



PREQUALIFICATION DOCUMENT

FOR

PROVISION OF INTERNET SERVICES -TENDER NO KENAS NO/7/2013/2015

KENYA ACCREDITATION SERVICE

P.O BOX 47400-00100

NAIROBI KENYA

Tel: 0787 395 679 or 0725 227 640

Email: info@kenyaaccreditation.org

Web: www.kenas.go.ke/tenders

23RD APRIL 2013

CONTENTS OF TENDER DOCUMENT

TABLE OF CONTENTS

| Contents | | Page |
|-----------------|--|-------------|
| 1 | Introduction: Invitation for Prequalification of Suppliers...3 | |
| 2. | Section I: Information to Candidates.....5 | |
| 3 | Section 11 schedule and requirement.....10 - 11 | |
| 3. | Section III: Standard Forms.....12 | |
| | i) Confidential Business Questionnaire.....12 | |
| | ii) Tender Submission/Declaration15 | |

SECTION I - INVITATION FOR TENDERS

DATE: APRIL 2013

TENDER:REFNO.KENAS/7/2014/15

TENDERNAME: PROVISION OF INTERNET SERVICES

CONTRACT PERIOD- JULY 2013-JUNE 2015 - 2 YEARS

- 1.1 The Kenya Accreditation Service invites sealed tenders from eligible candidates for **PROVISION OF INTERNET SERVICES - TENDER NO. KENAS NO/7/2013/2015**. Interested eligible candidates may obtain further information from and inspect the tender documents at the procurement Office 2nd floor Embankment Plaza during normal office working hours.
- 1.2 A complete set of tender documents may be obtained by interested candidates upon payment of a non-refundable fee of **(3000.00)** in cash or bankers cheque payable to KENAS Cashier at 2nd floor.

Completed tender documents are to be enclosed in plain sealed envelopes, marked with the Pre-qualification number, name and be deposited in the Tender Box at 2nd Floor or be addressed to,

**THE CHIEF EXECUTIVE OFFICER,
KENYA ACCREDITATION SERVICE,
P.O. BOX 47400-0010
NAIROBI**

so as to be received on or before 7th May 2013 at 11.00 a.m.

- 1.3 Tenders will be opened immediately thereafter in the presence of the candidates representatives who choose to attend.

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 Appendix to Instructions to Tenderers. Successful tenderers shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the tender documents.
- 2.1.2 The procuring entity's employees, committee members, board members and their relatives (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.
- 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 services under this Invitation for tenders.
- 2.1.4 Tenderers involved in the corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Cost of Tendering

- 2.2.1 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
- 2.2.2 The price to be charged for the tender document shall not exceed **shs.3000.00**
- 2.2.3 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.3 Clarification of Documents

- 2.3.1 A prospective candidate making inquiries of the tender document may notify the Procuring entity in writing or by post, fax or email at the entity's address indicated in the Invitation for tenders. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives no 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 who have received the tender documents"
- 2.3.2 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

2.4.0 Amendment of documents

- 2.4.1 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 issuing an addendum.
- 2.4.2 All prospective tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.
- 2.4.3 In order to allow prospective tenderers reasonable time in which to take the may extend the deadline for the submission of tenders.
- 2.4.4 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.

2.5.0. Language of Tender

- 2.5.1 The Pre-qualification prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and the Procuring Entity, shall be written in English language. 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.

2.6 Documents Comprising the Tender

- 2.6.1 This document includes questionnaire forms and documents required from the Prospective bidders. In order to be considered for pre-qualification prospective bidders must submit all the information herein requested.

2.7 Submission of Application

The Pre-qualification document shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the tenderer. Any such corrections must be initialed by the person(s) who signs the pre-qualification document.

- 2.7.1 The Pre-qualification document should be prepared and submitted as specified in the Invitation for Pre-qualification of Suppliers on or before **TUESDAY 7TH MAY 2013.**

Any tender received after the deadline shall be rejected as a late tender and shall not be

considered.

3.0 Eligible Candidates

- 3.1.1 This prequalification document is open to all candidates who are eligible as defined in Kenya's Public Procurement Law and regulations. All bidders who pass the set criteria shall be prequalified. Due diligence will be undertaken and any bidder found to be in breach and has provided false information will lead to automatic disqualification.
- 3.1.2 KENAS will examine the tenders to determine completeness, general orderliness and sufficiency in responsiveness.
- 3.1.2 Tenderers shall not contact KENAS on matters relating to their tender from the time of opening to the time the evaluation is finalized and official communication sent to them. Any effort by the tenderer to influence the Service in the evaluation shall result in the cancellation of their tender.
- 3.1.3 Prequalification will be based on meeting the minimum criteria regarding the applicant's legal status, general and particular experience, personnel and financial position as demonstrated by their responses.
- 3.1.4 The applicants must have registered offices and the KENAS reserves the discretion of visiting physical premises from which the applicant conducts business if so desired to confirm existence and capability to deliver the said goods, works or services.
- 3.1.5 Tenderers who qualify according to the selection criteria will be invited to submit their quotations for the supply of goods, works or services as and when required.
- 3.1.6 KENAS reserves the right to accept or reject any or all tenders.

3.2.0 Registration/Prequalification Duration

- 3.2.1. The service will retain the suppliers for duration of twenty four (24) months subject to supplier's satisfactory performance which will be re-evaluated periodically. Only those suppliers that continuously demonstrate the ability to meet the Service requirements will be retained in the prequalification list for the entire period.
- 3.2.3. There shall be two phases of carrying out the evaluation of pre-qualification applications:
 - a) Preliminary Evaluation; and
 - b) Technical Evaluation.

3.3.0. Preliminary Evaluation

- a) All the applications shall be sorted out according to the various categories and levels contained in the application for pre-qualification form.

- b) Pre-screening shall be done for all the applications in each category to determine responsiveness by providing copies of:
- 1) Certificate of Incorporation / Registration;
 - 2) PIN/VAT Certificate;
 - 3) Current Trade License / Business Permit;
 - 4) Certificates from affiliated regulatory or accrediting bodies/associations (where applicable);
 - 5) Current Tax Compliance Certificate;
 - 6) Evidence of Physical Location of business premise;
 - 7) Evidence of Electronic Tax Register (ETR);
 - 8) Three (3) letters of commendation from your corporate/major clients;
 - 9) Completed Confidential Business Questionnaire;
 - 10) Audited accounts for the last two years or 6 months Bank Statements;
 - 11) Company profile; and
 - 12) Original Receipt as proof that tenderer purchased the pre-qualification document(s).
 - 13) Must fill the Tender form in the format provided
- d) A list shall be compiled for those tenderers who pass the preliminary evaluation to be evaluated in detail.

Technical Evaluation

- a) The evaluation committee shall undertake a thorough and objective analysis of the suppliers contained in the list;
- b) A detailed assessment of each applicant will be made in the course of evaluating the application.
- c) Details of the applicants organizational structure, financial capability, annual turnover for the last two years, experience in the relevant field, available resources and references will be assessed as follows:

| Item No. | Evaluation Criteria | Max Score | Score Awarded | Remarks |
|----------|--|--------------------------------------|---------------|---------|
| 1 | <p>Company Profile:</p> <p>a) Provide company profile showing names of Directors, management team and general structure of the company.</p> <p>b) Certification by regulatory/affiliation bodies (attach copy)</p> <p>c) State number of Permanent and Temporary employees</p> <p>d) Any quality standards certifications? Must have a valid Internet Service (IS) and/or Public Data Network Operator license from CCK</p> | <p>10</p> <p>5</p> <p>5</p> <p>5</p> | | |

| | | | | |
|---|--|--------------|--|--|
| 2 | <p>Experience:</p> <p>a) Number of years in the business (maximum score for three years and above);</p> <p>b) List (and provide evidence) of 3 major current references with their contacts within the last two years. State product/service provided and value of goods/service.</p> | 5 15 | | |
| 3 | <p>Physical Facilities:</p> <p>a) Provide evidence of availability of office premise (copy of title deed, lease/tenancy agreement or utility bill);</p> | 15 | | |
| 4 | <p>Financial Capacity:</p> <p>a) Provide audited accounts for the last 2 years</p> <p>b) 6 months bank statements;</p> <p>b) Demonstrate access to credit facilities;</p> | 10 5 5 | | |
| 5 | <p>Provide qualifications and experience of key personnel (attach CVs)</p> <p>i, At least 2 No. Cisco Certified Professionals</p> <p>ii, Must have Certified Network Administrator</p> <p>iii, Must have Cisco Certified Security technicians</p> <p>iv, Certified VoIP engineers</p> <p>v, Firewall and VPN expert</p> <p>Give evidence</p> | 15 | | |
| 6 | Well-arranged Tender document according to the format provided | 5 | | |
| | TOTAL SCORE | 100 | | |

- NB Pass mark is 70% and above.

3.2.1. Information relating to preliminary evaluations of all the applications and also those who qualify for pre-qualification shall not be disclosed to applicants or any other persons not officially concerned with such process until the notification of pre-qualification results is made to all applicants.

3.2.2. Once the list of those who succeeded to be prequalified has been approved and ratified by the Tender Committee, the Commission shall notify in writing all those applicants who have been pre-qualified.

3.3 Confidentiality

3.3.1 Information relating to evaluation of tenders and recommendations concerning pre-qualification shall not be disclosed to the tenderers until the pre-qualified firms have been advised accordingly.

SECTION 11. SCHEDULE OF REQUIREMENTS

TERMS OF REFERENCE FOR KENYA ACCREDITATION SERVICE

KENAS has 45 Local Area Network (LAN) workstations and servers running on cross platform. This is expected to grow by almost 50% in the next two years. We are based at Embankment Plaza second Floor.

Scope

The scope of services includes:

1. To provide Internet Services to the KENAS HQ, Embankment Plaza 2nd Floor
2. To provide support for the internet services.
3. Duration of service provision shall be 24 months with possibility of extension subject to satisfactory performance.
4. To provide comprehensive service level agreement (SLA) for this service this must include the following;
 - Service delivery timelines.
 - Service availability
 - Network key performance targets
 - Customer service delivery, incident management and support.

Detailed Description of Requirements

1. Use the underlying fibre network as the backbone and have redundancy to minimize network outages/service interruptions.
2. Internet connectivity with bandwidth capacity of 2MB **Full-duplex I.e. uplink/Downlink.** Terminating equipment available.
3. The solution should provide Triple play- i.e. IPTV, VOIP and Internet.
4. *Https* for IMAP Access for web-mail access and security for data access and manipulation via the internet VPNs
5. DNS Hosting
 - a. MX record hosting – Should include SMTP relay with mail scanning and filtering for Spam and Viruses
 - b. Other DNS records
6. Provide Domain hosting services
7. Provide protected capacity with in-built fault tolerance.

Technical Capacity

It is a requirement that the proposed supplier **MUST** have technical support personnel who have expertise and training in supporting the proposed services. Documentary evidence will be required.

3. Network support
 - i. Must provide 24/7 Network support. The ISP MUST have a fully manned 24Hrs support desk including weekends and public Holidays
 - ii. Must have proactive support policy
 - iii. Must have a Network Operating centre
 - iv. Must provide mechanism for failure notification.
 - v. Current customer base

4. Security
 - i. ISP must have a firewall and be able to promptly inform of security alerts
 - ii. Must show capabilities of monitoring and filtering content.

SECTION III: STANDARD FORMS

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 applies 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

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 Kshs.

Issued Kshs.

Given details of all directors as follows

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

* If a Kenya Citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or registration.

TENDER SUBMISSION FORM

Having studied the pre-qualification information for the above tender category We/I hereby state:

- a. That the information furnished in our/my application is accurate to the best of our/my knowledge.
- b. That in case of being pre-qualified we /I acknowledge that this grants us the right to participate in due time in the submission of a tender or quotation on the basis of provision in the tender or quotation documents to follow.
- c. That pre-qualification bidders will be invited randomly to participate in the tender/quotations as and when there is a requirement.
- d. We/I enclose all the required documents and information required for the pre-qualification evaluation.
- e. Our tender is binding to us and if found acceptable we shall be pleased to be included in the list of pre-qualified firms.
- f. We understand you are not bound to accept either in part or whole any tender you receive.

Date:.....

Applicant's Name.....

Represented by.....

Signature.....

(Full name and designation of the person signing and stamp or seal).