign status, offer, expected response, proposed start and end date, actual start and end date
        - Capture campaign financials details such as costs and expected revenue
        - Associate target product to campaign
        - Associate sales literature such as product brochures to campaigns
        - Capture campaign planning tasks and able to assign tasks to specific individuals for follow up and track completion
        - Associate campaign with other related campaigns
        - Support the use of historical campaign data in future campaigns
        - Support the management of events, road shows & other physical campaigns
        - Support the usage of social media in launching campaigns with the ability to integrate with the top social networking channels

    **Target Marketing List**
    - Support data cleansing to define simple rules for duplicate detection

    **Campaign Execution**
    - Campaigns can be executed over multiple channels, such as phone, letter, email, fax, advertising and appointments for sales users to follow up or even road show events.
    - Templates are created and mail merged with customer information from target marketing list
    - Campaign activities for various channels are generated upon campaign execution
    - Mail merged items (emails) are associated as activities to the target prospect/customer record.
    - Phone call activities are generated for the relevant target lists and assigned to contact center agents for making the calls
- Support adherence to customer’s communication and privacy preferences. If customers indicate preferences such as Do not call or Do not send Bulk Email, the customer will be excluded from campaign execution even though he/she is in the target marketing list

**Campaign Responses**
- Campaign responses can be automatically converted into a lead or opportunity and associated with the relevant customer record.
- Campaign responses are tracked for users to capture prospect/customer response if they are interested or not interested in the offer

3. **Integration**
   - The proposed solution must provide integration capabilities to leading Enterprise Service Buses such as Fiorano, IBM Websphere and Biz Talk.
   - The Application implementation should be in such a way that integration between various Line of Business (LOB) applications must not create another interim physical database for storing or processing any transactions or data except maintaining the state of the information as per the business logic.

4. **Enterprise Architecture Compliance**
   - The Application should be implemented as a SOA compliant architecture. The reporting platform used in the solution should leverage industry standard products which support basic & advanced reporting features.
   - The application should be built on an Industry standard technology platform.
   - **Seamless integration** to the bank’s core banking and other systems via Enterprise Service Bus

5. **Web Channel Management (E-marketing, E-service, E-commerce, Email & Internet)**
   - Support demand generation and customer loyalty processes via the Internet.
   - Personalize the customers’ Web experiences with the most relevant and convenient online interactions and information.
   - Generate additional revenue through a Web-based channel via comprehensive support for catalog management, content management, campaign execution, customer segmentation, personalization, and a store locator.

6. **Customer data management**
   - Searchable database to store customer information, customer segmentation, profiling and relevant documents attached to a customer (e.g. contracts, photos, forms)

7. **Customer service and support**
   - Customer complaints, self-service, knowledge management, case management, live chat and surveys
<table>
<thead>
<tr>
<th></th>
<th><strong>Customer interactions tracking</strong></th>
<th>• Document conversations held by phone – in person, through email, chats, sms. Can be logged manually, or automated with phone and email systems integrations. Should also be able to track customer’s interactions on Facebook, twitter and other social platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Reporting</strong></td>
<td>• Track performance and productivity based on activities logged on CRM e.g. how many new contacts, revenue added on a particular day. The tool can help in forecasting e.g. next quarter sales pipeline</td>
</tr>
</tbody>
</table>
|   | **360 degree view of the customer** | • Provide comprehensive view of customer across departments from marketing to sales, operations, finance and other business functions  
• All the activities specific to a customer be it marketing campaign emails, phone calls, follow-ups, meetings, service requests, responses and updates all of these activities gets tagged against that particular customer providing a single view |
|   | **E-analytics** | • Gain insight into, analyze, and act on e-business trends.  
• Measure and optimize the success of your Web and online content.  
• Perform analysis across the breadth of marketing, sales, and service from a Web perspective and track and use Web behavior to target customers and drive future marketing activities. |
|   | **Mobile Solution** | • Fast and convenient data access through virtually any handheld device. This includes smartphones, tablets, and of course your desktop or laptop  
• End-to-end management of all clients, prospects, and other contacts.  
• Enable Sales reps automatically create, process, and route the sales orders they receive to ensure rapid fulfilment, even if they’re not in the office  
• Allows users to work offline, then automatically synchronizes data bi-directionally once a connection has been re-established. |
|   | **Hosting** | • Should have technical proposal for:  
  - private cloud based solution  
  - on premise solution |

2.2. **Supplier Requirements**

2.2.1 Supplier must be the owner of the proposed solution or solutions. A consortium model is acceptable on condition that they are both solution owners.
2.2.2 Supplier must present their understanding of the problem and technical approach in the following ways:

a. Supplier shall provide a minimum of three (3) reference sites for both CRM and Middleware - where their solutions have been implemented successfully and interfaced to live systems. The reference site must be that of the supplier or the supplier’s preferred implementer. Preferably sites where both CRM and Middleware have been implemented. Customer contact details must be provided: Name, Title, Telephone and Email.

b. Envisaged schematic drawing of the solutions

c. Preliminary Work Plan or Project Plan with a clear breakdown of phases or work streams. Proposed resources, skills, experience and qualifications.

d. Critical Issues Response

e. Provide Audited Accounts for the last 3 years

Note: KCB Bank does not require that the vendor have a local office or partner to be considered for this bid.

2.3. Documentation Requirements

All documentation and training materials (both in hard copy as well as a soft copy in pdf format) must be available in order to complete the process, business, technical/system, operations and support acceptance activities.

Supplier’s suggestions for documentation and training materials to support the implementation, use and maintenance of the Automated Audit system and any supporting technology components that will be provided as part of this project are to be included in the Supplier’s proposal.

Documentation must be in English.

2.4. Training

It is expected that formal training will be given to end-users and administrators of the solution. However, the solution must be intuitive and help text must be available and presented in a manner that encourages users to try to find information. Training of technical support team will be to such an extent that they will be reasonably able to handle their duties competently. Where appropriate, the supplier will be expected to
discuss the technical aspects of the system so as to enable, for example, creation of 
ad-hoc reports and integration to other systems

Training will be provided in the English language at the banks premises or a
convenient mutually agreed location within Kenya. If additional expenses will be
incurred for offsite training, this will be borne by the supplier.

2.5. Testing And Acceptance
The bank will test the proposed solution in a test environment to ascertain that all the
functionality as put forward by the supplier are met. Incorrect information discovered
at this time will constitute grounds for disqualification. It is the responsibility of the
supplier to ensure the requirement defined in the proposal are achieved

The signed proposal will be the sole reference document for any discussion issues
arising related to acceptance.

Acceptance Criteria: the Bank will accept the proposed deliverable after they have
been fully tested by the bank and confirmed to meet the requirement as specified in
the original RFP and signed RFP response.

2.6. Proof of Concept
The bank may require proof of concept of the proposed solution as evidence that it is
viable and capable of achieving audit requirements.

2.7. 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 course of the Consultancy, 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

2.8. Pricing
Costs (USD inclusive VAT and other applicable taxes where necessary) and Man/Day estimates, where appropriate.

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.

2.9. 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.

2.10. 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.

2.11. Warranty
The successful bidder shall provide 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.

2.12. Support Requirements
The respondent should provide and sign an Annual Maintenance Contract.

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

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

2.13. 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 information supplied in response to this tender. The bank will hold the vendor responsible for the completeness of the solution proposed and that were the vendor to be awarded the tender, they would implement the solution without any additional requirements from the bank.

2.14. Payment Terms
The bank will NOT make any payments in advance. The Bank will issue an LPO for all the equipment and/or services ordered. The LPO will be paid within 45 days 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. Payment for equipment and/or services will only be made once the entire ordered equipment and/or services are delivered, installed and commissioned.

**NB:** **KCB SHALL ONLY MAKE PAYMENTS THROUGH A KCB ACCOUNT AND THUS ALL BIDDERS ARE ENCOURAGED TO OPEN AN ACCOUNT**
2.15. **Staffing**

The Supplier will provide the relevant staff and tools to carry out all the required work under this tender. At least one certified expert (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.

2.16. **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 himself carries them out.
3. 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 3.14.

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 (sections 3.2 to 3.14) 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. Performance Security
3.5.1 The Bank may at it’s discretion require the successful bidder to furnish it with Performance Security in the amount specified in the accepted Bid.
3.5.2 The Performance Security shall be in the form of a bank guarantee issued by a commercial bank operating in Kenya and shall be in a format prescribed by the Bank. The performance guarantee shall be submitted within 10 days of notification of award.
3.5.3 The proceeds of the Performance Security shall be payable to the Kenya Commercial Bank as compensation for any loss resulting from the Bidder’s failure to complete its obligations under the Contract. The Performance Security will be discharged by the Company not later than two months following the date of completion of the Bidder’s performance obligations, and the Bank’s acceptance of the final report as specified in the contract.

3.6. **Delays in the Bidder’s Performance**

3.6.1 Delivery and performance of the Supply, installation and Maintenance of Signage shall be made by the successful Bidder in accordance with the time schedule as per Agreement.

3.6.2 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.

3.6.3 Except in the case of “force majeure” as provided in Clause 3.13, 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.

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 RFP 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
3.10.1 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.

3.10.2 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.

3.10.3 The Bidder is responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanors.

3.10.4 The Bidder will not disclose the Bank's information it has access to, during the course of 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 the Bank shall,

a. Provide the Bidder with specific and detailed relevant information
b. In general, provide all relevant information and access to Bank's premises.

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 2.15 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.
4. SECTION 4 – ANNEXURES

4.1. Annex 1 – References

References of similar services for organizations similar to KCB in size and complexity are preferred:

1. Prior Services Performed for:
   Company Name:
   Address:
   Contact Name:
   Telephone Number:
   Date of Contract:        Length of Contract:
   Description of Prior Services (include dates):

2. Prior Services Performed for:
   Company Name:
   Address:
   Contact Name:
   Telephone Number:
   Date of Contract:        Length of Contract:
   Description of Prior Services (include dates):

3. Prior Services Performed for:
   Company Name:
   Address:
   Contact Name:
   Telephone Number:
   Date of Contract:        Length of Contract:
   Description of Prior Services (include dates):

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Vendor Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Documents</strong></td>
<td></td>
</tr>
<tr>
<td>1. The vendor has agreed/ signed KCB non-disclosure agreement with the bank. No engagements with vendor are allowed without a formal non-disclosure agreement in place.</td>
<td></td>
</tr>
<tr>
<td>2. Indicate who will provide support - internal team or vendor support with SLA in place/proposed specifying response time and penalties</td>
<td></td>
</tr>
<tr>
<td>3. Is system &amp; security documentation available? Comprehensive security documentation must be provided</td>
<td></td>
</tr>
<tr>
<td>4. System design architecture – are detailed diagrams available?</td>
<td></td>
</tr>
<tr>
<td><strong>Availability</strong></td>
<td></td>
</tr>
<tr>
<td>1. What is the expected uptime of the solution? Indicate the high availability requirements.</td>
<td></td>
</tr>
<tr>
<td>2. Is disaster recovery and business continuity plans built in? Critical systems require business continuity plans. What are the Disaster Set up requirements?</td>
<td></td>
</tr>
<tr>
<td>3. What kind of back up arrangements are proposed? All sensitive data must be properly backed up</td>
<td></td>
</tr>
<tr>
<td>4. Are network diagrams provided? Network schematics should clearly indicate which elements are in control of vendor and those under KCB control</td>
<td></td>
</tr>
<tr>
<td>5. Is there redundant design? – redundancy needed for mission critical systems</td>
<td></td>
</tr>
<tr>
<td>6. Are there performance monitoring and tuning tools that are part of the solution? If yes provide details of functionality</td>
<td></td>
</tr>
<tr>
<td>7. Are there troubleshooting (debugging) tools that are part of the solution? If yes provide list and functionality</td>
<td></td>
</tr>
<tr>
<td>8. The solution should be web based</td>
<td></td>
</tr>
<tr>
<td><strong>Integrity &amp; Confidentiality</strong></td>
<td></td>
</tr>
<tr>
<td>1. Does system support strong authentication (two factors) or rich security for mission critical systems? – indicate what is available</td>
<td></td>
</tr>
<tr>
<td>2. Are passwords and PINs encrypted from generation,</td>
<td></td>
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<tr>
<td></td>
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</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>1</td>
<td>What is the OS, database and applications to be used? Name and version</td>
</tr>
<tr>
<td>2</td>
<td>Does back-end software operate as a service?</td>
</tr>
<tr>
<td>3</td>
<td>How many versions of this product are you supporting and what is the latest version? How long has the latest version been in the market?</td>
</tr>
<tr>
<td>4</td>
<td>Patching and updates procedures – what is the frequency of releases? When is the next release? Is transmission to storage? Indicate the entire path and how authentication data is secured</td>
</tr>
<tr>
<td>5</td>
<td>Is discretionary access control enforced by the system at all levels – application, OS, database (include versions supported).</td>
</tr>
<tr>
<td>6</td>
<td>Is separation of duties enforced by the system? – one person should not complete critical transactions</td>
</tr>
<tr>
<td>7</td>
<td>Indicate the user roles and groups that are defined by default in the system. Can these be refined? – Please give details.</td>
</tr>
<tr>
<td>8</td>
<td>Does the application require the use of an administrator password to be shared among users or hard coded? Only named users should be allowed.</td>
</tr>
<tr>
<td>9</td>
<td>How are new passwords generated and secured? New accounts must have a password and password should not be predictable.</td>
</tr>
<tr>
<td>10</td>
<td>What ports and protocols are used and what are the security features?</td>
</tr>
<tr>
<td>11</td>
<td>What Cryptography (Encryption) mechanisms are implemented? What encryption algorithm is employed?</td>
</tr>
<tr>
<td>12</td>
<td>Does system support Intrusion detection functionality?</td>
</tr>
<tr>
<td>13</td>
<td>Confirm object reuse is not allowed – sessions, memory, cache elements etc</td>
</tr>
<tr>
<td>14</td>
<td>Does the system have secure communication architecture? Sensitive data should be secured in transmission, interfaces and storage.</td>
</tr>
</tbody>
</table>

**Operations**

1. What are the PIN/password security features? A PIN must be at least 4 characters for customers and encrypted in transit or storage. Password shall have rich features – expiration, complexity, initial auto generate etc
2. Is discretionary access control enforced by the system at all levels – application, OS, database (include versions supported).
3. Is separation of duties enforced by the system? – one person should not complete critical transactions.
4. Indicate the user roles and groups that are defined by default in the system. Can these be refined? – Please give details.
5. Does the application require the use of an administrator password to be shared among users or hard coded? Only named users should be allowed.
6. How are new passwords generated and secured? New accounts must have a password and password should not be predictable.
7. What ports and protocols are used and what are the security features?
8. What Cryptography (Encryption) mechanisms are implemented? What encryption algorithm is employed?
9. Does system support Intrusion detection functionality?
10. Confirm object reuse is not allowed – sessions, memory, cache elements etc
11. Does the system have secure communication architecture? Sensitive data should be secured in transmission, interfaces and storage.
<table>
<thead>
<tr>
<th>5</th>
<th>System audit should be available. Have audit data logs processing and storage been factored in hardware sizing? Should have system logs for both Operating System and Application. What is the format of the logs? Logs must be able to support SIEM.</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Anti-virus requirements – support for major antivirus vendors and compatible with the ones KCB is currently using</td>
</tr>
<tr>
<td>7</td>
<td>Identify the maximum number of named users, logged-on users, and concurrent users that the system will accommodate. Capacity should be sufficient to meet business projection. User roles must be defined in the system.</td>
</tr>
<tr>
<td>8</td>
<td>Does the system produce secure output? E.g. confidential or sensitive printed information? If yes, is there a procedure for handling the output?</td>
</tr>
<tr>
<td>9</td>
<td>Is security and technical training included? System users must be provided with sufficient security training.</td>
</tr>
<tr>
<td>10</td>
<td>What are the environment requirements? - control airborne contaminants (Space requirements, humidity &amp; temperature control, electrical power supply requirements)</td>
</tr>
<tr>
<td>11</td>
<td>Does the system have multilingual capabilities? List the languages it comes with</td>
</tr>
<tr>
<td>12</td>
<td>The system should have multicurrency capabilities</td>
</tr>
</tbody>
</table>

**Database**

<p>| 1 | What databases do you support? Commercial databases should be used |
| 2 | Does your application support a clustered database environment? Clustering is important for mission critical. |
| 3 | Does the system have archival capabilities? |
| 4 | Will the database be accessible for use by other applications directly? If yes, what are the security controls in place? |
| 5 | Does your application depend on specified schema-owner or user names/passwords to the database? Does the schema owner need DBA access for the application to function? Requirement – Application should handle all user access |
| 6 | What system database functions require DBA access |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6</strong></td>
<td>Does the application require a specific OS for the database server?</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>Describe any communication protocol your system uses to connect to the database. Do the connections stay connected at all times, or are they transaction based? Should be transaction based</td>
</tr>
<tr>
<td></td>
<td>Additional security control details</td>
</tr>
<tr>
<td></td>
<td>Vendor representative (Name, Sign/date))</td>
</tr>
</tbody>
</table>
4.3. Annex 3 – Supplier Questionnaire

Bidders, willing to be considered for the Tender for Supply, Installation and Commissioning of a Enterprise Customer Relationship Management (CRM) solution are expected to furnish the Company with among others the following vital information, which will be treated in strict confidence by the Company.

1.0 CORPORATE INFORMATION

<table>
<thead>
<tr>
<th>No.</th>
<th>PARTICULARS</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Full name of organization:</td>
<td></td>
</tr>
</tbody>
</table>
| 1.2 | Is your organization (Please tick one) | i) a public limited incorporated company? attach a copy of Certificate of incorporation including any Certificate of Change of Name, Memorandum & Articles of Association  
ii) a public listed company? If yes, please attach a copy of Certificate of incorporation including any Certificate of Change of Name, Memorandum & Articles of Association  
iii) a limited incorporated company? If yes, please attach a copy of Certificate of incorporation including any Certificate of Change of Name, Memorandum & Articles of Association  
iv) a partnership? If yes, please attach certified copy of the Partnership Deed and business name certificate  
v) a sole trader? If yes, please attach a certified copy of the business name certificate  
vii) other (please specify) | |
| 1.3 | Company Registration number (if this applies)- attach a copy of Certificate of incorporation including any Certificate of Change of Name or relevant certificate from country of incorporation. | |
| 1.4 | Date and country of Registration: | |
1.5  | Full physical address of principal place of business:
     | Full postal address of the business:

1.6  | Registered address if different from the above:
     | Post Code:

1.7  | Telephone number:

1.8  | Fax number:

1.9  | E-mail address:

1.10 | Website address (if any):

1.11 | Company/Partnership/Sole Trader Tax PIN:
     | (Please provide a certified copy of the PIN Certificate)

1.12 | VAT Registration number:
     | (Please provide a certified copy of the VAT Certificate)

1.13 | Period in which you have been in the specific business for which you wish to bid.

1.14 | Current Dealership letter/certification for system preferably issued in 2013 where applicable

1.15 | Names of the Shareholders, Directors and Partners. If a Kenyan company please provide an original search report issued by the Registrar of Companies showing the directors and shareholders (Companies Form CR 12) or a certified true copy.

1.16 | Associated companies (if any)

1.17 | Please provide a copy of the latest annual returns together with the filing receipt as filed at the Companies Registry

1.17 | Name of (ultimate) parent/holding company (if this applies):

1.18 | Company number of parent/holding company (if this applies):

1.19 | If a consortium is expressing interest, please give the full name of the other organization. (the proposed consortium partners should also complete this questionnaire in its entirety)
1.20 Name and contacts of the Legal Representative of the company; Name, Title; Telephone, Fax and Email address.

1.21 Contact person within the organization to whom enquiries about this bid should be directed:

<table>
<thead>
<tr>
<th>NAME:</th>
<th>TITLE</th>
<th>TEL:</th>
<th>FAX:</th>
<th>EMAIL:</th>
</tr>
</thead>
</table>

### 2.0 FINANCIAL INFORMATION

<table>
<thead>
<tr>
<th>No.</th>
<th>PARTICULARS</th>
</tr>
</thead>
</table>
| 2.1 | What was your turnover in the last two years? | .......... for year ended --/--/--
| 2.2 | Has your organization met all its obligations to pay its creditors and staff during the past year? | Yes / No
| 2.3 | Have you had any contracts terminated for poor performance in the last three years, or any contracts where damages have been claimed by the contracting authority? | Yes / No
| 2.4 | What is the name and branch of your bankers (who could provide a reference)? | Name:
|     | Branch: |
|     | Telephone Number: |
|     | Postal Address: |
|     | Contact Person Name: |
|     | Contact Position |
|     | Contact E-mail: |
| 2.5 | Provide a copy of the following |

- A copy of your most recent audited accounts (for the last three years)
- A statement of your turnover, profit & loss account and cash flow for the most recent year of trading (for the last two years)
3.0 BUSINESS ACTIVITIES

<table>
<thead>
<tr>
<th>No.</th>
<th>PARTICULARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>What are the main business activities of your organisation? i.e. Manufacturer, Assembler, Distributor, service centre, retailer, (please specify).</td>
</tr>
</tbody>
</table>
| 3.2 | How many staff does your organisation have? ............

   Indicate the number under each category
   i. Technical (Permanent.........., Temporary......)
   ii. Semiskilled (Permanent.........., Temporary........)

| 3.3 | Please generally describe the experience and expertise your organization possesses that will enable you to effectively and efficiently undertake the work you are bidding for, as required by KCB. |
|     | • Attach you company organogram (organisation chart) with emphasis on the job you are bidding for. |
|     | • Attach CV's of key staff |
| 3.4 | Please submit a declaration that all staff within your organization that are or will be involved in the project are or will be permitted to work within your organisation under the laws of Kenya or the laws of the country in which it is established. |

4.0 TRADE REFERENCES

4.1 Please provide in the table below details of the projects you have undertaken relevant to the job you are bidding for performed over the last three (3) years, or that are relevant to this bid document.

<table>
<thead>
<tr>
<th>No</th>
<th>Customer Organization (name)</th>
<th>Customer contact name and phone number</th>
<th>Contract reference and brief description:</th>
<th>Date contract awarded</th>
<th>Value of businesses transacted: (Kshs/USD/Euro)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5.0 CERTIFICATIONS, ACCREDITATIONS AND APPROVALS
Detail any relevant certifications and accreditations by principals or accreditation bodies and attach copies of such certification. Such certifications may be for your company or for your individual staff as relevant to the work they do and the key skills for the service or goods you propose to supply.

6.0 AGENCIES AND PARTNERSHIPS
a. Detail any agencies and partnerships that you have that are relevant to the categories of goods and/or services you are interested in supplying.

b. List your primary sources of supply for goods that you propose to supply.

7.0 MANAGEMENT POLICIES
a. Employee Integrity
   - How does the firm ensure the integrity of staff? Detail any related policies.

b. Code of Conduct/Ethics
   - Does your company have a code of conduct? If so, please attach a copy.
   - Indicate if your company subscribes to a professional body with a code of conduct/ethics.

c. Company employment policy
   - Does the firm have a documented employment policy? What are key highlights from this policy if in existence?

d. Environmental Policy/Green Agenda Policy
   - Is your firm ISO 140001 certified or do you have an environmental policy as an organization?
- Are your waste segregated as per different waste streams?
- How are wastes from your firm disposed?

e. Customer Service
- Does the firm have a documented policy on Customer Service?
- Which position in your firm is responsible for customer service and how is this position supported by other functions?
- Does your firm use any performance management techniques, including customer satisfaction measurement? If so, what are the key parameters?

8.0 BUSINESS PROBITY AND LITIGATION MANAGEMENT

Please confirm whether any of the following criteria applies to your organisation: Note that failure to disclose information relevant to this section may result in your exclusion as a potential KCB supplier.

<table>
<thead>
<tr>
<th>No.</th>
<th>PARTICULARS</th>
<th>RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1</td>
<td>Is the organisation bankrupt or being wound up, having its affairs administered by the court, or have you entered into an arrangement with creditors, suspended business activities or any analogous situation arising from similar proceedings in Kenya or the country in which it is established?</td>
<td></td>
</tr>
<tr>
<td>8.2</td>
<td>Please provide a statement of any material pending or threatened litigation or other legal proceedings where the claim is of a value in excess of USD 20,000.</td>
<td></td>
</tr>
<tr>
<td>8.3</td>
<td>Has any partner, director, shareholder or employee whom you would propose to use to deliver this service been convicted of an offence concerning his professional conduct?</td>
<td></td>
</tr>
<tr>
<td>8.4</td>
<td>Has any partner, director or shareholder been the subject of corruption or fraud investigations by</td>
<td></td>
</tr>
</tbody>
</table>
the police, Kenya Anti-Corruption Authority or similar authority in the country in which your organisation is established?

| 8.6  | Has the organisation not fulfilled obligations relating to the payment of any statutory deductions or contributions including income tax as required under Kenyan law or the laws of the country in which it is established? |
| 8.7  | Please state if any Director shareholder/ Partner and / or Company Secretary of the Organisation is currently employed or has been employed in the past 3 years by KCB. |
| 8.8  | Please state if any Director / Partner and / or Company Secretary of the Organisation has a close relative who is employed by KCB and who is in a position to influence the award of any supply award. A “close relative” refers to spouse, parents, siblings and children |

| 9.0  | INSURANCE |
|      | Please provide details of your current insurance cover | Value |
| 9.1  | Employer’s Liability: | |
| 9.2  | Public Liability: | |
| 9.3  | Professional Indemnity (if applicable) | |
| 9.4  | Other (specify) | |

| 10.0 | EVALUATION |
| a.   | Requirements For Evaluation |
|      | The following documents should be attached. |
| i.   | Certificate of Incorporation/Business Name Certificate |
| ii.  | Trading Certificate |
| iii. | Certificate from relevant regulatory authority (where applicable |
iv. Manufacturers Authorization /or equivalent (where applicable).

v. TAX Registration Certificate or equivalent

vi. Tax Compliance certificate or equivalent

vii. Current dealership letter/certification of system/Letter from the principal owner of the system preferably issue in 2013 or 2014

viii. List of Directors, telephone and their postal address

ix. Form CR 12 as issued by the Registrar of Companies (original) or certified as true copy

x. Audited Accounts (Two years)

xi. Bank Account Information

xii. CVs of Senior Staff

xiii. Organogram/Organization Chart
4.4. Annex 4 – Performance Security Form (Format)

Know all men by these presents that we:

1. .......................................................... PRINCIPAL

(Full name & address in block letters)

2. .......................................................... SURETY

(Full name & address in block letters)

are held firmly bound, jointly and in severally, unto Kenya Commercial Bank Limited in the principal sum of US Dollars .......................................................... for which payment well and truly to be made we bind ourselves firmly by these presents.

The condition of the above obligations being that should the said <name of Bidder> fulfill his /their obligation/s under an agreement entered into between the Kenya Commercial Bank Limited, and themselves in respect of <<the requirement>> for Kenya Commercial Bank Ltd. during the period ending .................................................. and not incur cancellation of the agreement for any cause whatsoever then the above obligation to be null and void; otherwise to remain in full force and effect. The validity of this guarantee expires on .......................................................... which is two months beyond the contract period (i.e. after submission and acceptance by the Bank of final report).

..........................................................

PRINCIPAL (Signature) ..........................................................

Principal’s Stamp

SURETY (Signature) ..........................................................

SURETY’s Stamp ..........................................................

Nairobi this ............... of ............... two thousand and ..................

( The following words should be inserted in the signatory’s own handwriting)

“Good for the sum* of US Dollars ..........................................................”

(*sum to be specified in words & figures)
4.5. **Annex 5 – Certificate Of Compliance**

All Suppliers should sign the certificate of compliance below and return it together with this tender document.

We___________________________ have read this tender document and agree with the terms and conditions stipulated therein.

Signature of tenderer ________________________________

Date………………………………………………………………

Company Stamp/Seal.

************************************************************************ END************************************************************************