



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY GENERAL AND DEPARTMENT OF JUSTICE

## **TENDER DOCUMENT**

**FOR**

**PROVISION OF AIR TICKETING SERVICES**

**TENDER NO. OAG & DOJ /001/2018/2019.**

***CLOSING 14<sup>TH</sup> AUGUST 2018 AT 10.00HRS***

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# SECTION I - INVITATION TO TENDER



## OFFICE OF THE ATTORNEY GENERAL AND DEPARTMENT OF JUSTICE

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.When replying please quote:

Date: 25<sup>th</sup> July, 2018

### TENDER NO. OAG & DOJ/001/2018-2019 FOR PROVISION OF AIR TICKETING SERVICES

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The Office of the Attorney General and Department of Justice (OAG & DOJ) invites sealed tenders from eligible candidates for the provision of Air Ticketing Services for the year 2018/2019 and 2019/2020.

Interested eligible candidates may obtain further information from and inspect the tender documents at the Procurement office, Office of the Attorney General and Department of Justice, 1<sup>st</sup> Floor Rm 103, Sheria House, Harambee Avenue, during normal working hours.

A complete set of tender documents may be viewed and downloaded free of charge from The Office of the Attorney General and Department of Justice website: <http://www.statelaw.go.ke> or [www.tenders.go.ke](http://www.tenders.go.ke). Prices quoted should be net inclusive of all taxes and must be in Kenya Shillings and should remain valid for 120 days after date of tender opening.

Completed tender documents are to be enclosed in plain sealed envelopes, marked '**TENDER NO. OAG & DOJ/001/2018-2019 for the FOR PROVISION OF AIR TICKETING SERVICES**' and be deposited in the tender box provided at The Office of the Attorney General and Department of Justice offices, **Ground floor, Sheria House, Harambee Avenue, Nairobi** and be addressed to:

**The Solicitor General  
Office of the Attorney General & Department of Justice,  
P. O. Box 40112 - 00200  
NAIROBI**

so as to be received on or before **14<sup>th</sup> August 2018 at 10.00 a.m.**

Tenders must be accompanied by a tender Security of Kshs. 50,000 in form of a guarantee from a reputable bank payable to the Solicitor General, Office of the Attorney General & Department of Justice.

Tenders will be opened immediately thereafter in the presence of the tenderers representatives who choose to attend the opening at the Board Room, 5<sup>th</sup> floor, Sheria House, Harambee Avenue.

The office of the Attorney General and Department of Justice reserves the right to cancel tenders without any explanation.

**Ag HEAD OF PROCUREMENT  
FOR: SOLICITOR GENERAL.**

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## **SECTION II - INSTRUCTIONS TO TENDERERS**

### **2.1 Eligible tenderers**

- 2.1.1. This Invitation to tender is open to all tenderers as per the 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. The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.
- 2.1.2. 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, other documents to be used for the procurement of the services under this Invitation for tenders.
- 2.1.3. Tenderers involved in 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 document shall be downloaded free of charge from the OAG & DOJ website <http://www.statelaw.go.ke> or from [www.tenders.go.ke](http://www.tenders.go.ke).

### **2.3 Contents of tender documents**

- 2.3.1. The tender document comprises of the documents listed below and addenda issued in accordance with clause 5 of these instructions to tenders
  - i) Instructions to tenderers
  - ii) General Conditions of Contract
  - iii) Special Conditions of Contract
  - iv) Schedule of Requirements
  - v) Details of service
  - vi) Form of tender
  - vii) Price schedules
  - viii) Contract form
  - ix) Confidential business questionnaire form
  - x) Tender security form
- 2.3.2. 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.

### **2.4 Clarification of Documents**

- 2.4.1. 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 (3) 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”

- 2.4.2. 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

## **2.5 Amendment of documents**

- 2.5.1. 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.
- 2.5.2. 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.
- 2.5.3. 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.

## **2.6 Language of tender**

- 2.6.1. The tender 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.

## **2.7 Documents Comprising the Tender**

The tender prepared by the tenderer shall comprise the following components:

- (a) A Tender Form and a Price Schedule completed in accordance with paragraph 2.8, 2.9, 2.10 below.
- (b) Documentary evidence established in accordance with Clause 2.11 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) Tender security furnished is in accordance with Clause 2.12
- (d) Confidential business questionnaire

## **2.8 Form of Tender**

- 2.8.1 The tenderers shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the services to be performed.

## **2.9 Tender Prices**

- 2.9.1 The tenderer shall indicate on the Price schedule the unit prices where applicable and total tender prices of the services it proposes to provide under the contract.
- 2.9.2 Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable:

- 2.9.3 Prices quoted by the tenderer shall remain fixed during the term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22.
- 2.9.4 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)
- 2.9.5 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.
- 2.9.6 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

## **2.10 Tender Currencies**

- 2.10.1 Prices shall be quoted in Kenya Shillings unless otherwise specified in the appendix to in Instructions to Tenderers

## **2.11 Tenderers Eligibility and Qualifications.**

- 2.11.1 Pursuant to Clause 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.
- 2.11.2 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall establish to the Procuring entity's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

## **2.12 Tender Security**

- 2.12.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Invitation to tender.
- 2.12.2 The tender security shall be in the amount not exceeding 2 per cent of the tender price.
- 2.12.2 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 2.12.7
- 2.12.3 The tender security shall be denominated in a Kenya Shillings or in another freely convertible currency and shall be in the form of:
- a) A bank guarantee.
  - b) Cash.
  - c) Such insurance guarantee approved by the Authority.
  - d) Letter of credit
- 2.12.4 Any tender not secured in accordance with paragraph 2.12.1 and 2.12.3 will be rejected by the Procuring entity as non responsive, pursuant to paragraph 2.20
- 2.12.5 Unsuccessful tenderer's 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.
- 2.12.6 The successful tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.26, and furnishing the performance security, pursuant to paragraph 2.27.

2.12.7 The tender security may be forfeited:

- (a) If a tenderer withdraws its tender during the period of tender validity specified by the procuring entity on the Tender Form;  
  
or
- (b) In the case of a successful tenderer, *if* the tenderer fails:
  - (i) to sign the contract in accordance with paragraph 30  
  
or
  - (ii) to furnish performance security in accordance with paragraph 31.
- (c) If the tenderer rejects, correction of an error in the tender.

## **2.13 Validity of Tenders**

2.13.1 Tenders shall remain valid for 60 days or as specified in the invitation to tender after 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.

2.13.2 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 2.12 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.

## **2.14 Format and Signing of Tender**

2.14.1 The tenderer shall prepare one copy of the tender, clearly marked "ORIGINAL TENDER" as appropriate.

2.14.2 The original 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. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.

2.14.3 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.

## **2.15 Sealing and Marking of Tenders**

2.15.1 The tenderer shall seal the original in an envelope, duly marked as "ORIGINAL". The envelope shall then be sealed in an outer envelope. 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 to tender and the words: "**DO NOT OPEN BEFORE 14<sup>th</sup> August 2018, AT 10.00 A.M.**"



- 2.15.2 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”.
- 2.15.3 If the outer envelope is not sealed and marked as required by paragraph 2.15.1, the Procuring entity will assume no responsibility for the tender’s misplacement or premature opening.

## **2.16 Deadline for Submission of Tenders**

- 2.16.1 Tenders must be received by the Procuring entity at the address specified under paragraph 2.15.1 no later than **10.00 a.m. on 14<sup>th</sup> August 2018**.
- 2.16.2 The procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 5, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.
- 2.16.3 Bulky tenders which will not fit in the tender box shall be received by the procuring entity as provided for in the appendix.

## **2.17 Modification and withdrawal of tenders**

- 2.17.1 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 tender’s is received by the procuring entity prior to the deadline prescribed for the submission of tenders.
- 2.17.2 The Tenderer’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.15. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.
- 2.17.3 No tender may be modified after the deadline for submission of tenders.
- 2.17.4 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 2.12.7.
- 2.17.5 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 2.17.6 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.

## **2.18 Opening of Tenders**

- 2.18.1 The Procuring entity will open all tenders in the presence of tenderers representatives who choose to attend, at **10.00 a.m. 14<sup>th</sup> August 2018** and in the location specified in the invitation to tender. The tenderers’ representatives who are present shall sign a register evidencing their attendance.
- 2.18.3 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.

2.18.4 The procuring entity will prepare minutes of the tender opening which will be submitted to the tenderers that signed the tender opening register and will have made the request.

## **2.19 Clarification of tenders**

2.19.1 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 shall be sought, offered, or permitted.

2.19.2 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.

## **2.20 Preliminary Examination and Responsiveness**

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

2.20.2 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 quantity, 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 may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

2.20.3 The Procuring entity may waive any minor informality or nonconformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.

2.20.4 Prior to the detailed evaluation, pursuant to paragraph 22, 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.

2.20.5 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 nonconformity.

## **2.21 Conversion to a single currency**

2.21.1 Where other currencies are used, the procuring entity will convert those currencies to Kenya shillings using the selling exchange rate on the date of tender closing provided by the central bank of Kenya.

## **2.22 Evaluation and comparison of tenders.**

2.22.1 The procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20

2.22.2 The comparison shall be of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the services.

2.22.3 The Procuring entity's evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 2.22.4 and in the technical specifications:

- (a) Operational plan proposed in the tender;
- (b) Deviations in payment schedule from that specified in the Special Conditions of Contract;

2.22.4 Pursuant to paragraph 22.3 the following evaluation methods will be applied:

(a) ***Operational Plan.***

The Procuring entity requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenders offering to perform longer than the procuring entity's required delivery time will be treated as non-responsive and rejected.

(b) ***Deviation in payment schedule.***

Tenderers shall state their tender price for the payment on a schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. The Procuring entity may consider the alternative payment schedule offered by the selected tenderer.

2.22.5 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.

2.22.6 To qualify for contract awards, the tenderer shall have the following:-

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- (d) Shall not be debarred from participating in public procurement.

**2.23. Contacting the procuring entity**

2.23.1 Subject to paragraph 2.19, no tenderer shall contact the procuring entity on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.23.2 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 tenderers tender.

**2.24 Award of Contract**

a) **Post qualification**

- 2.24.1 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.
- 2.24.2 The determination will take into account the tenderer's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.1.2, as well as such other information as the Procuring entity deems necessary and appropriate.
- 2.24.3 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**

- 2.24.4 Subject to paragraph 2.22 the Procuring entity will award the contract to the successful tenderer 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.
- 2.24.5 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. If the procuring entity determines that none of the tenderers is responsive; the procuring entity shall notify each tenderer who submitted a tender.
- 2.24.6 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 Notification of award**

- 2.25.1 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.
- 2.25.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the tenderer and the procuring entity pursuant to clause 2.26. Simultaneously the other tenderers shall be notified that their tenders have not been successful.
- 2.25.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 27, the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

**2.26 Signing of Contract**

- 2.26.1 At the same time as the Procuring entity notifies the successful tenderer that its tender has been accepted, the Procuring entity will simultaneously inform the other tenderers that their tenders have not been successful.
- 2.26.2 Within fourteen (7) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Procuring entity.

2.26.3 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.

**2.27 Performance Security**

2.27.1 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.

2.27.2 Failure of the successful tenderer to comply with the requirement of paragraph 2.26 or paragraph 2.27.1 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 or call for new tenders.

**2.28 Corrupt or Fraudulent Practices**

2.28.1 The Procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.28.2 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;

2.28.3 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 THE TENDERERS

The following information for procurement of Air Ticketing services shall complement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provisions 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

Instructions to tenderers	Particulars of appendix to instructions to tenderers																															
2.1	Particulars of eligible tenderers: <b>The tender is open to eligible IATA Registered Air Travel &amp; Ticketing Service providers.</b>																															
2.2.2	Price to be charged for tender documents. <b>Shall be free and must be downloaded from <a href="http://www.statelaw.go.ke">http://www.statelaw.go.ke</a> or <a href="http://www.tenders.go.ke">www.tenders.go.ke</a></b>																															
2.10	Particulars of other currencies allowed. <b>None</b>																															
2.11	Particulars of eligibility and qualifications documents of evidence required. <b>Copies of:</b> i) <b>Certificate of Registration/Incorporation</b> ii) <b>Certificate of valid tax compliance</b> iii) <b>VAT Certificate</b> <b>Evidence of Air Travel and Ticketing Provider's IATA Registration.</b> iv) <b>Valid AGPO certificate</b>																															
2.12.2	Particulars of tender security if applicable. <b>Kshs. 50,000 valid for an additional thirty (30) days after the expiry of the tender validity period.</b>																															
2.12.3	Form of Tender Security: <b>The Tender Security shall be in the form of a Guarantee from a reputable bank.</b>																															
2.13	Validity of Tenders: <b>Tenders Shall remain valid for 120 days .</b>																															
2.16.3	Bulky tenders which do not fit in the tender box shall be delivered to the Procurement Unit.																															
2.22	<p><b>Evaluation Criteria</b></p> <p>The following requirements <b>must be met</b> by the tenderer not withstanding other requirements in the tender documents:-</p> <p><b>a) Mandatory Requirements (MR)</b></p> <table border="1" data-bbox="430 1268 1442 1730"> <thead> <tr> <th data-bbox="430 1268 526 1333">No.</th> <th data-bbox="526 1268 1159 1333">Requirements</th> <th data-bbox="1159 1268 1442 1333">Responsive or Not Responsive</th> </tr> </thead> <tbody> <tr> <td data-bbox="430 1333 526 1398">MR1</td> <td data-bbox="526 1333 1159 1398">Must Submit a copy of certificate of Registration/Incorporation</td> <td data-bbox="1159 1333 1442 1398"></td> </tr> <tr> <td data-bbox="430 1398 526 1463">MR2</td> <td data-bbox="526 1398 1159 1463">Must Submit a copy of Valid Tax Compliance certificate</td> <td data-bbox="1159 1398 1442 1463"></td> </tr> <tr> <td data-bbox="430 1463 526 1497">MR3</td> <td data-bbox="526 1463 1159 1497">Must Submit a copy of VAT Certificate</td> <td data-bbox="1159 1463 1442 1497"></td> </tr> <tr> <td data-bbox="430 1497 526 1530">MR4</td> <td data-bbox="526 1497 1159 1530">Must Submit a copy of PIN Certificate</td> <td data-bbox="1159 1497 1442 1530"></td> </tr> <tr> <td data-bbox="430 1530 526 1564">MR5</td> <td data-bbox="526 1530 1159 1564">Must Fill the Price Schedule in the format provider</td> <td data-bbox="1159 1530 1442 1564"></td> </tr> <tr> <td data-bbox="430 1564 526 1598">MR6</td> <td data-bbox="526 1564 1159 1598">Must submit Evidence of IATA Registration</td> <td data-bbox="1159 1564 1442 1598"></td> </tr> <tr> <td data-bbox="430 1598 526 1631">MR7</td> <td data-bbox="526 1598 1159 1631">Must Fill the Form of Tender in the Format provided</td> <td data-bbox="1159 1598 1442 1631"></td> </tr> <tr> <td data-bbox="430 1631 526 1665">MR8</td> <td data-bbox="526 1631 1159 1665">Must submit a Tender Security as Specified</td> <td data-bbox="1159 1631 1442 1665"></td> </tr> <tr> <td data-bbox="430 1665 526 1730">MR9</td> <td data-bbox="526 1665 1159 1730">Must submit a dully filled up Confidential Business Questionnaire in format provided</td> <td data-bbox="1159 1665 1442 1730"></td> </tr> </tbody> </table> <p><b>At this stage, the tenderer's submission will either be responsive or non-responsive. The non-responsive submissions will be eliminated from the entire evaluation process and will not be considered further.</b></p>		No.	Requirements	Responsive or Not Responsive	MR1	Must Submit a copy of certificate of Registration/Incorporation		MR2	Must Submit a copy of Valid Tax Compliance certificate		MR3	Must Submit a copy of VAT Certificate		MR4	Must Submit a copy of PIN Certificate		MR5	Must Fill the Price Schedule in the format provider		MR6	Must submit Evidence of IATA Registration		MR7	Must Fill the Form of Tender in the Format provided		MR8	Must submit a Tender Security as Specified		MR9	Must submit a dully filled up Confidential Business Questionnaire in format provided	
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**b) Technical Scores (T.S.)**

This section (Technical Evaluation) will carry a total of 85% of the whole evaluation and will be divided into two as below

i) Vendor Evaluation

This will be the first stage of Technical Evaluation and will carry a total of 60%

No.	Evaluation Attribute	Tenderer's Response	Weighting Score	Max. Score
T.S.1	Number of years in Air Travel and Ticketing Industry		<ul style="list-style-type: none"> <li>• 5 years and above</li> <li>• Others prorated at: <math display="block">\frac{\text{Number of Years} \times 10}{5}</math></li> </ul>	10
T.S. 2	Provide a list of clients and references to which the company has offered similar services in the last 3 years.		<ul style="list-style-type: none"> <li>• 5 or more Clients with references</li> <li>• Others prorated at: <math display="block">\frac{\text{Number of Clients}' \times 10}{5}</math></li> </ul>	10
T.S. 3	Submit copy of NSSF Compliance Certificate or Evidence of Registration			3
T.S. 4	Submit Copy of NHIF Compliance Certificate or Evidence of Remittance of Employees NHIF Contributions			3
T.S. 5	Financial Strength Provide <ul style="list-style-type: none"> <li>• Submit audited accounts for the last three years</li> <li>• Submit Last 12 Months Bank Statements</li> </ul>		<ul style="list-style-type: none"> <li>• Audited Accounts (Three years - 7, Two years - 5 marks, One year - 3 marks, None - 0 marks)</li> <li>• Last 12 Months Bank Statement (3marks). None – 0 marks</li> </ul>	10

No.	Evaluation Attribute	Tenderer's Response	Weighting Score	Max. Score
T.S. 6	<p>Management Profile Managerial and Key Personnel Competency Profile</p> <p>Provide Details of any relevant certifications and/or accreditations by principals or members of staff and attach copies of such certification. Such certification should be relevant to the work they do and the key skills for the services required.</p>		<ul style="list-style-type: none"> <li>• Organizational Chart (2 marks)</li> <li>• Details of at least 6 staff members (Max. 18 marks). Provide CVs with details of relevant experiences, academic qualifications and professional qualifications and/or accreditations. Each staff member upto a maximum of 6 will be awarded a maximum of 3 marks to be distributed as below:-               <ul style="list-style-type: none"> <li>- Experience (10 yrs and above 1.5 marks , between -5-10 years 1 mark, 2-5 years 0.5 marks and below 2 years 0 marks)</li> <li>- Academic qualifications (Degree 1 mark, Diploma/College Certificate 0.4, High School Certificate 0.1 mark)</li> <li>- professional qualification and/or accreditation and/or membership of relevant professional body (0.5 marks)</li> </ul> </li> </ul>	20
T.S. 7	<p>Physical Facilities</p> <ul style="list-style-type: none"> <li>• Provide details of physical address and contacts – attach evidence</li> </ul>		<ul style="list-style-type: none"> <li>• Details of physical address and contacts with copy of title or lease documents with latest utility bill – 4 marks</li> </ul>	4

ii) Technical Specifications

This will be the second stage of Technical Evaluation and will carry a total of 25%. Bidders will be required to respond to Table 1 General Service Specifications in Section VI – Description of Services



Instructions to tenderers	Particulars of appendix to instructions to tenderers											
	<p><b>Only bidders who score 65% and above will be subjected to financial evaluation. Those who score below 65% will be eliminated at this stage from the entire evaluation process and will not be considered further.</b></p> <p><i>c) <u>Financial score (F.S.)</u></i></p> <p>The financial submissions for each of the required services i.e. air ticketing for domestic air travel; air ticketing for regional air travel; and air ticketing for international air travel, will be divided by the lowest financial quote to determine the financial score of each service. There after the average financial score will be computed and will be used in the formula below to compute the combined technical and financial scores i.e. the average financial score will be considered as the final Financial Score (F.S.)</p> <p><b><u>COMBINED TECHNICAL AND FINANCIAL SCORES</u></b></p> <p><b>The following formula shall be used</b></p> <p><b>T.S (85%) + F.S (15%) = T.T.L (100%)</b></p> <p>T.S = Technical Score = (Technical Evaluation ) as evaluated against the technical criteria</p> <p>F.S = Financial Score (computed as below)</p> <p>FSL / FSC = FS</p> <p>FSC = Financial submission of the tender under consideration.  FSL =Financial score for the lowest tender.  FS =Computed financial score for each tenderer.</p> <p>T.T.L = Total Score</p> <p><i>The table below summarizes the overall evaluation process and the proposed weighting of each stage.</i></p> <table border="1" data-bbox="418 1549 1409 1770"> <thead> <tr> <th data-bbox="425 1558 1062 1587">Area</th> <th data-bbox="1068 1558 1403 1587">Rating / Scores</th> </tr> </thead> <tbody> <tr> <td data-bbox="425 1591 1062 1621">Preliminary evaluation (Compliance Evaluation)</td> <td data-bbox="1068 1591 1403 1621">Elimination</td> </tr> <tr> <td data-bbox="425 1625 620 1688" rowspan="2">Technical Evaluation</td> <td data-bbox="626 1625 1062 1654">Vendor Evaluation (60%)</td> </tr> <tr> <td data-bbox="626 1659 1062 1688">Technical Specifications (25%)</td> </tr> <tr> <td data-bbox="425 1692 1062 1722">Financial Evaluation</td> <td data-bbox="1068 1692 1403 1722">15</td> </tr> <tr> <td data-bbox="425 1726 1062 1755"><b>Total</b></td> <td data-bbox="1068 1726 1403 1755"><b>100</b></td> </tr> </tbody> </table>	Area	Rating / Scores	Preliminary evaluation (Compliance Evaluation)	Elimination	Technical Evaluation	Vendor Evaluation (60%)	Technical Specifications (25%)	Financial Evaluation	15	<b>Total</b>	<b>100</b>
Area	Rating / Scores											
Preliminary evaluation (Compliance Evaluation)	Elimination											
Technical Evaluation	Vendor Evaluation (60%)											
	Technical Specifications (25%)											
Financial Evaluation	15											
<b>Total</b>	<b>100</b>											

Instructions to tenderers	Particulars of appendix to instructions to tenderers
2.24	Particulars of post – qualification. <b>OAG &amp; DOJ shall inspect the premises and interview management to confirm information given.</b>
2.24.4	Award Criteria: <b>Award will be made to the highest ranked bidder.</b>
2.30	Particulars of performance security if applicable. <b>N/A</b>

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

### **3.1 Definitions**

In this contract the following terms shall be interpreted as indicated:

- a) "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.
- b) "The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations.
- c) "The services" means services to be provided by the contractor including materials and incidentals which the tenderer is required to provide to the Procuring entity under the Contract.
- d) "The Procuring entity" means the organization sourcing for the services under this Contract.
- e) "The contractor" means the individual or firm providing the services under this Contract.
- f) "GCC" means general conditions of contract contained in this section
- g) "SCC" means the special conditions of contract
- h) "Day" means calendar day

### **3.2 Application**

- 3.2.1 These General Conditions shall apply to the extent that they are not superseded by provisions of other part of contract.

### **3.3 Standards**

- 3.3.1 The services provided under this Contract shall conform to the 7 standards mentioned in the Schedule of requirements

### **3.4 Patent Right's**

- 3.4.1 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 services under the contract or any part thereof.

### **3.5 Performance Security**

- 3.5.1 Within twenty eight (28) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Procuring entity the performance security where applicable in the amount specified in Special Conditions of Contract.
- 3.5.2 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.
- 3.5.3 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) Cash.
- b) A bank guarantee.
- c) Such insurance guarantee approved by the Authority.
- d) Letter of credit.

3.5.4 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 of obligations under the contract, including any warranty obligations under the contract.

### **3.6 Inspections and Tests**

3.6.1 The Procuring entity or its representative shall have the right to inspect and/or to test the services 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.

3.6.2 The inspections and tests may be conducted on the premises of the tenderer or its subcontractor(s). 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.

3.6.3 Should any inspected or tested services fail to conform to the Specifications, the Procuring entity may reject the services, and the tenderer shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to the Procuring entity.

3.6.4 Nothing in paragraph 3.7 shall in any way release the tenderer from any warranty or other obligations under this Contract.

### **3.7 Payment**

3.7.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in SCC

### **3.8 Prices**

3.8.1 Prices charged by the contractor for services performed under the Contract shall not, with the exception of any Price adjustments authorized in SCC , vary from the prices by the tenderer in its tender or in the procuring entity's request for tender validity extension as the case may be. No variation in or modification to the terms of the contract shall be made except by written amendment signed by the parties.

### **3.9 Assignment**

3.9.1 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.

### **3.10 Termination for Default**

3.10.1 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:

- a) if the tenderer fails to provide any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.
- b) if the tenderer fails to perform any other obligation(s) under the Contract.

- c) 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.

3.10.2 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, services similar to those undelivered, and the tenderer shall be liable to the Procuring entity for any excess costs for such similar services.

### **3.11 Termination of insolvency**

3.11.1 The procuring entity may at the anytime terminate the contract by giving written notice to the contractor if the contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor, provided that such termination will not produce or affect any right of action or remedy, which has accrued or will accrue thereafter to the procuring entity.

### **3.12 Termination for convenience**

3.13.1 The procuring entity by written notice sent to the contractor may terminate the contract in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the procuring entity convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.

3.13.2 For the remaining part of the contract after termination the procuring entity may elect to cancel the services and pay to the contractor on agreed amount for partially completed services.

### **3.13 Resolution of disputes**

3.13.1 The procuring entity's and the contractor shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the contract.

3.13.2 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 that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

### **3.14 Governing Language**

3.14.1 The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

### **3.15 Force Majeure**

3.15.1 The contractor 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.

### **3.16 Applicable Law.**

3.16.1 The contract shall be interpreted in accordance with the laws of Kenya unless otherwise specified in the SCC

### **3.17 Notices**

3.17.1 Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or by fax or E-mail and confirmed in writing to the other party's address specified in the SCC

3.17.2 A notice shall be effective when delivered or on the notices effective date, whichever is later.

## SECTION IV

## -SPECIAL CONDITIONS OF CONTRACT

- 4.1 Special conditions of contract shall supplement the general conditions of contract, wherever there is a conflict between the GCC and the SCC, the provisions of the SCC herein shall prevail over those in the GCC.
- 4.2 Special conditions of contract with reference to the general conditions of contract.

General conditions of contract reference	Special conditions of contract
3.5	Specify performance security if applicable: <b>N/A</b>
3.7	Specify method of Payments. <b>Payments shall be made at the end of every Month within 30 days upon receipt of Invoice(s).</b>
3.8	Specify price adjustments allowed. <b>None</b>
3.14	Specify resolution of disputes. <b>Disputes to be settled as per the Arbitration Laws of Kenya</b>
3.16	Specify applicable law. <b>Laws of Kenya</b>
3.17	Indicate addresses of both parties. <b>Client: The Solicitor General</b> <b>Office of the Attorney General &amp; Department of Justice,</b> <b>P. O. Box 40112-00200,</b> <b>Nairobi</b>

## **SECTION V - SCHEDULE OF REQUIREMENTS**

### **5.1 Services Required**

The Office of the Attorney General and Department of Justice intends to outsource air travel ticketing services for the period 2018/2019 and 2019/2020. The OAG & DOJ requires that air travel arrangements in respect of its officials and non-OAG & DOJ officials requiring air transport in the interest of OAG & DOJ shall be made by the travel agent with due consideration of the following: -

- (i) Arrangements will only be for persons travelling for official reasons and in the interest of OAG & DOJ with prior approval.
- (ii) The most cost effective and practical means of air transport is to be used at all times. Priority will however be given to the National carrier, Kenya Airways.

The appointed travel company will be required to always assist OAG & DOJ officials concerning air travel arrangements. This will include arranging, amending and payment of all travel bookings.

### **5.5 Bidder's Experience Requirements**

Potential suppliers are required to submit details of at least five (5 No.) organizations where they have undertaken similar services in the format given below. Ensure you have provided reference letters from the organizations duly signed and stamped by the relevant officer. The reference letters must be in the organizations letterheads.



No.	Contact Information	Details
1	Name of company	
	Name of contact person	
	Designation Telephone	
	number e-mail address	
2	Name of company	
	E-mail address	
3	Name of company	
	Name of contact person	
	Designation Telephone	
	number e-mail address	
4	Name of company	
	E-mail address	
5	Name of company	
	Name of contact person	
	Designation Telephone	
	number e-mail address	

Ensure you have provided reference letters for **ALL** the above organizations, duly **signed** and **stamped** by the relevant officer.

The reference letter **MUST** be on the organization's letterhead.

## SECTION VI - DESCRIPTION OF SERVICES

### Particulars

The Office of the Attorney General & Department of Justice has a need for both international, Regional and domestic air travel.

OAG&DOJ requires that air travel arrangements with respect of its officials and Non-OAG&DOJ officials requiring air transport in the interest of OAG&DOJ shall be made by the travel company with due consideration to the following:

- (i) Arrangements will only be for persons travelling for official reasons and in the interest of OAG&DOJ with prior approval. Tickets issued without requisite approval shall not be paid.
- (ii) The most cost effective and practical means of air transport is to be used at all times. Priority will however be accorded to the National Carrier, Kenya Airways unless it is practically not possible.
- (iii) The travel agent will be required to always assist OAG&DOJ officials pertaining to air travel arrangements for both International, Regional and Domestic flights. This will and not limited to arranging, amending and payment of all travel bookings.
- (iv) The travel agent will be required to submit a quotation before award of services is granted. It is envisaged that the agent shall liaise with Airlines when obtaining tickets for OAG&DOJ staff.

Table 1 gives the detailed clause-by-clause description of the required services. The Tenderer is required to provide the clause-by-clause response to the specifications and indicate clearly how the services offered meet the requirements.

#### **TABLE 1: GENERAL SERVICE SPECIFICATIONS**

**The Detailed Service Specifications/Particulars are as follows:** The documents submitted will be evaluated for suitability and awarded marks which will contribute to a maximum 25 % of the total tender evaluation.

**Bidders are required to indicate against each service specification “UNDERSTOOD AND WILL COMPLY” or “UNDERSTOOD AND WILL NOT COMPLY”. Any other response in the column will be treated as NON-RESPONSIVE**

NO.	MINIMUM REQUIREMENT/SPECIFICATION	BIDDER'S RESPONSE
1	Provision of Airline Ticketing	
2	Service Provider to Focus on OAG & DOJ's requirements and will be available at all times for Bookings/cancellation of air tickets.	
3	Provide cost effective and efficient Air Ticketing services to OAG & DOJ by providing air tickets to OAG & DOJ at the best discounted price available.	
4	Tailor-make requests to suit all Air Ticketing and related needs of OAG & DOJ	
5	Prepare travel itineraries and Air Ticketing plans for OAG & DOJ staff	

6	Use the most cost effective routes in Air Ticketing plans, and to prepare several Air Ticketing options	
7	Ensure maximum price savings as well as most minimal Air Ticketing time in all Air Ticketing plans	
8	To indicate in all Air Ticketing plans, the most competitive fare quote for arrival	
9	Issue air tickets using the approved Air Ticketing plan and the fare as quoted	
10	To provide guaranteed ticket delivery to OAG & DOJ Offices	
11	Deliver tickets at no extra cost	
12	To provide information on flight availability and timetables on request	
13	To keep OAG & DOJ updated on current market fares, special air fare deals and any other special tours and Air Ticketing packages.	
14	To re-confirm flight bookings for staff	
15	To make changes on booking as per request as and when requested	
16	To be an all-round source for Air Ticketing information for OAG & DOJ	
17	To process refunds and credit notes for unused/partly used air tickets returned for a refund, and such refunds remitted within 45 days	
18	To re issue air tickets to OAG & DOJ staff at no extra cost except cancellation costs charged by airlines.	
19	The Air Ticketing Agents pass to OAG & DOJ all concessions/facilities extended by the airlines to the passengers on all air journeys booked by OAG & DOJ	
20	Negotiate for “Best fare on the Day” such as the lowest fare made available by an Airline for the day of travel.	
21	Additional information:  <i>(Please Specify and elaborate)</i>	

**Bidders Signature** ..... **Official Stamp** .....

**Date** .....

## **TERMS OF REFERENCE FOR PROVISION FOR AIR TICKETING SERVICES**

### **a) Objective**

1. The proposed contract with the Travel Agent will cover airline ticketing and incidental services such as issuance/delivery, revalidation, re-routing, reissuance, reconfirmation, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for OAG&DOJs staff (for purposes of official and non-official/personal travels) and consultants, delegates and participants attending meetings or on official business of OAG&DOJ.
2. The Successful bidder (“the Travel Agent”) will be required to sign a contract with OAG&DOJ to perform travel services specified under Terms of Reference as well as General Service Specifications and agreeing to clearly identified service levels. The contract shall be for two years non-renewable.

### **b) OAG&DOJ Travel policy**

The Travel Agent is required to take into consideration the most direct routing and least costly fares and to research alternate on itineraries in order to provide the lowest appropriate fares. **Provision of 1<sup>st</sup> Class and Business class tickets shall only be limited to officers prescribed in the requisite regulations and directives issued from time to time before and during contract duration. Other staff shall strictly travel on economy tickets.** The Travel Agent must be knowledgeable of and be prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate and be able to negotiate for discounted rates with the airlines. Fares which entail restrictive conditions shall only be booked with the express approval of OAG&DOJ.

### **c) Scope of Services**

The following is the scope of services requirement for OAG&DOJ.

The travel agent shall at a minimum be required to:

1. Undertake reservation and ticketing services. This entails making bookings of air tickets for domestic, regional and international flights for OAG&DOJ staff. This information will be transmitted to the OAG&DOJ designated contact person (s).
2. Advise OAG&DOJ on flight schedules and changes.
3. Advise OAG&DOJ on the available flights for the requested bookings taking into consideration the most cost effective routes with the associated connections, most convenient routes and low priced flights, as per the class advised by OAG&DOJ.
4. Issue and deliver tickets or e-tickets, based upon proper authority from OAG&DOJ in the case of official travel and take the shortest lead time when requested for itinerary and delivery of tickets. Ideal response would be within **6 hours** upon request.
5. In the event that the required travel arrangements cannot be confirmed, the Travel Agent shall notify the requesting party of the problem and present alternative routings/quotations for consideration.
6. For waitlisted bookings, the Travel Agent shall provide regular feedbacks on status of flight.

7. Issue accurate tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey, where necessary tickets and billing shall be modified or issued to reflect changes affecting travel and make appropriate adjustments for any change(s).
8. Accurately advise OAG&DOJ of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellation of bookings.
9. Act only on travel requests for official travel submitted by the responsible staff of OAG&DOJ and Local Service Order on confirmation.
10. Offer hassle-free domestic and international travel transfer services.
11. Negotiate for **“Best fare on the Day”** such as the lowest fare made available by an airline for the day of travel.
12. Appoint dedicated personnel(s) to be responsible for OAG&DOJ air ticketing and related services.
13. Provide travel services from 0700 to 18.30 hours during working days. In addition, the Travel Agent shall provide a contact number, which shall be manned by an experienced travel consultant, for 24-hour emergency services, weekends and official holidays when required.
14. Provide an information service to notify OAG&DOJ and the traveler of such events as airport closings, cancelled or delayed flights and strike situations as well as of political or safety conditions, which may affect travel to any particular destination.
15. Provide official travelers with last seat availability, advance seat assignments and advance booking passes on all airlines for which the Travel Agent can offer these services.
16. Provide reconfirmation and revalidation of airline tickets, re-issued tickets which are returned as a result of changed routing, or fare structures and printed itineraries showing complete information on status of reservations on all carriers
17. Provide each traveler a complete, printed itinerary documents which includes the following: Flight number(s) and seat assignment(s) (if any); confirmed upgrade (if applicable); Departure and Arrival times for each segment of the trip; intermediate stops; Airport and other taxes; Visa required or not required; and any other information such as change in international date lines.
18. Offer reasonable credit periods to, OAG&DOJ at least 30 days.
19. Offer supplementary services upon request including but not limited to hotel reservations, airport transfers, tours and car hire services.
20. To carry out investigations on any complaints from travelers and follow ups
21. Use the preferred airline, Kenya Airways; this would lead to maximum savings by ensuring that agency obtains the best fare on the day.
22. Advise and submit the corporate discounts, air miles, etc.
23. Advise on immigration procedures within and outside the country, health requirements and security advisories for all destinations requested by OAG&DOJ
24. Advice on the reliability, security and safety records of airlines.
25. Processing of visas on behalf of OAG&DOJ employees upon request where personal appearance before visa issuing officer is not obligatory.

26. The travel Agent may, as an ancillary service, provide personal travel services to OAG&DOJ Members and Staff provided that this service does not in any way interfere with the efficient processing of official travel requirements. Settlement of personal travel and related expenses shall be made directly between the parties concerned and the Travel Agent without involvement of OAG&DOJ. OAG&DOJ assumes no financial liability for such services.
27. The Travel Agent shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by OAG&DOJ, setting forth the traveler's preferences regarding airlines, seating and meal requirements, passport and credit card information, and such other information as is useful to facilitate such travelers travel arrangements.

#### **d) Management reports**

The Travel agent shall submit monthly reports to OAG&DOJ in a format that includes the tickets issued, routes, officers ticketed, and cost of ticket by the agency, the airline charges and the variances including the reasons for the variances between the agency and the airline charges. The reporting format will be agreed on before contract signing.

1. The Travel Agent shall provide OAG&DOJ with management information reports consisting of sales activity showing detailed analysis of the number of trips, destinations, carriers used, savings achieved from the carrier's lowest fare
2. The Travel Agent shall hold Quarterly meetings with OAG&DOJ travels services personnel to address any issues or problems which may arise and to review the contract progress.
3. OAG&DOJ shall be reimbursed by the Travel Agent for partly or fully unused tickets, subject to applicable regulations.

#### **e) Service Standards**

1. The Travel Agent shall provide the necessary Personnel to provide prompt, courteous and efficient service to OAG&DOJ. The number of assigned or dedicated personnel shall be sufficient to meet all services requirements under this Terms of Reference.
2. The minimum Experience for the dedicated Travel Agent personnel assigned to this account shall be 4 years. Pre-employment screening shall be requested by OAG&DOJ to test language proficiency and professional skills of the assigned personnel.
3. The Travel Agent is responsible for providing replacement personnel in case of absenteeism, vacation, sick days off etc. of the regular personnel assigned.
4. The Travel Agent must be fully equipped with a fully automated accounting system interfaced with computer reservation system to cater for OAG&DOJ requirements.
5. The Travel Agent should give preference to the national flag carrier – Kenya Airways when making reservations. In addition, the Travel Agent should maintain excellent relations with other carriers for the benefit of OAG&DOJ.

## SECTION VII - STANDARD FORMS

Notes on the standard 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. **Price Schedule Form** - The price schedule form must similarly be completed and submitted with the tender.
3. **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.
4. **Confidential Business Questionnaire Form** - This form must be completed by the tenderer and submitted with the tender documents.
5. **Tender Security Form** - When required by the tender document the tenderer shall provide the tender security either in the form included hereinafter.

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**FORM OF TENDER**

Date \_\_\_\_\_  
Tender No. OAG & DOJ/001/2017-2018

To: **The Solicitor General,  
Office of the Attorney General & Department of Justice,  
P.O Box 40112,  
Nairobi.**

Gentlemen and/or Ladies:

1. Having examined the tender documents including Addenda Nos. \_\_\_\_\_ *[insert numbers,* the of which is hereby duly acknowledged, we, the undersigned, offer to provide. *[description of services]* in conformity with the said tender documents for the sum of **[As per the price Schedule]** 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 provide the services in accordance with the services schedule specified in the Schedule of Requirements.
3. If our Tender is accepted, we will obtain the tender guarantee in a sum 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. Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20  
*[signature]* \_\_\_\_\_ *[In the capacity of]*  
Duly authorized to sign tender for and on behalf of \_\_\_\_\_

## PRICE SCHEDULE OF SERVICES

The supplier should indicate the cost that is necessary to meet the requirements of OAG & DOJ.

The price quotation shall include all applicable taxes

### a) Ticketing Transaction fees (Commission)

s/no	Service	Amount in Kshs	Amount in Kshs	Amount in Kshs
		Economy	Business class	1 <sup>st</sup> class
1	Air Ticket for domestic air travel			
2	Air Ticket for East Africa air travel			
3	Air Ticket for Regional air travel (Rest of Africa)			
4	Air Ticket for International air travel			

### b) Air Travel Related Transactional Fees

S/no	Service description	Amount in Kshs	Amount in Kshs	Amount in Kshs 1 <sup>st</sup>
		Economy	Business class	Class.
1	Internet booking charges			
2	Reservation charges			
3	Ticket cancellation charges			
4	Ticket-reissue charges			
5	Standard visa processing			
6	Non-standard visa processing			
7	Ticket re-confirmation charges			
8	Charges with assistance with airport transfers			
9	Charges for assistance with award of ticket application on air miles.			

- 1) **The services will be rendered on need basis and application for requests shall be made when need arises followed by subsequent confirmation on issuance of an LSO.**
- 2) **Payments shall be made within 30 days upon receipt of Invoice(s).**

**Signature and Rubber Stamp of tenderer** \_\_\_\_\_

**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)* \_\_\_\_\_

\_\_\_\_\_

SIGNED FOR ACCOUNTING OFFICER

## CONTRACT FORM

THIS AGREEMENT made the \_\_\_ day of \_\_\_\_ 20 \_\_\_ 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 materials and spares. Viz.....[brief description of materials and spares] and has accepted a tender by the tenderer for the supply of those materials and spares in the sum of .....[contract price in words and figures ]

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 tenderer hereby covenants with the Procuring entity to provide the materials and spares 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 provision of the materials and spares 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 \_\_\_\_\_.

## CONFIDENTIAL BUSINESS QUESTIONNAIRE

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.

<p><b>Part 1 General</b></p> <p>Business Name .....</p> <p>Location of Business Premises .....</p> <p>Plot No, .....Street/Road .....</p> <p>Postal address .....Tel No. ....</p> <p>Fax ..... Email .....</p> <p>Nature of Business .....</p> <p>Registration Certificate No. ....</p> <p>Maximum value of business which you can handle at any one time – Kshs. ....</p> <p>Name of your bankers .....</p> <p>Branch .....</p>
--

	<b>Part 2 (a) – Sole Proprietor</b>			
	Your name in full.....Age.....			
	Nationality.....Country of Origin.....			
	<b>Citizenship details</b> .....			
	<b>Part 2 (b) – Partnership</b>			
	<b>Given details of partners as follows</b>			
	Name	Nationality	Citizenship details	Shares
	1. ....	.....	.....	.....
	2. ....	.....	.....	.....
	3. ....	.....	.....	.....
	4. ....	.....	.....	.....
	<b>Part 2 (c) – Registered Company</b>			
	<b>Private or Public</b>			
	<b>State the nominal and issued capital of company</b>			
	Nominal Kshs.			
	Issued Kshs.			
	<b>Given details of all directors as follows</b>			
	Name	Nationality	Citizenship details	Shares
	1. ....	.....	.....	.....
	2. ....	.....	.....	.....
	3. ....	.....	.....	.....
	4. ....	.....	.....	.....
	Date.....	Signature of Candidate.....		..

**FORMAT OF TENDER SECURITY INSTRUMENT**

Whereas ..... [ *Name of the tenderer*] (hereinafter called “the tenderer”) has submitted its tender dated ..... [ *Date of submission of tender*] for the ..... [ *Name and/or description of the tender*] (hereinafter called “the Tender”)

KNOW ALL PEOPLE by these presents that WE ..... o f ..... [Name of Insurance Company] having our registered office at ..... (hereinafter called “the Guarantor”), are bound unto ..... [ *Name of Procuring Entity*] (hereinafter called “the Procuring Entity”) in the sum of ..... (Currency and guarantee amount) for which payment well and truly to be made to the said Procuring Entity, the Guarantor binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Guarantor this \_\_\_day of \_\_\_\_\_ 20 \_\_\_.

THE CONDITIONS of this obligation are:

- 1. If after tender opening the tenderer withdraws his tender during the period of tender validity specified in the instructions to tenderers, Or
- 2. If the tenderer, having been notified of the acceptance of his tender by the Employer during the period of tender validity:
  - (a) fails or refuses to execute the form of Agreement in accordance with the Instructions to Tenderers, 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 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 Guarantor not later than the said date.

\_\_\_\_\_  
[Date]

\_\_\_\_\_  
[Signature of the Guarantor]

\_\_\_\_\_  
[Witness]

\_\_\_\_\_  
[Seal]

**DECLARATION FORM A**

I, ..... (Full Name) of P.O. Box

..... do hereby make a statement as follows:

1. THAT I am the company ..... (Position e.g. Company Secretary/ Chief Executive / Managing Director/Principal Officer) of ..... (insert name of company).
2. THAT the aforesaid Bidder, its directors and subcontractors have not been debarred from participating in procurement proceeding under the Public Procurement and Asset Disposal Act.
3. THAT what is declared hereinabove is true to the best of my knowledge information and belief.

Signature  
.....

Date.....

Bidders official Stamp

**DECLARATION FORM B**

I, ..... (Full Name) of P.O.  
Box

..... do hereby make a statement as follows:

1. THAT I am the company ..... (Position e.g. Company Secretary/ Chief Executive / Managing Director/Principal Officer) of ..... (insert name of company).
2. THAT the aforesaid bidder, its servants and/or agents /subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of Board, management, staff and /or Employees and /or agents of **Office of the Attorney General and Department of Justice** which is the procuring entity.
3. THAT the aforesaid bidder, its servants and/or agents /subcontractors have not offered any inducement to any member of Board, management, staff and /or Employees and /or agents of Office of the Attorney General and Department of Justice which is the procuring entity.
4. THAT the aforesaid Bidder will not engage /has not engaged in collusion practice with other bidders participating in the subject tender.
5. THAT what is declared hereinabove is true to the best of my knowledge information and belief.

Signature  
.....

Date.....

Bidders official Stamp



**TENDER SECURITY FORM (TENDER SECURING DECLARATION FORM (YOUTH, WOMEN AND PEOPLE LIVING WITH DISABILITIES))**

**To:**

**WHEREAS** ..... (Hereinafter called the Tenderer) has submitted its Tender dated ..... for the supply and delivery of ..... to **Office of Attorney General and Department of Justice** through tender no. ....

**WE THE UNDERSIGNED, DECLARE THAT:-**

1. We understand that, according to your conditions, bids must be supported by a Tender Securing Declaration.
2. We accept that we will be automatically suspended from being eligible for bidding in any contract with you for a period of 5 years starting from date of letter of offer, if we are in breach of our obligations under the tender conditions, because we –
  - a) Have withdrawn our bid during the period of tender validity, or,
  - b) Having been notified of the acceptance of our bid by you during the period of tender validity –
    - i. Fail or refuse to sign the contract when required, or
    - ii. Fail or refuse to furnish the Performance Security in accordance with the Instructions to Tenderers.
3. We understand that this Tender Securing Declaration shall expire if we are not the successful bidder, upon either of the following:-
  - a) Our receipt of a copy of your notification of the name of the successful bidder,
  - b) Twenty eight (28) days after the expiry of our Tender.
4. We understand that if we are a Joint Venture, the Tender Securing Declaration must be in the name of the Joint Venture that submits the bid, and the Joint Venture has not been legally constituted at the time of bidding, the Tender Securing Declaration shall be in the names of all future partners as named in the letter of intent.

**DATED AT ----- THIS-----DAY OF ----- 2018.**

**Yours sincerely,**  
Name of Tenderer

\_\_\_\_\_  
Signature of duly authorized person signing the Tender

\_\_\_\_\_  
Name and Capacity of duly authorized person signing the Tender

\_\_\_\_\_  
Stamp or Seal of Tenderer

**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]

\_\_\_\_\_  
[date]

**BANK GUARANTEE FOR ADVANCE PAYMENT FORM**

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

[name of tender] .....

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]

**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 person competent.

**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...

---

**FOR OFFICIAL USE ONLY**

Lodged with the Secretary Public Procurement Administrative Review Board on ..... day of  
.....20.....

SIGNED  
Board Secretary