



**TENDER NO. KP1/9A.2/OT/017/CS/24-25**  
**PROVISION OF CUSTOMER SATISFACTION SURVEY AND NET**  
**PROMOTER SCORE SURVEY SERVICES**

DATE OF TENDER DOCUMENT:  
JANUARY 2025

**ALL TENDERERS ARE ADVISED TO READ CAREFULLY**  
**THIS TENDER DOCUMENT IN ITS ENTIRETY BEFORE**  
**MAKING ANY BID**

TENDER DOCUMENT FOR PROCUREMENT OF MANAGEMENT  
SERVICES  
(E-PROCUREMENT OPEN TENDER SYSTEM)

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# TABLE OF CONTENTS

<b>ABBREVIATIONS</b> .....	<b>7</b>
<b>INVITATION TO TENDER</b> .....	<b>9</b>
<b>TENDER SUBMISSION CHECKLIST</b> .....	<b>11</b>
<b>PART 1 - TENDERING PROCEDURES</b> .....	<b>12</b>
<b>SECTION I - INSTRUCTIONS TO TENDERERS</b> .....	<b>1</b>
A. General .....	1
1. Scope of Tender and Definition of Terms .....	1
1.1 KPLC, as specified in the TDS, issues this Tendering Document for the provision of Management Services as specified in Section V-Schedules of Services and Requirements. The name and identification of this ITT are specified in the TDS. ....	1
1.2 Throughout this tendering document: .....	1
2. Fraud and Corruption .....	1
3. Eligible Tenderers.....	1
4. Margin of Preference and Reservations .....	6
B. Content of Tendering Document.....	6
5. Sections of Tendering Document.....	6
<b>PART 2 Services Requirements</b> .....	<b>8</b>
6. Site Visit and Data Room.....	8
7. Pre-Tender Meeting and a pre-arranged pretender visit of the site of the works.....	8
8. Clarification of Tender Documents.....	8
9. Amendment of Tendering Document .....	9
C. Preparation of Tenders.....	9
10. Cost of Tendering .....	9
11. Language of Tender .....	9
12. Documents Comprising the Tender .....	9
13. Documents Comprising the Methodology and Approach .....	11
14. Documents Comprising the Financial Proposal .....	11
15. Forms of Tender.....	11
16. Power of Attorney .....	11
17. Tender Security.....	11
18. Documents Establishing the Eligibility and Qualifications of the Tenderer.....	13
19. Currencies of Tender and Payment.....	13
20. Period of Validity of Tenders.....	14
21. Format and Signing of Tender .....	14
D. Submission of Tenders .....	14
With eProcurement, this section should be removed, otherwise it will lead to confusion on method of submission .....	14
23. Deadline for Submission of Tenders .....	15
24. Late Tenders .....	15
25. Withdrawal, Substitution, and Modification of Tenders.....	15
E. Public Opening of Technical Proposal.....	16
27. Public Opening of Financial Proposals .....	17

28	Confidentiality .....	17
29	General Clarification of Tenders.....	18
30	Selection Method and Evaluation Process .....	18
32	Determination of Responsiveness .....	18
33	Non material Non-conformities.....	19
34	Technical proposal Evaluation.....	19
35	Financial Proposal Evaluation .....	19
36	Correction of Arithmetical Errors .....	20
37	Conversion to Single Currency .....	20
38	Abnormally Low Tenders.....	21
39	Abnormally High Tenders .....	21
40	Unbalanced and/or Front-Loaded Tenders .....	21
41	Qualification of the Tenderer .....	22
42	KPLC's Right to Accept Any Tender, and to Reject Any or All Tenders.....	22
F.	Contract Negotiations and Award of Contract.....	22
44	Technical negotiations .....	22
45	Financial negotiations.....	22
46	Award Criteria .....	23
47	Award of Contract .....	23
48	Notice of Intention to enter into a Contract/Notification of award.....	23
49	Standstill Period .....	23
50	Debriefing by KPLC.....	23
51	Letter of Award.....	23
52	Signing of Contract .....	23
53	Performance Security .....	24
54	Publication of Procurement Contract .....	24
55.	Procurement Related Complaints.....	24
	<b>SECTION III - EVALUATION AND QUALIFICATION CRITERIA.....</b>	<b>28</b>
1.	<b>General Provision .....</b>	<b>28</b>
2.	<b>Evaluation and contract award Criteria .....</b>	<b>28</b>
	<b>Preliminary examination for Determination of Responsiveness-.....</b>	<b>28</b>
4.	<b>Technical Evaluation Criteria .....</b>	<b>30</b>
1.5	<b>POST QUALIFICATION CRITERIA.....</b>	<b>33</b>
a)	History of non-performing contracts:.....	33
b)	Pending Litigation .....	33
c)	Litigation History .....	33
	<b>SECTION IV - TENDERING FORMS.....</b>	<b>35</b>
c)	Tender-Securing Declaration: .....	35
2.	<b>40% PERCENT RULE FORM.....</b>	<b>38</b>
3.	<b>TENDERER'S ELIGIBILITY - CONFIDENTIAL BUSINESS QUESTIONNAIRE .....</b>	<b>39</b>
a)	Instructions to Tenderer .....	39
	Tenderer's details .....	39
4.	<b>DISCLOSURE OF INTEREST- Interest of the Firm in KPLC.....</b>	<b>40</b>
ii)	Conflict of interest disclosure .....	40
6.	<b>SELF-DECLARATION FORMS .....</b>	<b>44</b>
	<b>SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015. ....</b>	<b>44</b>
	<b>FORM SD1 &amp; SD2.....</b>	<b>45</b>

**SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015; THE PERSON/TENDERER WILL NOT ENGAGE IN ANY CORRUPT OR FRAUDULENT PRACTICE.**

..... 45

**DECLARATION AND COMMITMENT TO THE CODE OF ETHICS..... 47**

7	APPENDIX 1 - FRAUD AND CORRUPTION .....	49
1.	Purpose.....	49
2.	Requirements.....	49

**Description of the Methodology and Work Plan ..... 53**

<b>10.</b>	<b>Form ELI 1.2.....</b>	<b>54</b>
	Party to JV Information Sheet .....	54

<b>11.</b>	<b>FORM CCC-CURRENT CONTRACT COMMITMENTS/WORKS IN PROGRESS .....</b>	<b>55</b>
12.	Form FIN 3.3- Financial Resources .....	55

**13. Form EQU- Contractor's Equipment..... 56**

**14. Form PER -1- Proposed Personnel..... 56**

**MANUFACTURER’S/ PRINCIPAL’S AUTHORIZATION FORM .....65**

**PART 2- SCHEDULES OF SERVICES REQUIREMENT .....68**

**SECTION V -SERVICE REQUIREMENTS.....69**

**PART 3 - CONDITIONS OF CONTRACT AND CONTRACT FORMS ..... 79**

**SECTION VI - GENERAL CONDITIONS OF CONTRACT..... 80**

1.	Definition and Interpretation .....	80
1.1.1	The Contract .....	80
1.1.2	Parties and Persons .....	80
1.1.3	Dates, Tests, Periods and Completion .....	82
1.1.4	Money and Payments .....	82
1.1.5	Services and Goods .....	84
1.1.6	Fraud and Corruption .....	84
1.1.7	Other Definitions .....	84
1.2	Interpretation .....	86
1.3	Communications.....	88
1.4	Law and Language .....	88
1.5	Priority of Documents .....	88
1.6	Recitals and Objectives .....	88
1.6.1	Recitals .....	88
1.6.2	Objectives.....	89
2	Commencement and Duration.....	89
2.1	Conditions of Effectiveness.....	89
2.2	Commencement.....	89
2.3	Duration.....	89
3.	General Provisions .....	89
3.1	Assignment.....	90
3.2	Contractor's Representative.....	91
3.3	KPLC's Representative.....	91

3.4	Communications by the Contractor.....	91
3.5	Sub-Contractor .....	91
3.6	Key Sub-Contractor.....	93
3.7	Assignment of Benefit of Subcontract.....	93
3.8	Compliance with Laws .....	93
3.9	Joint and Several Liability.....	93
3.10	Inspections and Audit by the PPRA .....	93
4	Obligations of the Contractor .....	95
4.1	Services to be Performed and Other Obligations .....	95
4.2	Pre-Conditions.....	95
4.3	Non-Availability of the Pre-Conditions .....	95
4.4	Cost of Performing the Services.....	95
5	Conflict of Interest.....	95
5.1	General .....	95
5.2	Contractor not to benefit from commissions, discounts, etc.....	95
5.3	Contractor and Affiliates not to engage in certain activities .....	96
5.4	Prohibition of conflicting activities .....	97
6	Know-How Transfer and Training.....	97
6.1	Requirement to transfer know-how and systems.....	97
6.2	Requirement to provide training.....	97
6.3	Cost of know-how transfer and training.....	97
7	Performance Targets .....	97
8	Staff to be Provided by the Contractor .....	97
8.1	Provision of Contractor' Personnel.....	97
8.2	Substitution of Contractor' Key Staff Member or Key Subcontractor .....	97
8.3	Labor Laws.....	98
8.4	Health and Safety .....	98
8.5	Contractor's Personnel Qualifications .....	98
8.6	Foreign Personnel.....	98
9	Procurement and Management of Capital Works and Finance .....	99
9.1	Responsibility to Manage Utility Capital Works and Finance .....	99
9.2	Responsibilities for Specified Capital Works .....	100
9.3	Responsibilities for Specified Finance .....	100
9.4	Procurement Rules .....	100
9.4.1	Procurement for Utility operations.....	100
9.4.2	Procurement for Provision of the Services.....	100
9.4.3	Procurement for Utility Capital Works and Specified Capital Works .....	100
10	Contractor's reporting .....	100
10.1	Contractor's reporting requirements .....	100
11	Delegation of Management Authority to the Contractor.....	100
11.1	Delegation of Management Authority.....	100
11.2	Contractor to be advisor on other management matters .....	101
11.3	Further Delegation during the term of the Contract .....	102
11.4	Purpose of Exercise of Delegated Management Authority .....	102
11.5	Suspension of Delegated Management Authority .....	102
11.6	Utility's Personnel .....	102
11.7	Utility Personnel Retrenchment .....	102
12	Contractor's Remuneration and Costs .....	102
12.1	Contractor's Remuneration.....	102
12.2	Advance Payment.....	104
12.3	Delayed Payment.....	104
12.4	Sufficiency of the Contractor's Remuneration.....	104
12.5	Contractor's Costs and Account .....	104
12.5.1	Contractor' Account.....	104
12.6	Utility Financial Issues .....	104

12.6.1	Utility's Account.....	104
12.6.2	Procedure if the Utility's incomings are not sufficient to cover its outgoings .....	106
12	Obligations and Rights of KPLC.....	106
12.1	Access to land.....	106
12.2	Right to use facilities .....	106
12.3	Payments by KPLC .....	106
12.4	Support by KPLC .....	106
12.5	Supervision by KPLC.....	106
12.6	Permits, Licenses or Approvals.....	106
12.7	Utility's Personnel Cooperation.....	108
12.8	KPLC's Financial Arrangements .....	108
13	KPLC's Reporting .....	108
13.1	KPLC's reporting requirements .....	108
14	Intellectual and Industrial Property Rights.....	108
14.1	Intellectual Property and Copyright .....	108
15.2	Intellectual Property Infringements.....	108
15.2.1	Meaning of Infringement and Claim .....	108
15.2.2	Notice of Claims.....	110
15.2.3	Contractor to Indemnify KPLC .....	110
15.2.4	KPLC to indemnify Contractor .....	110
15.2.5	Right to manage settlement and litigation .....	110
15.3	Confidentiality Obligations of the Contractor .....	110
15.3.2	Confidentiality .....	110
15.3.3	Use of information.....	110
15.3.4	Exceptions for publicly available information .....	110
15.4	Confidentiality and Publication Obligations of KPLC .....	112
16	Liability, Risk Allocation, Securities, Bonds and Insurance.....	112
16.2	Limitation of Liability .....	112
16.3	Indemnities .....	112
16.4	Performance Security .....	112
16.5	General Requirements for Insurances .....	114
16.6	Insurance Required.....	116
16.7	KPLC's Risks.....	116
16.8	Consequences of KPLC's Risks .....	116
17	Force Majeure.....	118
17.5	Definition of Force Majeure .....	118
17.6	Notice of Force Majeure.....	118
17.7	Duty to Minimize Delay.....	118
17.8	Consequences of Force Majeure .....	118
17.9	Force Majeure Affecting Subcontractor .....	120
17.10	Optional Termination, Payment and Release .....	120
17.11	Release from Performance .....	120
18	Suspension of Services .....	120
18.5	Suspension for non-payment .....	120
18.6	No prejudice to other remedies .....	120
18.7	Compensation for costs from suspension .....	120
18.8	KPLC's Entitlement to Suspend the Services and Delegated Management Authority.....	121
19	Contract Variation, Extension and Retendering.....	121
19.1	KPLC Variations.....	121
19.2	Decision on KPLC's Variation Request.....	121
19.3	Value Management .....	121
19.4	Decision on Value Management Proposal.....	123
19.5	Adjustments for Changes in Law .....	123
19.6	Extension and Subsequent Tendering.....	123
b)	Subsequent Tendering for a Similar Contract.....	123

20	Dispute Resolution .....	125
20.1	Amicable Settlement .....	125
20.2	Independent Expert.....	125
20.3	Payment of the Independent Expert .....	127
20.4	Arbitration .....	127
20.5	Survival .....	129
21	Default and Termination .....	129
21.1	Notification and Cure Plans.....	129
21.2	Remedying the Default within the Applicable Cure Period.....	129
21.3	Failure to cure.....	131
21.4	Ways the Contract may be terminated.....	131
21.5	Termination by KPLC for Convenience.....	131
21.6	Termination by KPLC for Cause.....	131
21.7	Termination by the Contractor for Cause .....	132
21.8	Payment on Termination by KPLC for Convenience.....	132
21.9	Payment on Termination by KPLC for Cause.....	134
21.10	Payment on Termination by the Contractor for Cause .....	134
21.11	Payment on Termination for Prolonged Force Majeure .....	134
21.12	Actions on Termination.....	136
	<b>SECTION VII - SPECIAL CONDITIONS OF CONTRACT.....</b>	<b>137</b>
1.	NOTIFICATION OF INTENTION TO AWARD.....	142
a	The successful Tenderer .....	142
e	How to make a complaint.....	144
	Further information: .....	144
f	Standstill Period .....	146
	Signature: Name: Title/position: Telephone: Email: Date.....	146
	Attachment: Contract Agreement.....	148
<b>4</b>	<b>Performance Security – Option 1: (Bank Guarantee) .....</b>	<b>152</b>
<b>5</b>	<b>Performance Security- Option 2: Performance Bond.....</b>	<b>155</b>
	<b>PERFORMANCE SECURITY (LC) .....</b>	<b>179</b>

## **ABBREVIATIONS**

AO	Accounting officer
FY	Fiscal year
ICT	Information, Communications Technology
ITT	Instructions to Tenderers
JV	Joint Venture
NCB	National competitive tender
PE	Procuring Entity
PPADA	Public Procurement and Asset Disposal Act, 2015
PPRA	Public Procurement Regulatory Authority
R	Responsive
NR	Not-Responsive
RFQ	Request for Quotation
STD	Standard Tender Documents
TEC	Tender Evaluation Committee
TOR	Terms of reference



## DEFINITION OF TERMS

In this tender, unless the context or express provision otherwise requires: -

- a) *Any reference to any Act shall include any statutory extension, amendment, modification, re-amendment or replacement of such Act and any rule, regulation or order made there-under.*
- b) *“Date of Tender Document” shall be the **start date** specified on the KPLC tendering portal.*
- c) *“Day” means calendar day and “month” means calendar month.*
- d) *“KEBS” wherever appearing means the Kenya Bureau of Standards or its successor(s) and assign(s) where the context so admits.*
- e) *“KENAS” wherever appearing means the Kenya National Accreditation Service or its successor(s) and assign(s) where the context so admits*
- f) *“PPRA” wherever appearing means The Public Procurement Regulatory Authority or its successor(s) and assign(s) where the context so admits.*
- g) *Reference to “the tender” or the “Tender Document” includes its appendices and documents mentioned hereunder and any reference to this tender or to any other document includes a reference to the other document as varied supplemented and/or replaced in any manner from time to time.*
- h) *“The Procuring Entity” means The Kenya Power and Lighting Company Limited or its successor(s) and assign(s) where the context so admits (hereinafter abbreviated as KPLC).*
- i) *“The Tenderer” means the person(s) submitting its Tender for the supply, installation and commissioning (where applicable) of the goods in response to the Invitation to Tender.*
- j) *Where there are two or more persons included in the expression the “Tenderer”, any act or default or omission by the Tenderer shall be deemed to be an act, default or omission by any one or more of such persons.*
- k) *Words importing the masculine gender only, include the feminine gender or (as the case may be) the neutral gender.*
- l) *Words importing the singular number only include the plural number and vice-versa and where there are two or more persons included in the expression the “Tenderer” the covenants, agreements and obligations expressed to be made or performed by the Tenderer shall be deemed to be made or performed by such persons jointly and severally.*
- m) *KPLC’s “authorized person” shall mean its MD & CEO who is designated by the PPAD Act 2015 to exercise such power, authority or discretion as is required under the tender and any contract arising therefrom, or such other KPLC staff delegated with such authority.*
- n) *Citizen contractors-means a person/firm wholly owned and controlled by person(s) who are citizens of Kenya.*
- o) *Local contractors- a firm shall be qualified as a local contractor if it is registered in Kenya.*
- h) *“DDP” refers to Delivered Duty Paid*

## INVITATION TO TENDER

*DATE: JANUARY 2025*

**TENDER NO: KP1/9A.2/OT/017/CS/24-25**

### **NAME: PROVISION OF CUSTOMER SATISFACTION SURVEY AND NET PROMOTER SCORE SURVEY SERVICES**

#### 1.1 Introduction.

The Kenya Power & Lighting Company Plc invites bids from eligible Tenderers for Provision of customer, satisfaction services

The eligible tenderer may obtain further information from the General Manager- Supply Chain, The Kenya Power & Lighting Company Plc at Stima Plaza, 3<sup>rd</sup> Floor, Kolobot Road, P.O. Box 30099 – 00100 Nairobi, Kenya.

#### 1.2 Obtaining tender documents.

Tender documents detailing the requirements may be obtained from the KPLC E-Procurement Portal - RFX No. **1000002764**

#### 1.3 Submission of Tender documents

Completed tender is to be submitted in electronic format on the KPLC's E-procurement portal on the due date and time published on the portal. The tenderer is required to visit the portal from time to time for revised closing dates and addendums. The Tender is to be submitted **ONLINE** on or before the submission date and time indicated on the **KPLC tendering portal**.

#### 1.4 Tender Closing Date and Time

Tender closing date and time is as specified in the KPLC's tendering portal.

#### 1.5 Prices

Offered Price should be inclusive of all taxes, duties, levies and delivery costs to the premises (where applicable) of KPLC or other specified site must be in Kenya Shillings or a freely convertible currency in Kenya and shall remain valid for **one hundred and eighty(180) days** from the closing date of the tender. *Please note that prices indicated on the KPLC tendering portal should be exclusive of VAT.*

#### 1.6 Opening of submitted Tender

The tender will be opened promptly thereafter in the presence of the Tenderer or their representatives who choose to attend at Stima Plaza, supply chain meeting room, 3<sup>rd</sup> floor. All health protocols during opening *must* be observed and *only one representative* will be allowed in opening venue.

#### 1.7 Pre-bid Meeting

There will be a pre-bid meeting that will be held at KPLC's premises, Stima Plaza, Auditorium, Kolobot Road, Nairobi, Kenya at **10:30AM 30<sup>TH</sup> JANUARY 2025**



## TENDER SUBMISSION CHECKLIST

**Bidders are advised to clearly label their documents while uploading on the portal.**

No.	Item	Tick Where Provided
1	Declaration Form	
2	Duly completed Tender Form	
	a) Certificate of Independent Tender determination b) Self-Declaration forms (Form SD1&SD2) c) Declaration and Commitment to the code of Ethic	
3	Copy of Company or Firm's Registration Certificate	
4*	Copy of PIN Certificate	
5*	Copy of Valid Tax Compliance Certificate	
6	Confidential Business Questionnaire (CBQ)	
7	Certificate of Confirmation of Directors and Shareholding (C.R.12)	
8	Valid ISO 9001 Certificates and Tenderer's membership to a Marketing and or Social Research Association	
9	Names with full contact as well as physical addresses of previous customers of similar services and reference letters from at least four (4) previous customers	
10	Statement on Deviations	
11	Price Schedule(s)	
12	Duly filled terms of reference	
13	Financial Statements. The audited financial statements required must be those that are reported within eighteen (18) calendar months of the date of the tender document.	
14	Beneficial Ownership form	
15	Must have documentary evidence of handling customer service satisfaction surveys year for the last five years ( 2020, 2021 ,2022 2023 and 2024 )	
16	Documentary evidence of having at least 5 Corporate clients for the last five years (2020, 2021 ,2022 2023 and 2024 ) Evidence of existence as a customer service satisfaction services provider.	
17	Any other document or item required by the Tender Document. (The Tenderer shall specify such other documents or items it has submitted)	

### \*NOTES TO TENDERERS

1. Valid Tax Compliance Certificate shall be one issued by the relevant tax authorities and valid for at least up to the tender closing date. All Kenyan registered Tenderers must provide a valid Tax Compliance Certificate.

2. All Kenyan registered Tenderers must provide the Personal Identification Number Certificate (PIN Certificate).

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# **PART 1 - TENDERING PROCEDURES**

## **SECTION I - INSTRUCTIONS TO TENDERERS**

### **A. General**

#### **1. Scope of Tender and Definition of Terms**

1.1 KPLC, as specified in the TDS, issues this Tendering Document for the provision of Management Services as specified in Section V-Schedules of Services and Requirements. The name and identification of this ITT are specified in the TDS.

1.2 Throughout this tendering document:

- a) The term “in writing” means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the TDS, distributed or received through the electronic-procurement system used by KPLC) with proof of receipt;
- b) If the context so requires, “singular” means “plural” and vice versa; and
- c) “Day” means calendar day, unless otherwise specified as “Business Day”. A Business Day is any day that is an official working day of KPLC. It excludes KPLC's official public holidays.

#### **2. Fraud and Corruption**

2.1 Consultant firms or any of its members shall not be involved in corrupt, coercive, obstructive, collusive or fraudulent practice. Consultant firms or any of its members that are proven to have been involved in any of these practices shall be automatically disqualified and would not be awarded a contract.

2.2 In further pursuance of this policy, Tenderers shall permit and shall cause their agents (whether declared or not), subcontractors, sub-consultants, service providers, suppliers, and their personnel, shall permit Public Procurement Regulatory Authority (PPRA) to inspect all accounts, records and other documents relating to any initial selection process, prequalification process, tender submission, proposal submission and contract performance (in the case of award), and to have them audited by auditors appointed by the PPRA.

2.3 Unfair Competitive Advantage -Fairness and transparency in the tender process require that the Firms or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to this service being tendered for. KPLC shall indicate in the **TDS** firms (if any) that provided consulting services for the contract being tendered for. KPLC shall check whether the owners or controllers of the Tenderer are same as those that provided consulting services. KPLC shall, upon request, make available to any tenderer information that would give such firm unfair competitive advantage over competing firms.

#### **3. Eligible Tenderers**

3.1 A Tenderer may be private entity, a state-owned enterprise or institution, subject to ITT 3.7, or any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a Form of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Tendering process and, in the event the JV is awarded the Contract, during contract execution. The maximum number of JV members shall be specified in the **TDS**.

3.2 The Competition Act of Kenya requires that firms wishing to tender as Joint Venture undertakings which may prevent, distort or lessen competition in provision of services are prohibited unless they are exempt in accordance with the provisions of Section 25 of the Competition Act, 2010. JVs will be required to seek for exemption from the Competition Authority. Exemption shall not be a condition for submission of proposals, but it shall be a condition of contract award and signature.



- 3.3 A JV tenderer shall be given opportunity to seek such exemption as a condition of award and signature of contract. Application for exemption from the Competition Authority of Kenya may be accessed from the website [www.cak.go.ke](http://www.cak.go.ke)



- 3.4 A Tenderer shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. A Tenderer may be considered to have a conflict of interest with one or more parties in this tendering process, if:
- a. Directly or indirectly controls, is controlled by or is under common control with another Tenderer; or
  - b. Receives or has received any director indirect subsidy from another Tenderer; or
  - c. has the same legal representative for purposes of this tender; or
  - d. or has a relationship with another Tenderer, directly or through common third parties, that puts them in a position to have access to information about or influence on the Tender of another Tenderer, or influence the decisions of KPLC regarding this Tendering process; or
  - e. or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of any works related to the services that are the subject of the Tender;
  - f. or any of its affiliates has been hired (or is proposed to be hired) by KPLC or KPLC as KPLC's Representative for the Contract; or
  - g. would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the project specified in the ITT 2.1 that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that tenderer; or
- 3.5 has a close business or family relationship with a professional staff of the KPLC or of the project implementing agency, who: (i) are directly or indirectly involved in the preparation of the Tendering Document or specifications of the Contract, and/or the Tender evaluation process of such Contract; or (ii) would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to KPLC.
- 3.6 Public Officers of KPLC, their Spouses, Child, Parent, Brothers or Sister. Child, Parent, Brother or Sister of a Spouse, their business associates or agents and firms/organizations in which they have a substantial or controlling interest shall not be eligible to tender or be awarded a contract. Public Officers are also not allowed to participate in any procurement proceedings.
- 3.7 A tenderer that is a JV (either individually or as a JV member) shall not participate in more than one Tender. This includes participation as a subcontract or in other Tenders. Such participation shall result in the disqualification of all Tenders in which the tenderer is involved. A firm or person that is not a Tenderer or a JV member, may participate as a subcontractor in more than one Tender.
- 3.8 A Tenderer may have the nationality of any country, subject to the restrictions pursuant to ITT 4.1. A Tenderer shall be deemed to have the nationality of a country if the Tenderer is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case maybe. This criterion also shall apply to the determination of the nationality of proposed subcontractors or sub-consultants for any part of the Contract including related Services.
- 3.9 A Tenderer that has been debarred from participating in public procurement shall be ineligible to tender or be awarded a contract. The list of debarred firms and individuals is available from the website of PPRA [www.ppra.go.ke](http://www.ppra.go.ke).
- 3.10 Tenderers that are state-owned enterprises or institutions in Kenya may be eligible to compete and be awarded a Contract(s) only if they can establish that they (i) are legally and financially autonomous (ii) operate under commercial law, and (iii) are not under supervision of KPLC.
- 3.11 A Tenderer shall not be under suspension from Tendering by KPLC as the result of the operation of a Tender–Securing or Proposal–Securing Declaration.

- 3.12 Tenderers and individuals may be ineligible if so indicated in Section V and (a) as a matter of law or official regulations, the Kenya prohibits commercial relations with that country; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Kenya prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.

- 3.13 Foreign tenderers are required to source at least forty (40%) percent of their contract inputs (in supplies, subcontracts and labor) from national suppliers and contractors. To this end, a foreign tenderer shall provide in its tender documentary evidence that this requirement is met. Foreign tenderers not meeting this criterion will be automatically disqualified. Information required to enable KPLC determine if this condition is met is provided in “*SECTION III-EVALUATION AND QUALIFICATIONS CRITERIA*.”
- 3.14 A Tenderer shall provide such documentary evidence of eligibility satisfactory to KPLC, as KPLC shall reasonably request.
- 3.15 A tenderer that is under a sanction of debarment by the PPRA from being awarded a contract is NOT eligible to participate in this procurement.
- 3.16 The Competition Act of Kenya requires that firms wishing to tender as Joint Venture undertakings which may prevent, distort or lessen competition in provision of services are prohibited unless they are exempt in accordance with the provisions of Section 25 of the Competition Act., 2010. JVs will be required to seek for exemption from the Competition Authority. Exemption shall not be a condition for tender, but it shall be a condition of contract award and signature. A JV tenderer shall be given opportunity to seek such exemption as a condition of award and signature of contract. Application for exemption from the Competition Authority of Kenya may be accessed from the website [www.cak.go.ke](http://www.cak.go.ke).
- 3.17 A Kenyan tenderer shall provide evidence of having fulfilled his/her tax obligations by producing a valid tax compliance certificate or tax exemption certificate issued by the Kenya Revenue Authority.
- 3.18 Applicant must confirm that all materials, equipment and services to be supplied under the Contract shall have their origin in any eligible country and all expenditures under the Contract will not contravene any restrictions. At KPLC's request, Tenderers may be required to provide evidence of the origin of materials, equipment and services.

#### **4 Margin of Preference and Reservations**

- 4.1 A margin of preference may be allowed only when the contract is open to international competition where foreign contractors are expected to participate in the tendering process and where the contract exceeds the value/threshold specified in the Regulations.
- 4.2 A margin of preference shall not be allowed unless it is specified so in the TDS.
- 4.3 Contracts procured on basis of international competitive tendering shall not be subject to reservations exclusive to specific groups as provided in ITT 5.4 below.
- 4.4 Where it is intended to reserve a contract to a specific group of businesses (these groups are Small and Medium Enterprises, Women Enterprises, Youth Enterprises and Enterprises of persons living with disability, as the case may be), and who are appropriately registered as such by a competent authority, KPLC shall ensure that the invitation to tender specifically indicates that only businesses or firms belonging to the specified group are eligible to tender. No tender shall be reserved to more than one group. If not so stated in the Invitation to Tender and in the Tender documents, the invitation to tender will be open to all interested tenderers.

### **B. Content of Tendering Document**

#### **5. Sections of Tendering Document**

- 5.1 The Tendering Document consists of Parts 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any addenda issued in accordance with ITT 9.

#### **PART 1: Tendering Procedures**

##### Section I- Instructions to Tenderers (ITT)

Section II-Tender Data Sheet (TDS)

Section III - Evaluation and

Qualification Criteria Section

IV-Tendering Forms

**PART 2 Services Requirements**  
Section V - Description of Services

**PART 3 Conditions of Contract and  
Contract Forms** Section VI - General  
Conditions of Contract Section VII -  
Particular Conditions of Contract  
Section VIII- Contract Forms

- 5.2 The notice of Invitation to Tenders Notice issued by KPLC to the prequalified Tenderers is not part of this Tendering Document.
- 5.3 Unless obtained directly from KPLC, KPLC is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Tender meeting (if any), or Addenda to the Tendering Document in accordance with ITT9. In case of any contradiction, documents obtained directly from KPLC shall prevail.
- 5.4 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the Tendering Document. Failure to furnish all information or documentation required by the Tendering Document may result in the rejection of the Tender.

**6 Site Visit and Data Room**

- 6.1 The Tenderer, at the Tenderer's own responsibility and risk, is encouraged to visit and examine the Site of the Required Services and its surroundings and obtain all information that may be necessary for preparing the Tender and entering into a contract for the Services. The costs of visiting the Site shall be at the Tenderer's own expense.
- 6.2 If specified **in the TDS**, KPLC has established a data room (herein after called the Data Room) with a selection of relevant data to be accessible to Tenderers or their representatives. The address of the Data Room, and other information considered relevant by KPLC (such as an inventory of materials, or dates, rules and procedures for access, and dates of availability) areas specified in the **TDS**.

**7 Pre-Tender Meeting and a pre-arranged pretender visit of the site of the works**

- 7.1 KPLC shall specify in the **TDS** if a pre-tender conference will be held, when and where. KPLC shall also specify in the **TDS** if a pre-arranged pretender visit of the site of the works will be held and when. The Tenderer's designated representative is invited to attend a pre-arranged pretender visit of the site of the works. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- 7.2 The Tenderer is requested to submit any questions in writing, to reach KPLC not later than the period specified in the **TDS** before the meeting.
- 7.3 Minutes of the pre-Tender meeting and the pre-arranged pretender visit of the site of the works, if applicable, including the text of the questions asked by Tenderers and the responses given, together with any responses prepared after the meeting, will be transmitted promptly to all Tenderers who have acquired the Tender Documents in accordance with ITT 6.2. Minutes shall not identify the source of the questions asked.
- 7.4 KPLC shall also promptly publish anonymized (*no names*) Minutes of the pre-Tender meeting and the pre-arranged pretender visit of the site of the works at the webpage identified **in the TDS**. Any modification to the Tender Documents that may become necessary as a result of the pre-Tender meeting shall be made by KPLC exclusively through the issue of an Addendum pursuant to ITT 8 and not through the minutes of the pre-Tender meeting. Nonattendance at the pre-Tender meeting will not be a cause for disqualification of a Tenderer.

**8 Clarification of Tender Documents**

- 8.1 A Tenderer requiring any clarification of the Tender Document shall contact KPLC in writing at KPLC's address specified in the **TDS** or raise its enquiries during the pre-Tender meeting and the pre- arranged pre tender visit of the site of the works if provided for in accordance with ITT 10. KPLC will respond in writing to any request for clarification, provided that such request is received no later than the period specified in the **TDS** prior to the deadline for submission of tenders. KPLC shall forward copies of its response to all tenderers who have acquired the Tender Documents in accordance with ITT 6.2, including a description of the inquiry but without identifying its source. If so specified in the **TDS**, KPLC shall also promptly publish its response at the web page identified in the **TDS**. Should the clarification result in changes to the essential elements of the Tender Documents, KPLC shall amend the Tender Documents appropriately following the procedure under ITT 10.

## **9. Amendment of Tendering Document**

- 9.1 At any time prior to the deadline for submission of Tenders, KPLC may amend the Tendering document by issuing addenda.
- 9.2 Any addendum issued shall be part of the tendering document and shall be communicated in writing to all who have obtained the tendering document from KPLC in accordance with ITT 6.2. KPLC shall also promptly publish the addendum on KPLC's webpage in accordance with ITT 8.1.
- 9.3 To give prospective Tenderers reasonable time in which to take an addendum into account in preparing their Tenders, KPLC shall extend, as necessary, the deadline for submission of Tenders, in accordance with ITT 23.2.

## **C. Preparation of Tenders**

### **10. Cost of Tendering**

- 10.1 The Tenderer shall bear all costs associated with the preparation and submission of its Tender, and KPLC shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

### **11. Language of Tender**

- 11.1 The Tender, as well as all correspondence and documents relating to the Tender exchanged by the Tenderer and KPLC, shall be written in ENGLISH language. Supporting documents and printed literature that are part of the Tender may be in another language provided they are accompanied by an accurate translation of the relevant passages in the same ENGLISH language, in which case, for purposes of interpretation of the Tender, such translation shall govern.

### **12. Documents Comprising the Tender**

- 12.1 The Tender shall comprise two Parts, namely the Technical Proposal and the Financial Proposal. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two-envelope Tendering process). One envelope shall contain only information relating to the Technical Proposal and the other, only information relating to the Financial Proposal. These two envelopes shall be enclosed in a separate sealed outer envelope marked "ORIGINAL TENDER". The Tenderer shall s chronologically serialize all pages of the tender documents submitted.

#### **12.2 The Technical Proposal shall contain the following:**

- a. **Form of Tender and Technical Proposal**, prepared in accordance with ITT 15.1;
- b. **Tender Security or Tender- Securing Declaration**, in accordance with ITT 17;
- c. **Authorization**: written authorizing the signatory of the Tender to commit the Tenderer, in accordance with ITT 21.3;
- d. **Conformity**: Methodology and Approach in accordance with ITT 13.1;
- e. **Tenderer's Qualifications**: documents establishing the qualifications of the Tenderer in accordance with ITT 18.1; and

f. Any other documents required in the **TDS**.

12.3 The **Financial Proposal** shall contain the following:

- a. **Form of Tender–Financial Proposal**, prepared in accordance with ITT 14 and ITT 15;
- b. **Price Schedules**: completed prepared in accordance with ITT 14 and ITT 15; and
- c. Any other document required in the **TDS**.

- 12.4 The Technical Proposal shall not include any financial information related to the Tender price. Where material financial information related to the Tender price is contained in the Technical Proposal the Tender shall be declared non-responsive.
- 12.5 In addition to the requirements under ITT 12.1, Tenders submitted by a JV shall include a copy of the Joint Venture Agreement entered into by all members. Alternatively, a Form of intent to execute a Joint Venture Agreement in the event of a successful Tender shall be signed by all members and submitted with the Tender, together with a copy of the proposed Agreement. The proposed JV Agreement shall indicate at least the parts of the services to be performed by the respective members.
- 12.6 The Tenderer shall furnish in the Form of Tender information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Tender.

### **13 Documents Comprising the Methodology and Approach**

- a. The Methodology and Approach shall consist of the following sub-parts:
- b. a detailed work plan (hereinafter referred to as the Work Plan) using the corresponding form included in Section IV, Tendering Forms, and setting out the manner in which the Tenderer proposes to carry out the services as defined in the Contract and to meet any performance targets specified in the Contract;
- c. a detailed staffing plan (hereinafter referred to as the Staffing Plan) setting out the Tenderer's proposed staffing arrangements as they relate to the requirements in the Contractor's Personnel Schedule (Schedule B), included in Section VII, Schedule of Services Requirements; and
- d. any other information as stipulated in Section IV, Tendering Forms.

### **14 Documents Comprising the Financial Proposal**

- 14.1 The Financial Proposal shall consist of a completed and properly executed Tender Price Form. The Price Schedule is included in Section IV of this Tendering Document. Tenderers shall complete the Price Schedule in full and shall not amend or change the form in any way.
- 14.2 The Tenderer may quote its prices in accordance with ITT 19.
- 14.3 All duties, taxes, and other levies payable by the Contractor under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of Tenders, shall be included in the rates and prices and the total Tender Price submitted by the Tenderer.

### **15 Forms of Tender**

- 15.1 Each Tenderer shall provide a completed Form of Tender – Technical Proposal and Form of Tender – Financial Proposal using the relevant forms furnished in Section IV, Tendering Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITT 21.3. All blank spaces shall be filled in with the information requested.

### **16 Power of Attorney**

- 16.1 Each Tenderer shall provide a written power of attorney duly notarized, indicating that the person(s) signing the Tender has the authority to sign the Tender and thus that the Tender is binding upon the Tenderer during the full period of its validity.

### **17 Tender Security**

- 17.1 The Tenderer shall furnish as part of the Technical Proposal of its Tender, either a Tender-Securing Declaration or a Tender Security as specified **in the TDS**. If a Tender Security is specified, the Tender Security shall be in the amount and currency specified **in the TDS**.



17.2 A Tender-Securing Declaration shall use the form included in Section IV, Tendering Forms.

17.3 If a Tender Security is specified pursuant to ITT 18, the Tender Security shall be a demand guarantee in any of the following forms at the Tenderer's option:

- a. cash; or
  - b. a bank guarantee; or
  - c. a guarantee by an insurance company registered and licensed by the Insurance Regulatory Authority listed by the Authority; or
  - d. a guarantee issued by a financial institution approved and licensed by the Central Bank of Kenya, from a reputable source, and an eligible country.
  - e. Other forms specified in the **TDS**.
- 17.4 If a Tender Security or Tender Securing Declaration is specified pursuant to ITT 17.1, any Tender not accompanied by a substantially responsive Tender Security or Tender-Securing Declaration shall be rejected by KPLC as non-responsive.
- 17.5 The Tender Security shall be returned/release as promptly as possible:
- a. The procurement proceedings are terminated;
  - b. KPLC determines that none of the submitted tenders is responsive;
  - c. A bidder declines to extend the tender validity.
  - d. Once the successful Tenderer has signed the Contract and furnished the required Performance Security.
- 17.6 The Tender Security may be forfeited or the Tender-Securing Declaration executed:
- a) If a Tenderer withdraws its Tender during the Period of Validity of Tenders, except as provided in ITT 20.2; or
  - b) If the successful Tenderer fails to:
    - i) Sign the Contract in accordance with ITT 52; or
    - ii) Furnish a Performance Security in accordance with ITT 53.
- 17.5 Where the Tender-Securing Declaration is executed KPLC will recommend to the PPRA to debar the Tenderer from participating in public procurement as provided in the law.
- 17.7 The Tender Security or Tender-Securing Declaration of a Joint Venture (JV) shall be in the name of the JV that submits the Tender. If the JV has not been legally constituted at the time of Tendering, the Tender Security shall be in the names of all future members as named in the Form of intent to execute the JV.

## **18 Documents Establishing the Eligibility and Qualifications of the Tenderer**

- 18.1 Tenderers shall complete the Form of Tender and all the Tendering Forms included in Section IV to establish their eligibility in accordance with ITT 4.
- 18.2 The documentary evidence of the Tenderer's qualifications to perform the Contract if its Tender is accepted shall establish to KPLC's satisfaction that the Tenderer meets each of the qualification criterion specified in Section III, Evaluation and Qualification Criteria.
- 18.3 In the event that prequalification of Tenderers has been undertaken, only Tenders from prequalified Tenderers shall be considered for award of Contract. These qualified Tenderers should submit with their Tenders any information updating their original prequalification applications or, alternatively, confirm in their Tenders that the originally submitted prequalification information remains essentially correct as of the date of Tender submission.
- 18.4 If prequalification has not taken place before Tendering, the qualification criteria for the Tenderers are specified in Section III, Evaluation and Qualification Criteria.

## **19 Currencies of Tender and Payment**

- 19.1 The currency (ies) of the Tender and the currency (ies) of payments shall be the same. The Tenderer shall quote in Kenya shillings and if the Tenderer wishes to be paid a portion foreign currency, it may indicate so but shall use no more than two foreign currencies in addition to

the Kenya shilling.

- 19.2 Where the contract price is different from the corrected tender price, in order to ensure the contractor is not paid less or more relative to the contract price (*which would be the tender price*), payment valuation certificates and Variation orders on omissions and additions valued based on rates in the schedule of rates in the Tender, will be adjusted by a plus or minus percentage. The percentage already worked out during tender evaluation is worked out as follows:  $(\text{corrected tender price} - \text{tender price}) / \text{tender price} \times 100$ .

## **20 Period of Validity of Tenders**

- 20.1 Tenders shall remain valid for the period specified **in the TDS** after the Tender submission deadline date prescribed by KPLC. A Tender valid for a shorter period shall be rejected by KPLC as non-responsive.
- 20.2 In exceptional circumstances, prior to the expiration of the Tender validity period, KPLC may request Tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing. If a Tender Security is requested in accordance with ITT 17.1, it shall also be extended for thirty (30) days beyond the deadline of the extended validity period. A Tenderer may refuse the request without forfeiting its Tender Security. A Tenderer granting the request shall not be required or permitted to modify its Tender.

## **21 Format and Signing of Tender**

- 21.1 The Tenderer shall prepare one original of the Technical Part and one original of the Financial Part as described in ITT 12.1, and clearly mark each as "ORIGINAL." In addition, the Tenderer shall submit copies of the Technical Proposal and the Financial Proposal, in the number specified **in the TDS** and clearly mark them "COPY."
- 21.2 Tenderers shall mark as "CONFIDENTIAL" information in their Tenders which is confidential or proprietary to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information.
- 21.3 The original and all copies of each Tender shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Tenderer. This authorization shall consist of a written confederation as specified **in the TDS** and shall be attached to the Tender. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Tender where entries or amendments have been made shall be signed or initialed by the person signing the Tender.
- 21.4 In case the Tenderer is a JV, the Tender shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.
- 21.5 Any inter-lineation, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Tender.

## **D. Submission of Tenders**

**With eProcurement, this section should be removed, otherwise it will lead to confusion on method of submission**

## **22 Sealing and Marking of Tenders**

- 22.1 The tenderer shall deliver the Proposals in a single sealed envelope, or in a single sealed package, or in a single sealed container bearing the name and Reference number of the assignment, addressed to KPLC and a warning "DO NOT OPEN BEFORE..... (the time and date for Tender opening date)". Within the single envelope, package or container, the Tenderer shall place the following separate, sealed envelopes:
- a. In the single sealed envelope, or in a single sealed package, or in a single sealed container the following documents shall be enclosed and shall be addressed as follows:

- b. in an envelope or package or container marked “ORIGINAL”, all documents comprising the Technical Proposal, as described in ITT 12; and
- c. in an envelope or package or container marked “COPIES”, all required copies of the Technical Proposal; and
- d. in an envelope or package or container marked “ORIGINAL”, all required copies of the Financial Proposal; and

22.2 The inner envelopes or packages or containers shall:-

- a. Bear the name and address of KPLC.
- b. Bear the name and address of the Tenderer; and
- c. Bear the name and Reference number of the Assignment.

22.3 If an envelope or package or container is not sealed and marked as required, KPLC will assume no responsibility for the misplacement or premature opening of the proposal.

Tenders that are misplaced or opened prematurely will not be accepted.

22.4 If the envelopes and packages with the Proposals are not sealed and marked as required, KPLC will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.

Tenders that are misplaced or opened prematurely will not be accepted.

22.5 The Proposal or its modifications must be sent to the address indicated in the **Data Sheet** and received by KPLC no later than the deadline indicated in the Data Sheet, or any extension to this deadline. Any Proposal or its modification received by KPLC after the deadline shall be declared late and rejected, and promptly returned unopened.

## **23 Deadline for Submission of Tenders**

23.1 Tenders must be received by KPLC at the address and no later than the date and time indicated **in the TDS**. When so specified **in the TDS**, Tenderers shall have the option of submitting their Tenders electronically. Tenderers submitting Tenders electronically shall follow the electronic Tender submission procedures specified **in the TDS**.

23.2 KPLC may, at its discretion, extend the deadline for the submission of Tenders by amending the Tendering Document in accordance with ITT 9, in which case all rights and obligations of KPLC and Tenderers previously subject to the deadlines shall thereafter be subject to the deadline as extended.

## **24 Late Tenders**

24.1 KPLC shall not consider any Tender that arrives after the deadline for submission of Tenders, in accordance with ITT 23. Any Tender received by KPLC after the deadline for submission of Tenders shall be declared late, rejected, and returned unopened to the Tenderer.

## **25 Withdrawal, Substitution, and Modification of Tenders**

25.1 A Tenderer may withdraw or modify its Tender after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include copies of the authorization in accordance with ITT21.3, (except that withdrawal notices do not require copies). A Tenderer's modification or withdrawal must be:

- a. prepared and submitted in accordance with ITT 21 and ITT 22 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked “Withdrawal,” “Substitution,” “Modification;” and
- b. received by KPLC prior to the deadline prescribed for submission of Tenders, in accordance with ITT 23.

25.2 Tenders requested to be withdrawn in accordance with ITT 25.1 shall be returned unopened to the

Tenderers.

- 25.3 No Tender may be withdrawn, substituted, or modified 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 Form of Tender Form or any extension thereof.

#### **E. Public Opening of Technical Proposal**

#### **26 Public Opening of Technical Proposal**

- 26.1** Except as in the cases specified in ITT 24 and ITT 25.2, KPLC shall, at this Tender opening, publicly open and readout, in accordance with this ITT, all tenders received by the deadline at the date, time and place specified **in the TDS** in the presence of Tenderers' designated representatives who chooses to attend. Any specific electronic Tender opening procedures required if electronic Tendering is permitted in accordance with ITT 23.1, shall be as specified in the **TDS**.
- 26.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding Tender shall not be opened, but returned to the Tenderer. If the withdrawal envelope does not contain a copy of the "power of attorney" contending the signature as a person duly authorized to sign on behalf of the Tenderer, the corresponding Tender will be opened. No Tender withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is readout at the Tender opening.
- 26.3 Next, envelopes marked "Substitution" shall be opened and read out and exchanged with the corresponding Tender being substituted, and the substituted proposal shall not be opened, but returned to the Tenderer. No Tender substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is readout at Tender opening.
- 26.4 Next, envelopes marked "Modification" shall be opened and readout with the corresponding Tender. No Tender modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is readout at the Tender opening.
- 26.5 Next, all other envelopes marked "TECHNICAL PROPOSAL" shall be opened one at a time. All envelopes marked "FINANCIAL PROPOSAL" shall remain sealed, and kept by KPLC in safe custody until they are opened, at a later public opening, following the evaluation of the Technical Proposal of the Tenders. On opening the envelopes marked "TECHNICAL PROPOSAL" KPLC shall readout: the name of the Tenderer and whether there is a modification, presence or absence of a Tender Security, or Tender-Securing Declaration, if required; and any other details as KPLC may consider appropriate.
- 26.6** Only envelopes that are opened and readout at the Tender opening shall be considered further in the evaluation. The Form of Tender–Technical Proposal and the separate sealed envelope marked "FINANCIAL PROPOSAL" are to be initialed by representatives of KPLC attending Tender opening in the manner specified **in the TDS**.
- 26.7 At the Tender opening KPLC shall neither discuss the merits of any Tender nor reject any Tender (except for late Tenders, in accordance with ITT 24.1).
- 26.8 Following the Tender opening of the Technical Proposals of the Tender, KPLC shall prepare a record that shall include, as a minimum:
- a. The name of the Tenderer and whether there is a withdrawal, substitution, or modification;
  - b. The presence or absence of a duly sealed envelope marked "FINANCIAL PROPOSAL"; and
  - c. The presence or absence of a Tender Security or Tender-Securing Declaration.
- 26.9 The Tenderers' representatives who are present shall be requested to sign the record. The

omission of a Tenderer's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Tenderers.

## **27 Public Opening of Financial Proposals**

- 27.1 Following the completion of the evaluation of the Technical Proposals, KPLC shall notify, in accordance with option specified **in the TDS**, in writing those Tenderers whose Tenders were considered non- responsive to the Tendering Document or failed to meet the Qualification Criteria, advising them of the following information:
- a. The grounds on which their Technical Proposal failed to meet the requirements of the tendering document;
  - b. their envelopes marked “FINANCIAL PROPOSAL” will be returned to them unopened after the completion of the selection process and the signing of the Contract; and
  - c. notify them of the date, time and location of the public opening of the envelopes marked “FINANCIAL PROPOSAL”.
- 27.2 The opening date should allow Tenderers sufficient time to make arrangements for attending the opening. The Financial Proposal of the Tender shall be opened in the presence of Tenderers' designated representatives and anyone who chooses to attend.
- 27.3 Tenderers who met the Qualification Criteria and whose Tenders were evaluated as substantially responsive will have their envelopes marked “FINANCIAL PROPOSAL” opened at the second public opening. Each of these Envelopes marked “FINANCIAL PROPOSAL” shall be inspected to contend that they have remained sealed and unopened. These envelopes shall then be opened by KPLC. KPLC shall readout the names of each Tenderer, and the total Tender prices, per lot (contract) if applicable, including any discounts, technical score, if applicable, and any other details as KPLC may consider appropriate. Only discounts read out at the Tender opening shall be considered for evaluation. The Form of Tender - Financial Proposal and the Price Schedules are to be initialed by a representative of KPLC attending the Tender opening in the manner specified **in the TDS**.
- 27.4 At the Tender opening KPLC shall neither discuss the merits of any Tender nor reject any envelopes marked “FINANCIAL PROPOSAL”.
- 27.5 KPLC shall prepare a record of the Financial Proposal of the Tender opening that shall include, as a minimum:
- a. The name of the Tenderer whose Financial Proposal was opened;
  - b. The Tender price, per lot (contract) if applicable, including any discounts.
- 27.6 The Tenderers whose envelopes marked 'FINANCIAL PROPOSAL’ have been opened or their representatives who are present shall be requested to sign the record. The omission of a Tenderer's signature on the record shall not in validate the contents and effect of the record. A copy of the tender opening register shall be distributed to all Tenderers upon request.

## **28 Confidentiality**

- 28.1 Information relating to the evaluation of Tenders and recommendation of contract award, shall not be disclosed to Tenderers or any other persons not officially concerned with the Tendering process until the Notification of Intention to Award the Contract is transmitted to all Tenderers in accordance with ITT48.
- 28.2 Any attempt by a Tenderer to influence KPLC in the evaluation of the Tenders or Contract award decisions may result in the rejection of its Tender.
- 28.3 Notwithstanding ITT 28.2, from the time of Tender opening to the time of Contract award, if any Tenderer wishes to contact KPLC on any matter related to the Tendering process, it may do so in writing.

## **29 General Clarification of Tenders**

- 29.1 To assist in the examination, evaluation, and comparison of the Tenders, and qualification of the Tenderers, KPLC may, at its discretion, ask any Tenderer for a clarification of its Tender. Any clarification submitted by a Tenderer that is not in response to a request by KPLC shall not be considered, and KPLC's invitation to clarification and the response shall be in writing. If the Tender includes a financial proposal, no change in the prices or substance of the Tender shall be sought, offered, or permitted, except to contend the correction of arithmetic errors discovered by KPLC in the evaluation of the Tenders, in accordance with ITT 36.
- 29.2 If a Tenderer does not provide clarifications of its Tender by the date and time set in KPLC's invitation to clarification, its Tender may be rejected.

## **30 Selection Method and Evaluation Process**

- 30.1 Selection of the Lowest Evaluated Tender will be conducted using one of the following methods, as specified **in the TDS**: (i) Lowest-Evaluated Cost Selection, (ii) Quality- and Cost-Based Selection (QCBS), or (iii) Fixed- Budget Selection.
- 30.2 Prior to the evaluation of any Tender, KPLC will determine whether each Tender:
- a. Has been properly signed;
  - b. Is accompanied by the required securities; and
  - c. Is substantially responsive to the Tender requirements, pursuant to ITT 32.
- 30.3 If the selection method pursuant to ITT 30.1 is Lowest-Evaluated Cost, after a Tender is deemed substantially responsive in accordance with ITT 32, the next stage will be the evaluation of the Financial Proposal in accordance with ITT 35.
- 30.4 If the selection method pursuant to ITT 30.1 is QCBS or Fixed-Budget, after the Tender is deemed substantially responsive, the evaluation process will consist of two stages: (i) evaluation of the Technical Proposal in accordance with ITT 34 and (ii) Evaluation of the Financial Proposal in accordance with ITT35.
- 30.5 In the case of multiple contracts or lots, Tenderers are allowed to tender for one or more lots and the methodology to determine the lowest evaluated cost of the lot (contract) and for combinations, including any discounts offered in the Form of Tender, is specified in Section III, Evaluation and Qualification Criteria.

## **31 Deviations, Reservations, and Omissions**

- 31.1 During the evaluation of Tenders, the following definitions apply:
- a. "Deviation" is a departure from the requirements specified in the Tendering Document;
  - b. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Tendering Document; and
  - c. "Omission" is the failure to submit part or all of the information or documentation required in the Tendering Document.

## **32 Determination of Responsiveness**

- 32.1 KPLC's determination of a Tender's responsiveness is to be based on the contents of the Tender itself, as defined in ITT 12.
- 32.2 A substantially responsive Tender is one that meets all the requirements, terms, conditions and specifications of the Tendering Document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
- a. If accepted, would:
    - i. affect in any substantial way the scope, quality, or performance of the Services specified in the Schedules in Section VII; or

- ii. limit in any substantial way, in consistent with the Tendering Document, KPLC's rights or the Tenderer's obligations under the proposed Contract; or
- b. if rectified, would unfairly affect the competitive position of other Tenderers presenting substantially responsive Tenders.

32.3 If the selection method pursuant to ITT 30.1 is Lowest-Evaluated Cost, the determination of responsiveness will include KPLC's examination of the technical aspects of the Tender submitted in accordance with ITT 12, Methodology and Approach, in particular, to contend that all criteria in Section III, Evaluation and Qualification Criteria, and the Service Requirements described in Schedules B through F of Section VII, have been met without any material deviation or reservation.

32.4 If a Tender is not substantially responsive to the requirements of the Tendering Document, it shall be rejected by KPLC and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.

32.5 If a Tender is not substantially responsive, KPLC will notify the Tenderer that its Tender has been rejected.

### **33 Non material Non-conformities**

33.1 Provided that a Tender is substantially responsive, KPLC may waive any non-conformities in the Tender that do not constitute a material deviation, reservation or omission.

33.2 Provided that a Tender is substantially responsive, KPLC may request that the Tenderer submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial non- conformities in the Tender related to documentation requirements. Requesting information or documentation on such non-conformities shall not be related to any aspect of the price of the Tender. Failure of the Tenderer to comply with the request may result in the rejection of its Tender.

32.3 Provided that a Tender is substantially responsive, KPLC shall rectify nonmaterial non-conformities related to the Tender Price. To this effect, the Tender Price shall be adjusted, for comparison Purposes only, to reflect the price of a missing or non-conforming item or component in the manner specified in **TDS**.

### **34 Technical proposal Evaluation**

34.1 For those Tenders that are found to be substantially responsive pursuant to ITT 32, KPLC shall evaluate the Technical Proposals using the following evaluation methodology:

- a. KPLC shall score Technical Proposals by applying the point system specified in **Section III** for each evaluation criterion. Each proposal will be given an aggregate technical score (St) by adding the scores assigned under each evaluation criterion;
- b. A proposal shall be rejected at this stage if it fails to achieve the minimum aggregate technical score specified in the **TDS**; and
- c. KPLC will apply any additional steps to the evaluation methodology as may be indicated in the **TDS**.

### **35 Financial Proposal Evaluation**

35.1 Only Tenders that have been found substantially responsive in accordance with ITT 32 and have achieved the minimum aggregate technical score in accordance with ITT 34.1 shall have their Financial Proposals opened and evaluated.

35.2 In evaluating the Tenders, KPLC will determine for each Tender the evaluated Tender cost by adjusting the Tender price as follows:

- a. Price adjustment due to discounts offered in accordance with ITT 27.5;
- b. Price adjustment due to quantifiable non material non-conformities in accordance with ITT 31.3;
- c. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with ITT 37; and



- d. any additional evaluation factors specified in the TDS and Section III, Evaluation and Qualification Criteria.

### **36 Correction of Arithmetical Errors**

- 36.1 The tender sum as submitted and readout during the tender opening shall be absolute and final and shall not be the subject of correction, adjustment or amendment in anyway by any person or entity.
- 36.2 Provided that the Tender is substantially responsive, KPLC shall handle errors on the following basis:
  - a. Any error detected if considered a major deviation that affects the substance of the tender, shall lead to disqualification of the tender as non-responsive.
  - b. Any errors in the submitted tender arising from a miscalculation of unit price, quantity, subtotal and total bid price shall be considered as a major deviation that affects the substance of the tender and shall lead to disqualification of the tender as non-responsive. and
  - c. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
- 36.3 KPLC shall calculate the difference between the corrected price and tender price and workout the percentage difference, which will be plus or minus tender price as the case may be;[i.e.(corrected tender price– tender price)/tenderpriceX100].
- 36.4 On award of contract, all payment valuation certificates, variation orders on omissions and additions valued based on rates in the tender document will be adjusted by such a percentage specified in ITT 36.3 to ensure the service provider is not paid less or more relative to the contract price which would be the tender price.

### **37 Conversion to Single Currency**

- 37.1 For evaluation and comparison purposes, the currency(ies) of the Tender shall be converted into a single currency as specified **in the TDS**. The source of the exchange rate shall be as specified **in the TDS**. The date for the exchange rate shall be the deadline for submission of proposals pursuant to ITT 23.1.

### **38 Abnormally Low Tenders**

- 38.1 An Abnormally Low Tender is one where the Tender price, in combination with other constituent elements of the Tender, appears unreasonably low to the extent that the Tender price raises material concerns with KPLC as to the capability of the Tenderer to perform the Contract for the offered Tender price.
- 38.2 In the event of identification of a potentially Abnormally Low Tender by the evaluation committee, KPLC shall seek written clarification from the Tenderer, including a detailed price analyses of its Tender price in relation to the subject matter of the contract, scope, delivery schedule, allocation of risks and responsibilities and any other requirements of the tendering document.
- 38.3 After evaluation of the price analyses, in the event that KPLC determines that the Tenderer has failed to demonstrate its capability to perform the contract for the offered Tender price, KPLC shall reject the Tender.

### **39 Abnormally High Tenders**

- 39.1 An abnormally high price is one where the tender price, in combination with other constituent elements of the Tender, appears unreasonably too high to the extent that KPLC is concerned that it (KPLC) may not be getting value for money or it may be paying too high a price for the contract compared with market prices or that genuine competition between Tenderers is compromised.
- 39.2 In case of an abnormally high tender price, KPLC shall make a survey of the market prices, check if the estimated cost of the contract is correct and review the Tender Documents to check if the specifications, scope of work and conditions of contract are contributory to the abnormally high tenders. KPLC may also seek written clarification from the tenderer on the reason for the high tender price. KPLC shall proceed as follows:
- i) If the tender price is abnormally high based on wrong estimated cost of the contract, KPLC may accept or not accept the tender depending on KPLC's budget considerations.
  - ii) If specifications, scope of work and/or conditions of contract are contributory to the abnormally high tender prices, KPLC shall reject all tenders and may retender for the contract based on revised estimates, specifications, scope of work and conditions of contract, as the case may be.
- 39.3 If KPLC determines that the Tender Price is abnormally too high because genuine competition between tenderers is compromised (*often due to collusion, corruption or other manipulations*), KPLC shall reject all Tenders and shall institute or cause competent Government Agencies to institute an investigation on the cause of the compromise, before retendering.
- 39.4 If KPLC determines that the Tender Price is abnormally too high because genuine competition between tenderers is compromised (*often due to collusion, corruption or other manipulations*), KPLC shall reject all Tenders and shall institute or cause competent Government Agencies to institute an investigation on the cause of the compromise, before retendering.

### **40 Unbalanced and/or Front-Loaded Tenders**

- 40.1 If in KPLC's opinion, the Tender that is evaluated as the lowest evaluated price is seriously unbalanced and/or front loaded, KPLC may require the Tenderer to provide written clarifications. Clarifications may include detailed price analyses to demonstrate the consistency of the tender prices with the scope of works, proposed methodology, schedule and any other requirements of the Tender document.
- 40.2 After the evaluation of the information and detailed price analyses presented by the Tenderer,

KPLC may as appropriate:

- a. Accept the Tender; or
- b. Require that the total amount of the Performance Security be increased at the expense of the Tenderer to a level not exceeding a10% of the Contract Price; or
- c. agree on a payment mode that eliminates the inherent risk of KPLC paying too much for undelivered works; or
- d. reject the Tender.

#### **41 Qualification of the Tenderer**

- 41.1 KPLC shall determine to its satisfaction whether the Tenderer that is selected as having submitted the lowest evaluated cost and substantially responsive Tender is eligible and meets the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.
- 41.2 The determination shall be based upon an examination of the documentary evidence of the Tenderer's qualifications submitted by the Tenderer, pursuant to ITT 18. The determination shall not take into consideration the qualifications of other firms such as the Tenderer's subsidiaries, parent entities, affiliates, subcontractors or any other firm(s) different from the Tenderer that submitted the Tender.
- 41.3 An affirmative determination shall be a prerequisite for award of the Contract to the Tenderer. A negative determination shall result in disqualification of the Tender, in which event KPLC shall proceed to the Tenderer who offers a substantially responsive Tender with the next lowest evaluated cost to make a similar determination of that Tenderer's qualifications to perform satisfactorily.

#### **42 KPLC's Right to Accept Any Tender, and to Reject Any or All Tenders**

- 42.1 KPLC 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 Tenderers. In case of annulment, all Tenders submitted and specifically, Tender securities, shall be promptly returned to the Tenderers.

#### **F. Contract Negotiations and Award of Contract**

##### **43 Negotiations**

- 43.1 The negotiations will be held at the date and address indicated in the **TDS** with the Tender's Representatives who must have written power of attorney to negotiate a Contract on behalf of the Tenderer.
- 43.2 KPLC shall prepare minutes of negotiations that are signed by KPLC and the Tender's authorized representative.

##### **44 Technical negotiations**

- 44.1 The negotiations include discussions of the Schedule of Requirements, the proposed methodology, KPLC's inputs, the Particular Conditions of the Contract, and finalizing the "Schedule of Requirements" part of the Contract. These discussions shall not substantially alter the original scope of services or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.

##### **45 Financial negotiations**

- 45.1 The financial negotiations include the clarification of the tax liability in Kenya and how it should be reflected in the Contract. The total price stated in the Financial Proposal for a Lump-Sum contract shall not be negotiated. KPLC may ask for clarifications on the costs if they are

very high.

#### **46 Award Criteria**

- 46.1 Subject to ITT 40, KPLC shall award the Contract to the successful Tenderer. This is the Tenderer whose Tender has been determined to be the Lowest Evaluated Tender and has concluded the negotiations successfully.

#### **47 Award of Contract**

- 47.1 After completing the negotiations, KPLC shall sign the Contract; publish the award information as per the instructions in the TDS and promptly notify the other Tenderers.

#### **48 Notice of Intention to enter into a Contract/Notification of award**

- 48.1 Upon award of the contract and Prior to the expiry of the Tender Validity Period KPLC shall issue a Notification of Intention to Enter into a Contract/Notification of award to all tenderers which shall contain, at a minimum, the following information:

- a. The name and address of the Tenderer submitting the successful tender;
- b. The Contract price of the successful tender;
- c. a statement of the reason(s) the tender of the unsuccessful tenderer to whom the letter is addressed was unsuccessful, unless the price information in (c) above already reveals the reason;
- d. the expiry date of the Stand still Period; and
- e. instructions on how to request a debriefing and/or submit a complaint during the standstill period;

#### **49 Standstill Period**

- 49.1 The Contract shall not be signed earlier than the expiry of a Standstill Period of 14 days to allow any dissatisfied tender to launch a complaint. Where only one Tender is submitted, the Stand still Period shall not apply.
- 49.2 Whereas Standstill Period applies, it shall commence when KPLC has transmitted to each Tenderer the Notification of Intention to Enter into a Contract with the successful Tenderer.

#### **50 Debriefing by KPLC**

- 50.1 On receipt of KPLC's Notification of Intention to Enter into a Contract referred to in ITT 48, an unsuccessful tenderer may make a written request to KPLC for a debriefing on specific issues or concerns regarding their tender. KPLC shall provide the debriefing within five days of receipt of the request.
- 50.2 Debriefings of unsuccessful Tenderers may be done in writing or verbally. The Tenderer shall bear its own costs of attending such a debriefing meeting.

#### **51 Letter of Award**

- 51.1 Prior to the expiry of the Tender Validity Period and upon expiry of the Standstill Period specified in ITT 49.1, upon addressing a complaint that has been filed within the Standstill Period, KPLC shall transmit the Letter of Award to the successful Tenderer. The letter of award shall request the successful tenderer to furnish the Performance Security within 21 days of the date of the letter.

#### **52 Signing of Contract**

- 52.1 Upon the expiry of the fourteen days of the Notification of Intention to enter into contract and upon the parties meeting their respective statutory requirements, KPLC shall send the

successful Tenderer the Contract Agreement.

52.2 Within fourteen (14) days of receipt of the Contract Agreement, the successful Tenderer shall sign, date, and return it to KPLC.

53.3 The written contract shall be entered into within the period specified in the notification of award and before expiry of the tender validity period.

### **53 Performance Security**

53.1 Within twenty-one (21) days of the receipt of the Letter of Award from KPLC, the successful Tenderer shall furnish the Performance Security and, any other documents required in the **TDS**, in accordance with the General Conditions of Contract, subject to ITT 38.2 (b), using the Performance Security and other Forms included in Section X, Contract Forms, or another form acceptable to KPLC. A foreign institution providing a bank guarantee shall have a correspondent financial institution located in Kenya, unless KPLC has agreed in writing that a correspondent bank is not required.

53.2 Failure of the successful Tenderer to submit the above-mentioned Performance Security and other documents required in the **TDS** or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Tender Security. In that event KPLC may award the Contract to the Tenderer offering the next Best Evaluated Tender.

53.3 Performance security shall not be required for contracts estimated to cost less than the amount specified in the Regulations.

### **54 Publication of Procurement Contract**

Within fourteen days after signing the contract, KPLC shall publish the awarded contract at its notice boards and websites; and on the Website of the Authority. At the minimum, the notice shall contain the following information:

- a) Name and address of KPLC;
- b) Name and reference number of the contract being awarded, a summary of its scope and the selection method used;
- c) The name of the successful Tenderer, the final total contract price, the contract duration.
- d) Dates of signature, commencement and completion of contract;
- e) Names of all Tenderers that submitted Tenders, and their Tender prices as read out at Tender opening.

### **55. Procurement Related Complaints**

55.1 The procedures for making a Procurement-related Complaint are as specified in the **TDS**.

## SECTION II - TENDER DATA SHEET

The following specific data for the Management Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Tenderers (ITT). Whenever there is a conflict, the provisions herein shall prevail over those in ITT.

*[Instructions for completing the Tender.]*

<b>A. General</b>	
<b>ITT Reference</b>	<b>Details</b>
ITT 1.1	The reference number of the Invitation to Tenders (ITT) is KP1/9A.2/OT/017/CS/24-25 The procuring entity is KPLC The name of the tender is <b>PROVISION OF CUSTOMER SATISFACTION SURVEY AND NET PROMOTER SCORE SURVEY SERVICES</b> The number and identification of lots (contracts) comprising this invitation for tenders is <b>One</b>
ITT 1.2 (a)	<i>(delete if not applicable)</i> <b>Electronic – Procurement System</b> KPLC shall use the following electronic-procurement system to manage this tendering process: <i>SAP Tendering Portal on <a href="http://www.kplc.co.ke">www.kplc.co.ke</a> (NB: Bidders are required to be registered via this link to be able to participate in this tender)</i> The electronic-procurement system shall be used to manage the following aspects of the tendering process: <i>(Issuing Tendering document, submission of Tenders, opening of Tenders)</i> Proof of receipt will be done via the bidder's <b>Submitted Response Number</b> for RFX... <b>1000002764</b>
ITT 2.1	The declaration not to engage in corruption is provided under clause ... <b>2</b> ..... of the Declaration form <b>FORM SD2</b>
ITT 3.1	JV is applicable to a maximum of (1) one.
ITT 3.5	Definition of relative shall be as provided for under <b>Section 59(2)(b)</b> of the Public Procurement and Asset Disposal Act, 2015
ITT 3.8	A list of debarred firms and individuals is available on the PPRA's website: <a href="http://www.ppra.go.ke">www.ppra.go.ke</a>  In addition, tenderers with any record of unethical practice or unsatisfactory or default in performance shall not be considered for evaluation or award. For avoidance of doubt, this shall include any tenderer with unresolved case(s) in its performance obligations for more than two (2) months in any contract.
ITT 3.13	1. As proof of performance, a tenderer will be required to provide a certificate of completion or take over certificate or reference letter from KPLC and / or from four(4) previous clients confirming satisfactory performance and completion of contract on schedule.  2. The documentary evidence of the Tenderer's qualifications to perform the contract if its Tender is accepted shall be established to KPLC's satisfaction – a) <i>that the Tenderer has the financial capability necessary to perform the contract. The Tenderer shall be required to provide the documents as specified in the Appendix to Instructions to Tenderers including a current Tax Compliance Certificate issued by the relevant tax authorities.</i>  c) <i>that the Tenderer has the technical and production capability necessary to perform the contract.</i>

	3. The Tenderer will furnish KPLC with a copy of the accreditation or recognition certificate as applicable. KPLC reserves the right to subject the certificate to authentication.
ITT 4.2	Margin of preference is not applicable to this tender
ITT 6.1	Site visit is not applicable
ITT 7.1	There will be a pre-bid meeting that will be held at KPLC's premises, Stima Plaza, Auditorium, Kolobot Road, Nairobi, <b>Kenya ON THURSDAY 30<sup>TH</sup> JANUARY 2025 at 10:30AM</b>
ITT 8.1	The inquiries/questions must be received by KPLC at least 7 days before tender closing date (a) Address where to send inquiries is General Manager, Supply Chain & Logistics,  The Kenya Power and Lighting Company PLC, Stima Plaza, 3rd Floor Kolobot Road, Parklands P.O Box 30099 - 00100 Nairobi, Kenya Telephone:+254-20-3201821 28 Electronic mail address: <a href="mailto:procurement@kplc.co.ke">procurement@kplc.co.ke</a> , <a href="mailto:JMutai@kplc.co.ke">JMutai@kplc.co.ke</a> , <a href="mailto:mngewa@kplc.co.ke">mngewa@kplc.co.ke</a> (b) KPLC will publish its response at the website <a href="http://www.kplc.co">www.kplc.co</a> .
ITT 12.1	Mode of submission will be electronic through the KPLC SAP tendering portal.
ITT 12.2 (c)	The written confirmation of authorization to sign on behalf of the tenderer shall consist of; (a) A company resolution in case of a Director signing (not applicable where the company has got only one director, or where all Directors have signed) (b) Power of attorney where a person other than the director signing accompanied by a company resolution.
ITT 14.1	<b>Price quoted shall be inclusive of a 0.03% Public Procurement Capacity Building Levy of the contract value exclusive of VAT. The Levy shall be deducted from the suppliers payment during contract implementation and remitted to PPRA as stipulated in the Public Procurement Capacity Building Levy order 2023 effective for all tenders published after 1<sup>st</sup> September 2024.</b>
ITT 16:1	A duly notarized power of attorney will be applicable.
ITT 17.1	<b>Tender Security shall be KSH.250,000.</b>  Tenders must be received by KPLC by the date and time specified in KPLC's tendering portal in PDF form.  The original Tender Security should be kept in an envelope clearly labelled with the Tender number & name and shall be deposited in the Tender Security Box on 3rd Floor Supply Chain Reception at Stima Plaza, Kolobot Road, on or before the opening date. The deadline for tender submission is as indicated on the <b>E -PROCUREMENT PORTAL</b>
ITT 18.1	<b><i>Documents Establishing the Eligibility and Qualifications of the Tenderer:</i></b> 1 Pursuant to paragraph 3.2, the Tenderer shall furnish, as part of its Tender, documents establishing the Tenderer's eligibility to tender and its qualifications to execute, complete and maintain the Works in the contract if its Tender is accepted. 2 The documentary evidence of the Tenderer's qualifications to perform the contract if its Tender is accepted shall be established to KPLC's satisfaction as per the evaluation criteria set in this tender under section III.
ITT 18.2	<b><i>Conformity of Service to Tender Document</i></b> 1. The Tenderer shall furnish, as part of its tender, documents establishing the conformity to the Tender Document of all services that the Tenderer proposes to perform under the contract.

	<p>2. The documentary evidence of conformity of the services to the Tender Document may be in the form of literature, drawings, and data, and shall (where applicable) consist of: -</p> <p>a) <i>a detailed description of the essential technical and performance characteristics of the services whether in catalogues, drawings or otherwise,</i></p> <p>b) <i>duly completed Statement of Compliance to KPLC’s Details of Service demonstrating substantial responsiveness of the service to those Details or, a statement of deviations and exceptions to the provisions of the Details of Service.</i></p> <p>3 For purposes of the documentary and other evidence to be furnished pursuant to clause 18.2, the Tenderer shall note that standards for workmanship, material, and equipment, designated by KPLC in its Details of Service are intended to be descriptive only and not restrictive. The Tenderer may adopt higher standards in its Tender, provided that it demonstrates to KPLC’s satisfaction that the substitutions ensure substantial equivalence to those designated in the Details of Service.</p>
ITT 19.1	Foreign currency requirements NOT allowed
ITT 20.1	The Tender validity period shall <b>be 180 days</b>
ITT 21.1	Technical and Financial proposals shall be submitted electronically through the KPLC SAP tendering portal in PDF form.
ITT 22.1	All tender proposals shall be submitted through the KPLC SAP tendering portal
ITT 23.1	Tenders must be received by KPLC by the date and time specified in KPLC’s tendering portal in PDF format
ITT 25.1	Withdrawals, substitution or modifications can be done before the tender closing time indicated in the KPLC tendering portal
ITT 27.1	Public opening of both technical and financial proposals will be done through the KPLC tendering portal
ITT 46.1	KPLC shall award the Contract to the successful tenderer whose tender has been determined to be the Lowest Evaluated Tender and has undergone a successful due diligence.
ITT 47	The procedures for making a procurement related complaint are detailed in the “Notice of Intention to Award the Contract” herein and are also available from PPRA website <a href="http://www.ppra.go.ke">www.ppra.go.ke</a> If a Tenderer wishes to make a Procurement- related Complaint, the tenderer should submit its complaint following these procedures, in writing (by the quickest means available e.g. email) to: For the Attention: Title/Position: GENERAL MANAGER, SUPPLY CHAIN & LOGISTICS Email Address: <a href="mailto:procurement@kplc.co.ke">procurement@kplc.co.ke</a> <a href="mailto:JKngeno@kplc.co.ke">JKngeno@kplc.co.ke</a> ; In summary, a Procurement Related Complaint may challenge any of the following: 1. The terms of the tendering document KPLC’s decision to award the contract



## SECTION III - EVALUATION AND QUALIFICATION CRITERIA

### 1. General Provision

Wherever a Tenderer is required to state a monetary amount, Tenderers should indicate the Kenya Shilling equivalent using the rate of exchange determined as follows:

- (a) For construction turnover or financial data required for each year-Exchange rate prevailing on the last day of the respective calendar year (in which the amounts for that year is to be converted) was originally established.
- b) Value of single contract-Exchange rate prevailing on the date of the contract signature.
- c) Exchange rates shall be taken from the publicly available source identified in the ITT 37.1. Any error in determining the exchange rates in the Tender may be corrected by the Procuring Entity.

This section contains the criteria that the Employer shall use to evaluate tender and qualify tenderers. No other factors, methods or criteria shall be used other than specified in this tender document. The Tenderer shall provide all the information requested in the forms included in Section IV, Tendering Forms..

### 2. Evaluation and contract award Criteria

**Use only criteria in this Section-** KPLC shall use the criteria and methodologies listed in this Section to evaluate tenders and arrive at the Lowest Evaluated Tender. The tender that (i) meets the qualification criteria, (ii) has been determined to be substantially responsive to the Tender Documents, and (iii) is determined to have the Lowest Evaluated Tender price shall be selected for award of contract.

#### **Preliminary examination for Determination of Responsiveness-**

KPLC will start by examining all tenders to ensure they meet in all respects the eligibility criteria and other mandatory requirements in the ITT, and that the tender is complete in all aspects in meeting the requirements provided for in the preliminary evaluation criteria outlined below. The Standard Tender Evaluation Report Document for Goods and Works for evaluating Tenders provides very clear guide on how to deal with review of these requirements. Tenders that do not pass the Preliminary Examination will be considered non- responsive and will not be considered further.

### 3. *Evaluation of duly submitted tenders will be conducted along the following stages: -*

#### **3.1 Part 1 - Preliminary Evaluation under Paragraph 32 of the ITT. These are mandatory requirements. They shall include confirmation of the following: -**

**3.1.1 Submission of Tender Security - Checking its validity, whether it is Original; whether it is issued by a local bank/institution; whether it is strictly in the format required in accordance with the sample Tender Security Form(s).**

#### **3.1.2 Submission of the following duly completed and signed forms:**

- (a) *Form of Tender*
- (b) *Certificate of Independent Tender Determination*
- (c) *Self Declaration Forms as hereunder:*

- *Confidential Business Questionnaire*
- *Form SD1*
- *Form SD1&SD2*

(d) *Declaration and Commitment to the Code of Ethics*

- (e) Form ELI 1.1 – Tenderer Information Sheet*
- (f) Form ELI 1.2 (if applicable) – Party to JV Information Sheet*

3.1.3 *Submission and considering the following: -*

- a) Company or Firm's Registration Certificate*
- b) PIN Certificate.*
- c) Valid Tax Compliance Certificate.*
- d) Valid Business Permit*
- e) Duly filled commitment to carry out quality works*
- f) Established safety program and work policies*
- g) Certificate of Confirmation of Directors and Shareholding (C.R.12)*

3.1.4 *That the Tender is valid for the period required.*

3.1.5 *Submission of a copy of:-*

- a) Valid quality management system certification i.e. ISO 9001*
- b) Tenderer's membership to a Marketing and or Social Research Association*

3.1.6 *Submission of a proposed Work Program (Work Method & Schedule)*

3.1.7 *Duly filled personnel experience Forms; PER 1 & PER 2, with full contact, certified academic certificates, as well as detailed Curriculum Vitae (CV) for the three main persons:*

*Project Lead Staff CVs and copies of their qualifications*

*Project manager*

*Report-staff*

***NB: Academic certificates must be certified by an Advocate or commissioner for oaths. All copies of certificates must be accompanied by copies of IDs, Signature and Tel. numbers of the owners.***

3.1.8 *Submission of a complete and current CR12 Form (dated within 12 months before date of tender opening) obtained from the Registrar of Companies showing the Directorship and their respective shareholding of the firm, and in case of a corporate shareholder, bidders must separately submit a CR12 Form of the corporate shareholder until all the human Directors and their shareholding are disclosed.*

3.1.9 *Submission of the audited financial Statements are those that are reported within eighteen (18) calendar months of the date of the tender document together with a copy of the Auditors/Audit Firm **valid ICPAK practicing license**. (For companies or firms that are registered or incorporated within the last one calendar year of the Date of the Tender Document, they should submit certified copies of bank statements covering a period of at least six months prior to the date of the tender document. The Bank issuing the statements should certify the copies. The certification should be original).*

3.1.10 *Power of Attorney authorizing the signatory of the Tender to commit the Tenderer in accordance with the Tender requirements. Proof of authorization shall be furnished in the form of power of attorney which shall accompany the tender if the signatory to the tender is not a director of the company (provide name and attach proof of citizenship of the signatory to the tender).*

3.1.11 *Record of **unethical, unsatisfactory or default** in performance obligations in any contract shall be considered. This shall include any Tenderer with **unresolved case(s) or default** in its performance obligations for more than two (2) months in any contract.*

3.1.12 *Notwithstanding the above, considering any outstanding orders where applicable and the production*

capacity indicated by the Tenderer.

Tenders will proceed to the Technical Stage only if they qualify in compliance with Part 1 above, Preliminary Evaluation.

***Tenders will proceed to the Technical Evaluation Stage only if they are found to be compliant with Part 1 above, Preliminary Evaluation under ITT 32.***

#### **4 Technical Evaluation Criteria**

#### **4.2 Part II – Technical Evaluation and Comparison of Tenders under ITT 34.1.**

#### **4.2.1 Part I - Preliminary Technical Evaluation (Compliance to Details of service PART .....page)**

4.2.1.1 Tenderers shall be expected to indicate full compliance to terms of reference/Details of Service/.

4.2.1.2 Evaluation of Demonstration of ability of the offered service, to comply with the terms of reference (where required).

4.2.1.3 Identifying and determining any deviation(s) from the requirements; errors and oversights.

4.2.1.4 Confirmation of compliance of previous contract(s) in accordance with its/ their terms and conditions where applicable.

4.2.1.5 Considering Audited financial statements are those that are reported within eighteen (18) calendar months of the date of the tender document and confirming the auditors practicing license number (NB: Bidders must clearly indicate the Auditor’s ICPAK practicing license registration number in the audited financial statements report.)

***Tenders will proceed to the Technical Evaluation Part ii only if they qualify in compliance with Part i above of the Preliminary Technical Evaluation under Paragraph 4.2.1***

#### **4.2.2 Part ii - Detailed Technical Evaluation (Scoring Criteria)**

4.2.2 This is based on a score of 100 per cent. Only bidders who score **80% and above** will proceed to the financial stage of evaluation.

<b>NO</b>	<b>ITEM</b>	<b>DESCRIPTION</b>	<b>MAX. Points</b>
1	Capacity, Qualifications and Experience for carrying out Customer Research Services.	<p><b><u>Customer Research Services</u></b></p> <p>i) Quality of the research proposal;</p> <ul style="list-style-type: none"> <li>-Methodology (10 Marks)</li> <li>-Work plan. (2 Marks)</li> <li>-Capacity to carry out a national survey with remapping and remote monitoring (10 marks)</li> <li>-Quality Control (3 Marks)</li> <li>-Analysis tools (5 marks)</li> </ul> <p>(Maximum 30 Marks)</p> <p>ii) Qualifications of three key staff who will be handling Kenya Power research project: (Maximum 10 Marks)</p> <p>CVs with experience of Key Skills:</p>	<b>40</b>

		<p>i) <i>Project Manager- seven years and above (5 marks), Five to six years (3 marks), Less than five years (1 mark)</i></p> <p>ii) <i>Technical Lead- Five years and above (3 marks), Three to 4 years (2 marks), Less than three years (1 mark)</i></p> <p>iii) <i>Lead Statistician- Three years and above (2 marks), Less than three years (1 mark)</i></p>	
2	Firm's Experience	<p>i) Firm's Years of experience; Firm must demonstrate experience in similar business for at least 10 years. (Attach documentary evidence. Include 3 reference letters from clients you have worked with to carry out a national survey) – (Maximum 40 Marks)</p> <ul style="list-style-type: none"> <li>• <i>Less than five years (10 marks)</i></li> <li>• <i>6 to 10 years (25 marks)</i></li> <li>• <i>More than 10 years (40Marks)</i></li> </ul> <p>ii) Provide Purchase orders of work done for key clients in the past 3 Years: (Maximum 20 Marks)</p> <p>a) Proof Volume of business -</p> <ul style="list-style-type: none"> <li>-<i>Less than 5 Million annually for the past 3 years (8 Marks)</i></li> <li>-<i>Above 5-15 Million annually for the past three years (15 marks)</i></li> <li>-<i>More than 15 Million annually for the past three years (20 mark)</i></li> </ul>	<b>60</b>
	<b>Total Score</b>		<b>100</b>

1. Documentary evidence that the Project Manager and Technical Leads are the Firm's permanent staff by providing their appointment letters.

2. Evidence of statistical analysis tools- Screen-shots from the system or other relevant proof will be accepted.

3. The field data collection and data analysis of the Customer Satisfaction Survey to be delivered in 6 weeks.

Timeline for regional presentations will be advised thereafter.

4. Forms provided to tenderers including those forwarded to Banks should not be reformatted or any wordings changed

**4.3 Part III – Financial Evaluation Criteria under ITT 35. These are mandatory requirements.**

4.3.1 This will include the following: -

- a) Confirmation of and considering rates Schedule duly completed and signed.
- b) Checking that the Tenderer has quoted prices based on all costs including insurances, duties, levies, Value Added Tax (V.A.T), Withholding Tax and other taxes payable and delivery to the premises of KPLC or designated site(s)
- c) Checking for any arithmetical errors
- d) Taking into account the cost of any deviation(s) from the tender requirements
- e) Considering information submitted in the Confidential Business Questionnaire against other information in the bid including: -
  - i) Declared maximum value of business
  - ii) Shareholding and citizenship for preferences where applicable.

4.3.2 Confirming the following: -

4.3.2.1 that the Supplier's offered Delivery Schedule meets Kenya Power's requirements.

4.3.2.2 that the Supplier's offered Terms of Payment meets Kenya Power's requirements.

4.4 The award is on the lowest evaluated price.

**\*NOTES: -**

1. For purposes of evaluation, the exchange rate to be used for currency conversion shall be the selling exchange rate prevailing on the date of tender closing provided by the Central Bank of Kenya. (Visit the Central Bank of Kenya website).
2. Total tender value means the Tenderer's total tender price inclusive of Value Added Tax (V.A.T) for the services it offers to provide.

## 1.5 POST QUALIFICATION CRITERIA

1. In case the tender was not subject to pre-qualification, the tender that has been determined to be the lowest evaluated tenderer shall be considered for contract award, subject to meeting each of the following conditions (post qualification Criteria applied on a GO/NO GO basis).
  - i) The Tenderer shall demonstrate that it has access to, or has available, liquid assets, unencumbered real assets, lines of credit, and other financial means (independent of any contractual advance payment) sufficient to meet the cash flow of Kenya Shillings **50 million**
  - ii) Minimum average annual turnover of Kenya Shillings **50,million** equivalent calculated as total certified payments received for contracts in progress and/or completed within the last **four (4)** years.
  - iii) At least **four(4)** of contract(s) of a similar nature executed within Kenya, or the East African Community or abroad, that have been satisfactorily and substantially completed as a prime contractor, or joint venture member or sub-contractor each of minimum value Kenya shillings **50 million** equivalent.
- (iv) **Equipment**, The Tenderer must demonstrate that it has the key equipment listed hereafter:  
*[Specify requirements for each lot as applicable]*

*Not applicable*

No.	Equipment Type & Characteristics	Minimum Number required
1		
2		
3		
4		
....		

- v) Other conditions depending on their seriousness.

a) **History of non-performing contracts:**

Tenderer and each member of JV in case the Tenderer is a JV, shall demonstrate that Non-performance of a contract did not occur because of the default of the Tenderer, or the member of a JV in the last (**Not applicable**)        (*specify years*). The required information shall be furnished in the appropriate form.

b) **Pending Litigation**

Financial position and prospective long-term profitability of the Single Tenderer, and in the case the Tenderer is a JV, of each member of the JV, shall remain sound according to criteria established with respect to Financial Capability under Paragraph (i) above if all pending litigation will be resolved against the Tenderer. Tenderer shall provide information on pending litigations in the appropriate form.

c) **Litigation History**

There shall be no consistent history of court/arbitral award decisions against the Tenderer, in the last (*2 years*). All parties to the contract shall furnish the information in the appropriate form about any litigation or arbitration resulting from contracts completed or ongoing under

its execution over the years specified. A consistent history of awards against the Tenderer or any member of a JV may result in rejection of the tender.

- vi) Pursuant to ITT 4.10, a foreign tenderer must demonstrate that the tender fulfils the 40% Rule by completing the appropriate form in the Tender Document.

## SECTION IV - TENDERING FORMS

### I Form of Tender – Technical Proposal Form

Date: \_\_\_\_\_

Tender No. \_\_\_\_\_

**To:**

The Kenya Power & Lighting Company Plc,

Stima Plaza,

Kolobot Road, Parklands,

P.O Box 30099 – 00100,

Nairobi, Kenya

**Date of this Tender submission:** .....[insert date (as day, month and year) of Tender submission]

**ITT No.:** ..15.1 .....[insert number of Tendering process]

To: .....[insert complete name of KPLC] We, the undersigned

Tenderer, hereby submit our Tender, in two parts, namely:

- i) The Technical Proposal, and
- ii) The Financial Proposal.

In submitting our Tender, we make the following declarations:

- a) **No reservations:** We have examined and have no reservations to the Tendering Document, including Addenda issued in accordance with Instructions to Tenderers (ITT 8);
- b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITT 3;
- c) **Tender-Securing Declaration:**  
We have not been debarred by the Authority based on execution of a Tender-Securing Declaration or Tender Securing Declaration in Kenya in accordance with ITT 17.1;
- d) **Conformity:** We offer to supply in conformity with the Tendering Document and in accordance with the Schedules specified in the Schedule of Service Requirements the following  
Management Services:  
\_\_\_\_\_  
[insert a brief description of the Management Services];
- e) **Tender Validity Period:** Our Tender shall be valid for the period of \_\_\_\_\_ days as specified in TDS ITT 20.1 (as amended, if applicable) from the date fixed for the Tender submission deadline specified in TDS ITT 23.1 (as amended, if applicable), and it shall remain binding upon us, and may at any time before the expiration of that period;
- f) **Performance Security:** If our Tender is accepted, we commit to obtain a performance security in accordance with the Tendering Document;
- g) **One Tender per Tenderer:** We are not submitting any other Tender(s) as an individual Tenderer, and we are not participating in any other Tender(s) as a Joint Venture member or as a subcontractor, and meet the requirements of ITT 15.1.



- h) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the PPRA. Further, we are not ineligible under the Kenya laws or official regulations or pursuant to a decision of the United Nations Security Council;
- i) **State-owned enterprise or institution:** *[select the appropriate option and delete the other]*  
*[We are not a state- owned enterprise or institution]/[We are a state-owned enterprise or institution but meet the requirements of ITT 3];*
- j) **Binding Contract:** We understand that this Tender, together with your written acceptance thereof included in your Form of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- k) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Tender, the Lowest Evaluated Tender or any other Tender that you may receive; and
- l) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.
- m) We undertake to adhere by the Code of Ethical Conduct for Persons Participating in Public Procurement and Asset Disposal Activities in Kenya, copy available from [www.pppra.go.ke](http://www.pppra.go.ke) during the procurement process and the execution of any resulting contract.
- n) We, the Tenderer, have fully completed and signed the following Forms as part of our Tender:
- i) Tenderer's Eligibility; Confidential Business Questionnaire – to establish we are not in any conflict to interest.
  - ii) Certificate of Independent Tender Determination – to declare that we completed the tender without colluding with other tenderers.
  - iii) Self-Declaration of the Tenderer—to declare that we will, if awarded a contract, not engage in any form of fraud and corruption.
  - iv) Declaration and commitment to the code of ethics for Persons Participating in Public Procurement and Asset Disposal Activities in Kenya,

Further, we confirm that we have read and understood the full content and scope of fraud and corruption as informed in “**Appendix 1- Fraud and Corruption**” attached to the Form of Tender.

**Name of the Tenderer** \_\_\_\_\_ *[insert complete name of Tenderer]*

**Name of the person duly authorized to sign the Tender on behalf of the Tenderer:**  
 \_\_\_\_\_ *[insert complete name of person duly authorized to sign the Tender]*

**Title of the person signing the Tender:**  
 \_\_\_\_\_ *[insert complete title of the person signing the Tender]*

**Signature of the person named above:** \_\_\_\_\_  
*[insert signature of person whose name and capacity are shown above]* **Date signed**  
 \_\_\_\_\_ *[insert date of signing]* **day of** \_\_\_\_\_ *[insert month],*  
 \_\_\_\_\_ *[insert year]*

\*: In the case of the Tender submitted by a Joint Venture specify the name of the Joint Venture as Tenderer.

\*\* : Person signing the Tender shall have the power of attorney given by the Tenderer. The power of attorney shall be attached with the Tender Schedules.

**Notes:**

1. *Place this Form of Tender in the “TECHNICAL PROPOSAL”.*
2. *The Tenderer must prepare the Form of Tender on stationery with its Form head clearly showing the Tenderer's complete name and business address.*
3. *All italicized text is to help Tenderers in preparing this form.*
4. *This form must be duly signed, stamped and/or sealed.*

## 2 40% PERCENT RULE FORM

Tenderers must complete this form to indicate they conform to the 40% Rule, i.e. 40% of their tender price is sourced from within Kenya.

ITEM	Description of Work Item	Describe Location of Source	Cost in Kshs	Comment, if any
<b>A</b>	<b>Local Labor</b>			
1				
2				
3				
4				
5				
<b>B</b>				
1				
2				
3				
4				
5				
<b>C</b>	<b>Local Materials</b>			
1				
2				
3				
4				
5				
<b>D</b>				
1				
2				
3				
4				
5				
<b>E</b>				
1				
2				
3				
4				
5				
6				
<b>TOTAL COST LOCAL CONTENT</b>				
<b>PERCENTAGE OF CONTRACT PRICE</b>				

### 3 TENDERER'S ELIGIBILITY - CONFIDENTIAL BUSINESS QUESTIONNAIRE

#### a) Instructions to Tenderer

Tenderer is instructed to complete the particulars required in this Form, *one form for each entity if Tenderer is a JV*. Tenderer is further reminded that it is an offence to give false information on this Form.

#### Tenderer's details

	ITEM	DESCRIPTION
1	Name of the Procuring Entity	KPLC
2	Name of Tenderer	
3	Full Address and Contact Details of the Tenderer	1. Country ..... 2. City ..... 3. Postal Address ..... 4. Email ..... 5. Physical Location ..... Plot no..... Building & Floor..... 6. Name and email of contact person .....
4	Reference Number of the Tender	
5	Maximum value of Business which the tenderer handles	
6	Bank & Branch	

#### General and Specific Details

b) **Sole Proprietor**, provide the following details.

Name in full \_\_\_\_\_ Age \_\_\_\_\_  
 \_\_\_\_\_ Nationality  
 \_\_\_\_\_ Country of Origin  
 \_\_\_\_\_ Citizenship  
 \_\_\_\_\_ ID No. of Authorized  
 Representative \_\_\_\_\_

c) **Partnership**, provide the following details.

	Name of Partners	Nationality	Citizenship	% Shares Owned
1				
2				

3				
---	--	--	--	--

d) **Registered Company**, provide the following details.

i) Private or public Company \_\_\_\_\_

ii) State the nominal and issued capital of the Company-

Nominal Kenya Shillings (Equivalent).....

Issued Kenya Shillings (Equivalent).....

iii) Give details of Directors as follows. If director is a company, give details of human directors until human directors are disclosed.

	Name of Director	Nationality	Citizenship	% Shares owned
1				
2				
3				

**4 DISCLOSURE OF INTEREST- Interest of the Firm in KPLC.**

i) Are there any person/persons in..... (Name of KPLC) who has an interest or relationship in this firm? Yes/No.....

If yes, provide details as follows.

	Name of Person	Designation in the KPLC	Interest or Relationship with Tenderer
1			
2			
3			

ii) **Conflict of interest disclosure**

	Type of Conflict	Disclosure (Yes or No)	If YES provide details of the relationship with tenderer
1	Tenderer is directly or indirectly controlled by or is under common control with another tenderer		
2	Tenderer receives or has received any direct or indirect subsidy from another tenderer		
3	Tenderer has the same legal representative as another tenderer		
4	Tender has a relationship with another, directly or through common third parties, that puts it in a position to influence the tender of another tenderer, or influence the decision s of KPLC regarding this tendering process		

5	Any of the Tenderer's affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the tender.		
6	Tenderer would be providing goods, works, non-consulting services or consulting services during implementation of the contract specified in this Tender Document.		
7	Tenderer has a close business or family relationship with a professional staff of KPLC who are directly or indirectly involved in the preparation of the Tender document or specifications of the Contract, and/or the Tender evaluation process of such contract.		
	<b>Type of Conflict</b>	<b>Disclosure (Yes or No)</b>	<b>If YES provide details of the relationship with tenderer</b>
8	Tenderer has a close business or family relationship with a professional staff of KPLC who would be involved in the implementation or supervision of the such Contract		Tenderer has a close business or family relationship with a professional staff of KPLC who would be involved in the implementation or supervision of the such Contract
9	Has the conflict stemming from such relationship stand in item 7 and 8 above been resolved in a manner acceptable to KPLC throughout the tendering process and execution of the contract		Has the conflict stemming from such relationship stand in item 7 and 8 above been resolved in a manner acceptable to KPLC throughout the tendering process and execution of the contract

**\*NOTES TO THE TENDERERS ON THE QUESTIONNAIRE**

1. *The address and contact person of the Tenderer provided above shall at all times be used for purposes of this tender.*
2. *If a Kenyan citizen, please indicate under "Citizenship Details" whether by birth, naturalization or registration.*
3. *The details on this Form are essential and compulsory for all Tenderers. **Failure to provide all the information requested shall lead to the Tenderer's disqualification.***
4. *For foreign Tenderers please give the details of nominal and issued share capital in the currency of the country of origin of the Tenderer.*

## 5 CERTIFICATE OF INDEPENDENT TENDER DETERMINATION

I, the undersigned, in submitting the accompanying Letter of Tender to the **KENYA POWER & LIGHTING COMPANY PLC** *[Name of KPLC]* for:

\_\_\_\_\_ *[Name and number of tender]* in response to the request for tenders made by: \_\_\_\_\_ *[Name of Tenderer]*  
do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of \_\_\_\_\_ *[Name of Tenderer]* that:

- i). I have read and I understand the contents of this Certificate;
- ii). I understand that the Tender will be disqualified if this Certificate is found not to be true and complete in every respect;
- iii). I am the authorized representative of the Tenderer with authority to sign this Certificate, and to submit the Tender on behalf of the Tenderer;
- iv). For the purposes of this Certificate and the Tender, I understand that the word “competitor” shall include any individual or organization, other than the Tenderer, whether or not affiliated with the Tenderer, who:
  - a) Has been requested to submit a Tender in response to this request for tenders;
  - b) could potentially submit a tender in response to this request for tenders, based on their qualifications, abilities or experience;
- v). The Tenderer discloses that [check one of the following, as applicable]:
  - a) The Tenderer has arrived at the Tender independently from, and without consultation, communication, agreement or arrangement with, any competitor;
  - b) The Tenderer has entered in to consultations, communications, agreements or arrangements with one or more competitors regarding this request for tenders, and the Tenderer discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
- vi). In particular, without limiting the generality of paragraphs(5) (a) or (5) (b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - a) prices;
  - b) methods, factors or formulas used to calculate prices;
  - c) the intention or decision to submit, or not to submit, a tender; or
  - d) the submission of a tender which does not meet the specifications of the request for Tenders; except as specifically disclosed pursuant to paragraph (5) (b) above;
- vii). In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the works or services to which this request for tenders relates, except as specifically authorized by the procuring authority or as specifically disclosed pursuant to paragraph (5) (b) above;
- viii). the terms of the Tender have not been, and will not be, knowingly disclosed by the Tenderer, directly or indirectly, to any competitor, prior to the date and time of the official tender opening, or of the awarding of the Contract, which ever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph(5) (b) above.

Name

---

Title

---

Date

---

*[Name, title and signature of authorized agent of Tenderer and Date]*



## 6. SELF-DECLARATION FORMS

### FORM SD1

#### SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015.

Date \_\_\_\_\_

**To:**

The Kenya Power & Lighting Company Plc,  
P.O Box 30099 – 00100,  
Stima Plaza, Kolobot Road, Parklands,  
Nairobi,  
KENYA.

I,.....of Post Office Box.....being a resident  
of.....in the Republic of.....do hereby  
make a statement as follows: -

1. THAT I am the Company Secretary/ Chief Executive/Managing Director/Principal Officer/Director of ..... (*insert name of the Company*) who is a Bidder in respect of **Tender No.**.....for..... (*insert tender title/ description*) for..... (*insert name of KPLC*) and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
3. THAT what is deponed to herein above is true to the best of my knowledge, information and belief.

Yours sincerely,

\_\_\_\_\_  
Name of Tenderer

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

\_\_\_\_\_  
Name and Designation of duly authorised person signing the Tender

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

FORM SD1 & SD2

**SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015; THE PERSON/TENDERER WILL NOT ENGAGE IN ANY CORRUPT OR FRAUDULENT PRACTICE.**

Date \_\_\_\_\_

**To:**

The Kenya Power & Lighting Company Plc,  
P.O Box 30099 – 00100,  
Stima Plaza, Kolobot Road, Parklands,  
Nairobi,  
KENYA.

I, ..... of P. O. Box.....being a resident of ..... in the Republic of ..... do hereby make a statement as follows: -

1. THAT I am the Chief Executive/Managing Director/Principal Officer/Director of..... (insert name of the Company) who is a Bidder in respect of **Tender No.** ..... for ..... (insert tender title/description) for ..... (insert name of KPLC) and duly authorized and competent to make this statement.
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 the Board, Management, Staff and/or employees and/or agents of.....(insert name of KPLC) which is KPLC.
3. THAT the aforesaid Bidder, its servants and/or agents /subcontractors have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of.....(name of KPLC).
4. That the aforesaid bidder is not insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
5. THAT the aforesaid Bidder will not engage /has not engaged in any corrosive practice with other bidders participating in the subject tender.
6. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
7. THAT the aforesaid bidder does not have any conflict of interest or pecuniary interest with any other tenderer participating in this tender
8. THAT what is deponed to here in above is true to the best of my knowledge information and belief.

Yours sincerely,

\_\_\_\_\_  
Name of Tenderer

---

Signature of duly authorised person signing the Tender

---

Name and Designation of duly authorised person signing the Tender

---

Stamp or Seal of Tenderer

**DECLARATION AND COMMITMENT TO THE CODE OF ETHICS**

Date \_\_\_\_\_

**To:**

The Kenya Power & Lighting Company Limited,  
P.O Box 30099 – 00100,  
Stima Plaza, Kolobot Road, Parklands,  
Nairobi,  
KENYA.

I ..... (full name of the authorized person) on behalf of (*Name of the Business/ Company/Firm*) .....declare that I have read and fully understood the contents of the Public Procurement & Asset Disposal Act, 2015, Regulations and the Code of Ethics for persons participating in Public Procurement and Asset Disposal activities in Kenya and my responsibilities under the Code.

I do hereby commit to abide by the provisions of the Code of Ethics for persons participating in Public Procurement and Asset Disposal.

Name of Authorized

signatory.....

Sign.....

.....

Position

.....

Office address.....

Telephone..... E-

mail.....

.....

Name of the Firm/Company

.....

Date

.....

...

*(Company Seal/ Rubber Stamp where*

*applicable)* Witness

Name

.....

.....

Sign.....

.....

Date.....

.....

## 7 APPENDIX 1 - FRAUD AND CORRUPTION

*(Appendix 1 shall not be modified)*

### 1. Purpose

The Government of Kenya's Anti-Corruption and Economic Crime laws and their sanction's policies and procedures, Public Procurement and Asset Disposal Act, 2015 (the Act) and the Public Procurement and Asset Regulations, 2020 (the Regulations) and any other relevant Kenya's Acts or Regulations related to Fraud and Corruption, and similar offences, shall apply with respect to Public Procurement Processes and Contracts that are governed by the laws of Kenya.

### 2. Requirements

The Government of Kenya requires that all parties including Procuring Entities, Tenderers, (applicants/proposers), Consultants, Contractors and Suppliers; any Sub-contractors, Sub-consultants, Service providers or Suppliers; any Agents (whether declared or not); and any of their Personnel, involved and engaged in procurement under Kenya's Laws and Regulation, observe the highest standard of ethics during the procurement process, selection and contract execution of all contracts, and refrain from Fraud and Corruption and fully comply with Kenya's laws and Regulations as per paragraphs 1.1 above.

Section 66 of the Act describes rules to be followed and actions to be taken in dealing with Corrupt, Coercive, Obstructive, Collusive or Fraudulent practices, and Conflicts of Interest in procurement including consequences for offences committed. A few of the provisions noted below highlight Kenya's policy of no tolerance for such practices and behavior:

- i) A person to whom this Act applies shall not be involved in any corrupt, coercive, obstructive, collusive or fraudulent practice; or conflicts of interest in any procurement or asset disposal proceeding;
- ii) A person referred to under subsection (1) who contravenes the provisions of that subsection commits an offence;
- iii) Without limiting the generality of the subsection (1) and (2), the person shall be:-
  - a) disqualified from entering into a contract for a procurement or asset disposal proceeding; or
  - b) if a contract has already been entered into with the person, the contract shall be voidable;
- iv) The voiding of a contract by KPLC under subsection(7) does not limit any legal remedy KPLC may have;
- v) An employee or agent of KPLC or a member of the Board or committee of KPLC who has a conflict of interest with respect to a procurement—
  - a) Shall not take part in the procurement proceedings;
  - b) shall not, after a procurement contract has been entered into, take part in any decision relating to the procurement or contract; and
  - c) shall not be a subcontractor for the tenderer to whom was awarded contract, or a member of the group of tenderers to whom the contract was awarded, but the subcontractor appointed shall meet all the requirements of this Act.
- vi) An employee, agent or member described in subsection (1) who refrains from doing anything prohibited under that subsection, but for that subsection, would have been within his or her duties shall disclose the conflict of interest to KPLC;
- vii) If a person contravenes subsection (1) with respect to a conflict of interest described in subsection (5) (a) and the contract is awarded to the person or his relative or to another person in whom one of them had a direct or indirect pecuniary interest, the contract shall be terminated and all costs incurred by the public entity shall be made good by the awarding officer. Etc.

In compliance with Kenya's laws, regulations and policies mentioned above, KPLC:

- a) Defines broadly, for the purposes of the above provisions, the terms:
  - i) “corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

- ii) “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
  - iii) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
  - iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
  - v) “obstructive practice” is:
    - 1) Deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede investigation by Public Procurement Regulatory Authority (PPRA) or any other appropriate authority appointed by Government of Kenya into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
    - 2) Acts intended to materially impede the exercise of the PPRA's or the appointed authority's inspection and audit rights provided for under paragraph 2.3 e. below.
- (b) Defines more specifically, in accordance with the Act, provisions set forth for fraudulent and collusive practices as follows:
- "fraudulent practice" includes a misrepresentation of fact in order to influence a procurement or disposal process or the exercise of a contract to the detriment of KPLC or the tenderer or the contractor, and includes collusive practices amongst tenderers prior to or after tender submission designed to establish tender prices at artificial non-competitive levels and to deprive KPLC of the benefits of free and open competition.
- (c) Rejects a proposal for award<sup>1</sup> of a contract if PPRA determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
  - (d) Pursuant to the Act and the Regulations, KPLC may recommend to PPRA for sanctioning and debarment of a firm or individual, as applicable under the Act and the Regulations;
  - (e) Requires that a clause be included in the tender documents and Request for Proposal documents requiring (i) Tenderers (applicants/proposers), Consultants, Contractors, and Suppliers, and their Sub-contractors, Sub- consultants, Service providers, Suppliers, Agents personnel, permit the PPRA or any other appropriate authority appointed by Government of Kenya to inspect<sup>2</sup> all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the PPRA or any other appropriate authority appointed by Government of Kenya; and
  - (f) Pursuant to Section 62 of the Act, requires Applicants/Tenderers to submit along with their Applications/Tenders/Proposals a “Self-Declaration Form” as included in the procurement document declaring that they and all parties involved in the procurement process and contract execution have not engaged/will not engage in any corrupt or fraudulent practices.



<sup>1</sup>For the avoidance of doubt, a party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in

A consultancy, and tendering, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

<sup>2</sup>Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Investigating Authority or KPLC to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

**(To Be Submitted On Bidder's Letterhead)**

**Date:**

**Description of the Methodology and Work Plan**

[in accordance with ITT 13]

- i) Detailed Work Plan  
*[KPLC to insert more specific requirements, if any, for this section]*
- ii) Detailed Staffing Plan  
*[KPLC to insert more specific requirements, if any, for this section]*

1. Tenderer's Legal Name
2. In case of JV, Legal name of each party
3. Tenderer's actual or intended Country of Registration
4. Tenderer's Year of Registration
5. Tenderer's Legal Address in Country of Registration
6. Tenderer's Authorized Representative Information  Name:  Address:  Telephone:  Email Address
7. Attached are copies of original documents of:  Articles of Incorporation of Registration of tenderer named in 1, above, in accordance with ITT 4.1 and ITT 4.4. In case of JV, Form of intent to form JV including a draft agreement, or JV agreement, in accordance with ITT 4.1 and ITT 12.  In case of state-owned enterprise or institution from Kenya, documents establishing Legal and Financial autonomy and compliance with the principles of commercial law, and is not under the supervision of KPLC in accordance with ITT 4.6.

Please note that a written authorization needs to be attached to this sheet as required by ITT 21.3

## 10. Form ELI 1.2

### Party to JV Information Sheet

Date: \_\_\_\_\_ ITT No.: \_\_\_\_\_

1. Tenderer's Legal Name:
2. JV's Party Legal Name:
3. JV's Party Country of Registration
4. JV's Party Year of Registration:
5. JV's Party Legal Address in Country of Registration
6. JV's Party Authorized Representative Information  Name: Address: Telephone Email address:
7. Attached are copies of original documents of:  Articles of Incorporation or Registration of tenderer named in 1, above, in accordance with ITT 4.1 and ITT 4.4. In case of state-owned enterprise or institution from the Kenya, documents establishing legal and financial autonomy and compliance with the principles of commercial law and is not under the supervision of KPLC, in accordance with ITT 4.7.

## 11. FORM CCC-CURRENT CONTRACT COMMITMENTS/WORKS IN PROGRESS

Tenderers and each partner to a JV should provide information on their current commitments on all contracts that have been awarded, or for which a Form of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

Name of contract	Procuring Entity, contact address / Tel/ email	Value of outstanding work (Kshs)	Estimated completion date	Average monthly invoicing over last six months (Kshs / month)
1.				
2.				
3.				
4.				
5.				
etc.				

## 12. Form FIN 3.3- Financial Resources

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total construction cash flow demands of the subject contractor contracts as indicated in Section III, Evaluation and Qualification Criteria

Source of Financing	Amount (Currency)
1.	
2.	
3.	
4.	

### 13. Form EQU- Contractor's Equipment

The Tenderer shall provide adequate information to demonstrate clearly that it has the capability to perform the contract. A separate Form shall be prepared for each item of equipment listed, or for alternative equipment proposed by the Tenderer.

	Name of Manufacturer			
	Capacity			
	Current Location			
	Details of current commitments			
Source	Indicate source of the equipment:			
	Owned	Rented	Leased	Specially manufactured

Omit the following information for equipment owned by the Tenderer.

Owner	Name of owner	
	Address of owner	
	Telephone	Contact name
	Email	Title
Agreements	Details of rental /lease / manufacture agreements specific to the project	

### 14. Form PER -1- Proposed Personnel

Tenderers should provide the names of suitably qualified personnel to perform the contract. The data on their experience should be supplied using the Form below for each candidate.

*KPLC shall complete columns 2 and 3. Tender shall complete columns 4 and provide CVs.*

1	2	3	4	5
S/N	Title of Staff	Key Qualifications	Name proposed by Tenderer	Qualification
1.				
2.				
3.				
4.				
5.				
6.				


Name of Tenderer		
Position		
Staff information	Name	Date of Birth
	Professional qualifications	
Present Employment	Name of Procuring Entity	
	Address of Procuring Entity	
	Telephone	Contact (Manager / personnel officer)
	Mobile	Email
	Job Title	Years with present Procuring Entity

Summarize professional experience over the last 20years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

<b>From</b>	<b>To</b>	<b>Company / Project / Position / Relevant technical and management experience</b>

**16 FORM OF TENDER SECURITY - Form of Demand Guarantee**

**(To Be Submitted on Bank's Letterhead)**

**Date:**

**To:**

The Kenya Power & Lighting Company Plc,  
Stima Plaza,  
Kolobot Road, Parklands,  
P.O Box 30099 – 00100,  
Nairobi, Kenya.

**Beneficiary:** \_\_\_\_\_

**Invitation to Tender No:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **TENDER GUARANTEE No.:** \_\_\_\_\_

**Guarantor:** \_\_\_\_\_

We have been informed that \_\_\_\_\_ (herein after called "the Applicant") has submitted or will submit to the Beneficiary its Tender (herein after called "the Tender") for the execution of \_\_\_\_\_ under Invitation to Tender No. \_\_\_\_\_ ("the ITT").

Furthermore, we understand that, according to the Beneficiary's conditions, Tenders must be supported by a Tender guarantee.

At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of \_\_\_\_\_ upon receipt by us of the Beneficiary's complying demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Applicant:

- a) has withdrawn its Tender during the period of tender validity set forth in the Applicant's Form of Tender ("the Tender Validity Period"), or any extension thereto provided by the Applicant; or
- b) having been notified of the acceptance of its Tender by the Beneficiary during the Tender Validity Period or any extension thereto provided by the Applicant, (i) has failed to execute the contract agreement, or (ii) has failed to furnish the performance security, in accordance with the Instructions to Tenderers ("ITT") of the Beneficiary's Tendering Document.

This guarantee will expire: (a) if the Applicant is the successful Tenderer, upon our receipt of copies of the contract agreement signed by the Applicant and the performance security issued to the Beneficiary in relation to such contract agreement; or (b) if the Applicant is not the successful Tenderer, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Tendering process; or (ii) twenty-eight days after the end of the Tender Validity Period.

Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on or before that date.

This guarantee is valid until the .....day of.....20.....

EITHER

**SEALED** with the )  
**COMMON SEAL** )

of the said **BANK** )  
this .....day )  
of .....20.... )

\_\_\_\_\_ )  
BANK SEAL

in the presence of: - )

\_\_\_\_\_ )

and in the presence of: - )

\_\_\_\_\_ )

OR

**SIGNED** by the **DULY AUTHORISED REPRESENTATIVE(S)/ ATTORNEY(S)** of the **BANK**

\_\_\_\_\_  
Name(s) and Designation of duly authorised representative(s)/ attorney(s) of the Bank

\_\_\_\_\_  
Signature(s) of the duly authorised person(s)

**NOTES TO TENDERERS AND BANKS**

1. *Please note that no material additions, deletions or alterations regarding the contents of this Form shall be made to the Tender Security to be furnished by the Tenderer. If any are made, the Tender Security shall not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the Tender Security where such Security is required in the tender.*
2. *It is the responsibility of the Tenderer to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed three (3) days from the date of KPLC’s query. Should there be no conclusive response by the Bank within this period, such Tenderer’s Tender Security shall be deemed as invalid and the bid rejected.*
3. *The issuing bank should address its response or communication regarding the bond to KPLC at the following e-mail address – “[guarantees@kplc.co.ke](mailto:guarantees@kplc.co.ke)”*



4. *The Tender validity period is One Hundred eighty (180) days as set out in the Invitation to Tender (at Section I of the Tender document) or as otherwise may be extended by KPLC. Therefore, the Tender Security must at all times be valid for at least 30 days beyond the tender validity period.*
  
5. *All italicized text is for use in preparing this form and shall be deleted from the final product.*

**17. TENDER - SECURING DECLARATION FORM {r 46 and 155 (2)}**

**To Be Submitted on Bidder's Letterhead)**

**Date:**

**To:**

The Kenya Power & Lighting Company Plc,  
Stima Plaza,  
Kolobot Road, Parklands,  
P.O Box 30099 – 00100,  
Nairobi, Kenya.

[The Bidder shall complete this Form in accordance with the  
instructions indicated] Date:.....[ *insert date (as*

*day, month and year)of Tender Submission]*  
Tender No.:.....[*insert number of*  
*tendering process]*

To:.....[*insert complete*  
*name of Purchaser]* I/We, the undersigned,

declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Tender-Securing Declaration.
2. I/We accept that I/we will automatically be suspended from being eligible for tendering in any contract with the Purchaser for the period of time of [insert number of months or years] starting on [insert date], if we are in breach of our obligation (s) under the bid conditions, because we—  
(a) have withdrawn our tender during the period of tender validity specified by us in the Tendering Data Sheet; or (b) having been notified of the acceptance of our Bid by the Purchaser during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the instructions to tenders.
3. I/We understand that this Tender Securing Declaration shall expire if we are not the successful Tenderer(s), upon the earlier of:
  - a) our receipt of a copy of your notification of the name of the successful Tenderer; or
  - b) thirty days after the expiration of our Tender.
4. I/We understand that if I am/we are/in 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.

Signed:.....

..... Capacity / title (director or partner or sole  
proprietor, etc.) .....

Name:

..... Duly

authorized to sign the bid for and on behalf of: .....*[insert complete*

*name of Tenderer]* Dated on..... day of..... *[Insert date of signing]*

Seal or stamp

## 18 FORM OF TENDER – FINANCIAL PROPOSAL FORM

**To Be Submitted on Bidder’s Letterhead)**

**Date:**

**To:**

The Kenya Power & Lighting Company Plc,  
Stima Plaza,  
Kolobot Road, Parklands,  
P.O Box 30099 – 00100,  
Nairobi, Kenya.

**Date of this Tender submission:** ..... *[insert date (as day, month and year) of Tender submission]*

**Invitation to Tender No.:** .....*[insert identification]*

**To:** ..... *[insert complete name of KPLC]* We, the under signed Tenderer, hereby submit the second part of our Tender, the Financial Proposal in submitting our Financial Proposal, we make the following additional declarations:

- (a) **Tender Validity Period:** Our Tender shall be valid for the period specified in TDS 20.1 (as amended, if applicable) from the date fixed for the Tender submission deadline specified in TDS 23.1 (as amended, if applicable), and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (b) **Total Price:** The total price of our Tender (as indicated in our detailed price schedule), excluding any discounts offered in item (c) below is: *[insert the total price of the Tender in words and figures, indicating the various amounts and the respective currencies].*
- (c) **Discounts:** The discounts offered and the methodology for their application are:
  - i) The discounts offered are:*[Specify in detail each discount offered]*
  - ii) The exact method of calculations to determine the net price after application of discounts is shown below:  
*[Specify in detail the method that shall be used to apply the discounts];*

**Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the Tendering process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity].*

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate “none.”)

**a) Binding Contract:** We understand that this Tender, together with your written acceptance thereof

included in your Form of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed.

**Name of the Tenderer:** \_\_\_\_\_\**[insert complete name of the Tenderer]*

**Name of the person duly authorized to sign the Tender on behalf of the Tenderer:**  
\_\_\_\_\_ *[insert complete name of person duly authorized to sign the Tender]*

**Title of the person signing the Tender:** \_\_\_\_\_*[insert complete title of the person signing the Tender]*

**Signature of the person named above:**

\_\_\_\_\_ *[insert signature of person whose name and capacity are shown above]* **Date signed**..... *[insert date of signing]*

**day of** *[insert month], [insert year]*

\*: In the case of the Tender submitted by a Joint Venture specify the name of the Joint Venture as Tenderer.

\*\* : Person signing the Tender shall have the power of attorney given by the Tenderer. The power of attorney shall be attached with the Tender Schedules.

**Notes:**

- i. *Submit this Form of Tender - Financial Proposal in the portal marked “FINANCIAL PROPOSAL”.*
- ii. *The Tenderer must prepare the Form of Tender- Financial Proposal on stationery with its Form head clearly showing the Tenderer's complete name and business address.*
- iii. *All italicized text is to help Tenderers in preparing this form.*

**MANUFACTURER’S/ PRINCIPAL’S AUTHORIZATION FORM**

**(To Be Submitted on Manufacturer’s/ Principal’s/ Producer’s Letterhead)**

**To:**

The Kenya Power & Lighting Company Plc,  
Stima Plaza,  
Kolobot Road, Parklands,  
P.O Box 30099 – 00100,  
Nairobi, Kenya.

**WHEREAS WE** ..... *(name of the manufacturer/ principal)* who are established and reputable manufacturers/ principal of ..... *(name and description of the services)* having offices or factories at ..... *(full address and physical location of offices or factory(ies))* do hereby confirm that ..... *(name and address of Contractor)* is authorized by us to transact in the services required against your Tender ..... *(insert reference number and name of the Tender)* in respect of the above services.

**WE HEREBY** extend our full guarantee and warranty as per the Conditions of Contract for the services offered for provision by the above firm against the Invitation to Tender.

DATED THIS..... DAY OF.....20.....

\_\_\_\_\_  
Signature of duly authorised person for and on behalf of the Manufacturer/ Principal.

\_\_\_\_\_  
Name and Designation of duly authorised person signing on behalf of the Manufacturer/ Principal.

**NOTES TO TENDERERS & MANUFACTURERS/ PRINCIPALS/ PRODUCERS**

*Only a competent person in the service of the Manufacturer/ Principal should sign this letter of authority.*

**19 DETAILED PRICE SCHEDULE**

[To Be Submitted on Bidder's Letterhead] complete the table below accordingly

ITEM NO.	ITEM DESCRIPTION	ACTIVITY	TOTAL PRICE VAT EXCLUSIVE	VAT and all other levies	PRICE VAT INCLUSIVE
1.	Provision of Customer Satisfaction Survey Services including travel for data collection to 10 regions per Appendix I and II (Pg 83,84 and 85).	1			
	Provision of 8 Quaterly Net Promoter Score Survey Services	1			
	Travel expenses for Presentation to 10 regions nationwide. (3 regions in Nairobi, Coast, Kisumu, Kisii, Eldoret, Nakuri, Nyeri and Thika)	1			
	<b>TOTAL</b>	<b>TOTAL VAT</b>			
		<b>VAT</b>			
		<b>EXCLUSIVE</b>			
		<b>16% VAT</b>			
		<b>TOTAL VAT</b>			
		<b>INCLUSIVE</b>			

Tenderer.....

Signature of Tenderer .....

Date ...../...../..... Stamp.....

\*NOTES: -

1. The Tenderer shall fill in these Price Schedule Forms in accordance with the instructions indicated. The list of line items of the Price Schedules shall coincide with the List of services specified by KPLC in the Schedule of Requirements. The services are estimated to cover the contract period.

2. The offered unit price MUST be rounded to two decimal places. Where the Tenderer fails to round the offered unit price as required, then, the offered unit price shall be rounded down-wards to two decimal places and used for the purposes of this tender.

3. The unit prices indicated on the KPLC tendering portal should be exclusive of VAT and the quoted price not be subject to change for the contract period.

4. Bidders should use the prevailing VAT rate. However, prices entered in the KPLC-SRM tendering portal should be exclusive of VAT. In case of discrepancies between the price keyed in the SRM portal and those on this price schedule uploaded as an attachment, the latter shall prevail. The Bidder’s grand totals should be the same as the tender sum indicated in the Tender Form and should be correctly Computed. Name of tenderer [*insert complete name of tenderer*] Signature of tenderer [*signature of person signing the Tender*] Date [*insert date*]

**5. The Bidder’s grand totals should be the same as the tender sum indicated in the Tender Form.**

6. Price quoted shall be inclusive of a **0.03% Public Procurement Capacity Building Levy** of the tender sum exclusive of VAT. The Levy shall be deducted from the suppliers payment during contract implementation and remitted to PPRA as stipulated in the Public Procurement Capacity Building Levy order 2023 effective for all tenders published after 1<sup>st</sup> September 2024.

**1. Provision of services will be based on the following:-**

- Total costs data collection across the country.
- Total cost of All costs related to analysis and report generation.

**2. The costs of travelling to present to 10 regions (Refer to Appendix I).**

ITEM NO.	ITEM DESCRIPTION	ACT.	EXPECTED DELIVERY PERIOD	OFFERED DELIVERY PERIOD (CATE)
	<b>Provision of Customer Satisfaction Survey Services including travel data collection to 10 regions per Appendix I and II.</b>		<b>6 Weeks After Contract Signing</b>	



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## **PART 2 – SERVICES REQUIREMENT**

## SECTION V - SCHEDULES OF SERVICES REQUIREMENTS

### Provision of Customer Satisfaction Survey and Net Promoter Score Consultancy Services

No	Description
1.	Provision of Annual Customer Satisfaction Survey Services with the overall objective of establishing the Customer Satisfaction Index for KPLC and presentation of the Research results to KPLC regions.  And quarterly Net Promoter Score Services

*- Brief Schedule of Service Delivery This is a Two-Year contract.*

*-Data collection tool is available and only requires updating.*

#### QUATERLY NET PROMOTER SCORE SURVEYS

	NET PROMOTER SCORE	
	Establish overall NPS Score for KPLC on a quarterly basis including Regional and County NPS scores	Quarterly NPS Regional NPS Scores

#### ANNUAL CUSTOMER SATISFACTION SURVEY

<b>1</b>	<b>OVERALL PERFORMANCE INDICATORS</b>	
1.1	KPLC Customer Satisfaction Index	1. Overall Customer Satisfaction Index for Kenya Power, Domestic Customer Index, All Commercial Index. 2. Satisfaction Index for each regions. 3. Satisfaction Index for each County
1.2	KPLC Customer Loyalty	Domestic, Small Commercial, Industrial
1.3	Level of KPLC Meeting Customer Expectations	Domestic, Small Commercial, Industrial
1.4	Net Promoter Score	All customer segments
<b>2</b>	<b>PRODUCT AND SERVICE USAGE</b>	
2.1	Awareness, Usage and Satisfaction	All KPLC services and products.
<b>3</b>	<b>COMMUNICATION CHANNELS</b>	
3.1	Awareness, Usage and Satisfaction with Communication Channels	TV, Radio, Print, Articles, SMS, Online, Email

3.2	Preference	Most Preferred Channel of Communication
<b>4</b>	<b>QUALITY OF POWER</b>	
4.1	Quality Perception	Perception of Power Reliability and Stability
4.2	Incidence of outages	Frequency of outages
4.3	Satisfaction with Restoration	Length of time to restore power after outage.
4.4	Sources of Outages	Knowledge of sources of outages by customers
4.5	Communication of planned outages	Awareness of planned outages, Source of information and preferred communication of planned outage.
<b>5</b>	<b>BILLING</b>	
5.1	Understanding KPLC Billing Concepts	Customer knowledge of bill items
5.2	Satisfaction with billing/Top Up	Pre-Paid and Post Paid
5.3	Awareness, Usage and Preference of Payment Channels	KPLC Offices, Easy Pay Partners, Mobile Payment.
5.4	Awareness of late payment penalties and disconnection	Post-paid customers
5.5	Satisfaction with disconnection and reconnection process	Customer handling during disconnection and reconnection
<b>6</b>	<b>COMPLAINT HANDLING</b>	
6.1	Incidence and type of complaints to KPLC	Frequency of issues complaint by customers
6.2	Channel and channel preference	Which channels are customers using to complain to KPLC
6.3	Resolution and satisfaction	Are the customers satisfied with how the issues were resolved
<b>7</b>	<b>BRAND AND ADVERTISING</b>	
7.1	Brand presence index	A score on the perception of brand visibility.
7.2	Advertising Awareness and impact	Top of mind & Prompted, advertising influence of decisions,
7.3	Sources of awareness	Top of mind
7.4	Brand Image Index	A score on the brand perception on Kenya Power by customers.
<b>8</b>	<b>CORPORATE SOCIAL RESPONSIBILITY</b>	
8.1	Awareness, Impact and Preference of KPLC CSR	Checking for alignment to customer expectations

	activities	
<b>9</b>	<b>NEW CUSTOMER CONNECTION</b>	
9.1	Awareness of new connection process	Last mile and slum connection policies
9.2	Time taken and satisfaction with New connection	
<b>10</b>	<b>MYSTERY SHOPPER SURVEY</b>	
10.1	Branch and Easy pay partner evaluation	Environment, Personnel, Resolution, Queue management, time spent
11.2	Contact center channel evaluation	Mystery shopping on Calls, email, live chat, SMS

NB

- a) The Survey is country-wide to establish Customer Satisfaction Index for i) Overall Kenya Power, ii) 10 Kenya Power Regions and iii) 49 Kenya Power Counties. *(Refer to Appendix I for Region Details)*

**APPENDIX I**

**KENYA POWER REGIONS**

No.	KPLC REGIONS	KPLC OFFICES IN THE REGION
<b>1</b>	<b>COAST</b>	
		MOMBASA
		KILIFI
		KWALE/UKUNDA
		MALINDI
		WUNDANYI
		NYALI
		MTWAPA
		VOI
		TAITA TAVETA
		LAMU
		HOLA
		MARIAKANI
		LIKONI
<b>2</b>	<b>MT. KENYA</b>	
		NYERI
		MERU
		MURANGA
		EMBU
		KIVAA
		KERUGOYA
		NANYUKI
		NYAHURURU
		CHUKA
		MAUA
		ISIOLO
		KANGARI
		KENOL
		MARSABIT

		MWEA
		MARALAL
		OTHAYA
<b>3</b>	<b>CENTRAL RIFT</b>	
		NAKURU
		KERICHO
		MOLO
		NAIVASHA
		NAROK
		BOMET
		SOTIK
		GILGIL
<b>4</b>	<b>WESTERN</b>	
		KISUMU
		KAKAMEGA
		BUNGOMA
		BUSIA
		WEBUYE
		MBALE
		MUHORONI
<b>5</b>	<b>SOUTH NYANZA</b>	
		KISII
		NYAMIRA
		HOMABAY
		MIGORI
<b>6</b>	<b>NORTH EASTERN</b>	
		THIKA
		KIAMBU
		RUIRU
		LIMURU
		KITUI
		GARISSA
		WAJIR
		MANDERA
		GITHUNGURI
		GATUNDU
<b>7</b>	<b>NORTH RIFT</b>	
		ELDORET
		KITALE
		KAPSABET
		ELGEYO MARAKWET
		BARINGO
		LODWAR
		KAPENGURIA
		ELDAMA RAVINE
<b>8</b>	<b>NAIROBI NORTH</b>	
		SARIT CENTRE
		ROYSAMBU
		MAKADARA
		EASTLEIGH
<b>9</b>	<b>NAIROBI WEST</b>	
		ELECTRICITY HOUSE

		KITENGELA
		LOITOKTOK
		NAMANGA
<b>10</b>	<b>NAIROBI SOUTH</b>	
		ELECTTIRCITY HSE
		MACHAKOS
		KAJIADO
		RUAI
		TALA
		EMALI
		DOONHOLM
		MLOLONGO

### **Appendix II- KPLC Counties**

	<b>KPLC COUNTY</b>
1	Baringo County
2	Bomet County
3	Bungoma County
4	Busia County
5	Elgeyo Marakwet County
6	Embu County
7	Garissa County
8	Homabay County
9	Isiolo County
10	Kajiado County
11	Kakamega County
12	Kericho County
13	Kiambu County
14	Kilifi County
15	Kirinyaga County
16	Kisii County
17	Kisumu County
18	Kitui County
19	Kwale County
20	Laikipia County
21	Lamu County
22	Machakos County
23	Makueni County
24	Mandera County
25	Marsabit County
26	Meru County
27	Migori County
28	Mombasa County

	<b>KPLC COUNTY</b>
29	Murang'a County
30	Nairobi North County
31	Nairobi South County
32	Nairobi West County
33	Nakuru County
34	Nandi County
35	Narok County
36	Nyamira County
37	Nyandarua County
38	Nyeri County
39	Samburu County
40	Siaya County
41	Taita Taveta County
42	Tana River County
43	Tharaka Nithi County
44	Trans Nzoia County
45	Turkana County
46	Uasin Gishu County
47	Vihiga County
48	Wajir County
49	West Pokot County

- b) The report is to be presented to all ten (10) (*Refer to Appendix I*) KPLC Regional Headquarters in the country.
- c) Mystery shopper to cover all branches in number across the country (*Refer to Appendix I for List of Offices*).

- d) Crucial requirement to adhere to delivery timelines. The final report is expected in about 6 weeks after contracting.

**TERMS OF REFERENCE FOR CUSTOMER SATISFACTION SURVEY SERVICES/**

**1. BACKGROUND**

The objective of the Customer Satisfaction Survey is to establish Kenya Power’s Customer Satisfaction Index and to identify areas of improvement ultimately offer insights on actions that are recommended for improving services offered.

The survey covers all counties and it measure different aspects of our business mainly; Communication, Awareness of Product and Service, Satisfaction with Power Restoration, Banking Halls & Contact Center, New Connections, Payment Channels, Power Reliability, Complaint Handling, Disconnection & Reconnection, Customer Loyalty among other aspects.

The survey also involves the research firm making mystery calls to the National Contact Center and Mystery visits to the banking halls in order to gauge the service levels at these touchpoints.

The research firm is to deploy all appropriate research methods to achieve credible and reliable results including in-depth interviews, computer Aided and observation. The target customers are segmented into;- Domestic, Small and Medium, Corporate and Large Power segments for responses and feedback on their service ratings, opinions and suggestions for improvements.

**2. SPECIFIC DELIVERABLES**

1. Carry out 8 Quaterly Net Promoter Score Surveys establishing the Overall NPS, Regional NPS and County NPS.
2. Carry out nationwide Annual customer satisfaction survey within a delivery timeline of six (6) weeks. The survey is a tracking survey for various parameters that have been measured in past surveys. The surveys will target our various groups of customers’ i.e Newly connected customers, Current Domestic customers, Large Power customers, Small and Medium Commercial Customers and Corporate customers.
3. Scope: This is a Two-Year contract will survey a national representative sample to establish the satisfaction levels of Kenya Power customers. The collection tool is available for updating and deployment.
4. The Customer Satisfaction survey will cover the service aspects of the Kenya Power operations as follows;

<b>3.1</b>	<b>OVERALL PERFORMANCE INDICATORS</b>	Bidders Response(Tick where appropriate) Yes/No	<b>Compliant or Non-Compliant(For KPLC use ONLY)</b>
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3.1.1	KPLC Customer Satisfaction Index	Overall Customer Satisfaction Index, Domestic Customer Index, All Commercial Index, Large Power Index, Satisfaction Index per region.	Yes No	
3.1.2	KPLC Customer Loyalty	Domestic, Small Commercial, Industrial	Yes No	
3.1.3	Level of KPLC Meeting Customer Expectations	Domestic, Small Commercial, Industrial	Yes No	
3.1.4	Net Promoter Score	All customer segments	Yes No	
<b>3.2</b>	<b>PRODUCT AND SERVICE USAGE</b>			
3.2.1	Awareness, Usage and Satisfaction /Source of awareness	All KPLC services and products.	Yes No	
3.2.2	Awareness of *977# and myPower App			
3.2.3	Awareness of Self Reading		Yes No	
<b>3.3</b>	<b>COMMUNICATION CHANNELS</b>			
3.3.1	Awareness, Usage and Satisfaction with Communication Channels	TV, Radio, Print, Articles, SMS, Online, Email	Yes No	
3.3.2	Preference	Most Preferred Channel of Communication	Yes No	
<b>3.4</b>	<b>QUALITY OF POWER</b>		Yes No	
3.4.1	Quality Perception	Perception of Power Reliability and Stability	Yes No	
3.4.2	Incidence of outages	Frequency of outages	Yes No	



3.4.3	Satisfaction with Restoration	Length of time to restore power after outage. – Domestic and Large Power	Yes No	
3.4.4	Sources of Outages	Knowledge of sources of outages by customers	Yes No	
3.4.5	Communication of planned outages	Awareness of planned outages, Source of information and preferred communication of planned outage.	Yes No	
<b>3.5</b>	<b>BILLING</b>		Yes No	
3.5.1	Understanding KPLC Billing Concepts	Customer knowledge of bill items	Yes No	
3.5.2	Satisfaction with Billing/Top Up	Pre-Paid and Post Paid	Yes No	
	Satisfaction with Billing Resolution	Post Paid – adherence to customer charter	Yes No	
3.5.3	Awareness, Usage and Preference of Payment Channels	KPLC Offices, Easy Pay Partners, Mobile Payment.	Yes No	
	Satisfaction on Payment Channels	For whatever channel they use, what is the satisfaction level	Yes No	
3.5.4	Awareness of late payment penalties and disconnection	Post-paid customers	Yes No	
3.5.5	Satisfaction with disconnection and reconnection process	Customer handling during disconnection and reconnection	Yes No	
<b>3.6</b>	<b>COMPLAINT HANDLING</b>			

3.6.1	Incidence and type of complaints to KPLC	Frequency of issues complaint by customers	Yes No	
3.6.2	Channel and Channel preference	Which channels are customers using to complain to KPLC	Yes No	
3.6.3	Resolution and satisfaction	Are the customers satisfied with how the issues were resolved	Yes No	
3.6.4	Satisfaction with Meter Replacement Complaint Resolution	Level of meeting Customer Charter	Yes No  Yes No	
3.6.5	Satisfaction on Relationship Contact	Corporate Accounts and Large Power	Yes No	
3.7	Brand Image Index	A score on the brand perception on Kenya Power by customers.	Yes No	
<b>3.8</b>	<b>CORPORATE SOCIAL RESPONSIBILITY</b>		Yes No	
3.8.1	Awareness, Impact and Preference of KPLC CSR activities	Checking for alignment to customer expectations	Yes No	
<b>3.9</b>	<b>NEW CUSTOMER CONNECTION</b>		Yes No	
3.9.1	Awareness of new connection process	All customers	Yes No	
	Awareness of Stima Loan	New Connections	Yes No	
3.9.2	Time taken and satisfaction with New connection		Yes No	

	Satisfaction with Connection Process - EADB	Level of adherence to Customer Charter	Yes No	
	Satisfaction with Quotation Process E-Ref (Within 14 days)	Level of adherence to customer charter	Yes No	
	Satisfaction with E- Reference Construction (Within 14 days)	Level of adherence to customer charter	Yes No	
<b>3.10</b>	<b>MYSTERY SHOPPER SURVEY</b>			
3.10.1	Branch and Easy pay partner evaluation	Environment, Personnel, Resolution, Queue management, time spent	Yes No	
3.10.2	Contact Center channel evaluation	Mystery shopping on Calls, email, live chat, SMS	Yes No  Yes No	
3.11	Areas of Improvement	All Customers		

5. Report should contain the results from all the above aspects as well as contain actionable insights with recommended counter actions for improvement.
6. The research firm shall prepare regional reports with the results of each of the KPLC regions: Nairobi West, Nairobi North, Nairobi South, Coast, Central Rift, Mt. Kenya, West Kenya, South Nyanza, North Eastern, North Rift.
7. Present the results to the Executive Committee and thereafter travel to all regions to present the results.

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## **PART 3 - CONDITIONS OF CONTRACT AND CONTRACT FORMS**

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

### **1. Definition and Interpretation**

#### **1.1 Definitions**

In the Contract, the following words and expressions shall have the meanings stated below, unless otherwise required by the context.

##### **1.1.1 The Contract**

- a) “Contract” means the General Conditions, the Particular Conditions, which include Part A and Part B, the Form of Acceptance, the Form of Tender, the Schedules, and any Addenda.
- b) “Particular Conditions of Contract” means the pages completed by KPLC to elaborate on General Conditions of Contract.
- c) “Form of Acceptance” means the Form of formal acceptance, signed by KPLC, of the Form of Tender, including any annexed memoranda comprising agreements between and signed by both Parties. If there is no such Form of acceptance, the expression “Form of Acceptance” means the Contract Agreement and the date of issuing or receiving the Form of Acceptance means the date of signing the Contract Agreement.
- d) “Form of Tender” means the document entitled Form of Tender, which was completed by the Contractor and includes the signed offer to KPLC for the Services.
- e) “Schedules” means the documents entitled Schedule of Services Requirements, included in Section V of the tendering document used to award the Contract.
- f) “Tender” means the Form of Tender.
- g) “GCC” means the General Conditions of Contract.
- h) “SCC” means the Special Conditions of Contract.
- i) “Procuring Entity” means KPLC purchasing the Goods and Related Services, as specified in the SCC.

##### **1.1.2 Parties and Persons**

- i. “Contractor” means the person(s) named as contractor in the Form of Tender and the legal successors in title to this person(s).
- ii. “Personnel” means the Representative and all personnel whom the Contractor utilizes on the Facilities, who may include the staff, labor and other employees of the Contractor and of each Sub-Contractor (including Key Subcontractor); and any other personnel assisting the Contractor in the execution of the Services.
- iii. “Representative” means the person named by the Contractor in the Contractor appointed from time to time by the Contractor under Sub-Clause 3.2 [Contractors Representative], who acts on behalf of the Contractor.
- iv. “KPLC” means the agency/body named as KPLC in the Special Conditions of Contract (SCC) and the legal successors in title to this person.
- v. “KPLC's Representative” means the person named by KPLC in accordance with Sub-Clause 3.3 (a) to represent and act for KPLC at all times during the performance of the Contract.

- vi. “KPLC's Personnel” means all staff employed by KPLC.
- vii. “Government” means the Government of Kenya.
- viii. “Independent Expert” means the person appointed in accordance with Sub-Clause 20.1.2 [Independent Expert].

- ix. “Key Staff” means those individuals listed as Key Staff in the Tender, or any person appointed, with the agreement of KPLC, as a Key Staff, for a part of the Services; and the legal successors in title to each of these persons.
- x. “Key Subcontractors” means those Sub Contractors listed as Key Sub Contractors in the Tender, or any person appointed, with the agreement of KPLC, as a Key Subcontractor, for a part of the Services; and the legal successors in title to each of these persons.
- xi. “Party” means KPLC or the Contractor, as the context requires, and “Parties” means both.
- xii. “Subcontractor” means any person named in the Contract as a subcontractor, or any person appointed as a subcontractor, for a part of the Services; and the legal successors in title to each of these persons.
- xiii. “Third Party” means a person or an entity other than a Party, the Utility, the Utility Board, or the Government.
- xiv. “Utility” means the utility (if any) named in the Particular Conditions of Contract.
- xv. “Utility Board” means the Board or other body with governance and management supervision responsibilities over the Utility specified in the Special Conditions of Contract pursuant to Sub-Clause 1.1.2.
- xvi. Public Procurement Authority (PPRA) means the statutory the Government agency charged with oversight of public procurement functions.

### **1.1.3 Dates, Tests, Periods and Completion**

- a. “Base Date” means the date 28 days prior to the latest date for submission of the Tender.
- b. “Commencement Date” means the date defined under Sub-Clause 2.2 [Commencement].
- c. “Day” means a calendar day and “year” means 365 days.
- d. “Effective Date” has the meaning given in Sub-Clause 2.1 [Conditions of Effectiveness].

### **1.1.4 Money and Payments**

- a) “Contractor's Account” means the account defined in Sub-Clause 12.5.1.
- b) “Contractor's Base Remuneration” means the Remuneration specified in Schedule G to be the Contractor's Base Remuneration, or if no such amount is specified, the amount of the Contractor's Remuneration which is not dependent on meeting Performance Targets.
- c) “Contractor's Remuneration” means the price defined in Clause 12.1 [Contractor's Remuneration], and includes adjustments in accordance with the Contract.
- d) “Cost” means all expenditure reasonably incurred (or to be incurred) by the Contractor, whether on or off the Facilities, including overhead and similar charges, but does not include profit.
- e) “Foreign Currency” means a currency in which part (or all) of the Contract is payable, but not the Kenya shilling.
- e) “Liquidated Damages on Termination for KPLC's Convenience” means the amount

specified in the Special Conditions of Contract pursuant to Sub-Clause 21.10 (f) (i) to be payable in the event of Termination by KPLC for Convenience pursuant to Sub-Clauses 21.5 and 21.8.



- g) “Local Currency” means Kenya shillings.
- f) “Utility's Account” means paid for the by the Utility, as defined in Sub-Clause 12.6.1.

### **1.1.5 Services and Goods**

- i. “Contractor's Equipment” means all apparatus, machinery, vehicles and other things required for the execution and completion of the Services and the remedying of any defects. But excludes KPLC's Equipment (if any), Plant, Materials and any other things intended to form or forming part of the Facilities.
- ii. “Goods” means Contractor's Equipment, Materials, Plant, or any of them as appropriate.
- iii. “Services” has the meaning given in Clause 4.1 [Services to be Performed and Other Obligations].

### **1.1.6 Fraud and Corruption**

KPLC requires the Contractor to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the Tendering process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

### **1.1.7 Other Definitions**

- i. “Arbitration” means the process described as arbitration in Sub-Clause 20.1.4 [Arbitration].
- ii. “Capital Works” means construction work or the procurement and installation of capital equipment intended to extend, rehabilitate or replace the Facilities.
- iii. “Condition Precedent” means one of the Conditions of Effectiveness listed in Sub-Clause 2.1 [Conditions of Effectiveness].
- iv. “Contractor's Documents” means the calculations, computer programs and other software, drawings, manuals, models and other documents of a technical nature (if any) supplied by the Contractor under the Contract.
- v. “Country” means the country in which the Facilities (or most of it) is located, where the Services are to be executed.
- vi. “Cure Period” means, in respect of a Default Notice given to the Contract or under Sub-Clause 21.1 [Notification and Cure Plans], the period specified in the Default Notice (or if no such period is specified 10 Business Days from the date of the Default Notice) as varied or extended under Sub-Clause 21.2 [Remedying the Default with in the Applicable Cure Period].
- vii. “Default” means a failure by a Party to perform its obligations under the Contract.
- viii. “Delegation of Management Authority” means the delegation to the Contractor of authority to manage the Facilities and the Utility which is granted under Clause 11 [Delegation of Management Authority to the Contractor].
- ix. “Pre-Conditions” means something KPLC, the Utility or a third party shall provide, on which performance of the Service is contingent, and which is listed as a dependency in Schedule B.

- x. "KPLC's Equipment" means the apparatus, machinery and vehicles (if any) made available by KPLC for the use of the Contractor in the execution of the Services, as stated in the Specification; but does not include Plant which has not been taken over by KPLC.

- xi. “Facilities” means all assets of KPLC which are to be managed by the Contractor, and any other places as may be specified in the Contract as forming part of the Facilities.
- xii. “Force Majeure” is defined in Sub-Clause 17.1 [Definition of Force Majeure].
- xiii. “Laws” means all national (or state) legislation, statutes, ordinances and other laws, and regulations and by- laws of any legally constituted public authority.
- xiv. “Objectives” has the meaning given under Sub-Clause 1.6.2 [Objectives].
- xv. “Performance Security” means the security (or securities, if any) under Sub-Clause 16.3 [Performance Security].
- xvi. “Proposed Substitute Key Staff Member or Key Sub-Contractor” have the meaning given in Sub-Clause 8.2 [Substitution of Contractor's Key Staff Member or Key Sub-Contractor].
- xvii. “Recitals” has the meaning given under Sub-Clause 1.6.1 [Recitals].
- xviii. “Specified Capital Works” means Capital Works which are the responsibility of the Contractor under Sub- Clause 9.2 [Responsibilities for Specified Capital Works].
- xix. “Substitution Fee” is the amount to be paid by KPLC for substituting another person in place of a Key Staff Member or Key Sub-Contractor, in accordance with Sub-Clause 8.2 [Substitution of Contractor's Key Staff Member or Key Sub-Contractor].
- xx. “Unforeseeable” means not reasonably foreseeable and against which adequate preventive precautions could not reasonably be taken by an experienced Contractors by the date for submission of the Tender.
- xxi. “Utility Capital Works” means Capital Works which are not Specified Capital Works.
- xxii. “Value Management Proposal” has the meaning given under Sub-Clause 19.2 [Value Management].
- xxiii. “Variation” means any change to the Services, which is instructed or approved as a variation under Clause
- xxiv. 19.1 [KPLC Variations].
- xxv. “Variation Proposal” has the meaning given under Sub-Clause 19.1.1 [Decision on KPLC's Variation Request].
- xxvi. “Variation Request” has the meaning given under Sub-Clause 19.1 [KPLC Variations].

## **1.2 Interpretation**

In the Contract, except where the context requires otherwise:

- a) Words indicating one gender include all genders;
- b) words indicating the singular also include the plural and words indicating the plural also include the singular;
- c) provisions including the word “agree”, “agreed” or “agreement” require the agreement

to be recorded in writing;

- d) “written” or “in writing” means hand-written, type-written, printed or electronically made, and resulting in a permanent record;

- e) The word “Tender” is synonymous with “tender” and “Tenderer” with “tenderer” and “Tender Document” with “tendering document”.
- f) the marginal words and other headings shall not be taken into consideration in the interpretation of these Conditions.

### **1.3 Communications**

Wherever these Conditions provide for the giving or issuing of approvals, certificates, consents, determinations, notices, requests and discharges, these communications shall be:

- i. In writing and delivered by hand (against receipt), sent by mail or courier, or transmitted using any of the agreed systems of electronic transmission as stated in the Particular Conditions of Contract; and
- ii. delivered, sent or transmitted to the address for the recipient's communications as stated in the Particular Conditions of Contract. However:
- iii. if the recipient gives notice of another address, communications shall thereafter be delivered accordingly; and
  - 1. if the recipient has not stated otherwise when requesting an approval or consent, it may be sent to the address from which the request was issued.

Approvals, certificates, consents and determinations shall not be unreasonably withheld or delayed. When a certificate is issued to a Party, the certifier shall send a copy to the other Party. When a notice is issued to a Party, by the other Party or the Independent Expert, a copy shall be sent to KPLC's Representative or the other Party, as the case may be.

### **1.4 Law and Language**

The Contract shall be governed by the law of Kenya. The ruling language of the Contract shall be English Language. The language for communications shall be English Language.

### **1.5 Priority of Documents**

The documents forming the Contract (as attached hereto) are to be taken as mutually explanation Services Requirements of one another. For the purposes of interpretation, the priority of the documents shall be in accordance with the following sequence:

- a. The Contract Agreement (if any),
- b. The addenda Nos.(if any)
- c. The Form of Acceptance,
- d. The General Conditions,
- e. The Particular Conditions of Contract,
- f. The Schedules of Services Requirements
- g. The Form of Tender

If an ambiguity or discrepancy is found in the documents, the Independent Expert appointed in accordance with Sub-Clause 20.1.2 [Independent Expert] will rule as to the interpretation. This ruling will be binding, unless one of the Parties refers it to Arbitration with 30days of the ruling being given.

### **1.6 Recitals and Objectives**

#### **1.6.1 Recitals**

The Recitals are the background facts about the Parties, the provision of utility services in the Country, and other facts and intentions set out in Schedule A (A.1).The Recitals are not legally binding, but may be used as context to assist in interpretation of the contract.

## 1.6.2 Objectives

The Objectives KPLC wishes to achieve by entering the Contract are set out in Schedule A (A.2)

## 2 Commencement and Duration

### 2.1 Conditions of Effectiveness

This Contract shall become effective from the date, or Effective Date, on which all the following Conditions of Effectiveness are fulfilled, except for Sub-Clause 2.1 [Conditions of Effectiveness], Sub-Clause 19.5 [Extension and Subsequent Tendering], and Clauses 1 [Definitions and Interpretations] and 3 [General Provisions], which become effective on the date of signature of the Form of Acceptance.

- a) If the Contractor is an unincorporated joint venture, notification to KPLC by the member of a joint venture of their leader, as required by Sub-Clause 3.9 [Joint and Several Liability]
- b) Notification of the Contractor's Representative to KPLC by the Contractor as required by Sub- Clause 3.2 [Contractor's Representative].
- c) Notification of KPLC's Representative to the Contractor by KPLC as required by Sub-Clause 3.3 [KPLC's Representative].
- d) Appointment of the Independent Expert in accordance with Sub-Clause 20.1.2 [Independent Expert].
- e) Delivery of the Performance Security to KPLC by the Guarantor in accordance with Sub-Clause 16.3 [Performance Security].
- f) Other conditions **listed in the SCC**.

### 2.2 Commencement

2.2.1 Within seven (7) days of the satisfaction of the conditions specified in Sub-Clause 2.1 [Conditions of Effectiveness], KPLC shall issue the Certificate of Commencement to the Contractor. The date of issue of the Certificate of Commencement shall be the "Commencement Date".

2.2.2 The Contract shall commence the provision of the Services no later than 14 days after receipt of the Certificate of Commencement and KPLC shall return the Tender Security to the Contractor on such Date.

2.2.3 The Contractor and KPLC shall use their best efforts and endeavors to procure the satisfaction of the Conditions of Effectiveness specified in Sub-Clause 2.1 [Conditions of Effectiveness] as soon as practicable and in any event no later than sixty (60) days after the date hereof.

2.2.4 If the conditions specified in Sub-Clause 2.1 [Conditions of Effectiveness] are not fulfilled or waived by mutual agreement of the Parties within ninety (90) days of the date hereof, each Party shall have the right to terminate this Contract immediately and neither Party hereto shall be liable to the other for any damages or losses in respect thereof, except that if the Contractor has intentionally failed to fulfill any of these conditions, the Contractor shall forfeit the Tender Security.

### 2.3 Duration

Unless terminated earlier in accordance with Clause 21 [Default and Termination], this Contract shall remain in effect until the period **stated in the SCC** has passed after the Commencement Date.

## 3 General Provisions

### **3.1 Assignment**

Neither Party shall assign the whole or any part of the Contractor any benefit or interest in or under the Contract. However, either Party:

- a) May assign the whole or any part with the prior agreement of the other Party, at the sole discretion of such other Party, and

- b) may, as security in favor of a bank or financial institution, assign its right to any moneys due, or to become due, under the Contract.

### **3.2 Contractor's Representative**

- 3.2.1 The Contractor shall appoint a Contractor' Representative and shall give him all authority necessary to act on the Contractor's behalf under the Contract. If the Contractor is an unincorporated Joint Venture, the Contractor's Representative shall have the authority to bind all members of the Joint Venture.
- 3.2.2 The Contractor's Representative may delegate any powers, functions and authority to any competent person, and may at any time revoke the delegation. Any delegation or revocation shall not take effect until KPLC Representative has received prior notice signed by the Contractor's Representative, naming the person and specifying the powers, functions and authority being delegated or revoked.
- 3.2.3 The Contractor's Representative shall be fluent in the English language for communications defined in Sub- Clause 1.4 [Law and Language]. If these other persons are not fluent in the said language, the Contractor shall make competent interpreters available during all working hours in a number deemed sufficient by KPLC's Representative.

### **3.3 KPLC's Representative**

- a) KPLC shall name its representative before the Effective Date.
- b) KPLC may change its representative from time to time and shall give notice of the change without delay. KPLC shall not change its representative at a time and in such a manner as to impede the progress of the Services.
- c) KPLC's Representative shall represent and act for KPLC at all times during the performance of the Contract. All notices, instructions, orders, certificates, approvals and all other communications under the Contract by KPLC shall be given by KPLC's Representative otherwise provided.

### **3.4 Communications by the Contractor**

All notices, instructions, information and other communications given by the Contractor to KPLC under the Contract shall be given to KPLC's Representative (referred to as Project Manager) except as herein otherwise provided.

### **3.5 Sub-Contractor**

- a. The Contractor shall not subcontract the whole of the Services. The Contractor shall be responsible for the acts or defaults of any Sub-Contractor, his agents or employees, as if they were the acts or defaults of the Contractor. **Unless otherwise stated in the SCC:**
  - a. The Contractor shall not be required to obtain consent to suppliers solely of Materials, or to a subcontract for which the Sub-Contractor is named in the Contract;
  - b. the prior consent of KPLC's Representative shall be obtained to other proposed Sub-Contractor;
  - c. the Contractor shall give KPLC's Representative not less than 28 days' notice of the intended date of the commencement of each Sub-Contractor's work, and of the commencement of such work on the Facilities; and
  - d. each subcontract shall include provisions which would entitle KPLC to require the subcontract to be assigned to KPLC under Sub-Clause 3.7 [Assignment of Benefit of Subcontract] (if or when applicable) or in the event of termination under Sub-Clause 21.5 [Termination by KPLC for Convenience].



- b. The Contractor shall ensure that the requirements imposed on the Contract by Sub-Clause 0 [Confidentiality Obligations of the Contractor] apply equally to each Sub Contractor. Where practicable, the Contractor shall give fair and reasonable opportunity for Contractor from Kenya to be appointed as Sub Contractor.

### **3.6 Key Sub-Contractor**

The Contractor shall use the services of any Key Sub Contractor specified in its Tender, unless KPLC is reasonably satisfied that the:

- a) The Key Sub Contractor is not available; or
- b) The performance of the Services will not suffer if the Sub Contractor is not used. The Contractor may provide another person (the “Proposed Substitute Key Sub Contractor”) in substitution for a Key Sub Contractor (as identified in Schedule E) only on fulfillment of the following conditions:
  - c) Proving to the reasonable satisfaction of KPLC that the Key Sub Contractor is not available;
  - d) Proving to the reasonable satisfaction of KPLC that the Proposed Substitute Key Sub Contractor is as suitable for the services as the Key Sub Contractor that is not available.
  - e) Payment by the Contractor of a Substitution Fee of the amount specified in Schedule E.

### **3.7 Assignment of Benefit of Subcontract**

If a Sub Contractor's obligations extend beyond the expiry date of the Contract and KPLC, prior to this date, instructs the Contractor to assign the benefit of such obligations to KPLC, then the Contractor shall do so. Unless otherwise stated in the assignment, the Contractor shall have no liability to KPLC for the work carried out by the Sub Contractor after the assignment takes effect.

### **3.8 Compliance with Laws**

The Contractor shall, in performing the Contract, comply with applicable Laws. Unless otherwise stated in the Particular Conditions of Contract:

- a) KPLC shall have obtained (or shall obtain) the planning, zoning, resource abstraction, environmental discharge permission for the normal operation of the Facilities, and KPLC shall indemnify and hold the Contractor harmless against and from the consequences of any failure to do so; and
- b) the Contractor shall give all notices, pay all taxes, duties and fees, and obtain all permits, licenses and approvals, as required by the Laws in relation to the execution and completion of the Services in so far as these relate to the Services themselves and not to the operation of the Facilities, and the Contractor shall indemnify and hold KPLC harmless against and from the consequences of any failure to do so.

### **3.9 Joint and Several Liability**

If the Contractor constitutes (under applicable Laws) a Joint Venture of two or more persons:

- a) These persons shall be deemed to be jointly and severally liable to KPLC for the performance of the Contract;
- b) These persons shall notify KPLC of their leader who shall have authority to bind the Contractor and each of these persons; and
- c) the Contractor shall not alter its composition or legal status without the prior consent of KPLC.

### **3.10 Inspections and Audit by the PPRA**

- a) The Contractor shall keep, and shall make all reasonable efforts to cause its Sub Contractor and sub- consultants to keep, accurate and systematic accounts and records in respect of the Services in such form and details as will clearly identify relevant time

changes and costs.

- b) Pursuant to paragraph 2.2 e. of Appendix to the General Conditions the Contractor shall permit and shall cause its sub-Contractor and sub-consultants to permit, the PPRA and/or persons appointed by the PPRA to inspect the Site and/or the accounts and records relating to the procurement process, selection

and/or contract execution, and to have such accounts and records audited by auditors appointed by the PPRA if requested by the PPRA. The Contractor and its Sub Contractors and sub-consultants' attention is drawn to Sub-Clause 1.1.6 which provides, inter-alia, that acts intended to materially impede the exercise of the PPRA's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the PPRA's prevailing sanctions procedures).

## **4 Obligations of the Contractor**

### **4.1 Services to be Performed and Other Obligations**

The Contractor shall perform the Services set out in Schedule B–Services and the other obligations described in Clauses 4, 5, 6, 7, 8, and 9.

### **4.2 Pre-Conditions**

The performance by the Managing Contractor of its obligations under the Contract shall be contingent on the availability of the Pre-Conditions listed in Schedule B.

### **4.3 Non-Availability of the Pre-Conditions**

Unless Schedule B provides a different mechanism for determining the implications of non-availability of the Services, in the event that any of the Pre-Conditions pursuant to Sub-Clause 4.2 [Pre-Conditions] are not available to the extent that, in the opinion of the Independent Expert, the non-availability of such Pre-Conditions:

- a. Makes it unreasonable to expect the Contractor to perform some or all of the Services, the Contractor shall be relieved of its responsibilities to perform those services, or
- b. Affects the achievement of any of the Performance Targets, such Performance Targets shall be reduced for the duration for which the Pre-Conditions are not available to the extent that the Independent Expert determines at its sole discretion.

### **4.4 Cost of Performing the Services**

The performance of the Services shall be at the cost of the Contractor, unless otherwise specified in Schedule B.

## **5 Conflict of Interest**

### **5.1 General**

The Contractor shall hold KPLC's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

### **5.2 Contractor not to benefit from commissions, discounts, etc.**

- a. The payment of the Contractor pursuant to Sub-Clause 12.1 [Contractor's Remuneration] shall constitute the Contractor's only payment in connection with this Contract and, subject to Sub-Clause 5.3 [Contractor and Affiliates not to Engage in Certain Activities] hereof, the Contractor shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract in the discharge of its obligations hereunder, and the Contractor shall use its best efforts to ensure that any Sub-Contractor, as well as the Personnel and agents of either of them, similarly shall not receive any such additional payment.
- b. Furthermore, if the Contractor, as part of its obligations under the Contract, has the responsibility of advising KPLC on the procurement of goods, works or services, the Contractor shall comply with the applicable procurement regulations, and shall at all times exercise such responsibility in the Lowest interest of KPLC. Any discounts or commissions obtained by the Contractor in the exercise of such procurement responsibility shall be for the account of KPLC.

### **5.3 Contractor and Affiliates not to engage in certain activities**

The Contractor agrees that, during the term of this Contract and after its termination, the Contractor and any

entity affiliated with the Contractor, as well as any Sub Contractor and any entity affiliated with such Sub Contractor, shall be disqualified from subsequently providing goods, works or services (other than consulting services) for a project resulting from or directly related to the Contractor' Services for the preparation or implementation of such project.

#### **5.4 Prohibition of conflicting activities**

The Contractor shall not engage, and shall cause its Personnel as well as their Sub-Contractor and their Personnel not to engage, directly or indirectly, either in any business or professional activities that would conflict with the activities assigned to them under this Contract.

### **6 Know-How Transfer and Training**

#### **6.1 Requirement to transfer know-how and systems**

The Contractor shall:

- a) Transfer such know-how, management systems, manuals, utility management software and similar knowledge, tools and capacity for managing a utility as are specified in Schedule C.
- b) Leave with the Utility such, at the Termination or expiration of the Contract, management systems, manuals, utility management software and similar tools as are specified in Schedule C.

#### **6.2 Requirement to provide training**

The Contractor shall provide such training and development of Utility Personnel as is specified in Schedule C.

#### **6.3 Cost of know-how transfer and training**

The performance of the obligations under this Clause 5 shall be at the cost of the Contractor, unless otherwise specified in Schedule C.

### **7 Performance Targets**

The Performance Targets will be the targets for key Indicative Services Requirements set out in Schedule D. In performing the Services and exercising its Delegated Management Authority, the Contractor shall use its Lowest endeavors to achieve or exceed the Performance Targets. Achieving the Performance Targets is not to result in any additional remuneration to the Contractor, except to the extent specified in Schedule G (G.2). Failure to achieve the Performance Targets is not to result in any penalty, or create ground for termination of the Contract, except to the extent specified in Schedule C or Schedule G.

### **8 Staff to be Provided by the Contractor**

#### **8.1 Provision of Contractor' Personnel**

The Contractor shall provide the Contractor's Personnel set out in Schedule E, to fill the positions listed in Schedule E, for the periods or days specified in Contractor' Personnel. All costs of providing the Staff specified in Schedule E are to be for the Contractor's Account, unless otherwise specified in Schedule E.

#### **8.2 Substitution of Contractor' Key Staff Member or Key Subcontractor**

The Contractor may provide another person (the "Proposed Substitute Key Staff Member" or "Proposed Substitute Key Subcontractor") in substitution for a Key Staff or a Key Subcontractor (as identified in Schedule E) only on fulfillment of the following conditions:

- a) Proving to the reasonable satisfaction of KPLC that the Key Staff Member or Key Subcontractor is not available because of ill-health, death, or because he is no longer employed or subcontracted by the Contractor

- b) Proving to the reasonable satisfaction of KPLC that the Proposed Substitute Key Staff Member or Key Subcontractor is as suitable for the job as the Key Staff Member or Key Subcontractor who is not available. To satisfy itself as to the suitability of the Proposed Substitute Key Staff Member or Proposed Substitute Key Subcontractor, KPLC may, among other things:
  - a) check the references of the Proposed Substitute Key Staff Member or Proposed Key Subcontractor, and/or
  - b) require the Proposed Substitute Key Staff Member or Proposed Substitute Key Subcontractor to attend an interview with KPLC. Any costs incurred in the Proposed Substitute Key Staff Member or Proposed Substitute Key Subcontractor attending the interview will be for the Contractor's Account.
- c. Payment by the Contractor of a Substitution Fee of the amount specified in Schedule E.

### **8.3 Labor Laws**

The Contractor shall comply with all the relevant labour Laws applicable to the Contractor's Personnel, including Laws relating to their employment, employment of children, health, safety, welfare, immigration and emigration, and shall allow them all their legal rights. The Contractor shall require his employees to obey all applicable Laws, including those concerning safety at work.

### **8.4 Health and Safety**

The Contractor shall at all times take all reasonable precautions to maintain the health and safety of the Contractor's Personnel.

### **8.5 Contractor's Personnel Qualifications**

The Contractor's Personnel shall be appropriately qualified, skilled and experienced in their respective trades or occupations. KPLC's Representative may require the Contractor to remove (or cause to be removed) from the Facilities or the performance of the Services, any Contractor's Personnel, including the Contractor's Representative if applicable, who:

- a. Persists in any misconduct or lack of care,
- b. Carries out duties in competently or negligently,
- c. Fails to conform with any provisions of the Contract, or
- d. persists in any conduct which is prejudicial to safety, health, or the protection of the environment. If requested by KPLC, the Contractor shall then substitute the person removed with another person. This substitution must be in accordance with Sub-Clause 8.2.

### **8.6 Foreign Personnel**

The Contractor may bring into Kenya any foreign personnel who are necessary for the execution of the Services except for the categories of staff **specified in the SCC** that, in accordance with applicable Kenya Laws, must be hired locally if and to the extent that a sufficient number of appropriately qualified staff is locally available. The Contractor shall ensure that these personnel are provided with the required residence visas and work permits. KPLC will, if requested by the Contractor, use his Lowest endeavors in a timely and expeditious manner to assist the Contractor in obtaining any local, state, national, or government permission required for bringing in the Contractor's personnel. The Contractor shall be responsible for the return of these personnel to the place where they were recruited or to their domicile. In the event of the death in Kenya of any of these personnel or members of their families, the Contractor shall similarly be responsible for making the appropriate

arrangements for their return or burial.

## **9 Procurement and Management of Capital Works and Finance**

### **9.1 Responsibility to Manage Utility Capital Works and Finance**

Unless otherwise specified in Schedule F, the Contractor will not be directly responsible for Capital Works or sourcing finance, but will be responsible for managing the Utility Personnel responsible for these functions, to the extent that this is within the definition of Services to be performed, and the Delegation of Management Authority.



## **9.2 Responsibilities for Specified Capital Works**

The Contractor will be responsible for designing, procuring, managing and supervising Capital Works to the extent set out in Schedule F. The cost of Specified Capital Works will be to the Utility's Account, unless otherwise specified in Schedule F. The Contractor will not receive any remuneration for discharging its responsibilities under this Sub-Clause 9.2, unless otherwise specified in Schedule G.

## **9.3 Responsibilities for Specified Finance**

The Contractor will be responsible for sourcing, negotiating or otherwise procuring finance for the Utility as specified in Schedule F. The Contractor will not receive any remuneration for discharging its responsibilities under this Sub-Clause, unless otherwise specified in Schedule G.

## **9.4 Procurement Rules**

### **9.4.1 Procurement for Utility operations**

In discharging its responsibilities to procure, or manage the procurement of, materials, supplies and services for the operations of the Utility, the Contractor will follow good commercial practice designed to ensure fairness, transparency and value for money, including any specific procurement rules set out in Schedule H.

### **9.4.2 Procurement for Provision of the Services**

The Contractors free to procure anything required for the provisions of Services as it wishes provided that:

- a. This Contract was awarded competitively to the satisfaction of KPLC, and
- b. The thing being procured is for the Contractor's Account. Except that if there are any provisions governing the procurement of things required for the provisions of the Services stated in Schedule H, the Contractor shall comply with those provisions.

### **9.4.3 Procurement for Utility Capital Works and Specified Capital Works**

In discharging its responsibilities to procure, or manage the procurement of anything required for Utility Capital Works and Specified Capital Works, the Contractor will follow good commercial practice designed to ensure fairness, transparency and value for money, including any specific procurement rules set out in Schedule H.

## **10 Contractor's reporting**

### **10.1 Contractor's reporting requirements**

Unless otherwise stated in Schedule K, monthly progress reports shall be prepared by the Contractor and submitted to KPLC's Representative in six copies. The first report shall cover the period up to the end of the first calendar month following the Commencement Date. Reports shall be submitted monthly thereafter, each within 7 days after the last day of the period to which it relates. The Contractor shall comply with all other reporting requirements specified in Schedule K.

## **11 Delegation of Management Authority to the Contractor**

### **11.1 Delegation of Management Authority**

Regardless of the relationship and interdependency between the Utility Board and KPLC, as may be defined by the Utility's charter or other internal documents, for the purpose of this Contract, KPLC is the Party to the Contract and is deemed to act on behalf and with the authorization of the Utility Board. In this capacity, KPLC confers on the Contractor the

Delegated Management Authority over the areas and to the in Schedule I. This delegation is irrevocable during the term of the Contract.

## **11.2 Contractor to be advisor on other management matters**

All management authority not explicitly delegated to the Contractors retained by KPLC. If in the Contractor's opinion it would be beneficial to the performance of the Services and achievement of the Objectives

for such management authority to be exercised in a particular way, the Contractor shall advise KPLC of this, and provide reasons in writing. KPLC will give the Contractor written notice of its decision within the period **specified in the SCC**. If KPLC decides not to follow the Contractor's advice, it will give written reasons for its decision when it informs the Contractor.

The Contractor shall comply with the decisions of KPLC in management matters which are not the subject of Delegated Management Authority, to the extent that this is consistent with this Contract, and in particular with Schedule B, Schedule F, and Schedule H.

### **11.3 Further Delegation during the term of the Contract**

KPLC may delegate further powers to the Contractor during the term of the Contract. Such further delegations are to be in writing. The delegations may be revocable or irrevocable, as specified in the delegation. Such delegations will be effective unless the Contractor refuses to accept the delegation. To be effective, such refusal must be given in writing within 30 days of receiving the notice of delegation.

### **11.4 Purpose of Exercise of Delegated Management Authority**

The Contractor shall exercise any Delegated Management Authority to perform the Services and meet the Performance Targets, in accordance with good utility management practices.

### **11.5 Suspension of Delegated Management Authority**

The delegation of powers shall be suspended during periods of Suspension of the Service, in accordance with Sub-Clause 18.2 [KPLC's Entitlement to Suspend the Services and Delegated Management Authority].

### **11.6 Utility's Personnel**

The Utility's Personnel will continue to be employed by the Utility. They will not become employees of the Contractor by virtue of this Contract.

The Contractor's Personnel will not be employees of the Utility by virtue of this Contract.

The Contractor's power to manage the Utility's Personnel will be as set out in the delegation of management authority to the Contractor under this Clause.

### **11.7 Utility Personnel Retrenchment**

Provisions related to staff retrenchment set out in Schedule L will be binding on the Parties.

## **12 Contractor's Remuneration and Costs**

### **12.1 Contractor's Remuneration**

12.1.1 Amount and conditions of payment-The amount and conditions of payment of the Contractor's Remuneration shall be as specified in Schedule G.

Responsibility for Payment-Payment of the Remuneration shall be the responsibility of KPLC, unless otherwise specified in Schedule G.

12.1.2 Payment to be made without penalty or deduction- The Remuneration shall be paid in full without penalty or deduction unless otherwise provided in Schedule G, or this Contract.

12.1.3 Dates for payment- The dates for payment of the Contractor's Remuneration shall be as specified in Schedule G.

12.1.4 Currencies of Payment - The Contractor's Remuneration shall be paid in the currency or currencies named in Schedule G.

12.1.5 Adjustment of Remuneration for Inflation - The Contractor's Remuneration shall be adjusted as stated in Schedule G.

## **12.2 Advance Payment**

- 12.2.1 The Advance Payment or payment to the Contractor in advance of work done, if any, shall be as specified in Schedule G.
- 12.2.2 Any advance payment shall be paid as an interest-free loan for mobilization, when the Contractor submits a guarantee in accordance with this Sub-Clause. The total Advance Payment, the number and timing of installments (if more than one), and the applicable currencies and proportions, shall be as stated in Schedule G.
- 12.2.3 The guarantee shall be in amounts and currencies equal to the Advance Payment. This guarantee shall be issued by an entity and from within a country (or other jurisdiction) approved by KPLC, and shall be in the form annexed to the Particular Conditions or in another form approved by KPLC.
- 12.2.4 The Contractor shall ensure that the guarantee is valid and enforceable until the advance payment has been repaid, but its amount may be progressively reduced by the amount repaid by the Contractor. If the terms of the guarantee specify its expiry date, and the advance payment has not been repaid by the date 28 days prior to the expiry date, the Contractor shall extend the validity of the guarantee until the advance payment has been repaid.
- 12.2.5 Unless stated otherwise in Schedule G, the advance payment shall be repaid through equal percentage deductions from the Contractor's Base Remuneration.
- 12.2.6 If the advance payment has not been repaid prior to the Termination of the Contract, the whole of the balance then outstanding shall immediately become due and payable by the Contractor to KPLC.

## **12.3 Delayed Payment**

- 12.3.1 If the Contractor does not receive payment in accordance with Sub-Clause 12.1 [Contractor's Remuneration], the Contractor shall be entitled to receive financing charges compounded monthly on the amount unpaid during the period of delay. This period shall be deemed to commence on the date for payment.
- 12.3.2 Unless otherwise stated in Schedule G, these financing charges shall be calculated at the annual rate of three percentage points above the discount rate of the Central Bank of Kenya of the currency of payment, and shall be paid in such currency.
- 12.3.3 The Contractor shall be entitled to this payment without formal notice or certification, and without prejudice to any other right or remedy.

## **12.4 Sufficiency of the Contractor's Remuneration**

The Contractor shall be deemed to have satisfied himself as to the correctness and sufficiency of the Contractor's Remuneration, taking into account all available data, and fully understanding the Services to be provided, and the conditions in which the Services are to be performed.

## **12.5 Contractor's Costs and Account**

### **12.5.1 Contractor's Account**

An item which is expressed to be "for the Contractor's Account" shall be paid for by the Contractor from its own funds and not from the funds of KPLC or the Utility. The Contractor will be responsible for meeting the cost of items for the Contractor's Account whether or not the Contractor's Remuneration is sufficient to cover the cost, or whether or not the cost was anticipated, and whether or not the Contractor has the funds available.

## **12.6 Utility Financial Issues**

### **12.6.1 Utility's Account**

An item which is expressed to be “for the Utility's Account” shall be paid for by KPLC. All costs which are not specified by this Contract to be for the Contractor's Account, or the responsibility of another person, shall be for KPLC's Account.

## **12.6.2 Procedure if the Utility's incomings are not sufficient to cover its outgoings**

The Utility shall cause the Parties responsible for its financial management to manage it prudently and in accordance with good commercial practice, and attempt to pay the obligations of the Utility as they fall due. In the event that the Utility is unable to pay its obligations as they fall due, the Utility shall cause the Parties responsible for its financial management to follow the rules and processes set out in Schedule J.

## **12 Obligations and Rights of KPLC**

### **12.1 Access to land**

KPLC here by grants free of charge to the Contractor, as from the Commencement Date, access to all land within the Service Area in respect of which access is required for the performance of the Services by the Contractor.

### **12.2 Right to use facilities**

KPLC hereby grants free of charge to the Contractor, as from the Commencement Date, the right to access and use the Facilities. If the Contractor suffers delay and/or incurs Cost as a result of a failure by KPLC to give any such right, the Contractor shall be entitled on request to an adjustment in the Opera Services Requirements Remuneration sufficient to put it in the same position it would have been in had KPLC honored its obligations under this Sub-Clause.

### **12.3 Payments by KPLC**

KPLC shall make payments to the Contractor in accordance with the terms of this Contract.

### **12.4 Support by KPLC**

KPLC shall use its best efforts to ensure that the Government shall provide the Contractor such assistance as may be required (e.g., issuance of permits, licenses, approvals, authorizations, etc.) during the term of this Contract. KPLC shall use its best efforts to ensure adequate finance pursuant to the Project as defined here into fund any capital investment program and shall keep the Contractor informed of the progress of such applications and negotiations.

### **12.5 Supervision by KPLC**

- a. KPLC shall supervise the Contractor in the performance of its obligations under this Contract.
- b. KPLC shall review and approve or comment upon all reports submitted by the Contractor pursuant Clause 14 [KPLC's Reporting].
- c. KPLC shall be given reasonable access during normal working hours to premises, works and sites of the Contractor for the purposes of inspection and certification. For the avoidance of doubt the term "KPLC" as used herein shall include duly authorized officers, employees, representatives of KPLC and the Financial and Technical Audi Services Requirements.

### **12.6 Permits, Licenses or Approvals**

KPLC shall (where he is in a position to do so) provide reasonable assistance to the Contractor at the request of the Contractor:

- i. By obtaining copies of the Laws of Kenya which are relevant to the Contract but are not readily available, and
- ii. For the Contractor's applications for any permits, licenses or approvals required by the Laws of Kenya:

- a. Which the Contractors required to obtain
- b. For the delivery of Goods, including clearance through customs, and
- c. For the export of Contractor's Equipment when it is removed from the Facilities.



## **12.7 Utility's Personnel Cooperation**

KPLC and the Utility shall be responsible for ensuring that the Utility's Personnel and other Contractor on the Facilities co-operate with the Contractor's efforts in performance of the Services.

## **12.8 KPLC's Financial Arrangements**

KPLC shall submit, within 28 days after receiving any request from the Contractor, reasonable evidence that financial arrangements have been made and are being maintained which will enable KPLC to pay the Contractor's Remuneration (as estimated at that time) in accordance with Clause 12 [Contractor's Remuneration]. Before KPLC makes any material change to his financial arrangements, KPLC shall give notice to the Contractor with detailed particulars.

## **13 KPLC's Reporting**

### **13.1 KPLC's reporting requirements**

KPLC shall comply with the reporting requirements specified in Schedule K.

## **14 Intellectual and Industrial Property Rights**

### **14.1 Intellectual Property and Copyright**

As between the Parties, the Contractor shall retain the copyright and other intellectual property rights in any technical or KPLC's Representative inventions or innovations made by or on behalf of the Contractor in providing the Services and in the Contractor's, Parent's and Shareholders' proprietary software, as applicable, that the Contractor modified for use in connection with the Services (the "Contractor's Innovations and Software").

The Contractor, by signing the Contract, gives KPLC a non-terminable, transferable, non-exclusive, royalty-free license to copy, use and communicate the Contractor's Innovations and Software and any other software used or purchased by the Contractor in the performance of the Services (the "Other Software"), including making and using modifications of them. This license shall,

- a. apply throughout the actual or intended working life, whichever is longer, of the relevant parts of the Facilities;
- b. entitle any person in proper possession of the relevant part of the Facilities to copy, use and communicate the Contractor's Innovations and Software and the Other Software for the purposes of managing, operating and maintaining the Facilities;
- c. in the case of Contractor's Innovations and Software and the Other Software which are in the form of computer programs and other software, permit their use on any computer at the Facilities and other places as envisaged by the Contract, including replacements of any computers supplied by the Contractor; and
- d. entitle KPLC to make the Contractor's Innovations and Software and the Other Software available for inspection by a prospective Tenderer who may be involved in the process to select a Subsequent Contractor.

As between the Parties, KPLC owns and will continue to own all data with respect to the Facilities and Customers.

## **15.2 Intellectual Property Infringements**

### **15.2.1 Meaning of Infringement and Claim**

In this Sub-Clause, "infringement" means an infringement (or alleged infringement) of any

patent, registered design, copyright, trademark, tradename, trade secret or other intellectual or industrial property right relating to the Services; and “claim” means a claim (or proceedings pursuing a claim) alleging an infringement.

### **15.2.2 Notice of Claims**

Whenever a Party does not give notice to the other Party of any claim within 28 days of receiving the claim, the first Party shall be deemed to have waived any right to indemnity under Sub-Clause 15.2[Intellectual Property Infringement].

### **15.2.3 Contractor to Indemnify KPLC**

The Contractor shall indemnify and hold KPLC and the Utility harmless against and from any other claim which arises out of or in relation to the performance of the Services or the Contractor' management of the Utility.

### **15.2.4 KPLC to indemnify Contractor**

KPLC shall indemnify and hold the Contractor harmless against and from any claim alleging an infringement which is or was:

- i. An unavoidable result of the Contractor's compliance with the Contract, or
- ii. A result of any Services being used by KPLC:
  1. For a purpose other than that indicated by, or reasonably to be inferred from, the Contract, or
  2. in conjunction with anything not supplied by the Contractor, unless such use was disclosed to the Contract or prior to the Base Date or is stated in the Contract.

### **15.2.5 Right to manage settlement and litigation**

If a Party is entitled to be indemnified under this Sub-Clause 15.2 [Intellectual Property Infringement], the indemnifying Party may (at its cost) conduct negotiations for the settlement of the claim, and any litigation or arbitration which may arise from it. The other Party shall, at the request and cost of the indemnifying Party, assist in contesting the claim. This other Party (and its Personnel) shall not make any admission which might be prejudicial to the indemnifying Party, unless the indemnifying Party failed to take over the conduct of any negotiations, litigation or arbitration upon being requested to do so by such other Party.

## **15.3 Confidentiality Obligations of the Contractor**

### **15.3.2 Confidentiality**

The Contractor shall keep confidential and shall not, without the written consent of KPLC, divulge to any Third Party any documents, data or other information arising directly or indirectly from the performance of Services under the Contract, whether such information has been furnished prior to, during or following termination of the Contract.

However, the Contractor may furnish to its Subcontractor such documents, data and other information to the extent required for the Subcontractor to perform their work under the Contract, in which event the Contractor shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Contractor under this Sub-Clause 15.3 [Confidentiality Obligations of the Contractor].

### **15.3.3 Use of information**

The Contractor shall not use such documents, data and other information received from KPLC for any purpose other than as are required for the performance of the Contract. The Contractor shall not publish, permit to be published, or disclose any particulars of the Contract, Assets or Facilities in any trade or technical paper or advertising materials without the prior written consent of KPLC.

### **15.3.4 Exceptions for publicly available information**

- i. The obligations of the Contractor under Sub-Clause 15.3 [Confidentiality Obligations of the Contractor] shall not apply to that information which,

- ii. Now or hereafter enters the public domain through no fault of the Contractor;
- iii. can be proven to have been possessed by the Contractor at the time of disclosure and which was not previously obtained, directly or indirectly, from the Procuring Entity; or

- iv. otherwise lawfully becomes available to the Contractor from a Third Party that has no obligation of confidentiality.

#### **15.4 Confidentiality and Publication Obligations of KPLC**

Unless otherwise stated in the SCC, KPLC has the right and intention to publish the Contract in its entirety in its website and in such other media as it deems appropriate.

### **16 Liability, Risk Allocation, Securities, Bonds and Insurance**

#### **16.2 Limitation of Liability**

Neither Party shall be liable to the other Party for loss of use of any Services, loss of profit, loss of any contractor for any indirect or consequential loss or damage which may be suffered by the other Party in connection with the Contract, whether in contract, Services Requirements or otherwise, other than as specifically provided in Sub- Clause 21.9 [Payment on Termination by KPLC for Cause]; Sub-Clause 16.2 [Indemnities]; Sub- Clause 16.7 [Consequences of KPLC's Risks] and Sub-Clause 15.1 [Intellectual Property and Copyright]. The total liability of the Contractor to KPLC, under or in connection with the Contract, whether in contract, Services Requirements or otherwise, shall not exceed the sum **stated in the SCC**, or (if such multiplier or other sum is not so stated), the Contract Base Remuneration.

This Sub-Clause shall not limit liability in any case of fraud, deliberate default, gross negligence, or reckless misconduct by the defaulting Party.

#### **16.3 Indemnities**

- a. The Contractor shall indemnify and hold harmless KPLC, KPLC's Personnel, and their respective agents, against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of:
- b. bodily injury, sickness, disease or death, of any person whatsoever arising out of or in the course of or by reason of the execution and completion of the Services, unless attributable to any negligence, willful actor breach of the Contract by KPLC, KPLC's Personnel, or any of the irrespective agents, and
- c. damage to or loss of any property, real or personal, to the extent that such damage or loss arises out of or in the course of or by reason of the Contractor's performance or non-performance of the Services and the remedying of any defects, unless and to the extent that any such damage or loss is attributable to any negligence, willful act or breach of the Contract by KPLC, KPLC's Personnel, their respective agents, or any one directly or indirectly employed by any of them.
- d. KPLC shall indemnify and hold harmless the Contractor, the Contractor's Personnel, and their respective agents, against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of (1) bodily injury, sickness, disease or death, which is attributable to any negligence, willful act or breach of the Contract by KPLC, KPLC's Personnel, or any of their respective agents.

#### **16.4 Performance Security**

- 16.3.1 Unless an amount is **not stated in the Particular Conditions of Contract**, the Contractor shall obtain (at his cost) a Performance Security for proper performance, in the form, amount and currencies **stated in the SCC**. The Contractor shall deliver the Performance Security to KPLC within 28 days after receiving the Form of Acceptance, and shall send a copy to the Independent Expert. The Performance Security shall be issued by an entity and from within Kenya (or other jurisdiction) approved by KPLC, and shall be in the form annexed to the Particular Conditions or in another form approved by KPLC. If the 16.3 institution issuing the Performance Security is located outside Kenya of KPLC, it shall have a corresponding

financial institution located in Kenya of KPLC to make it enforceable.

- 6.3.2 The Contractor shall ensure that the Performance Security is valid and enforceable until the Contractor has executed and completed the Services and been released from liability under this Contract. If the terms of the Performance Security specify its expiry date, and the Contractor has not become entitled to receive the

performance Certificate by the date 28 days prior to the expiry date, the Contractor shall extend the validity of the Performance Security until the Services have been completed and any defects have been remedied.

KPLC shall not make a claim under the Performance Security, except for amounts to which KPLC is entitled under the Contract.

16.3.3 KPLC shall not make a claim under the Performance Security unless the Independent Expert first certifies that there are “prima facie” grounds for making a claim. KPLC shall indemnify and hold the Contractor harmless against and from all damages, losses and expenses (including legal fees and expenses) resulting from a claim under the Performance Security to the extent to which KPLC was not entitled to make the claim. KPLC shall return the Performance Security to the Contractor within 21 days after receiving a copy of the Performance Certificate.

## 16.5 General Requirements for Insurances

16.5.1 In this Clause, “insuring Party” means, for each type of insurance, the Party responsible for effecting and maintaining the insurance specified in the relevant Sub-Clause.

Wherever the Contractors the insuring Party, each insurance shall be effected with insurers and in terms approved by KPLC. These terms shall be consistent with any terms agreed by both Parties before the date of the Form of Acceptance. This agreement of terms shall take precedence over the provisions of this Clause.

16.5.2 Wherever KPLC is the insuring Party, each insurance shall be effected with insurers and in terms consistent with the details annexed in Schedule M. If a policy is required to indemnify joint insured, the cover shall apply separately to each insured as though a separate policy had been issued for each of the joint insured. If a policy indemnifies additional joint insured, namely in addition to the insured specified in this Clause, (i) the Contractor shall act under the policy on behalf of these additional joint insured except that KPLC shall act for KPLC's Personnel, (ii) additional joint insured shall not be entitled to receive payments directly from the insurer or to have any other direct dealings with the insurer, and (iii) the insuring Party shall require all additional joint insured to comply with the conditions stipulated in the policy. Each policy insuring against loss or damage shall provide for payments to be made in the currencies required to rectify the loss or damage. Payments received from insurers shall be used for the rectification of the loss or damage.

16.5.3 The relevant insuring Party shall, within the respective periods **stated in the Special Conditions of Contract** (calculated from the Commencement Date), submit to the other Party:

- a. Evidence that the insurances described in this Clause have been effected, and
- b. copies of the policies for the insurances as required by Schedule M.

16.5.4 When each premium is paid, the insuring Party shall submit evidence of payment to the other Party. Each Party shall comply with the conditions stipulated in each of the insurance policies. The insuring Party shall keep the insurers informed of any relevant changes to the execution of the Services and ensure that insurance is maintained in accordance with this Clause.

16.5.5 Neither Party shall make any material alteration to the terms of any insurance without the prior approval of the other Party. If an insurer makes (or attempts to make) any alteration, the Party first notified by the insurer shall promptly give notice to the other Party.

16.5.6 If the insuring Party fails to effect and keep in force any of the insurances it is required to effect and maintain under the Contract, or fails to provide satisfactory Services Requirements evidence and copies of policies in accordance with this Sub-Clause, the other Party may (at its option and without prejudice to any other right or remedy) effect insurance for the relevant coverage and pay the premiums due. The insuring Party shall pay the amount of these premiums to the other Party, and the Contractor's Remuneration shall be adjusted accordingly.

16.5.7 Nothing in this Clause limits the obligations, liabilities or responsibilities of the Contractor or

KPLC, under the other terms of the Contractor otherwise. Any amounts not insured or not recovered from the insurers shall be borne by the Contractor and/or KPLC in accordance with these obligations, liabilities or responsibilities. However, if the insuring Party fails to effect and keep in force an insurance which is available and which it is required to effect and maintain under the Contract, and the other Party neither approves the omission nor effects insurance for the coverage relevant to this default, any moneys which should have been recoverable under this insurance shall be paid by the insuring Party.



## **16.6 Insurance Required**

Each Party shall effect and maintain insurance as specified in Schedule M.

## **16.7 KPLC's Risks**

The risks referred to in Sub-Clause 16.7 [Consequences of KPLC's Risks] below, in so far as they directly affect the execution of the Services in Kenya are:

- a) war, hostilities (whether war be declared or not), invasion, act of foreign enemies,
- b) rebellion, terrorism, sabotage by persons other than the Contractor's Personnel and other employees of the Contractor and Subcontractor, revolution, insurrection, military or usurped power, or civil war, within Kenya,
- c) riot, commotion or disorder within Kenya by persons other than the Contractor's Personnel and other employees of the Contractor and Subcontractor,
- d) munitions of war, explosive materials, ionizing radiation or contamination by radio-activity, within Kenya, except as may be attributable to the Contractor's use of such munitions, explosives, radiation or radio- activity,
- e) pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds,
- f) use or occupation by KPLC of any part of the Permanent Services, except as may be specified in the Contract,
- g) any operation of the forces of nature which is Unforeseeable.

## **16.8 Consequences of KPLC's Risks**

16.8.2 Notwithstanding anything contained in the Contract, the Contractor shall have no liability whatsoever for or with respect to,

- a. Destruction of or damage to the Facilities or any part thereof;
- b. Destruction of or damage to property of KPLC or any Third Party; or
- c. Injury or loss of life, if such destruction, damage, injury or loss of life is caused by any KPLC's Risks, and KPLC shall indemnify and hold the Contractor harmless from and against any and all claims, liabilities, actions, lawsuits, damages, costs, charges or expenses arising on consequence of or in connection with the same.

16.8.3 If the Facilities or any property of the Contract or used or intended to be used for the purposes of the Services sustains destruction or damage by reason of any KPLC's Risks, KPLC shall pay for,

- a. Replacing or making good any property or investments of the Contractor destroyed or damaged; and
- b. Replacing or making good any such destruction or damage to the Facilities or any part thereof, so far as may be required by KPLC, and as may be necessary for completion of the Services.

16.8.4 If KPLC does not require the Contractor to replace or make good any such destruction or damage to the Facilities, KPLC shall either request a change in accordance with Sub-Clause 19.1 [KPLC Variations] excluding the performance of the Services in respect of that part of the Facilities thereby destroyed or damaged or, where the loss, destruction or damage affects a substantial part of the Facilities, shall terminate the Contract, pursuant to Sub-Clause 17.7 [Release from Performance].

Notwithstanding anything contained in the Contract, KPLC shall pay the Contractor for any increased Costs that are in anyway attributable to, consequent on, resulting from, or in any way connected with any KPLC's Risks, if the Contractor notifies KPLC in writing of any such increased cost as soon as practicable.

16.8.5 If, during the term of the Contract, any KPLC's Risks occur that financially or otherwise materially affect the execution of the contract by the Contractor, the Contractor shall use its reasonable efforts to execute the Contract with due and proper consideration given to the safety of its and its Subcontractor's personnel engaged in the work on the Services. If the execution of the Services becomes impossible or is substantially prevented for a single period of more than 60 days or an aggregate period of more than 120 days on account of any KPLC's Risks, the Parties will attempt to develop a mutually satisfactory Services Requirements solution, failing which either Party may terminate the Contract by giving a notice to the other.

In the event of termination pursuant to this Sub-clause, the rights and obligations of KPLC and the Contractor shall be as specified in Sub-Clause 17.7 [Release from Performance].

## **17 Force Majeure**

### **17.5 Definition of Force Majeure**

In this Clause, "Force Majeure" means an exceptional event or circumstance:

- a. Which is beyond a Party's control,
- b. Which such Party could not reasonably have provided against before entering into the Contract,
- c. which, having arisen, such Party could not reasonably have avoided or overcome, and
- d. which is not substantially attributable to the other Party.

Force Majeure may include, but is not limited to, exceptional events or circumstances of the kind listed below, so long as conditions (a) to (d) above are satisfied:

- i. war, hostilities (whether war be declared or not), invasion, act of foreign enemies,
- ii. rebellion, terrorism, sabotage by persons other than the Contractor's Personnel and other employees of the Contractor and Subcontractor, revolution, insurrection, military or usurped power, or civil war,
- iii. riot, commotion, disorder, strike or lockout by persons other than the Contractor's Personnel and other employees of the Contractor and Subcontractor, or KPLC's Personnel
- iv. munitions of war, explosive materials, ionizing radiation or contamination by radio-activity, except as may be attributable to the Contractor's use of such munitions, explosives, radiation or radio-activity, and
- v. natural catastrophes such as earthquake, hurricane, typhoon or volcanic activity.

### **17.6 Notice of Force Majeure**

If a Party is or will be prevented from performing its substantial obligations under the Contract by Force Majeure, then it shall give notice to the other Party of the event or circumstances constituting the Force Majeure and shall specify the obligations, the performance of which is or will be prevented. The notice shall be given within 14 days after the Party became aware, or should have become aware, of the relevant event or circumstance constituting Force Majeure.

The Party shall, having given notice, be excused performance of its obligations for so long as such Force Majeure prevents it from performing them.

Notwithstanding any other provision of this Clause, Force Majeure shall not apply to obligations of either Party to make payments to the other Party under the Contract

### **17.7 Duty to Minimize Delay**

Each Party shall at all times use all reasonable endeavors to minimize any delay in the performance of the Contract as a result of Force Majeure. A Party shall give notice to the other Party when it ceases to be affected by the Force Majeure.

### **17.8 Consequences of Force Majeure**

If the Contractor is prevented from performing its substantial obligations under the Contract by Force Majeure of which notice has been given under Sub-Clause 17.2 [Notice of Force Majeure], and suffers delay and/or incurs Cost by reason of such Force Majeure, the Contractor shall be entitled to:

- a. An extension of time for any such delay, if completion of the services is or will be delayed, and
- b. if the event or circumstance is of the kind described in sub-paragraphs (i) to (iv) of Sub-Clause 17.1 [Definition of Force Majeure] and, in the case of sub-paragraphs (ii) to (iv), occurs in Kenya, payment of any such Cost.

### **17.9 Force Majeure Affecting Subcontractor**

If any Subcontractor is entitled under any contract or agreement relating to the Services to relief from force majeure on terms additional to or broader than those specified in this Clause, such additional or broader force majeure events or circumstances shall not excuse the Contractor's non-performance or entitle him to relief under this Clause.

### **17.10 Optional Termination, Payment and Release**

If the execution of substantially all the Services in progress is prevented for a continuous period of 84 days by reason of Force Majeure of which notice has been given under Sub-Clause 17.2 [Notice of Force Majeure], or for multiple periods which total more than 140 days due to the same notified Force Majeure, the neither Party may give to the other Party a notice of termination of the Contract. In this event, the termination shall take effect 7 days after the notice is given, and the Contractor shall proceed in accordance with Sub-Clause 21.12 [Actions on Termination].

### **17.11 Release from Performance**

Notwithstanding any other provision of this Clause, if any event or circumstance outside the control of the Parties (including, but not limited to, Force Majeure) arises which makes it impossible or unlawful for either or both Parties to fulfill its or their contractual obligations or which, under the law governing the Contract, entitles the Parties to be released from further performance of the Contract, then upon notice by either Party to the other Party of such event or circumstance:

- a. The Parties shall be discharged from further performance, without prejudice to the rights of either Party in respect of any previous breach of the Contract, and
- b. the sum payable by KPLC to the Contractor shall be the same as would have been payable under Sub-Clause 21.11 [Payment on Termination for Prolonged Force Majeure] if the Contract had been terminated under Sub-Clause 17.6 [Optional Termination, Payment and Release].

## **18 Suspension of Services**

### **18.5 Suspension for non-payment**

If KPLC:

- a. Fails to pay the Contractor any sum due under the Contract within the period specified in the Contract;
- b. Fails to approve any invoice or supporting documents without just cause under the Contract;
- c. commits a substantial breach of the Contract, including preventing the exercise of the Contractor's Delegated Management Authority
- d. fails to provide possession of or access to the Facilities
- e. the Contractor may, after giving not less than 14 days' notice to KPLC, suspend work (or reduce the rate of work) unless and until the failure or breach which gave rise to the suspension has been rectified.

### **18.6 No prejudice to other remedies**

The Contractor's action shall not prejudice his entitlements to financing charges under Sub-Clause 12.3 [Delayed Payment] and to termination under Sub-Clause 21.7 [Termination by the Contractor for Cause].

### **18.7 Compensation for costs from suspension**

If the Contract or suffers delay and/or incurs Cost as a result of suspending work (or reducing the rate of work) in accordance with this Sub-Clause, the Contractor shall be entitled to:

- i. An extension of time for any such delay, and
- ii. Payment of a costs actually and reasonably incurred as a result of the suspension

## **18.8 KPLC's Entitlement to Suspend the Services and Delegated Management Authority**

KPLC may suspend the Services and Delegation of Management Authority, if this is necessary in the public interest, by notice to the Contractor. Such notice shall specify the effective date of the suspension, the reasons for the suspension, and the date on which the suspension will end.

If KPLC suspends the Services in accordance with this Sub-Clause 18.2, the Contractor shall then cease to perform its obligations under the Contract. However, the Contractor shall still be entitled to the Contractor Remuneration under the Contract. If the suspension continues for more than 90 days, the Contractor may, by notice to KPLC, treat the suspension as Termination for KPLC Convenience.

## **19 Contract Variation, Extension and Retendering**

### **19.1 KPLC Variations**

- a) At any time during the Term of the Contract KPLC's Representative may request a Variation by giving to the Contractor Variation Request. A Variation Request shall specify
  - a. A brief description of the Change to the Services
  - b. The effect on any other provisions of the Contract
  - c. A reasonable period within which the Contractor is required to respond.

### **19.2 Decision on KPLC's Variation Request**

On receiving a Variation Request the Contractor shall respond in writing as soon as practicable, and in any event within the period stipulated in accordance with Sub-Clause 19.1 [KPLC Variations], either by giving reasons why he cannot comply (if this is the case) or by submitting a Variation Proposal containing:

- a) A description of the proposed work to be performed and a program for its execution,
- b) An estimate of the adjustment in Opera Services Requirements Remuneration which would be necessary to put the Contractor in the same financial position as if the Variation were not implemented

KPLC shall then:

- a) Accept the Variation Proposal, which shall then modify the Contracts as far as is specified in the Variation Proposal; or
- b) Notify the Contractor that is has decided not to proceed with Variation or
- c) Notify the Contractor that it does not agree with the proposed adjustment in Opera Services Requirements Remuneration or other terms of the Contract, and refer the issue for determination through the Dispute Resolution procedure under Sub-Clause 20.1 [Dispute Resolution].

### **19.3 Value Management**

The Contractor may, at any time, submit to KPLC's Representative a written Value Management Proposal which (in the Contractor's opinion) will, if adopted:

- i) Reduce the cost of providing the services; or
- ii) Further the Objectives of the Contract; or

iii) Otherwise be of benefit to KPLC or the Utility.

The Value Management Proposal shall be prepared at the cost of the Contractor and shall include:

- a) Description of the proposed Change to the Services
- b) A description of the proposed work to be performed and a program for its execution,
- c) Any proposed adjustment in Opera Services Requirements Remuneration
- d) The effect on any other provisions of the Contract.

If the Value Management Proposal would allow the same Services to be performed at lower cost, then the proposed adjustment in the Operational Services Requirements Remuneration shall be such as to share the benefits of the savings equally between the Contractor and KPLC.

If the effect of the Value Management Proposal would be to increase both the scope of the Services and the cost of the Services, then the proposed adjustment in the Operational Services Requirements Remuneration shall be such as to put the Contractor in the same financial position as it would be if the Value Management Proposal were not implemented

#### **19.4 Decision on Value Management Proposal**

On receiving a Value Management Proposal, KPLC shall either:

- a) Accept the Value Management Proposal, which shall then modify the Contract so far as is specified in the Value Management Proposal; or
- b) Decline to accept the Value Management Proposal.

#### **19.5 Adjustments for Changes in Law**

“Change in Law” means a change in the Laws of Kenya (including the introduction of new Laws and the repeal or modification of existing Laws) or in the judicial or official governmental interpretation of such Laws, made after the Base Date, which affect the Contract or in the performance of obligations under the Contract.

If the Contractor incurs additional Cost as a result of a Change in Law, the Operational Services Requirements Remuneration shall be adjusted so as put the Contractor in the same financial position as it would be if the Change in Law had not occurred.

If the Parties cannot agree on the required adjustment to the Operational Services Requirements Remuneration, either Party may refer the issue for determination through the procedure under Sub-Clause 20.1 [Dispute Resolution].

#### **19.6 Extension and Subsequent Tendering**

##### **a) Extension of the Contract**

Unless otherwise provided for in Schedule N, the Contract may be extended for an additional period of no more than the initial term of the Contract. Such an extension may be requested by KPLC, following the process set out in 19.1 [KPLC Variation], or by the Contractor following the process set out in 19.2 [Value Management], must be agreed by the Parties, and may not be determined under the Dispute Resolution process.

However, the Parties may agree to refer the invitation to an extension to the Independent Expert. If the parties refer the invitation to an extension to the Independent Expert they shall agree, prior to the referral, whether the Independent Expert's recommendation will be advisory only, or binding.

If requested to make a recommendation under this section, the Independent Expert shall be guided by:

- a. The Objectives of the Contract
- b. Such additional objectives as KPLC may inform him of which appear to him to be reasonable
- c. The need for the Contractor to make a fair profit on its efforts, which he may assess by reference to the profits actually achieved or expected to be achieved under the Contract
- d. The desirability of rewarding the Contractor for success in achieving KPLC's objectives.

##### **b) Subsequent Tendering for a Similar Contract**

Unless otherwise provided in Schedule N, the Contractor shall not be precluded from Tendering for any similar contract which is offered by KPLC or the Utility after the termination or expiration of this contract. In case of such a subsequent Tendering, the



Contractor will be requested by KPLC to provide in due time a detailed report satisfactory Services Requirements to KPLC about the Services under this Contract, such Report to be made available by KPLC to all other potential Tenderers.

## 20 Dispute Resolution

### 20.1 Amicable Settlement

- a. If any dispute arises out of or in connection with this Contract, either Party may give notice to the other Party of the same, where upon the Parties shall meet promptly and in a good faith attempt to reach an amicable settlement.
- b. In the event that the Parties do not resolve a dispute in accordance with this Sub-Clause within twenty (20) days of notice of the dispute being given, the neither Party may refer the dispute to the Independent Expert for determination pursuant to the procedure set for thin Sub-Clause 20.2 [Independent Expert].

### 20.2 Independent Expert

- a) By the date of Contract signing, the Contractor shall indicate to KPLC in writing its acceptance of one of the potential Independent Experts **proposed in the Special Conditions of Contract** by KPLC or otherwise present to KPLC for its acceptance, a counter-proposal with the names of one or more individuals. KPLC shall respond in writing to the Contractor by the date **stated in the Particular Conditions of Contract**, and in case of a negative response, with a copy to the appointing entity or official **named in the Particular Conditions of Contract**, who shall then appoint the Independent Expert after due consultation with both Parties. If the Contractor fails to indicate its acceptance of one of KPLC-proposed individuals or present a counter- proposal, or if KPLC fails to respond to the Contractor's counter proposal by the due dates indicated above for each event, or if the Parties fail to agree upon the appointment of a replacement person within 42 days after the date on which the Independent Expert declines to act or is unable to act as a result of death, disability, resignation or termination of appointment, then the appointing entity or official **named in the Special Conditions of Contract** shall, upon request of either or both of the Parties and after due consultation with both Parties, appoint the Independent Expert. The appointment(s) made by the appointing entity or official shall be final and conclusive. Each Party shall be responsible for paying one-half of the remuneration of the appointing entity or official.
- b) The Independent Expert shall be a professional experienced in the type of services covered under the Contract and with the interpretation of contractual documents, and shall be fluent in the language for communications defined in the Contract. The Independent Expert shall be (and the terms of this appointment shall so provide that he or she is) independent of the Parties and shall act impartially. The Independent Expert's appointment may be terminated only by mutual agreement between the Parties. The Expert's terms of appointment shall expire as the Parties may mutually agree.
- c) In making its determination, the Independent Expert shall:
  - a. have regard to the Services required to be performed hereunder and the terms and conditions of this Contract; and
  - b. ensure that the position of the Parties is res Services Requirements to the position they would have been in if the event triggering the dispute under this Section had not occurred and all the Parties had complied with the Contract.
  - c. The Party who initially issued the notice of intention to refer the dispute to the Independent Expert shall within ten (10) days of such notice submit to the Independent Expert and to the other Party the following documents:
    - a. A description of the dispute;
    - b. A statement of that Party's position; and
    - c. Copies of relevant documentary evidence in support.
  - d. Within ten (10) days of receipt of the above documents, the other Party shall submit:
    1. A description of the dispute;
    2. A statement of that Party's position; and
    3. Copies of relevant documentary evidence in support.

- e. The Independent Expert may call for such further documentary evidence and/or interview such persons as it deems necessary in order to reach their decision.
- f. The expert shall give notice to the Parties of its decision within twenty (20) days of receipt of the documents provided under Section d) or e) as the case may be.

- g. Unless this Contract has already been terminated or abandoned, the Parties shall in every case continue to proceed with the performance of their rights and obligations under this Contract with all due diligence whilst the Independent Expert is reviewing the dispute.
  - a. The decision of the Independent Expert shall be binding unless and until one Party, within ten (10) days of the date of such decision, issues a notice of intention to refer the matter to arbitration in accordance with Sub-Clause 20.1.4 [Arbitration].
- j) Each Party shall bear its own costs of preparing the materials for and making presentations to the Expert.

### 20.3 Payment of the Independent Expert

The costs of engaging the Independent Expert shall be borne equally by the Parties. The Independent Expert shall be paid as follows, in the currency named in the Special Conditions of Contract or as otherwise indicated in the appointment notice issued in accordance with Sub-Clause 20.2 [Independent Expert]:

- a) A retainer fee per calendar month, which shall be considered as payment in full for:
  - i) Being available on 28 days' notice for all site visits and hearings;
  - ii) Becoming and remaining conversant with all project developments and maintaining relevant files;
  - iii) All office and overhead expenses including secretarial services, photocopying and office supplies incurred in connection with this duties; and
  - iv) All services performed hereunder except those referred to in sub-paragraphs (b) and (c) of this Sub-Clause.

The retainer fee shall be paid with effect from the last day of the calendar month in which the appointment becomes effective; until the last day of the calendar month in which the Contract expires, unless the Independent Expert resigns or his appointment is otherwise terminated by the Parties.

- a) A daily fee which shall be considered as payment in full for:
  - a. each day or part of a day up to a maximum of two days' travel time in each direction for the journey between the Independent Expert's home and the site, or another location of a meeting that the Independent Expert is required to attend;
  - b. each working day on Site visits, hearings or preparing decisions; and
  - c. each day spent reading submissions in preparation for a hearing.
- b) all reasonable expenses including necessary travel expenses (air fare in less than first class, hotel and subsistence and other direct travel expenses) incurred in connection with the Independent Expert's duties, as well as the cost of telephone calls, courier charges, faxes and telexes: a receipt shall be required for each item in excess of five percent of the daily fee referred to in sub-paragraph (b) of this Sub-Clause;
- c) any taxes properly levied in Kenya on payments made to the Independent Expert (unless a national or permanent resident of Kenya) under this Sub-Clause.

### 20.4 Arbitration

All disputes arising out of or in connection with this Contract, not settled by amicable settlement or by the Independent Expert, in respect of which the Independent Expert's determination has not become final and binding, shall be finally settled by arbitration. Unless otherwise agreed by both Parties:

- a) For contracts with foreign Contractor:
  - a. international arbitration with proceedings administered by the international arbitration institution appointed in the SCC, in accordance with the rules of arbitration of the appointed institution;
  - b. the place of arbitration shall be the place specified in the SCC or such other place selected in accordance with the applicable arbitration rules; and

- c. the arbitration shall be conducted in the English language as defined in Sub-Clause 1.4; and
- b) For contracts with domestic Contractor, arbitration with proceedings conducted in accordance with the laws of Kenya.
- c) The arbitral Services Requirements shall have full power to open up, review and revise any determination of the Independent Expert, relevant to the dispute. Nothing shall disqualify representatives of the Parties from being called as a witness and giving evidence before the arbitral Services Requirements on any matter whatsoever relevant to the dispute.

- d) Neither Party shall be limited in the proceedings before the arbitral Services Requirements to the evidence or arguments previously put before the Independent Expert to obtain its determination, or to the reasons for dissatisfaction given in its notice of dissatisfaction. Any decision of the Independent Expert shall be admissible in evidence in the arbitration.
- e) Arbitration may be commenced prior to or after completion of the Services. The obligations of the Parties and the Independent Expert shall not be altered by reason of any arbitration being conducted during the progress of the Services.

## **20.5 Survival**

The dispute resolution provisions contained in Sub-Clause 20.1.4 [Arbitration] shall survive termination of this Contract.

## **21 Default and Termination**

### **21.1 Notification and Cure Plans**

If a Default occurs, the Party not in Default may, in addition to any other remedies it has, give the Defaulting Party a notice in writing (“**Default Notice**”) specifying:

- a) That a Default has occurred;
- b) The events or circumstances constituting the Default; and
- c) If the Default is capable of being cured or remedied, a reasonable Cure Period in which to cure or remedy the Default. The Party not in Default may specify in the Default Notice:
- d) That it requires the Defaulting Party to provide to the Party not in Default a written plan (“**Cure Plan**”) which specifies the reason the Default occurred, how the Defaulting Party intends to remedy the Default, the time that the Defaulting Party will require to remedy the Default and includes additional information on such matters as the Party not in Default requires; and
- e) A reasonable time by which the Defaulting Party must provide the Cure Plan to the Party not in Default. The Party not in Default may, by notice to the Defaulting Party, vary the Cure Period having regard to information provided to it in relation to a Cure Plan.

### **21.2 Remediating the Default within the Applicable Cure Period**

Upon receipt of a Default Notice, if the Default is capable of being cured or remedied, the Defaulting Party must cure or remedy the Default within the Cure Period.

In addition to its obligations under Sub-Clause 21.1 [Notification and Cure Plans], if the Party not in Default has required the Defaulting Party to provide a Cure Plan, the Defaulting Party must:

- a) Provide a Cure Plan within the time requested by the Defaulting Party;
- b) Comply with the Cure Plan; and
- c) report to the Party not in Default on progress in relation to the Cure Plan at the times and in the manner specified by the Party not in Default. The Defaulting Party may, by notice to the Defaulting Party, request an extension to a Cure Period. The Defaulting Party may only request such an extension once in relation to a particular Default. The notice must specify:
  - i. the reason why the Defaulting Party is not able to cure or remedy the Default within the existing Cure Period,
  - ii. the additional time that the Defaulting Party requires to cure or remedy the Default and
  - iii. any other information that is relevant to the Party not in Default's assessment of the request.

The Defaulting Party may not give such a notice unless it has diligently sought to cure or

remedy the relevant Default. The Party not in Default must not unreasonably withhold its consent to an invitation to such an extension of a Cure Period unless the Party not in Default believes, on reasonable grounds, that the extension of the Cure Period would have a material adverse effect on the provision of the Services or the use by the Party not in Default of the Facilities.

### **21.3 Failure to cure**

If the Party not in Default has given a Default Notice to the Defaulting Party and:

- a) Where the Default is capable of being cured or remedied, the Defaulting Party does not provide a Cure Plan acceptable to the Party not in Default within the time required in the Default Notice (if applicable);
- b) Where the Default is capable of being cured or remedied, the Defaulting Party does not diligently pursue the Cure Plan (if applicable) or otherwise comply with its obligations under Sub-Clause 21.2 [Remedying the Default within the Applicable Cure Period];
- c) where the Default is capable of being cured or remedied, the Default is not cured or remedied within the Cure Period and, if applicable, in accordance with the Cure Plan; or
- d) the Default is not capable of being cured or remedied.

The Party not in Default may (without prejudice to any of its other rights with respect to the Default), exercise all or any of the following remedies:

- i. sue the Defaulting Party for compensation for the Default, and exercise all available legal and equitable remedies including without limitation suing for specific performance, injunctive relief or such other orders as the Party not in Default considers appropriate;
- ii. terminate this Agreement.

### **21.4 Ways the Contract may be terminated**

The Contract may be terminated by:

- a) KPLC for Convenience, in accordance with Sub-Clause 21.5 [Termination by KPLC for Convenience],
- b) KPLC for Cause, in accordance with Sub-Clause 21.6 [Termination by KPLC for Cause], or
- c) The Contractor for Cause, in accordance with Sub-Clause 21.7 [Termination by the Contractor for Cause].

### **21.5 Termination by KPLC for Convenience**

21.5.1 KPLC shall be entitled to terminate the Contract, at any time for KPLC's convenience, by giving notice of such termination to the Contractor. The termination shall take effect 28 days after the later of the dates on which the Contractor receives this notice or KPLC returns the Performance Security.

21.5.2 KPLC shall not terminate the Contract under this Sub-Clause in order to arrange for the Services to be executed by another Contractor or to avoid a termination of the Contract by the Contractor under Sub- Clause 21.7 [Termination by the Contractor for Cause].

21.5.3 After this termination, the Contractor shall proceed in accordance with Sub-Clause 21.12 [Actions on Termination] and shall be paid in accordance with Sub-Clause 21.8 [Payment on Termination by KPLC for Convenience].

### **21.6 Termination by KPLC for Cause**

KPLC shall be entitled to terminate the Contract for cause, if the Contractor:

- a) In accordance with Sub-Clause 21.3 [Failure to Cure], is the Defaulting Party referred to in that Sub-Clause,
- b) Fails to comply with Sub-Clause 16.3 [Performance Security],
- c) Abandons the Services or otherwise plainly demonstrates the intention not to continue performance of his obligations under the Contract,



- d) Without reasonable excuse fails to proceed with the Services,
- e) Subcontracts the whole of the Services or assigns the Contract without the required agreement,
- f) Becomes bankrupt or insolvent, goes into liquidation, has a receiving or administration order made against him, compounds with his credit Services Requirements, or carries on business under a receiver, trustee or manager for the benefit of his credit Services Requirements, or if any act is done or event occurs which (under applicable Laws) has a similar effect to any of these acts or events, or
- g) gives or offers to give (directly or indirectly) to any person any bribe, gift, gratuity, commission or other thing of value, as an inducement or reward:
  - i) for doing or for bearing to do any action in relation to the Contract, or
  - ii) for showing or for bearing to show favor or disfavor to any person in relation to the Contract,
  - iii) or if any of the Contractor's Personnel, agents or Subcontractor gives or offers to give (directly or indirectly) to any person any such inducement or reward as is described in this sub-paragraph (f). However, lawful inducements and rewards to Contractor's Personnel shall not entitle termination, or.
- h) In the judgment of KPLC, has engaged in Fraud and Corruption, as defined in paragraph 2.2a of the Appendix to the GCC, in competing for or in executing the Contract. In any of these events or circumstances, KPLC may, upon giving 14 days' notice to the Contractor, terminate the Contract and expel the Contractor from the Facilities. However, in the case of sub-paragraph (e), (f) or (h), KPLC may by notice terminate the Contract immediately.

KPLC's election to terminate the Contract shall not prejudice any other rights of KPLC, under the Contract or otherwise.

## **21.7 Termination by the Contractor for Cause**

The Contractor shall be entitled to terminate the Contract if:

- a) In accordance with Sub-Clause 21.3 [Failure to Cure], if the Contractors the Defaulting Party referred to in that Sub-Clause,
- b) KPLC fails to pay any part of the Contractor' Remuneration within 56 days of it falling due
- c) KPLC substantially fails to perform his obligations under the Contract in such manner as to materially and adversely affect the ability of the Contractor to perform the Contract,
- d) KPLC fails to comply with Sub-Clause 3.1 [Assignment], or
- e) KPLC becomes bankrupt or insolvent, goes into liquidation, has a receiving or administration order made against him, compounds with his credit Services Requirements, or carries on business under a receiver, trustee or manager for the benefit of his credit Services Requirements, or if any act is done or event occurs which (under applicable Laws) has a similar effect to any of these acts or events.

## **21.8 Payment on Termination by KPLC for Convenience**

21.8.1 Upon termination of this Contract pursuant to Sub-Clause 21.5 [Termination by KPLC for Convenience] KPLC shall make the following payments to the Contractor:

- a. Any portion of the Remuneration payable to the Contractor for Services satisfactory Services Requirements performed or Performance Target achieved prior to the Termination of the Contract;
- b. the Costs reasonably incurred by the Contractor in the removal of the Contractor's Equipment, Materials and Supplies from the Facilities and in the repatriation of the Contractor's Personnel and its Subcontractor's personnel;
- c. any amounts required to be paid by the Contractor to its Subcontractor in connection with the termination of any Subcontracts, including any reasonable cancellation charges;

- d. the reasonable Costs incurred by the Contractor in protecting and handing over the Facilities pursuant to Sub-Clause 21.12 [Actions on Termination]; and
- e. the reasonable Costs of satisfying all other obligations, commitments and claims that the Contractor may in good faith have undertaken with Third Parties in connection with the Contract and that are not otherwise covered by this Sub-Clause 21.8 [Payment on Termination by KPLC for Convenience].
- f. The only payments to be made to the Contractor on termination by KPLC pursuant to Sub-Clause
- g. [Termination by KPLC for Convenience] are those set out in this Sub-Clause 21.8. The Contractor shall not make any other claim for lost or foregone profits, revenues, consequential damages or any other costs, damages, expenses or losses of any kind as a result of or in connection with the termination of this Contract.

## 21.9 Payment on Termination by KPLC for Cause

Upon termination of this Contract pursuant to Sub-Clause 21.6 [Termination by KPLC for Cause], KPLC shall make the following payments to the Contractor:

- a) Any portion of the Remuneration payable to the Contractor for Services satisfactory Services Requirements performed or Performance Target achieved prior to the Termination of the Contract and
- b) the reasonable Costs incurred by the Contractor in protecting and handing over the Facilities pursuant to Sub-Clause 21.12 [Actions on Termination]. The only payments to be made to the Contractor on termination by KPLC pursuant to Sub-Clause 21.6 [Termination by KPLC for Cause] are those set out in this Sub-Clause 21.9. The Contractor shall not make another claim for lost or foregone profits, revenues, consequential damages or any other costs, damages, expenses or losses of any kind as a result of or in connection with the termination of this Contract.

## 21.10 Payment on Termination by the Contractor for Cause

Upon termination of this Contract pursuant to Sub-Clause 21.7 [Termination by the Contractor for Cause] KPLC shall make the following payments to the Contractor:

- a) Any portion of the Remuneration payable to the Contractor for Services satisfactory Services Requirements performed or Performance Target achieved prior to the Termination of the Contract;
- b) The Costs reasonably incurred by the Contractor in the removal of the Contractor' Equipment, Materials and Supplies from the Facilities and in the repatriation of the Contractor' Personnel and its Subcontractor's personnel;
- c) Any amounts required to be paid by the Contractor to its Subcontractor in connection with the termination of any Subcontracts, including any reasonable cancellation charges;
- d) the reasonable Costs incurred by the Contractor in protecting and handing over the Facilities pursuant to Sub-Clause 21.12 [Actions on Termination];
- e) the reasonable Costs of satisfying all other obligations, commitments and claims that the Contractor may in good faith have undertaken with Third Parties in connection with the Contract and that are not otherwise covered by this Sub-Clause 21.8 [Payment on Termination by KPLC for Convenience]; and
- f) a payment in compensation for lost profits under the contract, which shall be either:
  - i) the amount for Liquidated Damages on Termination for KPLC Convenience **specified in the SCC**, or if no such amount is specified,
  - ii) the amount of profit the Contractor would be expected to lose as a result of early termination of the contract. The Contractor shall submit an estimate of this amount. KPLC shall either pay this amount, or submit it to dispute resolution under Sub-Clause 20.1 [Dispute Resolution].
- g) The only payments to be made to the Contractor on termination by KPLC pursuant to Sub- Clause 21.7 [Termination by the Contractor for Cause] are those set out in this Sub-Clause 21.10. The Contractor shall not make another claim for lost or foregone profits, revenues, consequential damages or any other costs, damages, expenses or losses of any kind as a result of or in connection with the termination of this Contract.

## 21.11 Payment on Termination for Prolonged Force Majeure

Upon termination of this Contract pursuant to Sub-Clause 17.6 [Optional Termination, Payment and Release] KPLC shall make the following payments to the Contractor:

- a) Any portion of the Remuneration payable to the Contractor for Services satisfactory Services Requirements performed or Performance Target achieved prior to the Termination of the Contract

- b) the Costs reasonably incurred by the Contractor in the removal of the Contractor's Equipment, Materials and Supplies from the Facilities and in the repatriation of the Contractor's Personnel and its Subcontractor's personnel;
- c) any amounts required to be paid by the Contractor to its Subcontractor in connection with the termination of any Subcontracts, including any reasonable cancellation charges;
- d) the reasonable Costs incurred by the Contractor in protecting and handing over the Facilities pursuant to Sub-Clause 21.12 [Actions on Termination].

- e) The reasonable Costs of satisfying all other obligations, commitments and claims that the Contractor may in good faith have undertaken with Third Parties in connection with the Contract and that are not otherwise covered by this Sub-Clause 21.11 [Payment on Termination for Prolonged Force Majeure].

#### **21.12 Actions on Termination**

In all cases of Termination, the Contractor shall promptly:

- a) Cease all further work, except for such work as KPLC may specify in the notice of termination for the sole purpose of protecting the Facilities, or handing the over for safe and un interrupted operation by KPLC or another party, including co-operating with KPLC in such manner as KPLC reasonably requires to ensure that the Services provided by the Contractor can be provided by another service provider or by KPLC itself.
- b) Leave the Facilities
- c) Deliver to KPLC all records related to the Contract and Services
- d) Deliver all documents, know-how, information technology software and other intellectual property required for the provision of the Services and management of the Utility which were required to be left with KPLC or Utility at the Termination of the Contract under Clauses 6 [Know-How Transfer and Training] and 15 [Intellectual and Industrial Property Rights].

## SECTION VII - SPECIAL CONDITIONS OF CONTRACT

The following **Special Conditions of Contract** shall supplement the GCC. Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

SCC Clause	Condition
2.1(f)	<i>Other effectiveness conditions</i>
2.3 Period of Contract	<i>Period of Contract shall be <b>six</b> months</i>
3.5 Contractor's responsibility for the acts or defaults of its sub-contractor	<i>[insert any statements different from the requirements established under sub-clause 3.5 (a)-(d)]</i>
3.8 Compliance with Laws	<i>[insert any statements different from the requirements established under sub-clause 3.8]</i>
3.10 Inspections and Audit by the PPRA	<ol style="list-style-type: none"> <li>1. <i>KPLC or its representative(s) shall have the right to inspect and/or to test the services to confirm their conformity to the contract specifications. KPLC shall notify the Contractor in writing in a timely manner, of the identity of any representative(s) retained for these purposes. Such visit and or inspection/ test shall in no way prejudice KPLC's rights and privileges.</i></li> <li>2. <i>In appropriate circumstances, Inspection/ Test Report(s) shall be completed upon conclusion of the inspection/ tests.</i></li> <li>3. <i>The inspections and tests may be conducted in the premises of the Contractor or its subcontractor(s). If conducted on the premises of the Contractor 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 KPLC.</i></li> <li>4. <i>Should any inspected or tested services fail to conform to the specifications, KPLC may reject the Service(s), and the Contractor shall either replace or remedy the rejected services or make alterations necessary to meet specification requirements free of cost to KPLC.</i></li> <li>5. <i>KPLC's right to inspect, test and where necessary, reject the services after provision shall in no way be limited or waived by reason of the services having previously been inspected, tested and passed by KPLC or its representative(s) prior to the services performance / delivery.</i></li> <li>6. <i>For the avoidance of doubt, any acknowledgement by KPLC on the Contractor's or sub-contractor's document shall not be conclusive proof or evidence of satisfactory performance without duly authorized approval by KPLC.</i></li> </ol>
4.1 Services to be performed and other obligations	<b>1. Warranty</b>

	<p>a) Where applicable, the Contractor warrants that the Services provided under the contract are of the highest quality or current specification and incorporate all recent improvements unless provided otherwise in the contract. The Contractor further warrants that any materials/ equipment provided under this contract shall have no defect arising from manufacture, materials or workmanship or from any act or omission of the Contractor that may develop under normal use of the materials/ equipment provided under the conditions obtaining in Kenya.</p> <p>b) This Warranty will remain valid for one (1) year after the services, or any part thereof as the case may be, have been performed as indicated in the contract.</p> <p>c) KPLC shall promptly notify the Contractor in writing of any claims arising under this Warranty.</p> <p>d) Upon receipt of such a notice, the Contractor shall, with all reasonable speed, remedy the defective services without cost to KPLC.</p> <p>e) If the Contractor having been notified, fails to remedy the defect(s) within a reasonable period, KPLC may proceed to take such remedial action as may be necessary, at the Contractor's risk and expense and without prejudice to any other rights which KPLC may have against the Contractor under the contract.</p> <p><b>2. Waiver</b> Any omission or failure by KPLC to exercise any of its rights or enforce any of the penalties arising from the obligations imposed on the Contractor shall in no way, manner or otherwise howsoever, alter, amend, prejudice, vary, waive or be deemed to alter, amend, prejudice, vary, waive or otherwise whatsoever any of KPLC's powers and rights as expressly provided in and as regards this contract.</p>
<p>8.6 Categories of staff that must be hired locally if and to the extent that a sufficient number of appropriately qualified staff is locally available</p>	<p><i>Not Applicable</i></p>
<p>11.2 Period within which KPLC should make a decision on contractor's management advice.</p>	<p><i>[ 14 ] days</i></p>
<p>12.3 Payment by KPLC</p>	<p><i>1 Payments shall be made promptly by KPLC and shall not be less than thirty (30) days from completion of satisfactory performance and submission of invoice together with other required and related documents or as otherwise prescribed in the contract.</i></p> <p><i>2 Payment shall primarily be through KPLC's cheque or Real Time Gross Settlement (RTGS) or telegraphic transfer. Where applicable, a copy of a valid</i></p>

	<p><i>Performance Security, stamped, certified as authentic by KPLC, shall form part of the documents to be presented to KPLC before any payment is made.</i></p> <p><i>3 A Contractor who requests for a Letter of Credit (hereinafter abbreviated as LC)–</i></p> <p><i>a) Shall meet the LC bank charges levied by its bank while KPLC shall meet the LC bank charges levied by its bank.</i></p> <p><i>b) Any extension and or amendment charges and any other costs that may result from the Contractor’s delays, requests, mistakes or occasioned howsoever by the Contractor shall be to the Beneficiary’s account.</i></p> <p><i>c) The maximum number of extensions and amendments shall be limited to two (2).</i></p> <p><i>d) Notwithstanding sub-clause 7.12.3 (a), should the Contractor require a confirmed LC, then all confirmation and any other related charges levied by both the Contractor’s and KPLC’s bank shall be to the Beneficiary’s account.</i></p> <p><i>e) The LC shall be opened only for the specific Order within the validity period of the contract.</i></p> <p><i>f) LCs shall be partial for partial performance or full for whole performance as per the contract.</i></p> <p><i>g) The Contractor shall be required to submit a proforma invoice for each lot</i></p> <p><i>for use in the placement of order and opening of the LC. The proforma invoice shall be on total all-inclusive costs basis.</i></p> <p><i>h) A copy of the Performance Security, stamped and certified as authentic by KPLC, whose expiry date should not be less than sixty (60) days from the LC expiry date, shall form part of the documents to be presented to the Bank before any payment is effected.</i></p> <p><i>4 KPLC shall have the sole discretion to accept or decline any Contractor’s payment request through Letters of Credit without giving any reason for any decline.</i></p>
16 Insurance	<p><i>The Contractor shall be responsible for and keep in force current appropriate insurance covers for its property and persons engaged in the performance and or provision of the Services under the contract.</i></p>
16.3 Indemnities	<p><i>The Contractor shall (except in respect to losses, injuries or damage resulting from any act or neglect of KPLC) indemnify and keep indemnified KPLC against all losses and claims for injuries or damage to any person or property whatsoever which may arise out of or in consequence of the contract and against all claims, demands, proceedings, damages, costs, charges, and</i></p>



	<i>expenses whatsoever in respect thereof or in relation thereto</i>
16.2 Limitation of Liability	
16.3 Performance Security	<p><i>1 Within fourteen (14) days of the date of the notification of contract award, the Contractor shall furnish to KPLC the Performance Security which shall be either one or a combination of the following: -</i></p> <p><i>a) an original Bank Guarantee that is strictly in the form and content as prescribed in the Performance Security Form (Bank Guarantee) in the Tender Document.</i></p> <p><i>b) Confirmed Standby Letters of Credit (LC). All costs, expenses and charges levied by all banks party to the LC including confirmation charges shall be prepaid by the successful Tenderer. Certain mandatory conditions of the LC shall be as prescribed in the Performance Security Form (LC) in the Tender Document.</i></p> <p><i>2 The Performance Security shall be issued by a commercial bank licensed by the Central Bank of Kenya. The bank must be located in Kenya.</i></p> <p><i>3 The Performance Security shall be the sum of ten percent (10%) of the contract price. It shall be in the currency of the contract price.</i></p> <p><i>4 Failure of the Contractor to furnish the Performance Security, the award shall be annulled and the Tender Security forfeited, in which event KPLC may notify the</i></p> <p><i>next lowest evaluated Tenderer that its Tender has been accepted.</i></p> <p><i>5 The proceeds of the Performance Security shall be payable to KPLC as compensation for any loss resulting from the Contractor's failure to comply with its obligations in accordance with the contract without KPLC being required to demonstrate the loss it has suffered.</i></p> <p><i>6 The Performance Security shall be valid for a minimum of sixty (60) days after satisfactory delivery for both Foreign and Local Contractors.</i></p> <p><i>7 KPLC shall seek authentication of the Performance Security from the issuing bank. It is the responsibility of the Contractor to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed three (3) days from the date of KPLC's query. Should there be no conclusive response by the Bank within this period, such Contractor's Performance Security may be deemed as invalid and the Contract nullified, unless information to the contrary is received by KPLC two (2) days before the expiry of the Contractor's Tender Security.</i></p>

	<p>8 <i>Subject to the provisions of this contract, the Performance Security will be discharged by KPLC and returned to the Contractor not earlier than thirty (30) days following the date of completion of the Contractor's obligations under the contract, including any warranty obligations, under the contract..</i></p>
20.2 List of KPLC-proposed potential Independent Experts	
20.4 (a) International Arbitration Institution	<p><i>Select United Nations Commission on International Trade Law (UNCITRAL); or the International Chamber of Commerce (ICC).</i></p>
21.10 (f) Liquidated damages	<p><i>Notwithstanding and without prejudice to any other provisions of the contract, if the Contractor fails to perform any or all of the services within the period specified in the contract, KPLC shall, without prejudice to its other remedies under the contract, deduct from the contract prices, liquidated damages sum equivalent to 0.5% of the performance price per day of delay of the delayed due services up to a maximum of ten percent (10%) of the performance price of the delayed due services.</i></p>

**SECTION VIII - CONTRACT FORMS**

**To:**

Name: .....[insert authorized representative's name] Address: .....[insert authorized representative's address]  
 Telephone numbers: ..... [insert authorized representative's telephone/fax numbers] Email Address: .....[insert authorized representative's email address]

**DATE OF TRANSMISSION:** This Notification is sent by: [email] on [date] (local time) **IMPORTANT:** For the attention of Tenderer's authorized representative

Dear Sirs/ Madams,

**1 NOTIFICATION OF INTENTION TO AWARD**

**KPLC:** .....[insert the name of KPLC]  
**Contract title:**..... [insert the name of the contract]  
**ITT No:**..... [insert ITT reference number from Procurement Plan]

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

- a) Request a debriefing in relation to the evaluation of your Tender, and/or
- b) Submit a Procurement-related Complaint in relation to the decision to award the contract.

**a. The successful Tenderer**

Name:.....[insert name of successful Tenderer]  
 Address:.....[insert address of the successful Tenderer] Contract price:.....[insert contract price of the successful Tenderer]

- b.** Tenderers [INSTRUCTIONS: insert names of all Tenderers. As applicable, insert prices, technical scores and combined scores. Where the selection method requires it, state the price offered by each Tenderer as read out, and as evaluated. Include over all technical scores and scores assigned for each criterion and sub-criterion.]

	<b>Name of Tenderer</b>	<b>Technical scores</b>	<b>Financial Proposal Price</b>	<b>Evalauted Financial Proposal Cost</b>	<b>Combined score and ranking (if applicable)</b>	
1						
2						
3						
4						

5						
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- c. Reason/s why your Tender was unsuccessful [Delete if the combined score already reveals the reason] [INSTRUCTIONS; State the reason/s why this Tenderer's Tender was unsuccessful. Do NOT include: (a) a point by point comparison with another Tenderer's Tender or (b) information that is marked confidential by the Tenderer in its Tender.]**

- d. How to request a debriefing** [*This applies only if your Tender was unsuccessful as stated under point (3) above*] DEADLINE: The deadline to request a debriefing expires at midnight on *[insert date]* (local time).

You may request a debriefing in relation to the results of the evaluation of your Tender. If you decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.

Provide the contract name, reference number, name of the Tenderer, contact details; and address the invitation to debriefing as follows:

Attention: .....*[insert full name of person, if applicable]*

Title/position: .....*[insert title/position]*

Agency: .....*[insert name of KPLC]*

Email address: .....*[insert email address]*

If your invitation to a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you the date that the extended Standstill Period will end.

The debriefing may be in writing, by phone, video conference call or in person. We shall promptly advise you in writing how the debriefing will take place and contend the date and time.

If the deadline to request a debriefing has expired, you may still request a debriefing. In this case, we will provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of the Contract Award Notice.

**e. How to make a complaint**

DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, *[insert date]* (local time).

Provide the contract name, reference number, name of the Tenderer, contact details; and address the Procurement- related Complaint as follows:

Attention: .....*[insert full name of person, if applicable]*

Title/position: .....*[insert title/position]*

Agency: .....*[insert name of KPLC]*

Email address:.....*[insert email address]*

[At this point in the procurement process] [Upon receipt of this notification] you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends.

**Further information:**

In summary, there are four essential requirements:

1. You must be an 'interested party'. In this case, that means a Tenderer who has submitted a Tender in this selection process, and is the recipient of a Notification of Intention to Award.
2. The complaint can only challenge the decision to award the contract.
3. You must submit the complaint within the deadline stated above.

4 You must include, in your complaint, all of the information required.

**f Standstill Period**

DEADLINE: The Standstill Period is due to end at midnight on ..... *[insert date]* (local time).

The Standstill Period lasts fourteen (14) Days after the date of transmission of this Notification of Intention to Award. The Standstill Period may be extended. This may happen where we are unable to provide a debriefing within the five (5) Business Day deadline. If this happens we will notify you of the extension.

If you have any questions regarding this Notification please do not hesitate to contact us. On behalf of..... *[insert the name of KPLC]*:

**Signature:**

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**Name:**

---

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**Title/position:**

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**Telephone:**

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**Email:**

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**Date**

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**Notes:**

- 1. This Notification of Intention to Award shall be sent to each Tenderer whose Financial Proposal was opened. Send this Notification to the authorized representative of the Tenderer].**
- 2. The Notification must be sent to all Tenderers simultaneously. This means on the same date and as close to the same time as possible.]**



**2 NOTIFICATION OF AWARD**

**Form of Acceptance**

*[Form head paper of KPLC]*

.....*[date]*

To:.....*[name and address of the Contractor]*

This is to notify you that your Tender dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Particular Conditions of Contract]* for the Contractor's Remuneration of the equivalent of *[amount in numbers and words] [name of currency]*, as corrected and modified in accordance with the Instructions to Tenderers, is hereby accepted by our Agency.

You are requested to furnish the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose one of the Performance Security Forms included in Section X, Annex to the Particular Conditions  
- Contract Forms, of the Tendering Document

Authorized

Signature:

..... Name and Title of

Signal Services Requirements: ..... Name of

Agency: .....

**Attachment: Contract Agreement**

### 3 Contract Agreement

THIS AGREEMENT made this.....day of.....20.... BETWEEN THE KENYA POWER & LIGHTING COMPANY PLC, a limited liability company duly incorporated under the Companies Act, Chapter 486 of the Laws of Kenya, with its registered office situated at Stima Plaza, Kolobot Road, Parklands, Nairobi in the Republic of Kenya and of Post Office Box Number 30099 - 00100, Nairobi in the Republic aforesaid (hereinafter referred to as the “KPLC”) of the one part,

AND

..... (Contractor’s full name and principal place of business) a duly registered entity according to the laws of..... (state country) and of Post Office Box Number.....(full address physical and postal of Contractor) in the Republic aforesaid, (hereinafter referred to as the “Contractor” of the other part;

WHEREAS KPLC invited tenders for certain services, that is to say for .....(KPLC insert description of services) under Tender Number..... (KPLC insert tender number)

AND WHEREAS KPLC has accepted the Tender by the Contractor for the services in the sum of .....(KPLC specify the total amount in words which should include any payable taxes, duties and insurance where applicable e.g. Value Added Tax) (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: -

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract and the Tender Document.
2. Unless the context or express provision otherwise requires: -
  - a) reference to “this Agreement” includes its recitals, any schedules and documents mentioned hereunder and any reference to this Agreement or to any other document includes a reference to the other document as varied supplemented and or replaced in any manner from time to time.
  - b) any reference to any Act shall include any statutory extension, amendment, modification, re-amendment or replacement of such Act and any rule, regulation or order made thereunder.
  - c) words importing the masculine gender only, include the feminine gender or (as the case may be) the neutral gender.
  - d) words importing the singular number only include the plural number and vice-versa and where there are two or more persons included in the expression the “Contractor” the covenants, agreements obligations expressed to be made or performed by the Contractor shall be deemed to be made or performed by such persons jointly and severally.
  - e) where there are two or more persons included in the expression the “Contractor” any act default or omission by the Contractor shall be deemed to be an act default or omission by any one or more of such persons.
3. In consideration of the payment to be made by KPLC to the Contractor as hereinbefore mentioned, the Contractor hereby covenants with KPLC to perform and provide the services and remedy any defects thereon in conformity in all respects with the provisions of the Contract.
4. KPLC hereby covenants to pay the Contractor in consideration of the proper performance and provision of the services 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.
5. The following documents shall constitute the Contract between KPLC and the Contractor

and each shall be read and construed as an integral part of the Contract: -

- a) this Contract Agreement
- b) the Special Conditions of Contract as per the Tender Document
- c) the General Conditions of Contract as per the Tender Document
- d) the Price Schedules submitted by the Contractor and agreed upon with KPLC.
- e) the Details of Service as per KPLC's Tender Document
- f) the Schedule of Requirements
- g) KPLC's Notification of Award dated.....
- h) the Tender Form signed by the Contractor
- i)

6. In the event of any ambiguity or conflict between the contract documents listed above, the order of precedence shall be the order in which the contract documents are listed in 5 above except where otherwise mutually agreed in writing.

7. The Commencement Date shall be the working day immediately following the fulfillment of all the following: -

- a) Execution of this Contract Agreement by KPLC and the Contractor.
- b) Issuance of the Performance Bond by the Contractor and confirmation of its authenticity by KPLC.
- c) Issuance of the Official Order by KPLC to the Contractor.
- d) Where applicable, Opening of the Letter of Credit by KPLC.

8. The period of contract validity shall begin from the Commencement date and end on either -

- a) sixty (60) days after the last date of the agreed performance schedule, or,
- b) where a Letter of Credit is adopted as a method of payment, sixty (60) days after the expiry date of the Letter of Credit or the expiry date of the last of any such opened Letter of Credit whichever is later. Provided that the expiry period of the Warranty shall be as prescribed and further provided that the Warranty shall survive the expiry of the contract.

9. It shall be the responsibility of the Contractor to ensure that its Performance Security is valid at all times during the period of contract validity and further is in the full amount as contracted.

10. Any amendment, change, addition, deletion or variation howsoever to this Contract shall only be valid and effective where expressed in writing and signed by both parties.

11. No failure or delay to exercise any power, right or remedy by KPLC shall operate as a waiver of that right, power or remedy and no single or partial exercise of any other right, power or remedy.

12. Notwithstanding proper completion of performance or parts thereof, all the provisions of this Contract shall continue in full force and effect to the extent that any of them remain to be implemented or performed unless otherwise expressly agreed upon by both parties.

13. Any notice required to be given in writing to any Party herein shall be deemed to have been sufficiently served, if where delivered personally, one day after such delivery; notices by electronic mail and facsimile shall be deemed to be served one day after the date of such transmission and delivery respectively, notices sent by post shall be deemed served seven (7) days after posting by registered post (and proof of posting shall be proof of service), notices sent by courier shall be deemed served two (2) days after such receipt by the courier service for Local Suppliers and five (5) days for Foreign Suppliers.

14. For the purposes of Notices, the address of KPLC shall be Company Secretary, The Kenya Power & Lighting Company Limited, 7th Floor, Stima Plaza, Kolobot Road, Post Office Box Number 30099 – 00100, Nairobi, Kenya, Facsimile + 254-20-3750240/ 3514485. The address for the Contractor shall be the Contractor's address as stated by it in the Confidential Business Questionnaire provided in the Tender Document.

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

SIGNED for and on behalf  
of KPLC

\_\_\_\_\_  
MANAGING DIRECTOR & CEO

and in the presence of:-

\_\_\_\_\_  
COMPANY SECRETARY

SEALED with the COMMON SEAL  
of the CONTRACTOR

\_\_\_\_\_  
DIRECTOR

\_\_\_\_\_  
Affix Contractor's Seal here

\_\_\_\_\_  
DIRECTOR'S FULL NAMES

and in the presence of:-

\_\_\_\_\_  
DIRECTOR/ COMPANY SECRETARY

\_\_\_\_\_  
DIRECTOR/ COMPANY SECRETARY'S FULL NAMES

DRAWN BY: -  
Jude Ochieng,  
Advocate,  
C/o The Kenya Power & Lighting Company Plc,  
7th Floor, Stima Plaza, Kolobot Road, Parklands,  
Post Office Box Number 30099-00100,  
NAIROBI, KENYA,

Telephones: + 254-20-3201000/ 731

**4 Performance Security – Option 1: (Bank Guarantee)**

**(To Be Submitted On Bank’s Letterhead)**

**Date:**

**To:**

The Kenya Power & Lighting Company Plc,  
Stima Plaza, Kolobot Road, Parklands,  
P.O Box 30099 – 00100,  
Nairobi, Kenya.

**Beneficiary:** \_\_\_\_\_ *[insert name and Address of*

*KPLC] Date:* \_\_\_\_\_ *[Insert date of issue]*

**PERFORMANCE GUARANTEE No.:** \_\_\_\_\_ *[Insert guarantee*

*reference number] Guarantee Services Requirements: [Insert name and address of place of issue, unless indicated in the Form head]*

We have been informed that \_\_\_\_\_ *[insert name of Supplier, which in the case of a joint venture shall be the name of the joint venture]* (herein after called "the Applicant") has entered into Contract No. \_\_\_\_\_ *[insert reference number of the contract]* dated \_\_\_\_\_ *[insert date]* with the Beneficiary, for the supply of \_\_\_\_\_ *[insert name of contract and brief description of Management Services]* (herein after called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantee Services Requirements, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of.....*[insert amount in figures]* ()*[insert amount ]*, <sup>1</sup>such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the.....Day of.....2...<sup>2</sup>, and any demand for payment under it must be received by us at this office indicated above on or before that date.

EITHER

**SEALED** with the )  
**COMMON SEAL** )  
of the said **BANK** )  
)

this .....day )  
)

\_\_\_\_\_ )  
**BANK SEAL**

of .....20.... )  
in the presence of :- )  
 )  
\_\_\_\_\_ )  
 )  
and in the presence of:- )  
 )  
\_\_\_\_\_ )

OR

**SIGNED** by the **DULY AUTHORISED REPRESENTATIVE(S)/ ATTORNEY(S)** of the **BANK**

\_\_\_\_\_  
Name(s) and Capacity(ies) of duly authorised representative(s)/ attorney(s) of the Bank

\_\_\_\_\_  
Signature(s) of the duly authorised person(s)

**NOTES TO SUPPLIERS AND BANKS**

- 1. Please note that no material additions, deletions or alterations regarding the contents of this Form shall be made to the Performance Security Bond (the Bond) to be furnished by the successful Tenderer/ Supplier. If any are made, the Bond may not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the Bond where such Bond is required in the tender and Contract.*
- 2. KPLC shall seek authentication of the Performance Security from the issuing bank. It is the responsibility of the Supplier to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed five (5) days from the date of KPLC's query. Should there be no conclusive response by the Bank within this period, such Supplier's Performance Security may be deemed as invalid and the Contract nullified.*
- 3. The bank, as requested by the successful Tenderer, shall fill in this form in accordance with the instructions indicated][Guarantee Services Requirements Form head or SWIFT identifier code*

**The issuing Bank should address its response or communication regarding the bond to KPLC at the following e-mail address – “guarantees@kplc.co.ke” [signature(s)]**

<sup>1</sup>The Guarantor shall insert an amount representing the percentage of the Accepted Contract Amount specified in the Form of Acceptance, and denominated either in the currency (ies) of the Contract or a freely convertible currency acceptable to the Beneficiary.

<sup>2</sup>Insert the date twenty-eight days after the expected completion date. KPLC should note that in the event of an extension of this date for completion of The Contract, KPLC would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, KPLC might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months] [one year], in response to the Beneficiary's written invitation to such extension, such request to be presented to the Guarantor before the expiry of the guarantee."

**5. Performance Security- Option 2: Performance Bond**

By this Bond \_\_\_\_\_ as Principal (hereinafter called “the Contractor”) and \_\_\_\_\_] as Surety (hereinafter called “the Surety”), are held and severally bound unto \_\_\_\_\_] as Obligee (herein after called “KPLC”) in the amount of \_\_\_\_\_, for the payment of which sum well and truly to be made in the types and proportions of currencies in which the Contractor's Remuneration is payable, the Contractor and the Surety bind themselves, their heirs, executive Services Requirements, administrative Services Requirements, successors and assigns, jointly and severally bound by these presents.

WHEREAS the Contractor has entered into a written Agreement with KPLC dated the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, for \_\_\_\_\_ [name of contract and brief description of Management Services] \_\_\_\_\_ in accordance with the documents, plans, specifications, and amendments thereto, which to the extent herein provided for, are by reference made part hereof and are hereinafter referred to as the Contract.

NOW, THEREFORE, the Condition of this Obligation is such that, if the Contractor shall promptly and faithfully perform the said Contract (including any amendments thereto), then this obligation shall be null and void; otherwise, it shall remain in full force and effect. Whenever the Contractor shall be, and declared by KPLC to be, in default under the Contract, KPLC having performed KPLC's obligations thereunder, the Surety may promptly remedy the default, or shall promptly:

- (1) Complete the Contract in accordance with its terms and conditions; or
- (2) obtain a Tender or tenders from qualified Tenderers for submission to KPLC for completing the Contract in accordance with its terms and conditions, and upon determination by KPLC and the Surety of the lowest responsive Tenderer, arrange for a Contract between such Tenderer and KPLC and make available as work progresses (even though there should be a default or a succession of defaults under the Contractor Contracts of completion arranged under this paragraph) sufficient funds to pay the cost of completion less the Balance of the Contractor's Remuneration; but not exceeding, including other costs and damages for which the Surety may be liable hereunder, the amount set forth in the first paragraph hereof. The term “Balance of the Contractor's Remuneration,” as used in this paragraph, shall mean the total amount payable y KPLC to Contractor under the Contract, less the amount properly paid by KPLC to Contractor ;or
- (3) pay KPLC the amount required by KPLC to complete the Contract in accordance with its terms and conditions up to a total not exceeding the amount of this Bond.

The Surety shall not be liable for a greater sum than the specified penalty of this Bond.

Any suit under this Bond must be instituted before the expiration of one year from the date of the issuing of the Handback Certificate.

No right of action shall accrue on this Bond to or for the use of any person or corporation other than KPLC named herein or the heirs, executive Services Requirements, administrative Services Requirements, successors, and assigns of KPLC.

In testimony whereof, the Contractor has hereunto set his hand and affixed his seal, and the Surety has caused these presents to be sealed with his corporate seal duly attested by the signature of his legal representative, this

\_\_\_\_\_ Day of \_\_\_\_\_ 20\_\_\_\_\_. SIGNED

ON \_\_\_\_\_

on behalf of By \_\_\_\_\_

\_\_\_\_\_ in the capacity of In the presence of

SIGNED ON \_\_\_\_\_ on behalf of By \_\_\_\_\_ in the



capacity of In the presence of

**6 Advance Payment**

**Security** [*Guarantee Services Requirements Form head or SWIFT*

*identifier code*] **Beneficiary:** .....[*Insert name and Address*

*of Procuring Entity*] **Date:** .....[*Insert date*

*of issue*]

**ADVANCEPAYMENTGUARANTEENO.:**.....[*Insertguaranteerefe*

*rencenumber*]

**Guarantee Services Requirements:** .....[*Insert name and address of place of issue, unless indicated in the Form head*]

We have been informed that.....[*insert name of Contractor, which in the case of a joint venture shall be the name of the joint venture*] (herein after called “the Applicant”) has entered into Contract No.....[*insert reference number of the contract*] dated.....[*insert date*] with the Beneficiary, for the execution of [*insert name of contract and brief description of Management Services*] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum

\_\_\_\_\_ [*insert amount in figures*] () [*insert amount in words*] is to be made against an advance payment guarantee.

At the request of the Applicant, here are the Requirements, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of \_\_\_\_\_ [*insert amount in figures*] () [*insert amount in words*]<sup>1</sup> upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

- a) Has used the advance payment for purposes other than toward delivery of Management Services; or
- b) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantee Services Requirements of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been credited to the Applicant on its account number\_\_\_\_\_. [*insert number*] at\_\_\_\_\_ [*insert name and address of Applicant's bank*].

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety (90) percent of the Accepted Contract Amount, has been certified for payment, or on the\_\_\_\_\_[*insert day*] day of\_\_\_\_\_[*insert month*], 2 [*insert year*], whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

[*signature(s)*]

**Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.**

## PERFORMANCE SECURITY (LC)

***Mandatory Conditions that should appear on the Performance Security (LC).***

**Form of Documentary credit - “Irrevocable Standby”**

**Applicable rules - “Must be UCP Latest Version” i.e. UCP 600 (2007 REVISION) ICC Publication No. 600.**

**Place of expiry - At the counters of the advising bank.**

**The SBLC should be available – “By Payment”**

**Drafts should be payable at - “SIGHT”**

**Documents required -**

1. Beneficiary’s signed and dated statement demanding for payment under the letter of credit no..... *(Insert LC No.)* as..... *(Name of Applicant)* (hereinafter called the “Supplier”) indicating that the “Supplier” has defaulted in the performance and adherence to and performance of the contract between the Beneficiary and the Supplier.
2. The Original Letter of Credit and all amendments, if any.

**Additional Conditions -**

1. All charges levied by any bank that is party to this documentary credit are for the account of the Applicant.
2. (Include) that there should be no conditions requiring compliance with the specific regulations or a country’s laws and regulations.

**Charges - All bank charges are for the account of the Applicant.**

Confirmation instructions – (See notes below)

### **NOTES TO SUPPLIERS AND BANKS**

*1. Please note that should the Performance Security (LC) omit any of the above conditions the LC shall not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the LC where such LC is required in the tender and Contract.*

*2. KPLC may seek authentication of the Performance Security (LC) from the issuing bank. It is the responsibility of the Supplier to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for*

*response shall not exceed three (3) days from the date of KPLC’s query. Should there be no conclusive response by the Bank within this period, such Supplier’s Performance Security (LC) may be deemed as invalid and the Contract nullified.*

*3. The issuing bank should address its response or communication regarding the bond to KPLC at the following e-mail address – **“[guarantees@kplc.co.ke](mailto:guarantees@kplc.co.ke)”***

4. *All Guarantees issued by foreign banks must be confirmed by a local bank in Kenya.*