

**BANKI
KUU YA
KENYA**



**CENTRAL
BANK OF
KENYA**

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**TENDER FOR AN ANNUAL MAINTENANCE OF
COMPUTER NETWORKS FOR THE CENTRAL BANK
OF KENYA HEAD OFFICE, BRANCHES, CURRENCY
CENTRES & KENYA SCHOOL OF MONETARY
STUDIES**

TENDER NO. CBK/014/2013-2014

**P.O BOX 60000 – 00200
NAIROBI**

**(CLOSING DATE: THURSDAY 31ST OCTOBER ,2013
AT 10.30 A.M.)**

SECTION A: INVITATION TO TENDER

Tender Ref. CBK/014/2013-2014

Tender name: Tender for an Annual Maintenance of Computer Networks for the Central Bank of Kenya Head Office

1. **The CENTRAL BANK OF KENYA** would like to enter into an annual Maintenance Contract for its Computer Networks with a well-established and reliable Provider through an open tender.
2. Complete set of tender documents with detailed Specifications, Tender Conditions, Bills of Quantities, and an Evaluation Criteria are available from the Office of the Director, Estates Management & Procurement Department on the 5th floor of Central Bank Headquarters Nairobi during normal working hours from 9.00am to 1.00pm upon payment of a non-refundable fee of Kshs 1,000.00 in Cash or Bankers cheque OR be downloaded from the CBK website; www.centralbank.go.ke **AT NO COST** to those choose to download from the website.
3. Completed Tender Documents in plain sealed envelopes **marked with the tender number and title** should be deposited in **the Green Tender Box No. 3** located at the Front **Entrance to the CBK Building** on Haile Selassie Avenue before the closing stated time on **Thursday 31st October, 2013 at 10.30 a.m.** Late bids will not be accepted and will be returned unopened.
4. Tenders will be opened immediately thereafter in the presence of the tenderers representatives who may choose to attend the opening at the CENTRAL BANK OF KENYA **PRESENTATION ROOM ON 6TH FLOOR.**
5. Prices quoted should be inclusive of all taxes and delivery costs, must be expressed in Kenya shillings and shall remain valid for a period of 120 days from the closing date of the tender.
6. Tenders must be accompanied by a **Bid Bond/Tender Security** of at least two per cent (2%) of the tender sum in the format specified in the tender documents. Failure to attach the bid bond will lead to automatic rejection of the tender.
7. Further information as pertains to this tender may be obtained from the Office of the Director, Department of Estates, Supplies & Transport (Tel: +254 20 2861000/2860000 Fax: +254 20 2863497, +254 20 310604), Central Bank Building, Haile Selassie Avenue, on 5th Floor between 9:00 am and 5:00 pm during working days.

DIRECTOR,

DEPARTMENT OF ESTATES, SUPPLIES & TRANSPORT

October 17th, 2013

<u>TABLE OF CONTENTS</u>	PAGE
SECTION A: INVITATION TO TENDER.....	2
SECTION B: PRELIMINARIES.....	4
SECTION C: GENERAL REQUIREMENTS.....	7
SECTION D: SPECIAL NOTES.....	7
SECTION E: TECHNICAL REQUIREMENTS.....	9
SECTION F: OTHER CONDITIONS.....	24
SECTION G: TENDER FORM AND PRICE SCHEDULE.....	26
SECTION H: QUALIFICATION AND EVALUATION.....	28
SECTION I: FINANCIAL SUBMISSION.....	31
SECTION J: FORM OF TENDER SECURITY.....	32
SECTION K: CONTRAC FORM.....	34
APPENDIX I: CONFIDENTIAL BUSINESS QUESTIONNAIRE....	36
APPENDIX II: DECLARATION FORM.....	40

SECTION B: PRELIMINARIES

1. Introduction

Central Bank of Kenya would like to enter into an Annual Network Maintenance Contract for its Computer Networks with a well-established and reliable Provider through an open tender.

The maintenance will be done on eight LANS (Branches) interconnected through a WAN as follow;

1. CBK Head Office
2. CBK Pension House Building
3. Eldoret Branch
4. Kisumu Branch
5. Mombasa Branch
6. Nyeri Currency Center
7. Nakuru Currency Center
8. Meru Currency Center
9. KSMS

2. Scope of Work

The works will cover network support as highlighted below, and detailed in section E.

- 1) Comprehensive maintenance (parts and labor) for the passive components in the existing network in Table 1
- 2) Preventive and Labour only services for the active components as detailed in Table 1 and a schedule (part details and costs) of all the parts that need to be replaced
- 3) Provide hardware warranty (Cisco Smartnet) for equipment detailed in Table 2
- 4) Cabling and installation of new network points as detailed in Table 3
- 5) Cable management, equipment mounting and reorganization for existing and new network and security equipment
- 6) Mombasa network convergence as detailed in Table 4
- 7) New Fiber pulling from HQ floors to CBK HQ 2nd Floor Datacenter as detailed in Table 5
- 8) The Preventive and Labour maintenance will be done on a quarterly basis
- 9) Supply of three 48 port standby switches as detailed in Table 6

3. Contract Period

This contract shall be valid for three years and shall be renewed annually subject to satisfactory performance of the winning tender.

4. Guarantee, Warranty and Free Maintenance Period

All Network equipment procured under this contract shall have Manufacturer's Warranty and the Supplier's Guarantee, both of which shall not be less than **12 months** following the date of acceptance.

5. Bid Bond

Each Tenderer must enclose with his Tender a Banker's Bid Bond valid up to one hundred and twenty (120) days after tender closing date, drawn by a licensed bank operating in Kenya for a sum of at least 2% of tender total price.

6. Performance Bond

The successful Supplier shall provide a Performance Bond acceptable to the Bank in form of **a Bank Guarantee at 10% of the tendered sum** obtained from a licensed bank within 7 days of the tender award. The Bank upon executing the last Acceptance Certificate will release this Guarantee. The Bank will approve the Guarantee prior to the award of the tender.

If the successful Tenderer fails to provide a Performance Bond by the due date, the Bid Bond shall be forfeited to the Central Bank of Kenya.

In case the successful Supplier fails to satisfy the requirements of the Central Bank, the performance bond together with the Bid Bond will be forfeited to the Central Bank.

7. Insurance and Safety

Attention should be given to safety precautions while equipment is either being delivered or installed to prevent damage or accidents and ensure service continuity.

8. Language of Bid

The Bid documents and all correspondence in connection with this tender shall be in English language.

9. Payments

Payment will be made less retention after the supply, installation and acceptance of the same. Cash or advance payment for an incomplete installation will not be accepted.

10. Fixed Price Contract

The contract is a fixed price contract and no variations will be payable on grounds of exchange rate fluctuations as the mandatory currency of the Tender is the Kenya Shilling.

11. Bidders Additional Details

The Tenderer is at liberty to attach to his or her bid any additional details, technical literatures or other items that the Bidder may think desirable to indicate the type of services proposed

12. Tender Evaluation

The Tender shall be evaluated based on the information provided.

13. Incomplete Bids

Tenderers should compile a detailed Bidding Document covering all requested equipment, and Services specified in this Tender Document. Incomplete Bids or Bids which have not been completed in accordance with the instructions herein shall be liable to disqualification.

14. Clarification of Tender Document

Should there be any doubt regarding the meaning of a portion or section in the Tender Document or as to anything to be done by the Tenderer or regarding the instructions to persons tendering or any other matters affecting the tender, the Tenderer must submit in writing such clarifications required to be received by the Central Bank at least 14 days before the closing date of the tender to enable a written reply by the Central Bank to be given seven (7) days before the final date for submission of bids. The Central Bank reserves the right to alter any part of the Tender Document through a circular letter to be received by the Tenderers at least seven (7) days before the Tender closing date.

The Tenderer, his agent or servant shall not be bound by any statement made or delivered to any Tenderer unless such statement shall have been confirmed by a circular letter issued by the Purchaser to the Tenderers.

15. Delivery Period

The Tenderer shall include the Delivery Period for the services proposed in the Tender.

16. Warranty period

The Tenderer shall provide manufacturer warranty Period, after the installation and commissioning of any new equipment

17. Installation Duration

The Tenderer shall indicate /propose a works schedule to provide services to location of the Bank Branches and Currency Centres.

19. Requirement for Extra Equipment /Services

The Tenderer may in addition make any other recommendations, which should be priced for any further Equipment and/or Services that seem necessary for the contract.

20. Right of CBK to procure Extra Equipment

The Central Bank reserves the right to purchase the whole or part of the parts or equipment recommended by the Tenderer.

SECTION C: GENERAL REQUIREMENTS

1. Maintenance Services

The Tenderer must confirm that there is an established Service Centre in Nairobi and the CBK branches, and that support to the Banks Branches and Currency centres will be provided in an effective and timely manner.

2. Service time

During contract period, the Supplier shall be required to make good all defects, provide the required support at their cost on a comprehensive basis.

3. Maintenance Contract

The Tenderer shall compile the schedule of the Maintenance with Service Level Agreement (SLA) indicating levels of service provision and second level escalation procedures.

SECTION D: SPECIAL NOTES

1. **The Tender:** The Tenderer shall tender for the **Annual Maintenance Contract for the Central Bank of Kenya Head Office**. The Tenderer will be required to submit his/her tender in accordance with the respective specifications and all conditions in this tender document.
2. **Maintenance Services:** The Tenderer must confirm that there is an established Service Centre in Nairobi and support centres at the branches and currency centers from where service will be arranged.
3. **Manufacturers Authorization:** The Tenderer must provide proof of authorization by regulating bodies or service providers as a dealer or to service product in Kenya. A letter of authorization/recommendation should be sent by the manufacturer or Regulating Body (or their representatives) directly to the Director Estates Management & Procurement Department and a copy attached to the tender document.
4. **Responses to Tender:** The Tenderer must reproduce the technical specifications table in Section E and provide responses to all the attributes in a corresponding column of the same table.
5. **References:** The Tenderer is required to supply three letters of reference from three recent customers where a similar service has been offered.

6. **Prices:** All prices entered in the Bills of Quantities shall be inclusive of all Government taxes. Tenderers are requested to ask for clarifications where and if necessary before submitting their tenders. **Prices must be quoted in Kenya Shillings.**
7. **Tender Acceptance:** The Bank will not be bound to accept the lowest or any tender or to disclose reasons for rejecting a tender either in whole or part.
8. **Bid Bond & Tender Validity:** The tender shall remain valid for 60 days from the date of tender opening. The Tenderer shall provide a Tender Security (Bid Bond) being at least **2%** of the tender sum. The form of Tender Security is described and format provided elsewhere in this Tender Document.
9. **Official Registration:** The Tenderer will be required to provide proof of registration as a company/business in Kenya complete with physical address and proof of registration with the Kenya Revenue Authority for purposes of taxation. Submit valid VAT Registration Certificates/PIN Certificate, Certified copies of Audited Financial Statements for the immediate last three (3) consecutive years including KRA Tax Clearance Certificate.
10. **Past performance:** Tenderers who have in the past failed to meet the Bank's standards in terms of quality of goods supplied, quantity of goods supplied, delivery dates compliance and service provided on the goods supplied and previously notified in writing will be disqualified in the tender. Canvassing directly by the tenderer or by proxy shall lead to automatic disqualification of the tender.
11. **Compliance with Technical Specifications:** The Tender must be fully compliant with the comprehensive specified specifications as articulated under Section E - The Technical requirements.
12. **Company Profile:** Tenderer must complete and sign the Confidential Company Profile Form in Appendix 1.

SECTION E: TECHNICAL REQUIREMENTS

1. BRIEF DESCRIPTION OF WORK

Central Bank of Kenya would like to enter into an Annual Maintenance Contract for its Computer Networks with a well-established and reliable Service Provider through an open tender.

The Bank has nine LANS (Head Offices, Branches and Currency centres) interconnected through a WAN;

1. CBK Head Office
2. CBK Pension House Building
3. Eldoret Branch
4. Kisumu Branch
5. Mombasa Branch
6. Nyeri Currency Center
7. Nakuru Currency Center
8. Meru Currency Center
9. KSMS

The overall scope of work will cover;

REQUIREMENTS	COMPLIANCE Yes/No
1. Comprehensive maintenance (parts and labor) for the passive components in the existing network in Table 1	
2. Preventive and Labour only services for the active components as detailed in Table 1 and a schedule (part details and costs) of all the parts that need to be replaced	
3. Provide hardware warranty (Cisco Smartnet) for equipment detailed in Table 2	
4. Cabling and installation of new network points as detailed in Table 3	
5. Cable management, equipment mounting and reorganization for existing and new network and security equipment	
6. Mombasa network convergence as detailed in Table 4	
7. New Fiber pulling from HQ floors to CBK HQ 2nd Floor Datacenter as detailed in Table 5 (site survey to determine cable will be required)	

8. The Preventive and Labour maintenance will be done on a quarterly basis	
9. Supply of three 48 port standby switches as detailed in Table 6	

10. The vendor has to verify and ensure the proposed Cisco CWDM GBIC/SFP Solution is compatible with existing Cisco 6506 line card.	
11. The firm will honor service requests logged by phone/email/sms or any other mode of communication. Counting of down time will start from the time of logging the service request and will continue till the equipment is properly repaired and a written confirmation to the same effect is obtained from the user.	
12. The firm will ensure 99.9% up time of all the equipments under this contract. For each 1% deficit in guaranteed up time, 2% deduction in the contract amount will be made.	
13. The firm shall maintain all the Equipment satisfactorily till the end of the contract tenure and handover all inventory in good working condition.	
14. In case an equipment/machine is being taken for servicing to the service center, the firm will provide stand-by equipment and will take prior permission of the CBK IMS before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.	
15. The vendor will be responsible for replacement of equipment or parts that fail during servicing	
16. The selected firm will not involve other third party in implementation of services under this Contract period other than the equipment manufacturer.	

2. SPECIFIC TERMS AND CONDITIONS OF THE CONTRACT

The Network consists of the components given in Table 1. Numbers shown are approximate; actual number may vary, as on the date of take over. Difference if any, is not expected to be materially significant. The vendor will be required to assess the existing network infrastructure and come up with an accurate inventory to be regularly updated.

REQUIREMENTS	COMPLIANCE Yes/No
1. In the case of any passive device components failure the vendor is expected to perform corrective maintenance and repairs within the following service levels. a. Emergency Calls (Critical – System down Situation) i. Maximum resolution time will be 1 hour b. Non-emergency Calls (Major - System, in operation but with possibility of degradation No impact on system operation) i. Maximum resolution time will be 2 hours c. Non-emergency Calls (Minor - No impact on system operation) i. Maximum resolution time will be 4 hours d. Complaints of re-laying of cable must be completed within 72 hours from the date of complaints.	
2. In case of any material defect/part failure for active equipment not covered for hardware warranty, the vendor will report and request for spare parts and equipment to be procured by the CBK.	
3. Failure of hardware or software covered by the vendor under the SMARTNET shall be subject to the service levels as provided in this tender. In case of delay on part of the vendor, the vendor shall be liable to pay a compensation of 2% of the cost of the hardware that is down per day, to a maximum of 25% of the cost of the equipment. In the event of the failure of the vendor to repair the hardware within 7 days, CBK will be free to get the equipment replaced from some other source and the firm shall be liable to pay for the entire expenditure incurred by the Bank for the repair/replacement of the equipment and transportation in addition to above financial compensation. The compensation along with the repair charges of the equipment from any other firm shall be deducted directly from the amount of payment to be made by CBK to the tenderer	
4. All active device components logged complaints will be attended within the following Service levels a. Emergency Calls (Critical – System down Situation) i. Maximum response time will be 1 hour b. Non-emergency Calls (Major - System, in operation but with possibility of degradation No impact on system operation) i. Maximum response time will be 2 hours c. Non-emergency Calls (Minor - No impact on system operation)	

i. Maximum response time will be 4 hours d. Complaints of re-laying of cable must be completed within 72 hours from the date of complaints. e. All Network (Core, Distribution and Access) level configurations related problem to be rectified within 2 hours of the complaint. The Network (logical routing & Switching) level configurations problems are to be sorted out within 3 hours of logging service request.	
5. The tenderer must ensure 99.9% uptime for the LAN. The uptime shall be calculated as follows: $\text{Uptime} = \frac{\text{No. of LAN available hours in month}}{\text{No. of total working hours in a month}}$	
6. Contractor should have ample ducts and other infrastructure to have the work running. At no time the work will be left undone/incomplete for lack of items at any location. Each job performed by the tenderer will be checked for acceptance. If any particular job is to be done again, then it will be done at the cost of the tenderer.	
7. The tenderer should properly label all the network components like switches, hubs, servers, cables & its conduits, indicating the name of the equipment, configurations, serial no, location, etc. The tenderer will inform in writing before any change of network component is done or any relocation of the same within network, and the vendor should provide the updated details of device / line list accordingly.	
8. The tenderer will take all necessary steps for the preventive maintenance, regular check- ups, fixing loose connections, proper adjustments/tuning/fine tuning on the basis of standard specifications thus ensuring satisfactory performance and maintenance of proper lock and keys for network components on regular/daily basis.	
9. The tenderer will submit a quarterly report to IMS. The tenderer will create a network diagram and clearly indicate all the components and their locations.	
10. The tenderer will place, where necessary, quality adhesive labels on each equipment under warranty in the beginning of contract as well as time to time in future when new equipment are added under annual Contract.	
11. The bidders will provide next business day Smartnet support for the listed smartnet equipment in Table 2 and include the cost of subscription for the maintenance period in the total bid offer price.	

TABLE 1: LABOUR ONLY NETWORK COMPONENTS

SR No	Specification of Item	QTY	RATE	TOTAL COST
NETWORK COMPONENTS				
ACTIVE COMPONENTS - HQ and CBK Pension House				
1	Cisco Catalyst 6509-E Core switch	2		
2	Cisco Catalyst 4506 Server Farm Switch	2		
3	Cisco Catalyst 3560 Distribution Switches	22		
4	Cisco Catalyst 2950 Access Switches	24		
5	Cisco Secure ACS 4.0	3		
6	Cisco Wireless Controller 4400	1		
7	Cisco APN 802.11 Radios	20		
8	Cisco 3900 Router	1		
8	Cisco 3800 Router	6		
9	Cisco 2900 Router	2		
10	Cisco 2800 Router (LAN WAN)	5		
11	Cisco 1900 Series	2		
12	Cisco 800 Series	2		
13	Cisco 1700 router (internet)	1		
14	Cisco 3750 metro (MAN)	3		
15	Cisco 4900 Series	3		
16	Cisco ASA 5500	1		
17	Cisco Wireless Controller	1		
18	New Bridge NTU	1		
19	RAD HTU	2		
20	Radware AppDirector	2		
21	Radware DefensePro	1		
22	Allot Enforcer	1		
23	Checkpoint Firewall	3		
24	Cisco NAC Servers	5		
25	Cisco NAM Servers	3		
PASSIVE COMPONENTS – HQ				
1	Fibre Optic Cables - Light interconnect Units - Mounting Panel	13 12		
2	Network points - Points - Cabinets	1500 24		

ACTIVE COMPONENTS - MSA				
1	Cisco 3560	15		
2	Cisco 2800 Router	1		
3	Cisco 2900 XL Access switch	1		
4	Cisco 2950 Access switch	8		
5	Alcatel DTU 2801Mainstreet	1		
PASSIVE COMPONENTS- MSA				
Fibre Optic Cables				
• Light interconnect Units		4		
• Mounting Panel		5		
•				
CAT 5 UTP				
• Points		142		
• Patch Panels		9		
• Cabinets		5		
Passive components maintenance charges used in networking per point. (I.e. Patch Panels, Racks, RJ45 connectors etc.)				
ACTIVE COMPONENTS - KSM				
	Cisco 2800 Router	1		
	Cisco 2950 XL Access switch	1		
	Cisco 2900 Access switch	7		
	RAD DTU	1		
PASSIVE COMPONENTS- KSM				
Fibre Optic Cables				
• Light interconnect Units		4		
• Mounting Panel		5		
CAT 5 UTP				
• Points		150		
• Patch Panels		10		
• Cabinets		6		
Passive components maintenance charges used in networking per point. (I.e. Patch Panels, Racks, RJ45 connectors etc.)				
ACTIVE COMPONENTS - ELD				
	Cisco 2800 Router	1		
	Cisco 2900 Access switch	1		
	Cisco 2950 Access switch	6		
	Alcatel DTU 2801Mainstreet	1		

PASSIVE COMPONENTS- ELD				
Fibre Optic Cables				
• Light interconnect Units	6			
• Mounting Panel	4			
CAT 5 UTP				
• Points	128			
• Patch Panels	7			
• Cabinets	4			
Passive components maintenance charges used in networking per point. (i.e. Patch Panels, Racks, RJ45 connectors etc.)				
ACTIVE COMPONENTS - KSMS				
Cisco 3800 Router	1			
Cisco 2950 access Switch	1			
Cisco 3750 Switch Router	1			
PASSIVE COMPONENTS- KSMS				
Fibre Optic Cables				
• Light interconnect Units	2			
• Mounting Panel	1			
PASSIVE COMPONENTS- KSMS				
CAT 5 UTP and CAT 6 UTP				
• Points	23			
• Patch Panels	1			
• Cabinets	1			
Passive components maintenance charges used in networking per point. (I.e. Patch Panels, Racks, RJ45 connectors etc.)				
ACTIVE COMPONENTS - NYERI				
Cisco 2960 Switch	1			
Cisco 1800 Router	1			
CAT 5 UTP				
• Points	30			
• Patch Panels	2			
• Cabinets	1			
Passive components maintenance charges used in networking per point. (I.e. Patch Panels, Racks, RJ45 connectors etc.)				
ACTIVE COMPONENTS - NAKURU				
Cisco 2960 Switch	1			
Cisco 1800 Router	1			

	CAT 5 UTP • Points • Patch Panels • Cabinets Passive components maintenance charges used in networking per point. (I.e. Patch Panels, Racks, RJ45 connectors etc.)	20 2 1		
ACTIVE COMPONENTS - MERU				
	Cisco 3750 Switches	2		
	Cisco 1800 Series Router	1		
	CAT 5 UTP • Points • Patch Panels • Cabinets Passive components maintenance charges used in networking per point. (I.e. Patch Panels, Racks, RJ45 connectors etc.)	30 3 1		
TOTAL COST				

**TABLE 2: HARDWARE EQUIPMENT THAT REQUIRE WARRANTY
(SMARTNet)**

	Model	Serial	SNT	COST
1.	WS-C4506	FOX103309TV	CON-SNT-WS-C4506	
2.	WS-C4506	FOX103309TZ	CON-SNT-WS-C4506	
3.	WS-C4948-10GE	FOX1447GSE3	CON-SNT-494810GE	
4.	WS-C4948-10GE	FOX1447GSFT	CON-SNT-494810GE	
5.	WS-C6509-E	SMC1034000X	CON-SNT-WS-C6509	
6.	WS-C6509-E	SMC1034000S	CON-SNT-WS-C6509	
7.	CISCO3825	FHK1010F2QY	CON-SNT-3825	
8.	CISCO3825-HSEC/K9	FHK0916F0H0	CON-SNT-3825HSEC	
9.	AIR-WLC4402-25-K9	FOC1130F071	CON-SNT-WC440225	
10.	CISCO2811-SEC/K9	FCZ094672Y6	CON-SNT-C2811SEC	
11.	CISCO3925/K9	FCZ152120Z8	CON-SNT-3925	
12.	NACMGR-STDFB-K9	KQZCCHL	CON-SNT-NACMSTFB	
13.	NAC3355-1500FB-K9	KQZLHRC	CON-SNT-NAC515MF	
14.	NAC3355-1500FB-K9	KQZLHRR	CON-SNT-NAC515MF	
15.	NAC3315-250-K9	KQZCYXP	CON-SNT-NAC5250	
16.	NAC3315-250-K9	KQZCYXM	CON-SNT-NAC5250	
17.	NAC3315-250-K9	KQZCYYF	CON-SNT-NAC5250	
18.	NAC3315-500FB-K9	KQZCYYB	CON-SNT-NAC5500F	
19.	NAC3315-500FB-K9	KQZCYXX	CON-SNT-NAC5500F	
20.	NAC3315-GUEST-K9	KQZGNCN	CON-SNT-NAC3315G	
21.	CISCO1841	FCZ1408C0TS	CON-SNT-CISCO1841	
22.	CISCO1841	FCZ140860FU	CON-SNT-CISCO1841	
23.	CISCO1841	FCZ1408C0V7	CON-SNT-CISCO1841	
24.	CISCO2801	FCZ094610JX	CON-SNT-C2801	
25.	CISCO2801	FCZ094520ZV	CON-SNT-C2801	
26.	CISCO3825	FHK0916F0HL	CON-SNT-3825	
27.	WS-C2950-12	FAB0532P106	CON-SNT-C2950-12	
28.	WS-C2950-12	FAB0532P102	CON-SNT-C2950-12	
29.	WS-C2950C-24	FAB0538W066	CON-SNT-C2950C24	
30.	WS-C2950C-24	FCZ1035Y11M	CON-SNT-C2950C24	
31.	WS-C2950C-24	FAB0538P0JM	CON-SNT-C2950C24	
32.	WS-C2950C-24	FOC0715W0EQ	CON-SNT-C2950C24	

33.	WS-C2950SX-24	FHK0943Z01Y	CON-SNT-C2950S24	
34.	WS-C2950SX-24	FHK0943W0PH	CON-SNT-C2950S24	
35.	WS-C2950SX-24	FHK0817Z13J	CON-SNT-C2950S24	
36.	WS-C2950SX-24	FHK0829Z13R	CON-SNT-C2950S24	
37.	WS-C2950SX-48-SI	FHK0945W07K	CON-SNT-C2950X48	
38.	WS-C2950T-24	FCZ0945X1AQ	CON-SNT-C2950T24	
39.	WS-C2950T-24	FCZ0948W23R	CON-SNT-C2950T24	
40.	WS-C2950T-24	FOC0727Z2KZ	CON-SNT-C2950T24	
41.	WS-C2950T-24	FOC0725Y3JG	CON-SNT-C2950T24	
42.	WS-C2950T-48-SI	FOC0949Z4XS	CON-SNT-C2950T48	
43.	WS-C2950T-48-SI	FOC0950Y34L	CON-SNT-C2950T48	
44.	WS-C2950T-48-SI	FOC0948ZA6X	CON-SNT-C2950T48	
45.	WS-C2950T-48-SI	FOC0949Z4ZT	CON-SNT-C2950T48	
46.	WS-C2950T-48-SI	FOC0950Y35G	CON-SNT-C2950T48	
47.	WS-C2960-24TT-L	FOC1012X0BQ	CON-SNT-C29602TT	
48.	WS-C2960-24TT-L	FOC1106Y0R6	CON-SNT-C29602TT	
49.	WS-C2960-24TT-L	FOC1012X2DZ	CON-SNT-C29602TT	
50.	WS-C2960-24TT-L	FOC1106Z1W1	CON-SNT-C29602TT	
51.	WS-C2960-24TT-L	FOC1128X38Q	CON-SNT-C29602TT	
52.	WS-C3560-24PS-E	FDO1332X16M	CON-SNT-356024PE	
53.	WS-C3560-24PS-E	FDO1332X17A	CON-SNT-356024PE	
54.	WS-C3560-48TS-S	FDO1234Y19E	CON-SNT-C356048S	
55.	WS-C3560-48TS-S	FDO1206Y01T	CON-SNT-C356048S	
56.	WS-C3560G-24PS-S	FOC1428Y1BN	CON-SNT-3560GPS	
57.	WS-C3560G-24PS-S	FOC1042Y22N	CON-SNT-3560GPS	
58.	WS-C3560G-24PS-S	FOC1042Y20Y	CON-SNT-3560GPS	
59.	WS-C3560G-48PS-E	FOC1026Y2MU	CON-SNT-3560G48E	
60.	WS-C3560G-48PS-E	FOC1044Z8SM	CON-SNT-3560G48E	
61.	WS-C3560G-48PS-E	FOC1044Z8VX	CON-SNT-3560G48E	
62.	WS-C3560G-48PS-E	FOC1044Z8UM	CON-SNT-3560G48E	
63.	WS-C3560G-48PS-E	FOC1044Z8SN	CON-SNT-3560G48E	
64.	WS-C3560G-48PS-E	FOC1044Z8RB	CON-SNT-3560G48E	
65.	WS-C3560G-48PS-S	FOC1031Y3LZ	CON-SNT-3560G48S	
66.	WS-C3560G-48PS-S	FOC1033Y0BH	CON-SNT-3560G48S	
67.	WS-C3560G-48PS-S	FOC1033Y0RZ	CON-SNT-3560G48S	
68.	WS-C3560G-48PS-S	FOC1033Y0S1	CON-SNT-3560G48S	
69.	WS-C3560G-48PS-S	FOC1445Z4SG	CON-SNT-3560G48S	
70.	WS-C3560G-48TS-S	FOC1428W2CY	CON-SNT-356048TS	

71.	WS-C3560G-48TS-S	FOC1428W2ES	CON-SNT-356048TS	
72.	WS-C3560G-48TS-S	FOC1433Y77B	CON-SNT-356048TS	
73.	WS-C3560G-48TS-S	FOC1433Y776	CON-SNT-356048TS	
74.	WS-C3560G-24PS-S	FDO1332X16M	CON-SNT-3560GPS	
75.	WS-C3560G-24PS-S	FDO1332X17A	CON-SNT-3560GPS	
76.	WS-C4948-10GE (MPC8540)	FOX1447GSFT		
77.	WS-C4948-10GE (MPC8540)	FOX1447GSE3		
	TOTAL COST			

TABLE 3: CABLING AND INSTALLATION OF NEW NETWORK POINTS

SR No	Specification of Item	QTY	RATE	TOTAL COST
NETWORK COMPONENTS				
Network Cabling Accessories				
1.	Network Points Below items are to be provided as part of the fifty new network points. • Faceplates • Network modules • Metal trunking cut outs • CAT 6 ethernet cables • RJ 45	30		
2.	Patch Cables (Factory made) • Siemon CAT 6 Patch Cords (5m)	250		
3.	Patch Cables (Factory made) • Siemon CAT 6 Patch Cords (1m)	150		
4.	Patch Cables (Factory made) • Siemon CAT 6 Patch Cords (3m)	250		
5.	Network Cabinet Labels (A4)	100		
6.	Back to Back Power Cables for datacenter usage. • GFC-3R (1.00) VDE H05VV –F LONGWELL-P UL SJT E55333 VW-1 3C 18AWG	50		

TABLE 4: MOMBASA LAN CONVERGENCE

SR No	Specification of Item	QTY	RATE	TOTAL COST
NETWORK COMPONENTS				
Network Cabling Accessories				
1.	Decommissioning of Old Mombasa LAN, mounting and cabinet reorganization of new LAN.	1		
2.	Installation and setup of new additional network points	20		
3.	Patch Cables (Factory made) Siemon CAT 6 Patch Cords (5m)	10		
4.	Patch Cables (Factory made) Siemon CAT 6 Patch Cords (1m)	20		
5.	Patch Cables (Factory made) Siemon CAT 6 Patch Cords (3m)	10		
6	Network Cabinet Labels (A4)	10		
7	UTP 24 Port Patch Panel	5		

NB

Site survey is required for Mombasa Branch

TABLE 5: CABLING AND INSTALLATION OF NEW FIBER NETWORK (BY USE OF FIBER MULTIPLEXERS)

SR No	Specification of Item	QTY	RATE	TOTAL COST
NETWORK COMPONENTS				
Network Cabling Accessories				
1.	CBK HQ Ground Floor Fiber to CBK HQ 2nd Floor Datacenter Wing A and Wing B	300 (meters)		
2.	CBK HQ Mezzanine to CBK HQ 2nd Floor Datacenter Wing A and Wing B	240 (meters)		
3.	CBK HQ 2nd Floor to CBK HQ 2nd Floor Datacenter Wing A and Wing B	150 (meters)		
4.	CBK HQ 3rd Floor CBK HQ 2nd Floor Datacenter Wing A and Wing B	200 (meters)		
5.	CBK HQ 4th Floor to CBK HQ 2nd Floor Datacenter Wing A and Wing B	240 (meters)		
6.	CBK HQ 5th Floor to CBK HQ 2nd Floor Datacenter Wing A and Wing B	300 (meters)		
7.	CBK HQ 6th Floor to CBK HQ 2nd Floor Datacenter	350 (meters)		
8.	Cisco CWDM GBIC • CWDM-8GBIC-SET1= 2 gray, blue, yellow, or red • CWDM-8GBIC-SET2= 2 violet, green, orange, or brown	8		
9.	8 Port fiber patch panels	4		
10.	Fiber adapters	32		
11.	SC-LC Multimode fiber patch cords (6 Meter)	34		
12.	CWDM-MUX8A= • 8-channel (1470, 1490, 1510, 1530, 1550, 1570, 1590, and 1610) multiplexer/demultiplexer with monitor ports and LC connectors (this product replaces CWDM-MUX-8).	4		

NB

1. The above fiber distances are estimates. A mandatory site survey has to be conducted to get more accurate distances. Above distances can be modified as appropriate after the survey.
2. The vendor has to verify and ensure the proposed Cisco CWDM GBIC/SFP Solution is compatible with existing Cisco 6506 line card.
3. Ensure fiber patch cord length is correct estimate during site survey.

TABLE 6: SPARE SWITCHES AND MOUNTING BRACKETS

Product Number and Description	Quantity	RATE	TOTAL COST
Cisco Catalyst 2960S-48FPS-L	3		
Mounting Brackets • WS-X4948-19CNTR= • Catalyst 4948, Catalyst 4948-10GE	1		

Important Notes:

1. The specifications given in the list above are broad ones and there could be some variation in the specifications/ brand/ make/ model. However the rates are to be given as per the category of the equipment in the Serial No. The quantity may also vary.
2. Tenderers are requested to quote individually for each of the above items for Annual Maintenance Contract on per Unit per annum basis.

SECTION F: OTHER CONDITIONS

1.0 Conformity to Standards

Unless other standards are specifically mentioned in this specification, all the equipment and its components to be provided, and all design calculations and tests must be in accordance with such authoritative standards of the Manufacturers and Regulating bodies.

2.0 Statutory Regulations

The equipment, spare parts and tools forming part of the service under this contract shall comply in all respects with any relevant Kenya statutory regulations, by laws and orders.

3.0 Program of Installation

- I. Within one month of acceptance of the Tender, the Tenderer shall forward to the Central Bank an update detailing the programme of service, starting dates and personnel for the complete execution of the contract for the Bank's approval.
- (iii) A chart indicating various tasks to be performed to accomplish routine maintenance. The Chart will also indicate where the Supplier or the Bank is responsible for the specific activity.
- (iv) If at any time during the execution of the supply contract it is found necessary to modify the approved chart the Supplier will inform the Bank and submit to him a modified chart for his approval

4.0 Drawings

Supplier shall submit to the Central Bank one manual and detailed drawing of the Banks networking infrastructure and working configurations.

5.0 Mistake in Drawings

The Supplier shall be responsible for any discrepancies, errors or omissions in the drawings and particulars supplied by him whether such drawings and particulars have been approved by the Bank or not. The Bank shall be responsible for drawings and information supplied in writing by the Bank to the Supplier.

6.0 Manner of Installation

All installations shall be done in the manner set out in the specification or where not so set, to the reasonable satisfaction of the Bank but at all times in accordance with the usual specification and manner of the Manufacturer.

7.0 Delivery

- (i) The Supplier shall transport any equipment supplied by him to the installation site in Nairobi and the branches as stipulated in this Tender Document.
- (ii) The equipment so supplied by the Supplier shall be packed or protected for conveyance to the ultimate destinations named in this Tender Document so as to prevent damage or deterioration under normal transport conditions.
- (iii) Delivery of the equipment to the ultimate destination shall be completed in accordance with the delivery periods to be stated in the contract document.

8.0 Arbitration

- (i) Any dispute arising from the terms of the contract or from its interpretation shall be finally settled in accordance with the Kenya Arbitration Act.
- (ii) Performance of the contract shall continue during arbitration proceedings unless the Bank shall order the suspension thereof as of any part thereof, and if any such suspension shall be ordered the reasonable expenses of the Supplier occasioned by such suspension shall be added to the Supplier price. No payments due or payable by the purchaser shall be withheld on account of a pending reference or arbitration

11.0 Liability for Accidents and Damages

- (i) The Supplier shall properly cover up and protect until taken over any part or portion of the equipment liable to damage by exposure to the weather etc, and shall take every reasonable precaution to protect any section or portion of the equipment not taken over against loss or damage from any reasonable cause.
- (ii) In the case of loss of or damage to the equipment after delivery arising from or occasioned by cause for which the Supplier is not responsible under the Supply Contract, such loss or damage shall be made good by the Supplier at a price to be agreed between the Supplier and the Bank or in default of agreement to be settled by arbitration.

12.0 Government Duties, Taxes, Dues Etc

The Supplier shall be liable to pay taxes, customs or other import duties and dues on any part imported in to the Republic of Kenya for the support of the Bank's equipment.

SECTION G: TENDER FORM AND PRICE SCHEDULE

**Director
Estates Management & Procurement Department
Central Bank of Kenya
P.O. Box 60000
NAIROBI**

Dear Sir,

The Annual Contract for the maintenances of CBK head quarters and Branches LAN/WAN Network.

PART A: TENDER FORM

1. In accordance with the Instructions to Tenderers, Technical Specifications for the above network equipment, we, the undersigned offer to supply the above Service in the best quality to the satisfaction of the Bank for the sum of (in words)
.....
..... (Kshs)
Our completion period will beweeks.
2. We undertake, if our tender is accepted, to supply the Back-up Links as soon as we receive the Letter of Tender Award.
3. We agree to abide by this tender for a period of 30 days from the date of tender opening and it shall remain binding upon us and may be accepted at any time before the expiry of this period.
4. Unless and until a formal agreement is prepared and executed, this tender together with your written acceptance thereof shall constitute a binding Contract between us.
5. We understand that you are not bound to accept the lowest tender or any Tender you may receive.

PART B: PRICE SCHEDULE

1. Sub- total sum for Annual Network Maintenance Contract as specified in the Bills of Quantities.

Kshs: _____

2. VAT (16 %) _____

3. Grand Total to Form of Tender

Kshs: _____

We the undersigned submit our tender for the above specified solutions amounting to

_____ in words: _____

1. Our Completion Period shall be _____ weeks
2. Our tender will remain valid for _____ days (not less than 30 days) from the date of Tender opening.
3. Our guarantee and free maintenance period for parts and labour shall be _____ months.
4. Our terms of payment shall be: _____

Supplier's Signature & Company Seal:

SECTION H: QUALIFICATIONS AND EVALUATION

The received tenders will be evaluated in three stages as detailed below:

1. Stage 1: Compliance with Mandatory Requirements;
2. Stage 2: The Technical Evaluation (Capacity to Deliver the Service)
3. Stage 3: The Financial Evaluation (quoted prices)

A. Mandatory Requirements (MR)

The following mandatory requirements must be met notwithstanding other requirements in the documents:

No	Requirements	Tenderer's Response
MR 1	Provide documentary evidence of the company's Certificate of Incorporation (Legal structure)	
MR 2	Provide copy of the company's current Certificate of Tax Compliance issued by Kenya Revenue Authority (KRA)	
MR 3	Submit a completed company's profile using the Confidential Business Questionnaire provided in this tender document.	
MR 4	Confirm that there is an established Service Centre in Nairobi and the Branches (i.e. Mombasa, Kisumu & Eldoret).	
MR 5	Confirm visit of the sites to verify existing site details before completing and submitting the tender.	
MR 6	Provide copies of audited accounts for the company for the last three accounting years.	
MR7	Submit with tender a Bid bond of 2% of the tender bid	
MR8	Provide proof of authorization by Cisco as a platinum partner or higher to support the listed active products in this tender. A letter of authorization must be signed by the manufacturer.	

Section I Compliance with Technical requirement:

Tenderers meeting all the mandatory requirements above shall have their bids checked against compliance with technical requirements indicated in section E of this Tender document.

Only the vendors who are fully compliant with the technical requirements in section E and the Mandatory Requirements above will proceed to the technical evaluation criteria as detailed in the table below;

TENDER EVALUATION CRITERIA**1. TECHNICAL EVALUATION**

NO.	EVALUATION ATTRIBUTE	RESPONSE	MAX. SCORE %	SCORE %
T1	Compliance with Technical requirements as per section E of the tender document		20	
T2	MAINTENANCE ENGINEERS		40	
	Certified engineers with relevant qualifications (attach CVs and copies of certifications). The certifications must be specific to the following; a) Siemon Certification or relevant b) Cisco Certification The engineers must have a minimum of two (2) years' experience in installation and maintenance of Cisco systems and Siemon Structured Cabling systems.	• 4 or more qualified technical staff: (5 marks/Engineer ; maximum 20 marks) • Experience of 2 years and above (5 marks/engineer up to a maximum of 20 marks)		
T3	PAST PERFORMANCE		25	
	Company's previous handling maintenance of the above systems during the last five (5) years. Provide a list of at least five (5) major customers supported in the last 5 years.	• A score of 5 marks will be awarded to each valid reference up to a maximum of 25 marks.		
T4	Financial Stability (Liquidity)		10	
	a) Profitability Margin	This Response x 5/ Highest Response		
	b) Liquidity Ratio	This Response x 5/ Highest Response		
T5	Sample SLA outlining the core support components and associated penalties	SLA with standard clauses and proposed reporting, escalation channels and penalties	5	
	TOTAL		100%	

Note:

$$\checkmark \text{ Profitability Margin} = \frac{\text{EBIT}}{\text{Gross Revenue/Sales}}$$

$$\checkmark \text{ Current Ratio} = \frac{\text{Current Assets}}{\text{Current Liabilities}}$$

$$\checkmark \text{ EBIT} = \text{Earnings Before Interest and Taxes}$$

2. FINANCIAL EVALUATION (PRICE)

Tenderers should note that only tenders that **score 75% and above** on the Technical Evaluation will qualify to have their financial bids evaluated. Those scoring below 75% will not be evaluated further and will be disqualified.

2. LOWEST EVALUATED TENDER (LET)

The Lowest Evaluated Tender (LET) that will be recommended for the award of the contract will be the one found to be the most competitive tender under the Technical and Financial (Price) Evaluation Criteria.

	Name of Tenderers listed from the lowest to the highest tender price	Rank
1.		
2.		
3.		
4.		
5.		

SECTION I: FINANCIAL SUBMISION

PRICE SCHEDULE OF SERVICES

Name of Tenderer: _____ Tender Number: _____

	Item	Total Price (Kshs.)
1	Comprehensive maintenance (parts and labor) for the passive components in the existing network as in Table 1	
2	Preventive and Labour only services for the active components as detailed in Table 1	
3	Hardware warranty (Cisco Smartnet) for equipment detailed in Table 2	
4	Total cost of Spare switches and mounting brackets as per Table 6	
	Total Cost (inclusive of 16% VAT)	

Signature of tenderer _____

Note: *In case of discrepancy between unit price and total, the unit price shall prevail.*

SECTION J:

FORM OF TENDER SECURITY

WHEREAS.....

...(hereinafter called “the Tenderer”) has submitted his tender dated.....for
NETWORK ANNUAL MAINTENANCE CONTRACT for the Central Bank of Kenya Head office
and the Branches

KNOW ALL PEOPLE by these presents that WE,

.....
having our registered office at

hereinafter called “the Bank”), are bound unto CENTRAL BANK OF KENYA

(hereinafter called “the employer”) in the sum of
in words.....

..... being no less than 2% of the tender sum, for
which payment well and truly to be made to the said Employer, the Bank binds itself, its
successors and assigns by these presents, sealed with the Common Seal of the said Bank
this...4th.day of January.2010

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 Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him, 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 Bank not later than the said date.

(Date)

(Signature of the Bank)

(Witness)

(Seal)

SECTION K:

CONTRACT FORM (Abridged)

THIS CONTRACT, is made this day of 2013 between Central Bank of Kenya whose Registered Office is situated at CBK Building on Lt. Tumbo Avenue, Nairobi (hereinafter called the 'Bank') of the part and.....
whose Registered office is situated at (hereinafter called "the Supplier") of the other part.

WHEREAS the Bank is desirous that the Supplier executes supply **NETWORK ANNUAL MAINTENANCE CONTRACT for the Central Bank of Kenya Head office and the Branches**, the Bank has accepted the tender submitted by the Supplier for the supply of the equipment in the sum of

NOW THIS CONTRACT WITNESSETH as follows:

1. The gender **he** and **she** shall be used interchangeably and shall have the same meaning.
2. The following documents shall be deemed to form and shall be read and construed as part of this Contract i.e.
 - (i) Letter of Acceptance
 - (ii) Form of Tender and Appendix to Form of Tender
 - (iii) Specifications
 - (iv) Priced Bills of Quantities
3. Any dispute arising out of this Contract, which cannot be amicably settled between the parties shall be referred by either party to the arbitration and final decision of a person to be agreed between the parties. Failing agreement to concur in the appointment of an arbitrator, the arbitrator shall be appointed by the Chairman of the Chartered Bank of Arbitrators, Kenya Branch, on the request of the applying party.

IN WITNESS whereof the Parties thereto have caused this Contract to be executed the day and year first before written.

The common seal of (Supplier)

Was hereunto affixed in the presence of:

Signed Sealed, and Delivered by the said (Bank)

Binding Signature of the Bank _____

In the presence of (i) Name _____

Address _____

Signature _____

Date _____

(ii) Name _____

Address _____

Signature _____

Date _____

APPENDIX 1: PROFILE OF THE COMPANY

CONFIDENTIAL BUSINESS QUESTIONNAIRE

(You are advised that it is a serious commission to give false information under this section as it may render your bid being automatically disqualified).

PART I: GENERAL INFORMATION

- a) The questionnaire must be fully and comprehensively completed in all respects.
- b) Information given by the applicant shall be treated in strict confidence.
- c) Any information given and later found to be incorrect shall lead to disqualification of the Tenderer.
- d) Deliberately incorrect information leads to disqualification of the application.
- e) Canvassing will lead to automatic disqualification of the applicant.

PART II: BIDDER DETAIL

The purpose of this section is to provide the required background information of the bidder organization.

1)	Provide documentary evidence of the registered name and number of your company and date of Registration.		
	Company Name	Company Registration Number	Registration Date

2)	Give full details of your Bankers.
----	------------------------------------

PART III: CONTACT PERSON(S) DETAIL

3)	Provide the contact person (s) name(s), addresses, phone numbers etc.	
	Contact Person Name	
	Landline Telephone Number	
	Cellular Telephone Number	
	Facsimile Telephone Number	
	E-mail	
	Postal Address	
	Physical Address	

4)	Please provide evidence of the registered street and postal addresses of the bidding organization	
	Registered Street Address	Registered Postal Address of your organisation
	LR No.	

5)	Please provide evidence of current registration with relevant regulatory body within your industry, if any, including ISO reference or proof of the award.
----	--

PART IV: BIDDER ORGANIZATION PROFILE

6)	Who owns your organization? Provide details of the holding company and the main shareholders indicating percentage of shares held.
----	--

7)	What is your organisation's primary business activity? Provide a list with the estimated percentage of revenue earned from each of the primary business activities.
----	---

8)	Provide the location of the service centre(s) that will support the Central Bank of Kenya.	
	Sales Office/Service Centre	Location
	LR No. Street:	

PART V: BIDDING ORGANISATION'S CLIENT BASE

The purpose of this section is to get a view of the number and profile of customers that the bidding organization has.

The Bank intends to contact these customers when checking references. You shall be expected to state any objections. If not stated, you shall be deemed to have authorized the Bank to contact these customers.

9)	Please provide reference letters from your three (3) major clients where you have successfully carried out similar or comparable assignment.
----	--

PART VI: BIDDER'S STANDARD CONTRACTS

10)	Describe your approach to contracting and negotiation specifically relating to the availability and use of standard contracts and whether you consider any of the standard contracts or specific clause to be not negotiable.
11)	Provide details of the preferred payment plan if not contained in the standard contract supplied.

PART VII: VERIFICATION OF BUSINESS SUSTAINABILITY

12)	Can the Tenderer supply certified audited financial statements for the last three financial years? The supply of these financial statements will be mandatory for your tender to be considered responsive.		
13)	Are you currently involved in any litigation or arbitration (or any other legal process which may result in legal or financial liability). If yes, what is the financial exposure as a result of the litigation, arbitration or other legal process and on what basis has this financial exposure been calculated? If yes, what other exposure could result from the litigation, arbitration or other legal process and will this financial or other exposure materially prejudice the bidder's financial position or its ability to successfully and timorously implement any contract which may be awarded to it pursuant to this Tender?		
14)	Have you ever:		
	<table border="1"> <thead> <tr> <th>Question</th><th>Response</th></tr> </thead> </table>	Question	Response
Question	Response		

		Yes	No
	Forfeited any payment on a contract?		
	Been declared in default of a contract?		
	Negotiated the premature termination of a contract?		
	Had an uncompleted contract assigned to another solution provider?		

PART VII: TECHNICAL SUPPORT & CAPACITY BUILDING

15)	State your policy on technological (maintenance) and operational support including capacity building (training) you offer to your clients.
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PART XIII: CERTIFICATION

	I/We do hereby certify that the above information is correct in all respects. FULL NAME: DESIGNATION/POSITION: SIGNATURE: DATE: COMPANY SEAL AND/OR STAMP:
--	---