



## **SIBO WATER AND SANITATION COMPANY LTD**

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**TENDER NO: SIBO/TEND/21/2024-2025**

**PROVISION OF DEBT COLLECTION SERVICES**

**31<sup>st</sup> October 2024**

**CLOSING DATE: Tuesday, 12<sup>th</sup> November, 2024.**

**CLOSING TIME: 10.00AM**

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## **SECTION I INVITATION FOR TENDERS**

**TENDER NO: SIBOWASCO/TEND/21/2024-2025**

**TENDER NAME: PROVISION OF DEBT COLLECTION SERVICES**

- 1.1 Siaya Bondo Water and Sanitation Company invite sealed tenders from eligible candidates for **PROVISION OF DEBT COLLECTION SERVICES**.
- 1.2 Interested eligible candidates may obtain further information and inspect the tender documents from Siaya Bondo Water and Sanitation website ([www.sibowasco.co.ke](http://www.sibowasco.co.ke)) or at **the Supply Chain Office of Siaya Bondo Water and Sanitation Company, located in Siaya, Off Siaya-Boro Road** during normal office working hours.
- 1.3 Prices quoted should be net inclusive of all taxes, and delivery costs, must be in Kenya Shillings and shall remain valid for **120** (One Hundred and Twenty) days from the closing date of the tender.
- 1.4 Completed tender documents are to be enclosed in plain sealed envelopes, marked

### **PROVISION OF DEBT COLLECTION SERVICES.**

**TENDER NUMBER: SIBO/TEND/21/2024/2025**

**THE MANAGING DIRECTOR,  
SIAYA BONDO WATER AND SANITATION  
COMPANY LTD, P. O BOX 214-40600 SIAYA.**

So as to be received on or before **10.00 AM, Tuesday 12<sup>th</sup> November, 2024.**

- 1.5 Tenders will be opened immediately thereafter in the presence of the candidate's representatives who choose to attend at the Company's board Room.

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**SECTION II: INSTRUCTIONS TO TENDERERS**

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**SECTION II INSTRUCTIONS TO TENDERERS**

**2.1 Eligible Tenderers**

2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Invitation to Tender. Successful tenderers shall complete the supply of goods by the intended completion date specified in the Schedule of Requirements Section VI.

2.1.2 The procuring entity’s employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender.

2.1.3 Tenderers shall provide the qualification information statement that the tenderer (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring Entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation for Tenders.

2.1.4 Tenderers’ shall be under a declaration of ineligibility for corrupt and fraudulent practices.

## 2.2 Eligible Goods

2.2.1 All goods to be supplied under the contract shall have their origin in eligible source countries.

2.2.2 For purposes of this clause, “origin” means the place where the goods are mined, grown, or produced. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components

2.2.3 The origin of goods is distinct from the nationality of the tenderer.

## 2.3 Cost of Tendering

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

2.3.2 The price to be charged for the tender document is non-refundable fee of **Kshs. 1, 000.00** or you can download the tender documents free of charge from the Siaya Bondo Water and Sanitation Company Ltd Website [www.sibowasco.co.ke](http://www.sibowasco.co.ke).

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

## 2.4. The Tender Document

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

- (i) Invitation to Tender
- (ii) Instructions to tenderers
- (iii) General Conditions of Contract
- (iv) Special Conditions of Contract
- (v) Schedule of requirements



- (vi) Technical Specifications
- (vii) Tender Form and Price Schedules
- (viii) Tender Security Form
- (ix) Contract Form
- (x) Performance Security Form
- (xi) Bank Guarantee for Advance Payment Form
- (xii) Manufacturer's Authorization Form
- (xiii) Confidential Business Questionnaire

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

## 2.5 Clarification of Documents

2.5.1 A prospective tenderer requiring any clarification of the tender document may notify the Procuring entity in writing or by post at the entity's address indicated in the Invitation to Tender. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of tenders, prescribed by the procuring entity. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers that have received the tender document.

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

## 2.6 **Amendment of Documents**

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

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

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

## **2.7 Language of Tender**

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

## **2.8 Documents Comprising of Tender**

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

a Tender Form and a Price Schedule completed in accordance with paragraph 2.9, 2.10 and 2.11 below

documentary evidence established in accordance with paragraph 2.1 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;

documentary evidence established in accordance with paragraph 2.2 that the goods and ancillary services to be supplied by the tenderer are eligible goods and services and conform to the tender documents; and

tender security furnished in accordance with paragraph 2.14

## **2.9 Tender Forms**

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

## **2.10 Tender Prices**

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

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

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

2.10.4 The validity period of the tender shall be 90 days from the date of opening of the tender.

## **2.11 Tender Currencies**

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

## **2.12 Tenderers Eligibility and Qualifications**

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

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

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

(a) that, in the case of a tenderer offering to supply goods under the contract which the tenderer did not manufacture or otherwise produce, the tenderer has been duly authorized by the goods' manufacturer or producer to supply the goods.

(b) that the tenderer has the financial, technical, and production capability necessary to perform the contract;

(c) that, in the case of a tenderer not doing business within Kenya, the tenderer is or will be (if awarded the contract) represented by an Agent in Kenya equipped, and able to carry out the Tenderer's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.

## **2.13 Goods Eligibility and Conformity to Tender Documents**

2.13.1 Pursuant to paragraph 2.2 of this section, the tenderer shall furnish, as part of its tender documents establishing the eligibility and conformity to the tender documents of all goods which the tenderer proposes to supply under the contract

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

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

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

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

## **2.14 Tender Security**

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

2.14.2 The tender security shall be in the amount of **ksh. 67,000 (Kenya Shillings Sixty-Seven Thousand only)**.

2.14.3 The tender security is required to protect the Procuring entity against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph

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

2.14.5 Any tender not secured in accordance with paragraph 2.14.1 and 2.14.3 **will be rejected** by the Procuring entity as non-responsive, pursuant to paragraph 2.22

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

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

2.14.8 The tender security may be forfeited:

if a tenderer withdraws its tender during the period of tender validity specified by the procuring entity on the Tender Form; or  
in the case of a successful tenderer, if the tenderer fails:  
to sign the contract in accordance with paragraph 2.27 or  
to furnish performance security in accordance with paragraph 2.28

## **2.15 Validity of Tenders**

2.15.1 Tenders shall remain valid for 120 days or as specified in the Invitation to tender after the date of tender opening prescribed by the Procuring entity, pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

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

## **2.16 Format and Signing of Tender**

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

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

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

## **2.17 Sealing and Marking of Tenders**

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

2.17.2 The inner and outer envelopes shall:

- (a) Be addressed to the Procuring entity at the address given in the Invitation to Tender:

b) Bear, tender number and name in the Invitation for Tenders and the words, “DO NOT OPEN BEFORE; **10.00AM, Tuesday, 12<sup>th</sup> November, 2024.**

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

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

## **2.18 Deadline for Submission of Tenders**

Tenders must be received by the Procuring entity at the address specified under paragraph 2.17.2 no later than **10.00AM, Tuesday, 12<sup>th</sup> November, 2024.**

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

## **2.19 Modification and Withdrawal of Tenders**

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

2.19.2 The Tenderer’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph

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

2.19.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form.

Withdrawal of a tender during this interval may result in the Tenderer’s forfeiture of its tender security, pursuant to paragraph 2.14.7

2.19.5 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

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

## **2.20 Opening of Tenders**

The Procuring Entity will open all tenders in the presence of tenderers' representatives who choose to attend, at **10.00AM, Tuesday, 12<sup>th</sup> November, 2024** and in the location specified in the Invitation to Tender.

The tenderers' representatives who are present shall sign a register evidencing their attendance.

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

2.20.2 The Procuring entity will prepare minutes of the tender opening.

## **2.21 Clarification of Tenders**

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

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

## **2.22 Preliminary Examination**

2.22.1 The Procuring entity will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.

2.22.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantify, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security forfeited. If there is a discrepancy between words and figures the amount in words will prevail

2.22.3 The Procuring entity may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or effect the relative ranking of any tenderer.

2.22.4 Prior to the detailed evaluation, pursuant to paragraph 2.23 the Procuring entity will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one, which conforms to all the terms and conditions of the tender documents without material deviations. The Procuring entity's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.22.5 If a tender is not substantially responsive, it will be rejected by the Procuring entity and may not subsequently be made responsive by the tenderer by correction of the non-conformity.



## **2.23 Conversion to Single Currency**

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

## **2.24 Evaluation and Comparison of Tenders**

2.24.1 The Procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.22

2.24.2 The tender evaluation committee shall evaluate the tender within 30 days of the validity period from the date of opening the tender.

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

## **2.25 Preference**

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

## **2.26 Contacting the Procuring Entity**

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

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

## **2.27 Award of Contract**

### **(a) Post-qualification**

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

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

2.27.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer.

A negative determination will result in rejection of the Tenderer's tender, in which event the Procuring entity will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

**(b) Award Criteria**

2.27.4 The Procuring entity will award the contract to the successful tenderer(s) whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

**(c) Procuring entity's Right to Vary quantities**

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

**(d) Procuring entity's Right to Accept or Reject Any or All Tenders**

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

**2.28 Notification of Award**

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

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

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

## **2.29 Signing of Contract**

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

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

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

## **2.30 Performance Security**

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

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

## **2.31 Corrupt or Fraudulent Practices**

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

(i) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

(ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring entity, and includes collusive practice among tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Procuring entity of the benefits of free and open competition;

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

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

## **Appendix to Instructions to Tenderers**

### **Notes on the Appendix to the Instruction to Tenderers**

The Appendix to instructions to tenderers is intended to assist the procuring entity in providing specific information in relation to the corresponding clause in the instructions to Tenderers included in Section II and has to be prepared for each specific procurement.

The procuring entity should specify in the appendix information and requirements specific to the circumstances of the procuring entity, the goods to be procured and the tender evaluation criteria that will apply to the tenders.

In preparing the Appendix the following aspects should be taken into consideration;

The information that specifies and complements provisions of

Section II to be incorporated

Amendments and/or supplements if any, to provisions of

Section II as necessitated by the circumstances of the goods to be procured to be also incorporated

Section II should remain unchanged and can only be amended through the Appendix.

Clauses to be included in this part must be consistent with the public procurement law and the regulations.

## **Appendix to Instructions to Tenderers**

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

<b>INSTRUCTIONS TO TENDERERS REFERENCE</b>	<b>PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS</b>
2.1.1	<p><b>Particulars of eligible tenderers:</b> The tender is open to all eligible tenderers who are registered and licensed to collect debts on behalf of their clients.</p>
2.11	<p><b>Particulars of other currencies allowed:</b> The currency shall be in Kenya shillings only</p>
2.14.2	<p><b>Particulars of tender security if applicable:</b> All Tenders must be accompanied by a Tender Security of Ksh.67, 000 of the tender sum in form of a banker’s Cheque, a bank guarantee from a reputable bank or an insurance bond issued by an insurance firm approved by the PPRA located in Kenya.</p>
2.27	<p><b>Particulars of post –qualification if applicable:</b> Due diligence may be conducted prior to the award of the contract</p>
2.18	<p><b>Tender Closing Date</b> 10.00AM, Tuesday, 12<sup>th</sup> November, 2024</p>

**SECTION III: GENERAL CONDITIONS OF CONTRACT**

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## **SECTION III - GENERAL CONDITIONS OF CONTRACT**

### **3.1 Definitions**

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

“The Contract” means the agreement entered into between the Procuring entity and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

“The Contract Price” means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations

“The Goods” means all of the equipment, machinery, and/or other materials, which the tenderer is required to supply to the Procuring entity under the Contract.

“The Procuring entity” means the organization purchasing the

Goods under this Contract.

“The Tenderer” means the individual or firm supplying the Goods under this Contract.

### **3.2 Application**

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

### **3.3 Country of Origin**

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

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

### **3.4 Standards**

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

### **3.5 Use of Contract Documents and Information**

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

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

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

### **3.6 Patent Rights**

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

### **3.7 Performance Security**

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

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

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

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

### **3.8 Inspection and Tests**

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



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

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

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

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

### **3.9 Packing**

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

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

### **3.10 Delivery and Documents**

3.10.1 Delivery of the Goods shall be made by the tenderer in accordance with the terms specified by Procuring entity in its Schedule of Requirements and the Special Conditions of Contract.

### **3.11 Insurance**

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

### **3.12 Payment**

3.12.1 The Board shall pay the supplier the total commission within thirty (30) days from the date of receipt of the invoice(s).

3.12.2 Payments shall be made promptly by the Procuring entity as specified in the contract

### **3.13 Prices**

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

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

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

3.13.4 Price variation request shall be processed by the procuring entity within 30 days of receiving the request.

### **3.14. Assignment**

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

### **3.15 Subcontracts**

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

### **3.16 Termination for default**

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

if the tenderer fails to deliver any or all of the goods within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity

if the tenderer fails to perform any other obligation(s) under the Contract

if the tenderer, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

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

### **3.17 Liquidated Damages**

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

### **3.18 Resolution of Disputes**

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

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

### **3.19 Language and Law**

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

### **3.20 Force Majeure**

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

**SECTION IV - SPECIAL CONDITIONS OF CONTRACT**

4.1. Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, between the GCC and the SCC, the provisions of the SCC herein shall prevail over these in the GCC.

4.2. Special conditions of contract as relates to the GCC

<b>REFERENCE OF GCC</b>	<b>SPECIAL CONDITIONS OF CONTRACT</b>
3.7.1	<i>Indicate particulars of performance security</i>
3.12.1	<i>The terms of payment shall be as specified in the contract after agreement with contract terms between SIBOWASCO and the successful tenderer.</i>
3.18.1	<i>Resolution of disputes shall be through arbitration. The place of Arbitration shall be Kenya.</i>
3.21.1	<i>For Notices, the Procurement entity's address is:</i> <b>MANAGING DIRECTOR</b> <b>SIAYA BONDO WATER AND SANITATION LTD</b> <b>P.O. BOX 214 – 40600</b> <b>SIAYA</b>

## **SECTION V - TECHNICAL SPECIFICATIONS**

### **5.1 General**

5.1.1 These specifications describe the requirements for goods. Tenderers are requested to submit with their offers the detailed specifications, drawings, catalogues, etc for the products they intend to supply

5.1.2 Tenderers must indicate on the specifications sheets whether the equipment offered comply with each specified requirement.

5.1.3 All the dimensions and capacities of the equipment to be supplied shall not be less than those required in these specifications. Deviations from the basic requirements, if any shall be explained in detail in writing with the offer, with supporting data such as calculation sheets, etc. The procuring entity reserves the right to reject the products, if such deviations shall be found critical to the use and operation of the products.

5.1.4 The tenderers are requested to present information along with their offers as follows:

- (i) Shortest possible delivery period of each product
- (ii) Information on proper representative and/or workshop for back-up service/repair and maintenance including their names and addresses.

### **5.2 NOTICE**

Any notice to be served on either of the parties by the other shall be sent by prepaid recorded delivery or registered post to the address of the relevant party or by facsimile transmission or by electronic mail or by telex and shall be deemed to have been received by the addressee within Seven (7) days of posting or 48 hours if sent by facsimile transmission or by electronic mail or telex.

### **5.3 WAIVER**

The failure by either party to enforce at any time or for any period any one or more of the terms or conditions of this Agreement shall not be a waiver of them or of the right at any time subsequently to enforce all terms and conditions of this Agreement

**SECTION VI - SCHEDULE OF REQUIREMENTS**

**Part A: BRIEF SCHEDULE OF SERVICES REQUIRED**

<b>INTERNAL DEBT REPORT AS AT 30<sup>TH</sup> JUNE 2024</b>					
<b>ZONE NAME</b>	<b>OPENING BALANCE</b>	<b>BILLED AMOUNT</b>	<b>AMOUNT COLLECTED</b>	<b>DEBT COLLECTED</b>	<b>CLOSING BALANCE</b>
<b>SIAYA AREA</b>					
SIAYA_TOWN	13,556,662.94	1,167,446.25	1,791,155.30	371,232.95	13,001,665.39
PANDY	7,531,405.74	440,470	383,104	145,262	7,537,226.74
RABANGO	6,479,457.82	547,872.50	510,778	219,259.40	6,584,557.32
AWELO	6,496,072.41	443,480	380,403	151,293.05	6,564,174.41
KAIKO	38,409.50	0	0	null	38,409.50
MBAGA	5,733,067.32	405,250	387,619	170,129.20	5,747,448.32
NYANGOMA	5,314,592	833,860	670,107	237,151.35	5,547,915
MULAHA	3,427,099.23	109,747.50	122,190	48,320	3,324,106.73
<b>BONDO AREA</b>					
BARKOWINO_A	8,631,703.35	527,155	483,020	174,318	8,732,178.35
NYAWITA	15,113,175.72	988,496.25	537,035	251,291.25	15,599,216.97
BARKOWINO_B	10,323,385.86	930,087.50	1,048,763	482,781.20	10,280,110.36
BONDO TOWN	8,754,653.53	1,192,195	1,510,559.10	584,272.15	8,605,676.93
BAY LINE	5,302,780.55	260,090	262,160	88,596.40	5,301,710.55
KANDARIA	1,918,040.30	56,655	47,440	15,750.20	1,927,255.30
NDORI	3,946,890.31	291,770	246,302	120,041.95	3,992,358.31
GOBEI	3,459,109.25	118,250	123,196	47,777.40	3,454,163.25
AKONYA	3,309,774.35	6,845	1,800	1,085	3,314,819.35
NAWA	2,330,693.11	34,847.50	56,637	14,092	2,331,243.61
<b>YALA AREA</b>					
SIDINDI_TOWN	10,751,118.10	846,971	657,830	292,049.50	10,976,759.10
DUDI	4,469,093.75	183,350	247,102	103,267.50	4,405,341.75

MUHANDA	4,238,566.05	283,560	438,249	124,473.10	4,190,877.05
MUTUMBU	5,076,430.95	151,710	176,304	68,598.10	5,061,874.55
WAGAI	2,167,767.18	446,070	447,502	153,783	2,176,335.18
<b>UGENYA AREA</b>					
UKWALA_ZONE A	1,729,647.50	131,890	161,166.60	49,215.70	1,700,370.90
UKWALA_ZONE B	1,251,342.20	168,900	106,768	46,767.70	1,318,474.20
UGUNJA_TOWN	2,564,679.98	93,240	265,319	33,793.65	2,392,600.98
KINDA	4,726,410.95	223,605	296,137.50	98,373.40	4,658,878.45
MAUNA_ZONE A	1,513,126.70	32,105	39,035	25,980	1,506,196.70
MAUNA_ZONE B	2,281,370.30	44,470	41,795	16,157.40	2,284,045.30
SEGA_FUNDULA	994,888.70	43,570	21,350	9,545	1,017,108.70
SEGA_TOWN	1,197,059.10	54,380	38,223	20,678	1,213,216.10
HQ-SUSPENSE ACCOUNT	-2166369.6	0	85283	null	-2213212.6
	<b>152,462,105.15</b>	<b>11,058,338.50</b>	<b>11,584,332.50</b>	<b>4,165,335.55</b>	<b>152,573,102.75</b>

**Part B – Brief Schedule of Service Delivery**

**1. The contract is expected to commence immediately upon award.**

**SCHEDULE FOR DEBT COLLECTION SERVICES**

<b>AMOUNT TO BE COLLECTED (Kes.)</b>	<b>TIME RANGE FOR DEBT COLLECTION</b>
1 – 4,500,000	1 – 2 Months
4,500,001 – 9,000,000	3 – 4 Months
9,000,001– 18,000,000	5 – 6 Months
18,000,001 – 36,000,000	7 – 8 Months
36,000,001 – 72,000,000	9 – 10 Months
72,000,001 – 152,000,000	11 – 12 Months

**Part 2: General scope of services**

The debt collection services shall include but not limited to:-

- a. Immediate and direct remittance of all collected monies to SIBOWASCO.
- b. Collection of all outstanding debts
- c. Tracing of debtors and their assets
- d. Delivery of bills, invoices and statements and any other correspondence to debtors as and when required
- a. Undertake collection aided by SIBOWASCO staff and documents availed with a view to establish outstanding debtors’ accounts
- b. Visit, demand and follow up debtors to ensure payment
- c. Undertake Investigations with a view of filing cases against debtors



## **Part B: Specific scope of services**

### **6.1.1 Brief Description of Debt Status**

For administrative purposes, the debt is managed centrally from the Head Office–Finance Department.

Bidders shall be paid in accordance to the amounts collected and commission quoted.

### **6.1.2 Debt Listing.**

SIBOWASCO shall give a list of the Debtors of finalized accounts to the Service provider for collection and recovery of the amounts owed by those debtors to SIBOWASCO. The Debtors list where possible shall indicate the full names of the debtor, physical and postal address, account numbers and the amount of debt owed.

### **6.1.3 Terms of Reference/ Scope of Work.**

The Service provider shall be required to provide the following as terms of reference – TOR.

1. Tracing of all the handed over debtors.
2. Locate the Debtors and Information needed to succeed in the recoveries.
3. Obtain the Outstanding Information from the Debtors where possible.
4. Setting up and maintaining up the Debtors files.
5. Reporting on a monthly basis on the status of the various Debtors handed over for the collection of Debts as well as the successful collection of the capital amount collected.
6. Provision of a service which is expedient, economical and feasible backed by experience, resources and appropriate technology.
7. Negotiate and manage repayment plans.
8. To conduct a recovery services by collecting and recovering all outstanding monies by means of telephonic as well as written communication.
9. To submit reports regarding the debt position.

#### **6.1.4 Debt Management Services:**

The Debt management Services that are required from the Tenderer shall include the following:

1. Issuing of reminders to customers of their outstanding Debts, by means of telephone, SM's, email.
2. Issuing of 24 hour notices.
3. Handling all logistical matters in terms of the physical disconnection and re-connection of defaulters and in this respect the Contractors will at all times employ persons with the relevant qualifications and experience as prescribed by the applicable legislation to undertake this work.
4. Negotiating acceptable payment agreements in accordance with SIBOWASCO's debt management policy, such arrangements shall apply to all debts, both current and in arrears.
5. Obtaining and maintaining acknowledgement of debts, emolument attachment orders.
6. Follow up on negotiated agreements.
7. Identification of defaulters on negotiated agreements.
8. Preparation of Summons.

### 6.1.5 Preparation of Reports.

Preparation of reports according to the time frames set out in the table below:-

S No.	Type of Report:	Time Frame:
1.	Correspondence Handled with the Debtors	Monthly
2.	Final Demands Issued	Monthly/ Quarterly
3.	Recommended Write Offs	Annually.
4.	Payment Level Statistics.	Monthly.
5.	Arrears Extract Statistics.	Monthly.
6.	Quarterly Reports	Within 30 Days of the end of the quarter.
7.	Performance Targets set for the Following Quarter.	Quarterly.
8.	Measures that were or are to be taken into account to improve performance.	Quarterly.
9.	Quality Assessments Reports of the situation by: i. Identifying possible constraints and developing plans to overcome the constraints. ii. An analysis of the Company's outstanding debtor's book. iii. Proposals for the improved assistance to diligent customers. iv. Proposed specific projects, the areas of focus, resources required and the proposed outcomes.	Quarterly/ Annually.

10.	Annual Reports of: i. The Contractors performance during that financial year, in comparison with targets of and with performance in the previous financial year. ii. The Development of performance targets set by the Contractors for the Following Year.	By 30th June of each Year.
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The Service provider shall immediately upon receipt of any debtors list perform the services and carry out its obligations with due diligence, efficiency, in accordance with the generally and legally accepted techniques and practices commonly recognized by firms and bodies carrying similar work and shall observe sound management, technical and financial practices and employ appropriate technology, methods and decorum.

**6.2 PROVISION OF STANDARD SERVICE**

The Contractor(s) shall provide services to the acceptable standards in the performance of this Agreement AND poor performance shall be grounds for summary termination of the Agreement without any notice at the sole discretion of the Company.

Frequent and inexcusable delays by the Contractor in the performance of its obligations hereunder shall give rise to sanctions impositions of liquidated damages by the Government. If at any time during the performance of this Agreement the Contractor encounters conditions affecting provision of services, the Contractor shall immediately and without any delay notify the Client in writing of the Conditions, their cause and duration and possible duration thereto **AND** as soon as practicable the Client shall evaluate the condition and may at its sole discretion waive the Contractor’s obligations without the risk of sanctions impositions of liquidated damages and or the summary termination of this Agreement without any notice.

**SECTION VI- PROVISION OF DEBT COLLECTION SERVICES EVALUATION CRITERIA**

<b>S/NO</b>	<b>MANDATORY REQUIREMENT</b>	<b>COMMENT</b>
1	Certificate of company registration/incorporation	YES/NO
2	Certified valid single business permit issued by county government	YES/NO
3	Valid KRA PIN certificate	YES/NO
4	Filled, signed and stamped confidential business questionnaire	YES/NO
5	Certified current tax compliance certificate	YES/NO
6	Valid registration certificate with association of debt recovery agent (ADRA)	YES/NO
7	Audited certified financial statements for the last two recent years (2022, 2023 or 2024).	YES/NO
8	Form of tender dully filled, signed and stamped	YES/NO
9	Confidential business question air filled, signed and stamped	YES/NO
10	Tender security in the right form and amount	YES/NO
11	All pages of the bid document serialized/paginated, initialed and stamped	YES/NO
12	Submission of two copies of tender document labeled “copy” and “original”	YES/NO

**Tenderers shall be evaluated based on the parameters indicated above. Bids that are nonresponsive shall be eliminated from the entire evaluation process and shall not be considered for further evaluation.**

**TECHNICAL EVALUATION**

**Stage 1B: Evaluation Criteria – Technical Competence & Experience**

<b>S/NO</b>	<b>DESCRIPTION</b>	<b>MAXIMUM SCORE %</b>
1	Specific experience of the firm related to the assignment/TOR to demonstrate experience in similar nature of works/Debt Collection. Provide evidence of the same by attaching award letters, signed contracts, testimonial letters/recommendations or copies of orders/LSO.THE Documents submitted may be confirmed with relevant institutions indicated as the clients.	

	<ol style="list-style-type: none"> <li>1. At least 3 clients from water sector in Kenya especially water companies licensed WASREB@5marks for each client <b>(15)</b></li> <li>2. At least one client with county /National Government @5 marks <b>(5)</b></li> <li>3. At least one client with recognized Financial Institutions in Kenya or Parastatal 5 marks <b>(5)</b></li> </ol>	25
2	<p>Adequacy of the proposed work plan and methodology in responding to the Terms of Reference. This shall involve detailed description on how the services provider intends to execute the proposed assignment of Debt Collection Services such as but not limited to Machines/ Equipment, platforms, approaches and technology to be used</p> <ol style="list-style-type: none"> <li>1. Availability of realistic work plan -5marks <b>(5)</b></li> <li>2. Un clear methodology -2marks</li> <li>3. Fair methodology -5 marks</li> <li>4. Satisfactory methodology -10marks</li> <li>5. Excellent &amp; detailed methodology -20marks <b>(20)</b></li> </ol>	25
3	<p>Years of experience in debt collection related assignment/services since registration. This is to be determined by the number of years since registration as a debt collection company</p> <ol style="list-style-type: none"> <li>1. 10 years period and above 10marks</li> <li>2. Between 5 – 10 years period 5 marks</li> <li>3. Between 1 -5 years period 3 marks</li> </ol> <p><b>(3)</b></p>	10
4	<p>Qualifications and competence of the key staff for the assignment, debt collection and related profession/field of study. CVS, testimonials professional certificates and other recommendations/referrals should be attached</p> <ol style="list-style-type: none"> <li>1. Approved company organogram (stamped &amp; signed or minutes of approval attached) showing reporting structure -3marks <b>(3)</b></li> <li>2. Project Accountant –Degree in cooperative management finance Accounting, ICT, Statistics or any other related training /study (CPK)cv with 5 years relevant experience -2marks, Degree cert@2marks sub total (4marks)</li> </ol>	30

	<p>3. Debt manager -degree in strategic debt management, marketing commerce, forensic or any other related business management degree qualification and recognized professional credit management certificate (attach cv and copies of certificates) –cv with 5 years relevant experience 2marks, degreecert@2marks, professional body@1mark –subtotal (5marks)</p> <p>4. GIS Officer – at least diploma in water engineering, GIS survey mapping or any relevant training .cv with 2years experience -2marks, diploma/degree cert@2marks –subtotal (4marks)</p> <p>5. Customer care staff –degree/diploma certificate in public relation, conflict resolution, secretarial, business management or any other relevant course –cv with 5 years relevant experience -2 marks, degree cert -1-mark, professional body -1 mark –subtotal (4marks)</p> <p>6. CEO/MD/General manager responsible for the company operations and coordination of staff activities and who will be responsible for debt collection assignment / program me CVS with 10 years relevant experience -2 marks, degree cert in Business, Engineering, Law, HR, Social studies, project management -2marks - subtotal (4marks)</p> <p>7. Credit officers –at least 2 officers with accredited/recognized professional management certificate e.g. KIM, cooperative management attach CVS with 2years relevant experience-1.5marks for each staff, degree cert -1.5 marks for each staff – subtotal -6 marks</p>	
5	<p>Undertaking by the service provider/bidder that the proposed key management staff and technical personnel will be available at all times for the assignment. Any replacement shall be made by a qualified staff of the same or superior experience upon approval by the client. Provide a letter of undertaking dully signed by the CEO/MD/General Manager of the organization and commissioned by advocate/commissioner of Oaths. <b>(5 Marks)</b></p>	5
6	<p>Other related capacity to execute Debt Management duties and responsibilities.</p> <ol style="list-style-type: none"> <li>1. Registration with National Industrial Training Authority (NITA) <b>-(5marks)</b></li> <li>2. Proof of availability of effective means of transport to facilitate movement within the areas of jurisdiction -2 vehicles each at 3marks and 4 motorcycles</li> </ol>	

	<p>each at 1 mark (attach copies of log books or lease agreements dully signed &amp;stamped) <b>-sub total of 10 marks</b></p> <p>3. Evidence of financial capacity –available of working capital of at least Kenya shillings Five Hundred Thousand (Kshs.500,000). attach original signed and stamped bank statement as at October or any most current date, or line of credit from your bankers which shall be verified with your banker <b>-5marks</b></p> <p>4. Average annual financial turnover of kshs.10million and above for the two years2022/2023 and 2023/2024. (attach audited financial statements) <b>- 5marks (5)</b></p>	25
<b>TOTAL MAXIMUM SCORES</b>		<b>120</b>

The bidders score shall be converted to percentage by using the formula below to obtain Bidders Technical Score;  
 $BTS = BS / TMS \times 100$ .

Any inconsistencies noted in any of the above requirements shall lead to automatic disqualification of award. You may be required to produce original Certificates for ease of verification. The procuring entity reserves the right to carryout independent investigations/physical verification to confirm the accuracy of information provided and any fraudulent information/documentation provided may lead to prosecution.

**Tenderers will proceed to Financial Evaluation stage only if they score a minimum of 70% of the Technical Evaluation**

### **Financial Evaluation**

a. **Financial evaluation will be conducted as follows:**

1. Determination of evaluated price.
2. Ranking of Tenders according to their bid prices.
3. The tenderer with the lowest evaluated bid will be considered for award.



**PRICE SCHEDULE OF SERVICES**

**NAME OF TENDERER: PROVISION OF DEBT COLLECTION SERVICES.**

**TENDER NUMBER: SIBO/TEND/21/2024-2025**

<b>S/N</b>	<b>SEVICES REQUIRED</b>	<b>UNIT OF MEASURE</b>	<b>RATE CHARGED</b>	<b>REMARKS</b>
1	Provision of Debt Collection services	%		
2	Reconciliation of accounts	%		

**REIMBURSABLE COSTS**

<b>S/NO</b>	<b>COST</b>	<b>UNIT OF MEASURE</b>	<b>QUANTITY</b>	<b>RATE CHARGED</b>	<b>REMARKS</b>
1	Transportation	Lumpsum	1		
2	Training	Lumpsum	1		
3	Security	Lumpsum	1		
<b>TOTAL</b>					

**MISCELLANEOUS COSTS**

<b>S/No</b>	<b>Description</b>	<b>Unit of Measure</b>	<b>Quantity</b>	<b>Unit Price Per Month</b>	<b>Total annually</b>	<b>Amount</b>
1	Communication costs (Telephone, Telegram, Telex)	Lumpsum	1			
2	Drafting and reproduction of reports.	Lumpsum	1			
3	Equipment; computers.	Lumpsum	1			
4	Software	Lumpsum	1			
<b>TOTAL</b>						

## **SECTION VII - STANDARD FORMS**

### **Notes on the sample Forms**

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

**8.1 FORM OF TENDER**

Date -----

Tender No. -----

To:  
SIAYA BONDO WATER AND SANITATION COMPANY  
P O BOX 214 - 40600  
SIAYA

Gentlemen and/or Ladies:

1. Having examined the tender documents including Addenda No..... *[Insert numbers]*.the receipt of which is  
Hereby duly acknowledged, I/ we, the undersigned, offer to supply deliver, install and commission  
(..... *(Insert equipment description)*) in conformity with the said tender documents for the sum of ..... *(Total tender amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.
2. We undertake, if our Tender is accepted, to deliver install and commission the equipment in accordance with the delivery schedule specified in the Schedule of Requirements.
3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent To percent of the Contract Price for the due performance of the Contract , in the form prescribed by ..... *(Procuring entity)*.
4. We agree to abide by this Tender for a period of ..... *[Number]* days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us. Subject to signing of the Contract by the parties.

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

Dated this day of \_\_\_\_\_

\_\_\_\_\_  
[Signature]

\_\_\_\_\_  
[In the capacity of]

Duly authorized to sign tender for an on behalf of \_\_\_\_\_

## 8.2 CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

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

### *Part 1 – General:*

Business Name.....

Location of business premises. ....

Plot No..... Street/Road .....

Postal Address ..... Tel No. .... Fax ..... E mail .....

Nature of Business.....

Registration Certificate No. ....

Maximum value of business which you can handle at any one time – Kshs..... ..

Name of your bankers ..... Branch .....

VAT Certificate No..... ..

Tax Compliance Certificate No..... ..

PIN Certificate No..... ..

**Part 2 (a) – Sole Proprietor**

Your name in full ..... Age .....

Nationality..... Country of origin .....

Citizenship details .....

**Part 2 (b) Partnership**

Given details of partners as follows:

	Name	Nationality	Citizenship	Details	Shares
1.	.....	.....	.....	.....	.....
2.	.....	.....	.....	.....	.....
3.	.....	.....	.....	.....	.....
4.	.....	.....	.....	.....	.....

**Part 2 (c) – Registered Company**

Private or Public .....

State the nominal and issued capital of company-

Nominal Ksh.....

Issued Ksh.....

Give details of all directors as follows

Name	Nationality	Citizenship	Details	Shares
1.....				
2.....				
3.....				
4.....				
5.....				

Date ..... Signature of Candidate .....

If a Kenya Citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or registration. Attach all necessary Copies

### 8.3 TENDER SECURITY FORM

Whereas ..... [*Name of the tenderer*] (Hereinafter called “the tenderer”) has submitted its tender dated [*date of submission of tender*] for the supply, installation and commissioning of ..... [*Name and/or description of the equipment*](Here in after called “the Tender”)..... KNOW ALL PEOPLE by These presents that WE.....of ..... Having our registered office at..... (Hereinafter called “the Bank”), are bound unto ..... [*Name of procuring entity*] (Hereinafter called “the Procuring entity”) in the sum of ..... for which payment well and truly to be made to the said Procuring entity, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this day of \_\_\_\_\_

THE CONDITIONS of this obligation are:-

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

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

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

*(Amend accordingly if provided by Insurance Company)*



## 8.4 CONTRACT FORM

THIS AGREEMENT made the day .....between [*name of Procurement entity*] of ..... [*Country of Procurement entity*] (Hereinafter called “the Procuring entity) of the one part and ..... [*Name of tenderer*] of ..... [*City and country of tenderer*] (Hereinafter called “the tenderer”) of the other part: WHEREAS the Procuring entity invited tenders for certain goods] and has accepted a tender by the tenderer for the supply of those goods in the sum of ..... [*Contract price in words and figures*] (Hereinafter called “The Contract Price).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

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

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

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Procuring entity

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

*(Amend accordingly if provided by Insurance Company)*

**8.5 PERFORMANCE SECURITY FORM**

To ..... [Name of procuring entity] WHEREAS ..... [Name of tenderer] (Hereinafter called “the tenderer”) has undertaken, in pursuance of Contract No. ....[Reference number of the contract] dated

\_\_\_\_\_ 20 \_\_\_\_\_ To supply .....

[Description of goods] (Hereinafter called “the Contract”).

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

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

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

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Signed and seal of the Guarantors

\_\_\_\_\_  
*[Name of bank or financial institution]*

\_\_\_\_\_  
*[Address]*

\_\_\_\_\_

**8.6 BANK GUARANTEE FOR ADVANCE PAYMENT FORM**

To ..... [*Name of procuring entity*]

[*Name of tenderer*] .....

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends the General Conditions of Contract to provide for advance payment,

..... [*Name and address of tenderer*](hereinafter called “the tenderer”) shall deposit with the Procuring entity a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of ..... [*Amount of guarantee in figures and words*].

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

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

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

Yours truly,

Signature and seal of the Guarantors

---

*[Name of bank or financial institution]*

---

*[Address]*

---

*[Date]*

**8.7 MANUFACTURER'S AUTHORIZATION FORM**

To *[name of the Procuring entity]* .....

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

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

---

*[Signature for and on behalf of manufacturer]*

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

**8.8 LETTER OF NOTIFICATION OF AWARD**

Address of Procuring Entity

\_\_\_\_\_  
\_\_\_\_\_

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: Tender No. \_\_\_\_\_

Tender Name \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

1. Please acknowledge receipt of this letter of notification signifying your acceptance.
2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.

3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

*(FULL PARTICULARS)* \_\_\_\_\_

\_\_\_\_\_

ACCOUNTING OFFICER

**8.9 FORM RB 1**

**REPUBLIC OF KENYA**

**PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD**

Application no..... of..... 20..... between .....  
..... *applicant and* .....*respondent (Procuring Entity)*  
Request for review of the decision of the..... (*Name of the Procuring Entity*) of  
.....dated the...day of .....20.....in the matter of Tender No ..... ..of  
.....20.....

**REQUEST FOR REVIEW**

I/We.....,the above named Applicant(s), of ..... address:  
Physical address.....Fax No.....Tel. No.....Email ....., hereby request the Public Procurement Administrative  
Review Board to review the whole/part of the above mentioned decision on the following grounds , namely:- 1.

2. Etc.

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

1.

2. Etc.

SIGNED ..... (Applicant)

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