

TKL/T&C/58/2007



**TENDER FOR THE SUPPLY,
INSTALLATION, TESTING, &
COMMISSIONING OF A CALL
CENTRE SYSTEM**

(ISSUED JULY 2007)

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INTRODUCTION

1.1 Telkom Kenya Limited (TKL) is currently marshalling a lot of effort in the area of customer care and satisfaction. This effort would further be enhanced by the introduction of a Call Center System. The Call Center shall be an innovative one-stop-shop for processing customer needs ranging from sales, provision, operation, maintenance, billing, accounts and all other general inquiries. By integrating customer needs as such, TKL will avoid sending customers from one office to another, thereby eliminating frustration and despair.

In order to meet the objectives indicated above, the offered Call Center system shall provide a powerful assortment of features and capabilities. It shall be possible to custom tailor the features.

The offered system shall be a Multimedia Call Center based on IP Technology. The project will involve the supply and delivery of, but not limited to the following;

- Automatic Call Distributing (ACD) System.**
- Interactive Voice Response (IVR) System**
- Call Accounting function**
- Servers**
- Computer Telephony Integration(CTI)**
- Workstations and Softphones**
- Customer Relationship Management (CRM) System.**
- Call Accounting (logging) System.**
- Wall Board System**
- Voice Recording and Voice Mail Systems**
- Security Systems**
- Un-interruptible Power Supply System.**
- Air-Conditioning system.**
- LAN Switch**

- **Predictive dialer System**
- **Furniture (Chairs, Desks and Lockers for 100 people)**
- **Other missed out item that will enable the system to function properly**

SERVICES

- **Installation, testing and commissioning services**
- **Training services**
- **Warranty and extended warranty (w.r.t total cost of ownership).**
- **Maintenance support after the first year of warranty (w.r.t total cost of ownership).**
- **Factory Acceptance**

This document is intended for use to invite suppliers/manufacturers to supply Call Center System in Nairobi with remote agents at Nakuru, Mombasa, Eldoret, Nyeri and Kisumu. Detailed specifications are contained in the Tender document.

1.2 The document includes a form for invitation for Instructions to Candidates and a letter of application with attached forms for candidates to complete

SECTION I INVITATION TO TENDER

TENDER REF NO. TKL/T&C/58/2007

**TENDER NAME TENDER FOR THE INSTALLATION,
TESTING, AND COMMISSIONING OF A
CALL CENTRE SYSTEM**

- 1.1 TKL invites sealed tenders from eligible candidates for supply, installation, testing and commissioning of a call centre system.
- 1.2 Interested eligible candidates may obtain further information from and inspect the tender documents at **Chief Logistics Office, Pemba Street, Opposite City Stadium** during normal working hours.
- 1.3 A complete set of tender documents may be obtained by interested candidates upon payment of non-refundable fees of **Ksh. 2000.00** cash or Bankers cheque payable to Telkom Kenya Limited. Telposta Towers, Kenyatta Wing, 2nd floor during the normal working hours (**9.00- 4.00 pm**).
- 1.4 Prices quoted should be net inclusive of all taxes, must be in **US\$** and shall remain valid for (90) days from the closing date of the tender.
- 1.5 Completed tender documents are to be enclosed in plain sealed envelopes **marked with tender reference number** and be deposited in the **Tender Box** at **Teleposta Towers 25th Floor Kenyatta Avenue Wing B** or be addressed to:-

**Chirf Logistics Officer,
Telkom Kenya Limited,
P.O.Box 30315- 00100
NAIROBI**

so as to be received on or before **Friday, 31st August, 2007**
- 1.6 Tenders will be opened immediately thereafter in the presence of the Candidates or their representatives who choose to attend at **TELPOSTA TOWERS 24th FLOOR, CONFERENCE ROOM, UHURU WING C** at 14.30hrs

E.E. BAND
For : MANAGINR DIRECTOR

SECTION II – INSTRUCTIONS TO TENDERERS

2.1 Eligible Tenderers

2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Appendix to Instructions to Tenderers. Successful tenderers shall complete the supply, install and commissioning of the equipment by the intended completion date specified in the tender documents.

2.1.2 TKL employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.

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

2.1.4 Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Eligible Equipment

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

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

2.2.3 The origin of equipment is distinct from the nationality of the tenderer and shall be treated thus in the evaluation of the tender.

2.3 Cost of Tendering

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

2.3.2 The price to be charged for the tender document shall not exceed Ksh 5000.00

2.3.3 TKL shall allow the tenderer to review the tender document free of charge before purchase.

2.4 Contents of Tender Document

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

- (i) Invitation to Tender
- (ii) Instructions to Tenderers
- (iii) General Conditions of Contract
- (iv) Special Conditions of Contract
- (v) Schedule of requirements
- (vi) Technical Specifications
- (vii) Tender Form and Price Schedules
- (viii) Tender Security Form
- (ix) Contract Form
- (x) Performance Security Form
- (xi) Bank Guarantee for Advance Payment Form
- (xii) Manufacturer's Authorization Form
- (xiii) Confidential Business Questionnaire Form
- (xiv) Total cost of ownership form

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

2.5 Clarification of Tender Documents

- 2.5.1 A prospective tenderer making inquiries of the tender documents may notify the TKL in writing or by post at the TKL's address indicated in the invitation for tenders. TKL will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of tenders, prescribed by TKL. Written copies of the TKL'S response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers that have received the tender document.
- 2.5.2 TKL shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.6 Amendment of Tender Documents

- 2.6.1 At any time prior to the deadline for submission of tender, TKL, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.
- 2.6.2 All prospective tenderers that have obtained the tender documents will be notified of the amendment in writing or by post and will be binding on them.
- 2.6.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, TKL, at its discretion, may extend the deadline for the submission of tenders.

2.7 Language of Tender

- 2.7.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchange by the tenderer and TKL, shall be written in English language, provided that any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of

the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.8 Documents Comprising the Tender

2.8.1 The tender prepared by the tenderers shall comprise the following components.

- (a) a Tender Form and a Price Schedule completed in accordance with paragraph 2.9, 2.10 and 2.11 below
- (b) documentary evidence established in accordance with paragraph 2.12 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) documentary evidence established in accordance with paragraph 2.13 that the goods and ancillary services to be supplied by the tenderer are eligible goods and services and conform to the tender documents; and
- (d) tender security furnished in accordance with paragraph 2.14
- (e) Confidential Business Questionnaire

2.9 Tender Form

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

2.10 Tender Prices

2.10.1 The tenderer shall indicate on the appropriate Price Schedule the unit prices where applicable and total tender price of the equipment and installation it proposes to supply under the contract.

2.10.2 Prices indicated on the Price Schedule shall be entered separately in the following manner:

- (i) the price of the equipment quoted EXW (ex works, ex factory, ex warehouse, ex showroom, or off-the-shelf, as applicable),

including all customs duties and sales and other taxes already paid or payable

- (ii) charges for inland transportation, insurance, and other local costs incidental to delivery of the goods to their final destination; and
- (iii) installation charges shall also be indicated separately for each equipment

2.10.3 Prices quoted by the tender shall remain fixed during the Tender's performance of the contract. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22 unless otherwise agreed by the parties.

2.11 Tender Currencies

2.11.1 Prices shall be quoted in the following currencies:

- (a) For equipment that the tenderer will supply from within Kenya, the prices shall be quoted in Kenya Shillings; and
- (b) For equipment that the tenderer will supply from outside Kenya, the prices may be quoted in US Dollars or in another freely convertible currency.
- (c) Cost of installation and commissioning will be in Kenya Shillings.

2.12 Tenderers Eligibility and Qualifications

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

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

2.12.2 The documentary evidence of the tenderes qualifications to perform the contract if its tender is accepted shall establish to TKL satisfaction;

- (a) that, in the case of a tenderer offering to supply equipment under the contract which the tenderer did not manufacture or

- otherwise produce, the tenderer has been duly authorized by the equipment, Manufacturer or producer to supply the equipment
- (b) that the tenderer has the financial, technical, and production capability necessary to perform the contract;
 - (c) that, in the case of a tenderer not doing business within Kenya, the tenderer is or will be (if awarded the contract) represented by an Agent in Kenya equipped, and able to carry out the Tenderer's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.

2.13 Goods Eligibility and Conformity to Tender Document

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

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

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

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

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

2.14 Tender Security

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

2.14.2 The tender security shall be in the amount not exceeding 2 percent of the tender price.

2.14.3 The tender security is required to protect TKL against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.14.7

2.14.4 The tender security shall be denominated in Kenya Shillings or in another freely convertible currency, and shall be in the form of

- a) Cash
- b) A bank guarantee
- c) Such insurance guarantee approved by the Authority
- d) Letter of credit.

2.14.5 Any tender not secured in accordance with paragraph 2.14.1 and 2.14.3 will be rejected by TKL as non responsive, pursuant to paragraph 2.22

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

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

2.14.8 The tender security may be forfeited:

- a) if a tenderer withdraws its tender during the period of tender validity specified by TKL on the Tender Form; or
- b) in the case of a successful tenderer, if the tenderer fails:
 - i) to sign the contract in accordance with paragraph 2.27
 - 1. or
 - ii) to furnish performance security in accordance with paragraph 2.28
- c) If the tenderer rejects correction of an arithmetic error in the tender.

2.15 Validity of Tenders

2.15.1 Tenders shall remain valid for 90 days or as specified in the tender documents after date of tender opening prescribed by TKL, pursuant to paragraph 2.20. A tender valid for a shorter period shall be rejected by TKL as non responsive.

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

2.16 Format and Signing of Tender

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

2.16.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons

duly authorized to bind the tenderer to the contract. All pages of the tender, except for unamended printed literature, shall be initialed by the person or persons signing the tender.

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

2.17 Sealing and Marking of Tenders

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

2.17.2 The inner and outer envelopes shall:

- (a) be addressed to TKL at the address given on the Invitation to Tender.
- (b) bear the tender number and name in the Invitation to Tender and the words “DO NOT OPEN BEFORE **Friday 31st August, 2007 at 2pm**”

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

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

2.18 Deadline for Submission of Tenders

2.18.1 Tenders must be received by TKL at the address specified under paragraph 2.17.2 not later than **Friday 31st August, 2007 at 2pm**

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

2.18.3 Bulky tenders which will not fit in the tender box shall be received by TKL as provided for in the Appendix.

2.19 Modification and Withdrawal of Tenders

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

2.19.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.17. A withdrawal notice may also be sent by cable, telex but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

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

2.19.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.14.7

2.20 Opening of Tenders

TKL will open all tenders in the presence of tenderers' representatives who choose to attend, at **2.30pm Friday 31st August, 2007**
at **TELPOSTA TOWERS, UHURU WING C AT THE CONFERENCE ROOM**

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

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

2.20.2 TKL will prepare minutes of the tender opening.

2.21 Clarification of Tenders

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

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

2.22 Preliminary Examination and Responsiveness

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

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

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

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

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

2.23 Conversion to Single Currency

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

2.24 Evaluation and Comparison of Tenders

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

2.24.2 TKL evaluation of a tender will exclude and not take into account

- (a) in the case of equipment manufactured in Kenya or equipment of foreign origin already located in Kenya, sales and other similar taxes, which will be payable on the goods if a contract is awarded to the tenderer; and
- (b) any allowance for price adjustment during the period of execution of the contract, if provided in the tender.

2.24.3 The comparison shall be of the ex-factory/ex-warehouse/off-the-shelf price of the goods offered from within Kenya, such price to include all costs, as well as duties and taxes paid or payable on components and raw material incorporated or to be incorporated in the goods.

2.24.4 TKL evaluation of a tender will take into account, in addition to the tender price and the price of incidental services, the following factors, in the manner and to the extent indicated in paragraph 2.23.5 and in the technical specifications:

- (a) delivery and installation schedule offered in the tender;
- (b) deviations in payment schedule from the specifications in the Special Conditions of Contract;
- (c) the cost of components, mandatory spare parts and service;
- (d) the availability in Kenya of spare parts and after-sales service for the equipment offered in the tender;

2.24.5 Pursuant to paragraph 2.24.4 the following evaluation methods will be applied

(a) *Delivery schedule*

- (i) TKL requires that the equipment under the Invitation for Tenders shall be delivered at the time specified in the Schedule of Requirements. Tenders offering deliveries longer than TKL required delivery time will be treated as non-responsive and rejected.

(b) *Deviation in payment schedule*

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

(c) *Spare parts and after sales service facilities*

Tenderers must offer items with service and spare parts back-up. Documentary evidence and locations of such back-up must be given. Where a tenderer offers items without such back-up in the country, he must give a documentary evidence and assurance that he will establish adequate back-up for items supplied.

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

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

Contacting TKL

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

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

2.25 Award of Contract

(a) Post-Qualification

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

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

2.25.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event TKL will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

(b) Award Criteria

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

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

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

(c) Procuring Entity's Right to Accept or Reject Any or All Tenders

2.26.6 TKL reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderer of the grounds for TKL action

2.26.7 TKL may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination

2.26.8 TKL shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

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

2.27 Notification of Award

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

2.27.2 The notification of award will signify the formation of the Contract but will have to wait until the contract is finally signed by both

parties. Simultaneous other tenderers shall be notified that their tenders have not been successful.

2.27.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.29, TKL will simultaneously inform the other tenderers that their tenders have not been successful

2.28 Signing of Contract

2.28.1 At the same time as TKL notifies the successful tenderer that its tender has been accepted, TKL will simultaneously inform the other tenderers that their tenders have not been successful.

2.28.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to TKL.

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

2.29 Performance Security

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

2.29.2 Failure of the successful tenderer to comply with the requirements of paragraph 2.28 or paragraph 2.29 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event TKL may make the award to the next lowest evaluated Candidate or call for new tenders.

2.30 Corrupt or Fraudulent Practices

2.30.1TKL requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has and will not be involved in corrupt or fraudulent practices.

2.30.2TKL will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.30.2Further a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public Procurement in Kenya.

APPENDIX TO INSTRUCTIONS TO TENDERERS

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

INSTRUCTIONS TO TENDERERS REFERENCE	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
2.1.1	Eligible tenderers are Equipment manufacturers or authorized distributors/ agents. Bidders must possess the necessary professional and technical qualifications and competence, financial resources, equipment and other physical facilities, managerial capability, experience in installation, testing, and commissioning of a call centre system, reputation, and personnel to perform the contract. Awarding of the tender will be based on bidder's experience, service delivery and competitive pricing.
2.9.1	Tender forms – All the goods shall be itemised upto the smallest modular unit.
2.10	Tender prices – Tender prices quoted on the price schedule shall be CIF JKIA or Mombasa and shall be in US\$
2.10.2	Prices indicated on the Price Schedule shall include all costs including the first year warranty, installation, testing, commissioning, insurances, delivery and training services, inclusive of all the taxes.
2.11.1	Prices shall be quoted in US\$
2.18.1	<i>Friday, 31st August 2007 2pm</i>
2.20.1	<i>As in 2.18.1 above</i>
2.9	Tenderers shall provide a schedule of compliance by listing every sub-clause of all the notes on tender with the words 'Fully compliant, Partially compliant, Upcoming or Future Compliant and Non Compliant as appropriate against each sub-clause. Use of the word 'Noted' is inadequate and not acceptable. Details of the alternatives offered without a specific statement

	<p>of compliance will not be accepted. Where the tenderer asks for details or explanations, these must be given before compliance is stated.</p> <p>Where a clause is stated to be complied, the Tenderer may provide amplified details but in the event of any discrepancy between the amplified details and the schedule of compliance, then the schedule of compliance shall be taken by Telkom Kenya Limited as correct and binding on the tender.</p> <p>The Tenderer shall indicate compliance to all clauses of this document with cross reference to sections of all supplied literature.</p> <p>All pages containing compliance statements should be signed and stamped.</p>
2.27.4	<p>The evaluation criteria will be as follows:- 70% - Technical evaluation 20% - Financial evaluation 10%- Commercial evaluation Please refer to the evaluation criteria score sheet below</p>
2.30.1	<p>Performance Security =10% of the tender price in form of bank guarantee from a reputable bank.</p>
	<p>Tenderers are required to offer supplier credit to finance this tender</p>
7.8	<p>Total cost of ownership concept form</p> <p>Documentary evidence of availability of supplier credit.</p> <p>The Tenderer shall also indicate cost of extended warranty for the equipment life of 10 years</p> <p>Tenderer's will be required to provide documentary evidence regarding supplier credit as indicated below:</p> <ul style="list-style-type: none"> a) Required down payment as a percentage of the project cost. b) Maximum amount of credit available in US\$. c) Interest rate of outstanding amount after down payment. d) Grace period before commencement of payment. e) Re-payment period. f) Method of payment (TT or LC). g) De-escalation formula for future price variations.
2.27.4	<p>Award will be based on the substantially responsive tender With the lowest total cost of ownership</p>

**Pursuant to clause 2.27.4
EVALUATION CRITERIA**

Category	Classification	Description	Weight	Weight
General Instructions to Bidders			10%	10%
Technical	Modules/Functional Entities	ACD and/or Call center server	50%	70%
		IVR		
		Customer Relationship Management (CRM)		
		Servers in General		
		Wall Board system		
		Predictive dialer		
		Firewall		
		Lan Switch		
		Agent/Supervisor workstations/telephones		
		Computer Telephony Integration (CTI)		
		Air-cons		
		Inverters		
		Softwares in General		
		Voice recording		
		Call Accounting/ Call flow		
		Networking/Interfacing/Integration		
	Furniture			
	Services	Training	5%	
		Installation, testing & commissioning		
	Scalability/extensibility & Software upgrades	Hardware/ports	5%	
Software				
Ease/cost of adding agents/sites, licenses				
Support/Warranty/Total cost of ownership		10%		
Commercial		Evidence of supply record (provision of)	4%	20%
		Payment terms	3%	
		Validity of offer	1%	
		Evaluated Equipment Price	12%	
		TOTAL		100%

SECTION III: GENERAL CONDITIONS OF CONTRACT

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SECTION III - GENERAL CONDITIONS OF CONTRACT

3.1 Definitions

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

- (a) “The Contract” means the agreement entered into between TKL and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) “The Contract Price” means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations
- (c) “The Goods” means all of the equipment, machinery, and/or other materials, which the tenderer is required to supply to TKL under the Contract.
- (d) “TKL” means the organization purchasing the Goods under this Contract.
- (e) “The Tenderer” means the individual or firm supplying the Goods under this Contract.

3.2 Application

3.2.1 These General Conditions shall apply in all Contracts made by TKL for the procurement installation and commissioning of equipment to the extent that they are not superceded by provisions of other part of contract.

3.3 Country of Origin

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

3.3.2 The origin of Goods and Services is distinct from the nationality of the tenderer and will be treated thus in the evaluation of the tender.

3.4 Standards

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

3.5 Use of Contract Documents and Information

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

3.5.2 The tenderer shall not, without TKL prior written consent, make use of any document or information enumerated in paragraph 3.5.1 above

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

3.6 Patent Rights

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

3.7 Performance Security

3.7.1 Within twenty eight (28) days of receipt of the notification of Contract award, the successful tenderer shall furnish to TKL the performance security where applicable in the amount specified in Special Conditions of Contract.

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

3.7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to TKL and shall be in the form of

- a) Cash
- b) Bank guarantee
- c) Such insurance guarantee approved by the Authority
- d) Letter of credit

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

3.8 Inspection and Tests

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

3.8.2 The inspections and tests may be conducted in the premises of the tenderer. All reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to TKL.

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

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

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

3.9 Packing

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

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

3.10 Delivery and Documents

3.10.1 Delivery of the equipment, documents and installation of the same shall be made by the tenderer in accordance with the terms specified by TKL in its Schedule of Requirements and the Special Conditions of Contract

3.11 Insurance

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

3.12 Payment

3.12.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in Special Conditions of Contract

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

3.13 Prices

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

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

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

3.13.4 Price variation requests shall be processed by TKL within 30 days of receiving the request.

3.14. Assignment

The tenderer shall not assign, in whole or in part, its obligations to perform under this Contract, except with TKL prior written consent

3.15. Subcontracts

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

3.16. Termination for Default

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

- (a) if the tenderer fails to deliver any or all of the equipment within the period(s) specified in the Contract, or within any extension thereof granted by TKL
- (b) if the tenderer fails to perform any other obligation(s) under the Contract
- (c) if the tenderer, in the judgment of TKL has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

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

**3.17. Termination for convenience
(deleted).**

3.18. Liquidated Damages

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

3.19. Resolution of Disputes

3.19.1 TKL and the tenderer shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract

3.19.2 If, after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

3.20. Language and Law

3.20.1 The language of the contract and the law governing the contract shall be English language and the Laws of Kenya respectively unless otherwise specified in the SCC

3.21. Force Majeure

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

3.22 Notices

3.22.1 Any notice given by one party to the other pursuant to this contract shall be sent to other party by post or by fax or Email and confirmed in writing to the other party's address specified.

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

SECTION IV - SPECIAL CONDITIONS OF CONTRACT

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

4.2 Special conditions of contract as relates to the GCC

REFERENCE OF GCC	SPECIAL CONDITIONS OF CONTRACT
3.7.1	<i>The tenderer shall provide a performance security of 10% of the contract price if awarded the tender in form of a bank guarantee within 30 days.</i>
3.12.1	<p>Terms of payment & method shall be agreed upon during negotiations.</p> <p>The Tenderer shall provide the equipment based on supplier credit with the following terms.</p> <p>Down payment not exceeding 10% of the TOTAL tender price.</p> <p>Grace period of at least 12 months.</p> <p>Equal quarterly payment spread over at least 48 months.</p> <p>The Tenderer shall specify clearly the interest charged and the interest MUST be included in the TOTAL price.</p>
3.18.1	Disputes shall be addressed through arbitration in accordance with the laws of Kenya

SECTION V - SCHEDULE OF REQUIREMENTS AND PRICES

No.	Item Description		Qty	Unit Price US\$ (CIF)	Installation Price US\$	Install -ation Period	Total Price US\$/etc (CIF)
	GENERIC NAME	DETAILED DESCRIPTION					
1	Servers (e.g. for Database, CTI, Call Distribution, Web, Billing information etc To be provided for all described functionality that require a server if necessary) All software loaded. Some functionalities can be combined in one server so long as performance is not compromised.	For billing server, only integration to existing. The bidder shall show how the whole system and servers offered are dimensioned and verify their adequacy. The BHCA of the offered system shall be given. The bidder shall indicate licensing policy i.e.what is it based on, is it no. of simultaneuos users, No. of call agents or what? A clear indication of licensing MUST be given. The detailed function and purpose of each and every licensed software shall be indicated.					
2	Agent's computers and Consoles (Telephone)	The telephone can be built into	82				

		the computer so long as all functionalities are included, in which case the microphone & headset jacks are the deliverables					
3	Supervisor computers and Consoles (Telephone) (One of the Supervisors to be an overall administrator)		6				
4	Remote computers and Consoles (Telephone)		12				
5	Call Center Management System		1				
6	Routers		2				
7	IVR		1				
8	Wall Board system		1				
9	Voice Recording		1				
10	Firewall		1				
11	Lan Switch		1				
12	List down any other missed items required for the call center to function properly						
13	Customer Relation Management (CRM)						
14	Call Accounting (Logging) system						

15	Inverter(s) to provide maintained power, including all necessary PDBs.						
16	Air-con (closed control)						
17	Spares, test tools/gears						
18	Furniture	Desk for clusters of four each (with ducting, sockets and ports)	30				
		Chairs	100				
		Lockers (Like Post Office boxes for 100)	1				
19	Waranty/Extended waranty	Refer to cost of ownership concept (Paragraph 8.8). This may be blended into cost of ownership which could also be blended into the equipment cost					
20	Mtce for one year	” ” ” ” ” ”					
21	Insurance and Freight	To Nairobi JKIA (Quote shipping & Insurance separately)					
22	SERVICES						
a	Installation, testing & commissioning	Shall include all required installation materials, cabling, ducting and connectors. Layout diagram to be given- to indicate responsibility					

b	Training	4 officers factory training (at contractors works) for 3 weeks (15 working days, 8 hours each, 22 officers locally for 3 weeks (15 working days), and shall include provision by the contractor of training venue, tea at 10am and 3pm, and lunch. On site training for 200 operators (agents) arranged in 10 groups of 20 persons each, one hour each session. Air tickets, accommodation, tuition, transport for trainee or trainer to be inclusive where applicable. Bidder to indicate amount of out of pocket allowance to give to trainees for the course per day for all days (weekdays and weekends).					
c	Factory Acceptance						
d	OPTIONAL QUOTED						
e	Voicemail system						
GRAND TOTAL							

Prices quoted shall be **CIF NAIROBI or MOMBASA.**

Authorized Official: _____
Name - _____
Date _____

Signature _____

SECTION VI - TECHNICAL SPECIFICATIONS

6.1 GENERAL

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

6.1.2 Tenderers must indicate on the specifications sheets whether the equipment offered comply with each specific requirement.

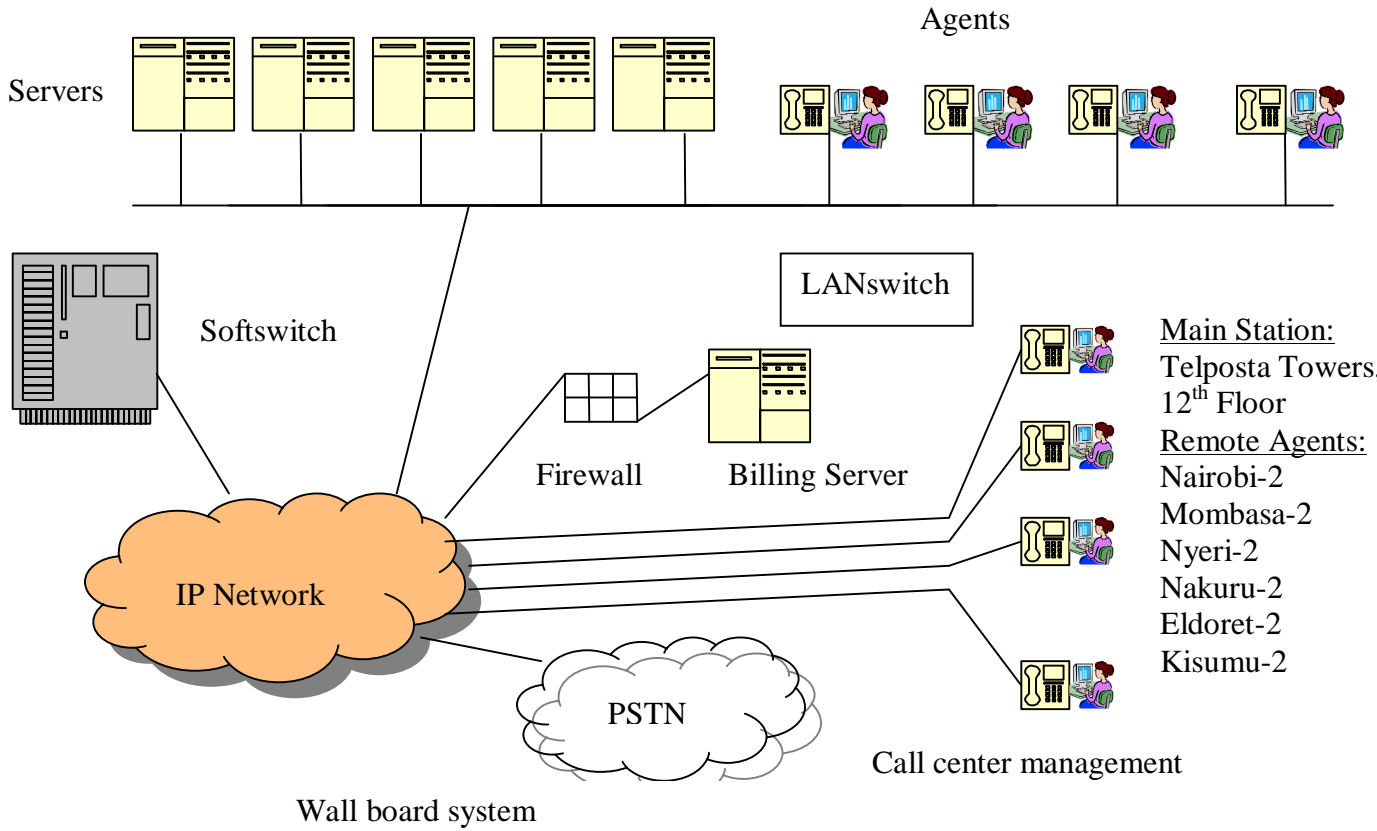
6.1.3 All the dimensions and capacities of the equipment to be supplied shall not be less than those required in these specifications. Deviations from the basic requirements, if any, shall be explained in detail in writing with the offer, with supporting data such as calculation sheets, etc. TKL reserves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

6.1.4 The tenderers are requested to present information along with their offers as follows;-

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

SECTION VI – TECHNICAL SPECIFICATIONS

GENERAL BLOCK DIAGRAM OF CALL CENTER



SECTION VI: TECHNICAL SPECIFICATIONS

5.1 SPECIFICATION FOR CALL CENTER FOR TELKOM KENYA LIMITED

5.1.1 Telkom Kenya Limited (TKL) has a network that integrates NGN, CDMA and the traditional TDM technologies. Customer base currently stands at over 300,000 subscribers and rapidly expanding with the introduction of Telkom wireless into our product portfolio. We are now refocusing around a comprehensive customer service strategy, the effort that would be enhanced by the introduction of a modern Call Center System. The Call Center shall be an innovative interaction solution for processing customer needs such as billing information, accounts inquiry, fault reporting, service/product consultations and all other general inquiries/complaints.

5.1.2 In order to meet the objectives indicated above, the offered Call Center system shall be fully IP based multi-channel solution with powerful assortment of features and capabilities and be possible to **custom tailor** the features. The proposed system shall be **robust, modular** and **scalable**. **Redundancy** is critical and the solution shall integrate easily and seamlessly with existing applications.

5.1.3 Six site configuration shall be adapted . Remote sites (Mombasa, Nakuru, Kisumu, Eldoret and Nyeri), should synchronize with the main (Nairobi) site such as to function independently incase of a problem on the main site. The remote sites shall have all the services/applications running on a single server.

5.1.4 **Quotation** must include but not limited to the following:

- (a) Hardware
- (b) Software and software licenses. The bidder shall describe the licensing policy.
- (c) Installation, testing & commissioning (includes all installation materials).
- (d) Warranties (may be blended into total cost of ownership).
- (e) 12 month maintenance & support package (may be blended into total cost of ownership).
- (f) User training for all functions of the offered system.
- (g) Default Consumables

- (h) All required interconnection cabling (LAN connections, Telephone and Power wiring)
- (i) All manuals/documents/training materials

5.1.5 The proposed solution will consist of the following components:

- (a) Automatic Call Distributing (**ACD**) Function.
- (b) Interactive Voice Response (**IVR**) System
- (c) Predictive Dialing Function
- (d) Servers
- (e) LAN Switch
- (f) Computer Telephony Integration(**CTI**)
- (g) Voice Mail System (**VMS**)
- (h) Un-interruptible Power Supply System, Power cabling and PDBs (AC & DC)
- (i) Air-Conditioning system
- (j) Agent/Supervisor/Remote Positions (workstation and soft phone) for Inbound/Outbound calls
- (k) Call Accounting (logging) Function
- (l) Web based interaction System
- (m) Customer Relationship Management (**CRM**) System
- (n) Wall display unit
- (o) Furniture (Chairs, Desks, Lockers for 100 people)

5.1.6 Call Handling

- (a) The offered system shall offer **expert agent selection (EAS)** ability so as to match a caller with special needs to an agent with skills to handle the needs. Skills shall be added or removed without logging out of the system.
- (b) The offered system shall offer **priority queuing** whereby customers can be assigned a priority and get routed based on their priority level.
- (c) The system should be equipped with **direct agent calling** capability where a caller is directly routed automatically to an agent he had dealt with earlier.

- (d) Call Distribution shall incorporate **queue management and overflow strategies**. The overflow patterns shall be able to be altered in real time to respond to exceptional queue conditions. The offered ACD system shall invoke, based on a special queue and the time-out parameter, **overflow to an automated call-processing system**. This shall serve for callers to leave a message for purposes of **call back** by the agents later, or **for voice response automated call-handling services**, or for **return to a waiting queue** with a different split than the original queue.
- (e) The offered system shall create a **call-back task** for the ACD callers who hang up after being placed in a queue. This shall be by use of ANI information provided by the network and the caller's database information.
- (f) The offered system shall be capable of routing the call, with the help of Interactive Voice Response (**IVR**) directly to an agent or skill group responsible for providing a required service.
- (g) **Skill based** or **product/service based** routing functionality shall be provided in the system. Call routing criteria should be configurable.
- (h) **Transfer functionality** between the Call Centre groups shall be supplied with an ability to set hard transfer (hold, call the agent the call will be transferred to, describe the situation to the agent, transfer the call) and soft transfer (transfer the call without description of the situation) If the agent the call is being transferred to is busy, the call shall be placed in the queue for that particular agent.
- (i) The system shall have ability to conduct **conference calls**
- (j) The offered software shall provide for real-time supervision of short term statistics and reporting functions. It shall be possible to perform common administrative tasks e.g. re-assigning agents to different splits or skills. The standard **GUI features** e.g. point and click or drag and drop shall be employed in the software.

(k) The Call Center management tools shall have the capability to provide a global view of total Call Center **performance** .The management system will have appropriate Windows based client application. Among the performance indicators to be availed shall be the following as a minimum:-

- Productivity
 - Calls handled per hour
 - Emails handled per hour
 - Chat sessions handled per hour
 - Average talk time
 - Average wrap time
 - Average work time
 - First-contact resolution rate
 - %ge of calls fully handled by IVR
 - %ge of inquiries resolved on web site
 - Agent schedule adherence
 - %ge of time agent are available
 - Average speed of answer
 - %ge of calls answered within X seconds
 - %ge of calls abandoned.
- Quality
 - Quality evaluation scores
 - %ge of complaint calls
 - Customer survey results
 - Adherence to policies and procedures
 - E-learning test scores.
 - Customer stress level analysis
 - Appropriate use of wrap-up system
- Performance
 - Customer save rates
 - Sales rates
 - Number of new leads collected and passed to sales
 - Number of up-sells/cross sells
 - Number of new customers acquired
 - Identification of operational issues
 - Identification of competitive challenges

5.1.7 Call Management and Reporting

(a) The offered system shall have

- **Protection mechanism** for active calls during change-over/failure of module.
- Protection for all call-center software programs in the event of **power failure** or **system re-start**. All the units shall be re-awakened without re-programming.
- **Tools for its management** for maximum productivity. The offered software shall make it possible to use the system to have quality inspection and reports.

(b) The offered system shall be equipped with a function for **history reporting**. The reporting functionality shall offer the call center manager the ability to monitor information such as:

- The **grade of service** achieved.
- The average **time to answer**.
- The average number of abandoned calls/percentage of **calls answered** in a day.
- The longest **waiting** call.
- Total number of **calls answered** up to a specific moment of the particular day.
- Number of **calls received per skill/agent/group** until a specific moment of the particular day.
- Number of **calls abandoned per skill/agent/group** up until a specific moment of the particular day.
- Average **time to answer for each skill/agent/group**.
- **Agent status**
- **Agent availability** comparing to his/her workforce schedule

(c) These real time reports shall offer the call center manager the ability to monitor **parameters** such as:

Item No.	Name of Parameter (Report)	Priority	Frequency		
			Daily	Weekly	Monthly
1	Total calls within a period	C	Y	Y	Y
2	Total calls answered within the period	C	Y	Y	Y
3	%age of calls answered within period	C	Y	Y	Y
4	Average answer time within period	C	Y	Y	Y
5	Percentage of customer base calling	I	N	N	Y

6	Time for the longest wait in the queue	D	Y	Y	Y
7	Time for the shortest wait in the queue	D	Y	Y	Y
8	Average call length total (including wrap up)	C	Y	Y	Y
9	Average time on hold (during call, not in queue)	I	Y	Y	Y
10	Average time on call (excluding wrap up)	C	Y	Y	Y
11	Longest call length total (including wrap up)	D	Y	Y	Y
12	Longest time on hold (during call, not in queue)	D	Y	Y	Y
13	Longest time on call (excluding wrap up)	D	Y	Y	Y
14	Shortest call	D	Y	Y	Y
15	Number of calls transferred and to where	I	Y	Y	Y
16	Total number of callers that got busy tone	D	Y	Y	Y
17	Total calls to back office	I	Y	Y	Y
18	Total calls outgoing	I	Y	Y	Y
19	Average outgoing call length	I	Y	Y	Y
20	Longest outgoing call	D	Y	Y	Y
21	Total outgoing calls to other ext. no.'s	D	N	Y	Y
22	Total outgoing calls to national numbers	D	N	Y	Y
23	Total outgoing calls to other networks	D	N	Y	Y
24	Average time in AUX work	C	Y	Y	Y
25	Total time in AUX work	C	Y	Y	Y
26	Longest time in AUX work	C	Y	Y	Y
27	Reason for AUX work	C	Y	Y	Y
28	Average time in ACW	C	Y	Y	Y
29	Total time in ACW	C	Y	Y	Y
30	Longest time in ACW	C	Y	Y	Y
31	Percentage of answered calls within service level	I	Y	Y	Y
32	Average time spent in the IVR	I	Y	Y	Y
33	Number of calls lost in the IVR	I	Y	Y	Y
34	Average time spent on the IVR levels	I	Y	Y	Y
35	Agent: time spent with answering calls	I	Y	Y	Y

	(availability)				
36	Code to identify reason for “log out”, “not ready” states	C	Y	Y	N
37	Agent: login, logout time	I	Y	Y	Y

Key: I means Important, C means Critical, D=Desirable, Y means Yes, N means No

- **Reports shall be printable, displayable** on screen or **send-able to disk/other** storage media for further processing using applications such as Excel. The essential tools to facilitate these shall be equipped.
 - It shall be possible to give these reports for a group of agents/individual agent.
- (d) The **Call Data Detail Report** shall keep the following data on the voice system: - Call date, time, and duration of the call, as well as the channel.
- (e) The reporting system shall have an **automatic scheduling function** to allow scheduled running of standard reports and automatic printing.
- (f) Reports shall be of open architecture with the capability for **exporting in various file formats**.
- (g) The above-mentioned reports shall be displayable in both **text** and **graphical mode**, using clearly colored graphics to provide easy to understand status information.

5.1.8 Call Center Integration with computing environment

The offered system shall seamlessly integrate with existing databases as well as applications for fax, sms, voice, web and data communication and also consoles. CTI shall facilitate services such as:-

- (a) Provision of specific information and **specialized routing** including multimedia routing

- (b) Provision of **screen pops** to agents. Some of the information that may be popped up include: Customer number, accounts status, category of service, subscriber line status etc.
- (c) **Automation** of routing Call center agent tasks.
- (d) Facilitation of service development.

5.1.9 Announcements

- i) The offered system **announcements shall be synchronized** (i.e. played from beginning). Recorded announcement shall be readily assigned to customers.
- ii) The offered system shall have **station call announcement** (first announcement) either played always (guaranteed) or when no agent is free (optimal).
- iii) The offered system shall incorporate **delay messages** repeated after programmed time duration. The messages are particularly meant to keep the caller from anxiety as he/she awaits to be served. Delay messages shall cease when a caller is routed to a free agent.
- iv) It shall be possible to give a **night announcement** i.e. to serve callers outside working hours. It shall also be optionally possible to route such calls to designated night service destinations e.g. voice mail, company PABX, 900 service etc.
- v) **Recording of announcements** shall be possible via the ACD-MIS. The MIS shall:-
 - Record announcement spoken out via a normal phone or via the tape recorder output ports.
 - Play and delete announcement texts.
 - Back-up and restore announcements on the PC
 - Provide statistics of announcements e.g. usage
- vi) **Flexibility in configuration**

The offered system shall ensure that the following parameter is configurable

- Assigning announcement to skill sets/groups.

5.1.10 *Networking*

The Call Center system shall have call center **networking capabilities**. This shall offer possibility of creating a call center network connecting different locations taking full advantage of the IP network (It shall be the responsibility of the selected bidder to carry out structured cabling for networking and power for the Nairobi Site)

- a) Appropriate methods shall be provided to connect to the main PABX.
- b) It shall be possible to have both incoming trunks share a common **access pilot number** for all callers. The ACD shall **connect the incoming calls** and be based upon programmed parameters
- c) The ACD system shall provide for the collection of raw activity data from which summary and detailed management reports can be generated, giving **histories of call traffic** and **agent performance**. These reports shall be generated by the external systems. The software/hardware necessary to facilitate this shall be supplied.

5.1.11 System features

(a) General Requirements Of The Call Center

- a.1 The offered Call center shall provide quality monitoring.
- a.2 The offered system shall provide real-time and historical reports. The bidder shall describe the real time and historical reports available to the supervisor. It shall be possible for the supervisor to send bulletins to agent displayed on the agent desktop.
- a.3 It shall be possible to run reports from any point on the network.
- a.4 The offered system shall generate reports according to predetermined templates and be able to schedule reports to run at specified thresholds.
- a.5 It shall be possible to build customized reports.
- a.6 The offered web based Call Center system shall accommodate multiple interaction channels such as voice,, web collaboration, text

- chat, email etc.to allow the configuration and management of business rules in a single place.
- a.7 The offered system shall be equipped to enable the development of innovative applications (service creation) independent of the operating system. With this facility, it shall be possible to, among other things, modify the current IVR call flow. The system shall not be shut down for this or any other updates. A **comprehensive training** on this facility shall be offered.
- a.8 It shall be possible to route customers first time to the best available resource among the central and distributed agents, regardless of location. In spite of the distributed agents, the system shall operate as a single large contact center. The system shall support consolidated historical reporting across all sites. The system shall be equipped for support of call, email web-session routing between distributed sites. The system administrator or supervisor shall be able to access the multiple sites, monitor, intrude, implement changes (additions and deletions) for any site, from any point on the network.
- a.8 Call server: Capable of connecting to different kinds of customer database e.g. MS-SQL, Access, Oracle SQL etc.
- a.9 The offered agent station software shall be a windows based software running at the client PC. This software shall conveniently put information to the agent, allowing them to focus on listening to customers rather than hustle with the mouse and keyboard. The agents shall be able to make calls by using the keyboard and/or mouse, using the provided telephony interface.
- a.10 The offered system shall provide call default routing instructions in the event of a component failure and shall provide 100% call recovery. It shall have automatic call re-direct.
- a.11 The offered system shall use industry standard server components (not proprietary).
- a.12 The offered system architecture shall provide for distributed and redundant servers.
- a.13 The bidder shall describe how the offered system recovers from:-
- a agent workstation failure
 - a database failure
 - a voice processing failure
 - a email processing failure
 - a routing engine failure
 - a web processing failure

- a.14 The bidder shall describe how the offered system can be configured for disaster recovery.
- a.15 This software shall provide Graphical User Interface (GUI) at the PC workstation screen. When a call arrives at the agent, the software shall provide a screen pop up with caller information (e.g. name, address, account status, past activities etc) and question scripts.
- a.16 All workstations shall have password login capability.
- a.17 In addition to the features on the agent workstations, the supervisor workstations shall be able to provide real time reporting, retrieve historical data, sort out various system reports, manage passwords, view incoming lines and agent status, get call statistical information, silently monitor agents, monitor system performance, alter system configuration, monitor call queues and alarm status, view traffic fluctuation, ability to monitor and coach agents, intrude on an agent, easily view system alerts, send bulletins to agents, log off agents etc. The GUI shall have multiple colour scheme to help identify the system status away from the screen. The colour of a monitored system shall change if it exceeds a pre-determined threshold.
- a.18 In monitoring agent status, thresholds shall be set for each state to issue an alarm e.g. blinking screen, when the threshold is exceeded. (e.g. Conversation time going beyond a certain limit)
- a.19 Since the offered system is expected to be purely web-based, it is anticipated that there will be no CTI hardware.
- a.20 The offered system shall be equipped to enable skill-based routing.
- a.21 When an agent transfers a call to another agent, the on-screen customer data shall also be transferred to that agent.
- a.22 It shall be possible to hear an announcement on the current queue position and/or estimated waiting time to be served.
- a.23 It shall be possible to activate system voicemail deposit when a customer is waiting in a queue.
- a.24 The Automatic Call Distribution subsystem shall have multiple algorithms for call distribution e.g. Longest Idle, Uniform Call Distribution, Round Robin for call distribution, Top Down, customized.
- a.25 The offered system shall put incoming calls in a queue if there will be no free agent i.e. all agent are busy. The system shall announce multiple waiting messages to customer waiting on a queue to reduce their frustration. The call shall be delivered to an agent immediately once a free agent is available. If the agent does not answer the call

- within a predetermined time, that call will be re-queued to the ACD group's first queuing position.
- a.26 The offered system shall be equipped to enable the supervisor to set the maximum queue length of the ACD group. If this limit is exceeded any other incoming call will be disconnected (after a busy tone/ announcement) without holding the network resources.
 - a.27 The offered system shall allow the routing and priority of callers in a queue to be changed dynamically without changing the workflows i.e. dynamic queue re-prioritization.
 - a.28 The bidder shall indicate whether the offered system routes calls, emails and web sessions with the same workflow mechanism. The system shall provide a single unified interface for handling all media types, route different media types (voice, email, web sessions) to agents in a mixed fashion and queue the different media calls in the same queue. It shall be possible to assign the different types of media contacts different priority levels in a queue.
 - a.29 The offered system shall provide a window management tool that controls the location and placement of new windows to eliminate overlapping windows.
 - a.30 The offered system user interface shall support window re-sizing, dialing, disconnect, mute, transfers, conferencing and other standard phone features.
 - a.31 The offered system shall use the same workflow design tool for all media types.
 - a.32 It shall be possible to assign emails or web sessions priority over voice calls if it is so desired.
 - a.33 The agent shall be notified of the type of media being routed.
 - a.34 The bidder shall describe how the system prioritizes calls based on customer defined business , network data (e.g. ANI), database lookups, touch tone inputs from the caller.
 - a.35 It shall be possible for a caller to leave a voice/fax message for later call back.
 - a.36 The bidder shall describe the mechanism of call processing based on agent group assignment and matching a customer profile with agent profiles etc.
 - a.37 It shall be possible for the system to append emails to a CRM application.
 - a.38 The system shall be able to assign priority to emails based on time in the box or business values e.g. gold status.
 - a.39 It shall be possible to define service levels for emails.

- a.40 It shall be possible to apply skills based routing to emails.
- a.41 It shall be possible to transfer emails or web sessions to other agents/supervisor and for agents to retrieve emails from a queue. The system shall use a standard email client.
- a.42 It shall be possible to organize emails in accordance with classifications such as sales, service, support etc, and to transfer an email from one classification to another.
- a.43 It shall be possible to apply business rules to emails to determine routing and handling priority.
- a.44 All emails and caht transcripts shall be archived in a central database. It shall be possible for agents to search for archived emails and chat transcripts.
- a.45 The offered system shall be able to give historical reporting and real-time status on emails.
- a.46 The system shall be able to give consolidated reporting on all media types. The reporting architecture shall be open.
- a.47 The system shall provide for reply and auto acknowledgement template.
- a.48 The offered system shall support web-chat. It shall be possible for the system to push messages or URLs to customers while waiting on hold to chat.
- a.49 The offered system shall support co-browsing, web call-back and web conferencing.
- a.50 It shall be possible for the offered system to transmit web chat transcripts automatically to the CRM application database.
- a.51 The offered system shall be equipped for **outsourcing services** to at least five (5) companies.

(b) AUTOMATIC CALL DISTRIBUTION (ACD)

- b.1 At least 100 Digital ports for Call Center agents
- b.2 Ethernet connectivity to LAN
- b.3 System operator console for programming the system
- b.4 Spare slots on the system for future connections
- b.5 The **manager server** shall support
 - At least 100 concurrent active agents
 - 1 to 10 agent priority levels
 - At least 4 CCM sites
 - TDM and VOIP network infrastructure
- b.8 The offered system shall enable both inbound and outbound calls.

(c) ***INTERACTIVE VOICE RESPONSE (IVR)***

- c.1 An IVR front-end solution shall be provided with the capability of transferring calls to CDMA lines, land lines, PBX etc.
- c.2 The number of the levels in the IVR shall be programmable.
- c.3 The solution shall be able to place automatic bill reminder calls to post-paid customers before bills are due.
- c.4 The call shall be routed in the announcement tree according to the digits dialed/given by the caller.
- c.5 The IVR shall Support on demand setup capability.
- c.6 The call shall be routable to a specific group of agents according to the digits dialed/given by the caller. The digit may be received during or after the specific announcement.
- c.7 The IVR shall be capable of answering calls without a live agent and provide the caller with pre-recorded information about products and services offered by TKL.
- c.8 The IVR shall have expanded reporting functionality.
- c.9 The IVR shall integrate easily with the existing applications
- c.10 It shall be possible to leave the system working on IVR for the simple and routine queries that can be answered automatically by machine.

(d) **CUSTOMER RELATIONSHIP MANAGEMENT (CRM)**

- d.1 **Single View of the Customer:** The offered system shall
 - d.1.1 be equipped to allow all customer-facing departments to use the CRM system, including such divisions as Sales, Customer Service, billing, accounts, Marketing, etc . The system shall provide valuable cross-departmental view. For instance, it shall be possible for Sales to know what Marketing campaigns have touched their prospects, or accounts management to keep tabs on a key client's technical support issues, or executives to get a quick summary of all activity before going into a client meeting. The CRM shall therefore, have features for each department and the architecture for them to share information in the appropriate way.
 - d.1.2 be equipped to allow the tracking of **multi-channel** customer interactions, including telephone, web, email, mail, fax and in-person meetings. It shall be easy to track communication regardless of the method. It shall be easy to open a customer's record whenever a call comes in

- d.1.3 be equipped to support **offline work**, such as entering contact notes on a laptop and then synchronizing at the end of the day. It shall also be equipped to support wireless online work, such as quickly updating customer records via a PDA or smartphone.
- d.1.4 be equipped to **manage all customer interactions**, whether driven by customer-facing employees, self-service customers, prospects or channel partners. The system shall support customer self-service and partner management for a single view of the customer.
- d.1.5 shall easily **integrate** with other sources of customer data stored in financial ERP and other systems. The system shall allow both read-only and two-way data sync, batch integration or real-time integration.
- d.1.6 **leverage the current investment in IT infrastructure** and blend with our investment and strategies. It shall be possible to upgrade the CRM quickly and painlessly, by moving our modifications to the next version instead of forcing the company to start over again. Software updates shall be taken care of in total cost of ownership.

d.2 **Customer Process Improvement:** The offered system shall

- d.2.1 be equipped to **enable automation**, management, analysis and involvement of key customer processes, such as new client set-up, customer service escalation, compliance etc.
- d.2.2 automate and orchestrate **processes that extend across department** and touch multiple systems.
- d.2.3 provide a **single, easy-to-use familiar interface** that ties into the necessary underlying systems in a way that is transparent to the user.
- d.2.4 improve the **efficiency of processes** that involve a high volume of transactions and improve the execution of processes requiring complex rules or personalized handling.
- d.2.5 provide **intuitive , graphical interfaces** that business analysts can use to quickly create and modify process flow and business rules as the business changes.
- d.2.6 allow business analysts to **modify processes** without waiting in line behind other IT priorities. In other words, it shall be possible for business analysts to modify/fine tune processes themselves, rather than shift workload to IT department itself. The system shall be equipped with analytical tools to see how well the processes are working.

d.3 **Executive Value:** The offered system shall

- d.3.1 be a critical **tool to manage the business**. It shall be a business methodology for problem-solving and an information technology to

- monitor and control business metrics through comprehensive reporting. The system shall provide reports for company executives to use in daily/weekly/monthly/quarterly management team meetings. The CRM shall hold a wealth of data that executive shall use to run the business, such as sales pipeline, at-risk customers, marketing campaign effectiveness reports etc.
- d.3.2 enable company executives by use of **easy-to-use tools to drill down from high-level reports** to analyse additional details from the CRM system.
 - d.3.3 integrate with other system to be able to present data from them e.g. financial, ERP, HR
 - d.3.4 Provide an executive dashboard and email **alert functionality** for users who prefer not to access the system regularly.
 - d.4 **Employee Value:** The offered system shall
 - D.4.1 have a **clear, easy to use interface**. It shall have straight forward set of screens that present information in a clear, concise manner.
 - d.4.2 allow individual workers to **personalize the system** to the way they work. The system shall be used across departments and each of them shall see an application tailored to their specific needs. Within departments, individuals shall have their own preferences as well and the CRM system shall support both group and individual personalization.
 - d.4.3 enable the **automation of commonly performed actions** e.g. enter a note, create an account, track an email, etc, minimizing the clicks, screens, time and training required. This capability shall tie with personalization, maximizing the users comfort with the system.
 - d.4.4 **seamlessly interface and present data from other applications** or content sources. It shall be flexible enough to present data from other systems without toggling between multiple applications. Some external data, including Web-based resources, should be easily presented in the standard screens provided by the CRM system. Other more complex data may require custom screens and the offered system shall provide for the creation of those screens as well.
 - d.4.5 shall **instantly provide key reports to users** at all levels, without having to switch onto an entirely different application, in a format that makes sense to them. Key reports shall be accessible as an integral part of commonly used screens, with one click for stand-alone reports, or with a personalized dashboard.

- d.4.6 enable **access of key customer management data** from anywhere e.g.via email, PDAs, remote laptops and other preferred means. It shall be possible to update data online and offline.
- d.4.7 The system shall be **equipped with a timely effective self-training/support** materials and resources.
- d.4.8 enable the **users to see examples** of how the system makes the job easier for them on a daily basis. The system should as a minimum save time, improve productivity and increase operational visibility. The system shall be equipped with functionality for reminding users that the system is delivering these benefits.

- d.5 **Minimal IT Resource Requirement:** The offered system shall
 - d.5.1 leverage eXtensible Mark-up **Language** (XML) and other industry standard technologies e.g. Service Oriented Architecture (SOA), Web Services, Application Programme Interface (API) or support Open DataBase Connectivity (ODBC) so that Telkom's IT personnel do not have to learn proprietary tools. In addition to using open standards for exchanging data with other systems, the offered CRM shall use them internally to avoid performance degrading translation layers.
 - d.5.2 be **Web-Services** enabled allowing other applications to use the Internet-standard protocols such as XML and SOA Protocol (SOAP) to access the entire set of management capabilities.
 - d.5.3 **enable modifications** to oft-changing reports and business processes be made by business analysts, without requiring IT staff to write code. The system shall allow making significant process changes quickly without writing code, and shall have tools that allow business users to make those changes without the help of IT staff.
 - d.5.4 allow the CRM system to be **updated** quickly and painlessly, by moving modifications to the next version instead of forcing a start over.
 - d.5.5 allow the running of **multi-tenancy of the customer management software** to support different business units with different customer attributes, user views and business rules on a single set of hardware. Multi-tenancy shall allow TKL to meet the needs of specific departments for business units without having to actually physically deploy and manage multiple systems. It shall model a consistent, corporate-wide view of a customer in a way that allows different business units to model and work with unique customer attributes and business processes which ends up with different sets of customer attributes, business rules and user views into the customer data. The

offered system shall support **multi-tenancy**, which means that separate systems and hardware shall not be required to run separate configurations of the CRM software.

d.6 **Platform for Business Growth and Change:** The offered system shall

d.6.1 be **expandable** to meet the needs of additional departments and groups in the future. The bidder shall give an indication or **reference user** who is using the offered system simultaneously for several departments or groups

d.6.2 shall **flexibly be modified** to reflect ongoing changes in the business without requiring IT developers to write code. It shall have strong workflow administrative tools allow business analysts to make changes themselves and preserve modifications during upgrades.

d.6.3 shall support thousands of users with **sub-second response times** without degradation with time. The bidder shall provide scalability benchmark test results and enterprise references.

d.6.4 **integrate easily with our legacy systems** and other enterprise applications e.g. ERP, accounting, e-commerce.

d.6.5 be equipped to **support multiple languages, time zones and currencies**. The offered system shall be internationalized. It shall support core technologies such as Unicode. With Unicode support, it means that Telkom will only need one central database that supports the major languages of the world

d.7 **Risk Mitigation :** The offered system shall

d.7.1 have a reference user that the company can talk to.

d.7.2 shall make it easy to **restrict access** to certain information.

d.7.3 shall have **low maintenance, integration, upgrade and administrative costs**. These costs shall be integrated into the cost of ownership cost.

d.7.4 be supported with a **roadmap** that will continue to provide the company with the resource of a competitive advantage. The bidder shall give an indication as to how their technology will evolve in the future and the benefits that will accrue over time and how to leverage the technological advancements.

(e) **Wall board system**

e.1 The offered system will provide an on-line management information **wallboard**.

- e.2 The information on the **wallboard** shall be changeable remotely from the supervisors' workstation whenever necessary.
- e.3 The same information shall be provided on the display of the call center consoles.
- e.4 Real time display information that show e.g. the number of incoming calls, who is answering the calls, who is free etc. The real time data interface shall allow real time information display on the wall boards and direct to the supervisors or agents PCs using Graphical Real Time Display Client Software.
- e.5 The offered **Wall Board System** (electronic **Bulleting Board**) shall display the following real-time historical data:-
 - Number of **calls waiting**
 - Number of **available agents**
 - Number of **calls answered**
 - Number of **calls abandoned**
 - Time of **oldest call waiting**
 - Average **abandoned call time**
 - Percent in **acceptable service level**
 - **Free text.**
- e.6 It shall be possible to connect **multiple displays**

(f) Digital voice recording system

- f.1 The offered system shall have a functionality for **digital voice recording** for the agent-customer' conversation in different options, viz:
 - Recording all speech
 - Recording selected speech
 - Recording preprogrammed agents speech in pre-programmed periods
 - Recording on demand.
- f.2 The supervisor shall be able to play back the recorded speech from his/her position, with the following possibilities equipped:-
 - Quick and easy search of an earlier conversation using criteria such as CLI, date, day, time, agent ID
- f.3. The offered system shall have capacity for recording 2000 calls per day with the average length of 3 minutes per call. One-week

recordings shall be accessible on-line without changing the optical disk or other outside storage tool. The one week's volume shall then be sent to archive storage. The recordings shall be archived for one year.

(g) Voice mail system

- g.1 The offered system shall include an Integrated Voice Mail system with 2000 voice-mail boxes and with at least 10 minutes of storage per user.
- g.2 The system shall have capability of expansion with the need.
- g.3 It shall inform of who called and the time called and give an (sms where applicable) alert when a new voice mail is recorded.
- g.4 The voice mail shall support programmable order of retrieval

(h) Call Accounting Function

h.1 The offered system shall provide capability for call accounting for the outbound calls. Detailed data about outgoing calls shall be provided.

h.2 The offered system shall provide for authorization codes for all agents. Two codes shall be provided for every agent: one for official calls and the other for personal calls. Outgoing call shall be place-able only using the personal codes. The telecommunication system shall be set to:-

- ***Request code only for international calls***
- Request code for local calls
- Request code for all trunk calls
- Request code for all outgoing calls.

(j) Predictive Dialing System

j.1 The solution shall support

- online updation of campaign parameters

j.2 The offered solution shall have the ability

- for succession calling of clients from a database through a web client
- to dial predictively with an adaptive dialing algorithm
- to connect agents as they become available

- to have an agent take both inbound and outbound calls in one session(blended)
- Set a campaign to auto-dial and send live calls to available agents
- Detect answering machines

5.1.12 Console features

(a) Agent consoles (IP based softphones-PC and Headset)

- (i) *The offered consoles shall have features for*
- Different login ID and password for every agent.
 - Restricting agent's login with the same Login ID.
 - Restricting undefined login ID (no agent defined to login ID).
- (ii) The offered agent terminal equipment shall have:-
- Full headset support to enhance **hands-free functionality**.
 - **Function keys/soft keys** for easy access to agent features or speed dial keys for frequently dialed numbers.
 - **Echo cancellation**
- (iii) It shall be possible to **alert an agent of an incoming call by a tone**, via the headset, before the ringer of the telephone set is activated.
- (iv) Agents shall be able to log-on to the offered system using a **5 digit Personal Identification Number (PIN)**, thereby enabling agents to use any terminal equipment.
- (v) It shall be possible for agents to make themselves available to receive calls from the ACD by switching their extension to **present** after being **absent**, this shall enable agents to take **breaks**. The same feature shall be availed to the supervisor .The present/absent status shall be signaled to the agent in text on the terminal.
- (vi) The offered system shall **enforce absent status of an agent** if a present ACD call is not answered within a programmable time. While this is happening, the caller shall continue to hear ring-back tone, while the call is returned to the queue.
- (vii) The proposed consoles shall support the following features.
- *Simultaneous call handling*
 - *Call transfer*

- *Call forwarding*
 - *Voicemail notification*
 - *One button Voice-Mail access. The caller shall be routed directly to the mailbox attached to the extension*
 - *Conferencing*
 - *Short code programming (One button call)*
 - *Call back service*
 - *Call holding*
 - *Call parking*
 - *Redial*
 - *Hot line*
- (viii) *The console shall have all the features of the normal office handset and the headsets shall be single side with microphone. Additionally, it shall have the following:-*

- *Pre-programmed key for calling the supervisor assistance during the call*
 - *Display of the total number of calls waiting for that agent*
 - *Display of the current number of occupied agent positions*
 - *Display of the longest time a call is waiting in the queue.*
 - *Display of the current service level*
 - *Button for “not ready “state. If the agent presses/clicks this button, the system forces the agent to give a reason of the not ready state. (for example 1=break, 2=meeting, etc....)*
 - *Button for agent “log out “state. If the agent presses/clicks this button, the system forces the agent to give a reason for the not ready state.*
 - *Button for call type. If the agent presses/clicks this button during the call, he/she can give a code regarding the type of the call.*
- (ix) The sets should be able to display a list of incoming/outgoing calls and be able to dial any
- (b) **Supervisor consoles:** (PC and Wireless headset)
 The offered system shall be equipped with consoles driven by the ACD system, provided with online/real time display of outbound and inbound call station activity to watch/monitor call traffic flow.
- i) It should provide summary screen for all agent results

- ii) The system should be able to monitor individual agent even if he/she shifts positions
- iii) The supervisor should be able to monitor as well as assist agents
- iv) Should allow additional supervisors on demand

(c) Agent and Supervisor PC workstations

Pentium IV 3.0 Ghz, 512 MB RAM, 40+ GB HDD, LAN, SVGA 17 “ colour Monitor ,Keyboard, Mouse, MS windows 2000/ XP . The computer's case and motherboard should have PCI slot(s) and enough room for the PIKA voice board(s) to fit in the chassis.

5.1.13 Ethernet Switch

The switch shall be layer 3 equipped with topology auto discovery and intrusion control features.

It shall be an integrated 10/100/1000 IEEE base-T with PC and LAN ports

5.1.14 Servers and Clients.

- (i) The solution shall adapt the client/server software standard of architecture with PVI (Platform Vendor Independence) capabilities
- (ii) Open standards shall be employed to facilitate integration and connectivity to future possible sites.
- (iii) Both software and hardware must be stable and scalable.
- (iv) The servers shall generally be high performance and engineered to fully integrate with a variety of intended and existing TKLs application and communication systems. Some of the applications includes E-mail systems, SMS Systems, IN systems, Accounting systems, Billing Systems, Voice mail Systems, Web application Systems etc. (The selected bidder is expected to study our systems and give a proposal of how best to integrate/consolidate them)
- (v) The sever components shall run on XP/2000 professional Windows software.
- (vi) The thin client component shall be browser based and shall be located at the contact managers desktop and shall be comprised of graphical user interface that runs on Windows 2000 professional /Windows XP
- (vii) Capability shall be supplied to enable application customization/addition by our IT department.

- (viii) The solution shall support the routing and processing of up to 2000 voice calls per day
- (ix) Robust security and redundancy measures shall be incorporated.(redundancy in power and HDD)
- (x) NB/Telkom Kenya recommends services to run in different servers for redundancy purposes ,however ,other proposal may be considered.

SERVER DIMENSIONS

Item		Minimum Call Center Server requirements
Processor		Pentium 4 Processor
	Frequency	3.2Ghz
	L2 Cache	512KB
	No. of CPU	1 or 2
Memory		SDRAM (Registered) 1024MB
	Standard	512MB
	Maximum	4GB
	No. of Slots	8 x PCI (Minimum expansion slots 5)
I/O Slots		8 x PCI
Harddisk		Ultra SCSI 160 RAID or IDE RAID (36G x 2)
Network Interface Card		100Base-TX/10Base-T x 1
Wake on LAN		Yes (selectable)
SCSI on Motherboard		1xUltra160 & 1x Ultra160 or narrow
SVGA VRAM		4MB
I/O Ports		Keyboard, PS/2 mouse, 1 x VGA, 2xserial, 1xparallel, 2xUSB
Power Supply Unit		340W
O/S		Windows 2003 Server
Database		MS-SQL
Dimensions	W x D x H (mm)	174 x 615 x 449 mm
Weight		Max 35KG

5.1.15 POWER AND AIR CONDITIONING

(a) Power

The offered system shall be equipped with the following powering arrangement.

- (i) Power feed from -50V DC (reliable), supplied by TKL. The DC PDB shall be supplied by the contractor together with all the necessary inverters (-50V DC/240 50HZ AC).
- (ii) The maintained power system shall be able to support the entire Call Center system (i.e. IVR, Call Management System, Voice-Mail System, Call Accounting System, Voice Recording System, Terminals for customer care, Printers, etc) .

(b) Air-conditioning

(i) Arrangements

Air Conditioning VRV (Variable Refrigerant Volume) System.
Single outdoor unit controlling multiple indoor units (up to a possible 32 indoor units)

(ii) Outdoor Unit

The condensing unit should be air cooled.

(iii) Indoor Units

The indoor units should be Ceiling Cassettes (flush mounted) type.

(iv) Control system

The system should have Central, group and individual intelligent temperature remote control system.

(v) Refrigerant

The system shall use R-410A as working fluid.

Note: System to be dimensioned to details on availability of necessary design parameters.

5.1.16 Furniture

- (i) These shall be chairs, desks and lockers to cater for all 82 agents and 6 supervisors at the central site and 12 agents at the remote site
- (ii) The agents shall be organized in clusters of four (4)
- (ii) The desks shall have a separation such that there is no eye contact between agents seated on opposite and alternate positions. The separating material shall be sound absorbent to confine any agent-customer conversation.
- (iii) The tables shall come equipped with metallic cable ducting/trunking for signal and power cables underneath. Each of the four positions in a cluster shall have at least two 2 way power socket outlets and the essential network ports fixed underneath the table.
- (iv) There shall be a provision on the top of table top through which cables shall pass to the trunking
- (v) The chairs shall be the orthopedic type.

Annex 1

5.2 PRE-INSTALLATION, DURING INSTALLATION AND POST INSTALLATION ACTIVITIES

5.2.1 PRESENTATION WORKSHOP

It is expected that the selected bidder will deploy the best **design solution** to suit the current and future requirements of our customers. It shall be required that the selected bidder make a presentation to TKL personnel of the proposed solution. The purpose of this presentation/meeting shall be;

- to provide a system overview
- introduce application design concepts
- describe how the Interactive Intelligence system measures and reports on call centre activities
- to discuss data collection requirements,
- to discuss of how the solution will integrate with the existing applications,
- to clarify the requirements that TKL will need to make before coming to the workshop to design and build the application.

5.2.2 INSTALLATION TEAM

In order to ensure that the project is a success and meets its objectives; an **experienced and dedicated** Installation Team shall be nominated. Its members shall be available throughout the implementation process.

5.2.2.1 Pre-installation Meeting

To begin the installation process, the installation team shall conduct a pre-installation meeting. This meeting shall define the process for everyone involved in the installation cycle—the contractor’s as well as TKL’s personnel, and all relevant representatives of the contractor. Together, the team shall;

- review the installation cycle,
- establish time frames and dates,
- define installation activities and responsibilities,
- review application requirements,
- determine TKL’s requirements, and,
- conduct a site survey for equipment location.

Following the pre-installation meeting, the contractor shall submit to TKL a comprehensive report comprising;

- architecture proposal
- a detailed time line
- layout diagrams
- training dates
- system requirements
- personnel needs
- a description of the interactive intelligence involved in the process
- a detailed list of either parties' responsibilities.

5.2.2.2 Pre-Application Presentation Workshop

The contractor shall prepare a presentation (one day workshop) of the offered system to TKL employees viz:-engineers, business managers and senior management officers. The purpose of this meeting shall be;

- to provide a system overview
- introduce application design concepts
- describe how the Interactive Intelligence system measures and reports on call centre activities
- to discuss data collection requirements,
- to clarify the requirements that TKL will need to make before coming to the workshop to design and build the application.

5.2.2.3 **Application Design Workshop – ACD Users and Groups**

Before the contractor's Project Team arrives on site for final installation activities, the contractor will conduct an Application Design Workshop tailored to TKL's specific needs. This workshop shall provide;

- an in-depth familiarisation with Interactive Intelligence hardware and software,
- basic instruction in the use of all associated Interactive Intelligence equipment
- All system parameters, for example
 - Call flows, announcements,
 - ACD workgroups shall be defined in this workshop. This workshop shall be intensive, for the sake of enlightening TKL on the offered system

5.2.2.4 Application Design Workshop

The following information, plus any other additional information deemed essential, shall be exchanged during the workshop

- Floor Plans showing the location of each user, telephone point and data points
- Extension numbers
- Dialling access rights
- System Client configuration for each user
- Range of user status
- Call flows when user is not available
- Back-office workgroups
- Workgroup members
- Workgroup rights
- Call flow within workgroups
- User prompts for voice mail and scripts
- Directory services
- Manager / Secretary call flows
- Night service options
- Voice mail ,fax mail ,Email functions
- Scripting of all prompts used in the call flows
- For each agent; defined skills, skill proficiency, desire to use skill, costs and attributes
- Define expected service levels, fail to answer times, wrap up times, etc.
- Night service options

The workshop shall also define any other services provided by the Call Center system, these may include;

- IVR scripts and integration into customer databases
- Web services
- Voice Logging system
- Integration into Customer Relation Management applications

5.2.2.5 Configuration Definition Document

Once all the information has been collected it shall be composed in a Configuration Definition Document.

- User prompts for ACD workgroup voice mail and scripts
- User and Workgroup Configurations and Database
- Call flows for Workgroups
- Telephone lists

Depending on system size and complexity, the contractor in liaison with TKL shall check system inventory, install, and test the call centre, completing each of the following activities:

- Monitor database input
- Assist in defining/redefining call flow tables
- Monitor recording of system announcements and music
- Conduct "Train the Trainer" sessions for supervisors, managers, and trainers
- Co-ordinate and monitor agent training
- Implement customised data software
- Test/re-test system components, including:-
 - 1) Telephone trunks
 - 2) Instruments, workstations, and workstations
 - 3) System peripherals
 - 4) Data system connections
 - 5) On-line diagnostics
 - 6) Remote Access Maintenance
 - 7) System redundancy
 - 8) UPS back-up
 - 9) Conduct full call processing test and review results with the Acceptance Officer.

5.2.3 TRAINING REQUIREMENTS

The training objectives shall be to enable TKL become self sufficient in the management of the call centre communication system. During implementation of the call centre communication system, the contractors shall train TKL's Supervisors and Trainers that will be responsible for the training of agents and Technical staff.

Several training sessions shall be required both local and overseas. The officers to be given overseas training will be about 15 while local training will be given to about 100 officers in groups of 20. The overseas training shall fully equip the relevant staff to independently carry out the required respective tasks and is therefore not expected to be less than 4 weeks. TKL shall require that the contractor's trainer conducts the training before designated TKL trainers take over the training of other groups under the supervision/consultancy of the contractors' representative.

5.2.4 POST-CUT-OVER SUPPORT

The contractor personnel shall provide on-site monitoring for at least seven days after commissioning. The equipment shall be under the contractor's warranty for one year after commissioning. Before leaving the site (after commissioning), the contractor shall prepare a formal information report, and so shall TKL's acceptance officer in liaison with TKL's Customer Care, Operations and maintenance, Sales and Marketing etc. Acceptance Certificates (Provisional or Final) shall be issued on the strength of the Acceptance Officer's reports.

5.2.4.1 Report Review

Workshop contents

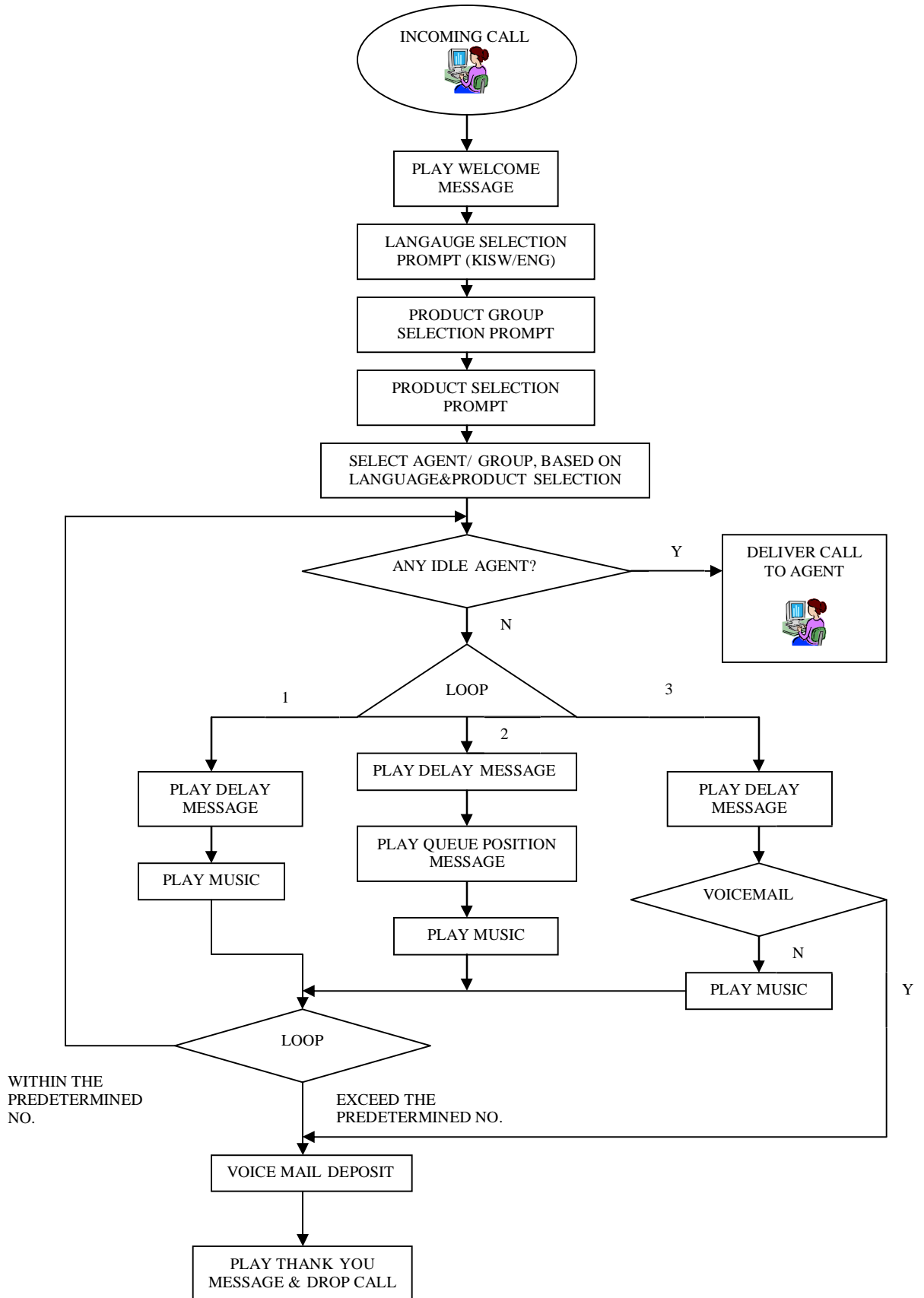
- review of appropriate system reports,
- analysis of the call centre performance,
- review of any necessary changes
-

Timing; one week after system commissioning

Note:

This is a proposed Implementation process, and the actual procedure to be followed may vary as shall be agreed between the two parties.

5.3 Call Flow Diagram



NB.
Bids
shall
expect
offer
and
effici
call

ANNEX 3

5.4 TKL CALL CENTRE SERVICES

5.4.1 Range of Issues

Maintenance queries
Sales queries
Marketing issues
Customer Service queries/issues
Bill/Account queries (current and past)
Outbound calling

5.4.2 Service Scope (Customer range)

Fixed Wireless (CDMA)
Fixed wireline
Prepaid (0844, 0845)
Postpaid
Internet service (8555,9444)

5.4.3 Dialed numbers among others

991 Enquiries
992 ”
995
996
997 Fault reporting
998
980
0800 Free phone service
911 Calling card service
08002210844 IN help desk
980 Customer service
111 CDMA help line
Ordinary calls on PSTN, NGN or CDMA network to serve outsourcing purposes

Note:

- The selected supplier has to provide total solution that meets this spec and goes beyond bearing in mind the cost of ownership concept.

SECTION VII - STANDARD FORMS

Notes on the Standard Forms:

7.1 Form of Tender

This form must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representative of the tenderer.

7.2 Confidential Business Questionnaire Form

This form must be completed by the tenderer and submitted with tender documents

7.3 Tender Security Form

When required by the tender document the tenderer shall provide the tender security either in the form included therein after or in another format acceptable to TKL.

7.4 Contract Form

The Contract form shall not be completed by the tenderer at the time of submitting the tenderer at the time of submitting the tender. The contract form shall be completed after contract award.

7.5 Performance Security form

The performance security form should not be completed by the tenderer at the time of tender preparation. Only the successful tenderer will be required to provide performance security in the sum provided herein or in another form acceptable to TKL.

7.6 Bank Guarantee for Advance Payment.

When there is an agreement to have Advance payment, this form must be duly completed.

7.7 Manufacturer's Authorization Form

When required by the tender document, this form must be completed and submitted with the tender document. This form will be completed by the manufacturer of the goods where the tender is an agent.

7.1 **FORM OF TENDER**

Date _____
Tender No. _____

To: _____

[name and address of procuring entity]

Gentlemen and/or Ladies:

1. Having examined the tender documents including Addenda Nos. *[insert numbers]*.the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply deliver, install and commission (..... *(insert equipment description)* in conformity with the said tender documents for the sum of *(total tender amount in words and figures)* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

2. We undertake, if our Tender is accepted, to deliver install and commission the equipment in accordance with the delivery schedule specified in the Schedule of Requirements.

3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to _____ percent of the Contract Price for the due performance of the Contract , in the form prescribed by*(Procuring entity)*.

4. We agree to abide by this Tender for a period of *[number]* days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

5. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us. Subject to signing of the Contract by the parties.

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

Dated this _____ day of _____ 20 _____

[signature]

[in the capacity of]

Duly authorized to sign tender for an on behalf of _____

7.2 CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

You are requested to give the particulars indicated in Part 1 and either Part 2(a), 2(b) or 2 (c) whichever applied to your type of business

You are advised that it is a serious offence to give false information on this form

Part 1 – General:

Business Name

Location of business premises.

Plot No..... Street/Road

Postal Address Tel No. Fax E mail

Nature of Business ,.....

Registration Certificate No.

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

Name of your bankers Branch

	<p style="text-align: center;">Part 2 (a) – Sole Proprietor</p> <p>Your name in full Age</p> <p>Nationality Country of origin</p> <ul style="list-style-type: none"> • Citizenship details • 																								
	<p style="text-align: center;">Part 2 (b) Partnership</p> <p>Given details of partners as follows:</p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Name</th> <th style="text-align: left;">Nationality</th> <th style="text-align: left;">Citizenship Details</th> <th style="text-align: left;">Shares</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship Details	Shares	1.	2.	3.	4.				
Name	Nationality	Citizenship Details	Shares																						
1.																						
2.																						
3.																						
4.																						
	<p style="text-align: center;">Part 2 (c) – Registered Company</p> <p>Private or Public</p> <p>State the nominal and issued capital of company-</p> <p style="padding-left: 20px;">Nominal Kshs.</p> <p style="padding-left: 20px;">Issued Kshs.</p> <p>Given details of all directors as follows</p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Name</th> <th style="text-align: left;">Nationality</th> <th style="text-align: left;">Citizenship Details</th> <th style="text-align: left;">Shares</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>5.</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship Details	Shares	1.	2.	3.	4.	5.
Name	Nationality	Citizenship Details	Shares																						
1.																						
2.																						
3.																						
4.																						
5.																						
<p>Date Seal/Signature of Candidate</p>																									

7.3 TENDER SECURITY FORM

Whereas [name of the tenderer]
(hereinafter called “the tenderer”) has submitted its tender dated
[date of submission of tender] for the supply, installation and commissioning
of[name and/or description of the equipment]
(hereinafter called “the Tender”)
KNOW ALL PEOPLE by these presents that WE
..... of having our
registered office at (hereinafter called “the Bank”), are
bound unto [name of Procuring entity] (hereinafter called
“TKL”) in the sum of for which payment
well and truly to be made to the said Procuring entity, the Bank binds itself,
its successors, and assigns by these presents. Sealed with the Common Seal
of the said Bank this _____ day of _____ 20 _____
_____.

THE CONDITIONS of this obligation are:-

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

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

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

[signature of the bank]

(Amend accordingly if provided by Insurance Company)

7.4 CONTRACT FORM

THIS AGREEMENT made the _____ day of _____ 20 _____ between [*name of Procurement entity*] of [*country of Procurement entity*] (hereinafter called “TKL) of the one part and [*name of tenderer*] of [*city and country of tenderer*] (hereinafter called “the tenderer”) of the other part;

WHEREAS TKL invited tenders for [certain goods] and has accepted a tender by the tenderer for the supply of those goods in the sum of [*contract price in words and figures*] (hereinafter called “the Contract Price).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

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

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

Signed, sealed, delivered by _____ the _____ (for TKL)

Signed, sealed, delivered by _____ the _____ (for the tenderer in the presence of _____)

7.5 PERFORMANCE SECURITY FORM

To
[name of Procuring entity]

WHEREAS [name of tenderer]
(hereinafter called “the tenderer”) has undertaken , in pursuance of Contract
No. _____ [reference number of the contract] dated _____
20 _____ to supply
[description of goods] (hereinafter called “the Contract”).

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

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

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

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

Signed and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

(Amend accordingly if provided by Insurance Company)

7.6 BANK GUARANTEE FOR ADVANCE PAYMENT

To
[name of Procuring entity]

[name of tender]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends the General Conditions of Contract to provide for advance payment, [name and address of tenderer](hereinafter called “the tenderer”) shall deposit with TKL a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract an amount of [amount of guarantee in figures and words].

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

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

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

Yours truly,

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

7.7 MANUFACTURER’S AUTHORIZATION FORM

To *[name of TKL]*

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

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

[signature for and on behalf of manufacturer]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by an authorized person.

7.8. LETTER OF NOTIFICATION OF AWARD

Address of Procuring Entity

To: _____

RE: Tender No. _____

Tender Name _____

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

1. Please acknowledge receipt of this letter of notification signifying your acceptance.
2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.
3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

(FULL PARTICULARS) _____

SIGNED FOR ACCOUNTING OFFICER

7.9 TOTAL COST OF OWNERSHIP CONCEPT FORM

Assuming that the economical life span of the **equipment** is estimated to be **15** years

No Of Years	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	Total cost
Cost Warranty																

State conditions (if any) for each year.

Note:

The spirit of extended warranty of the equipment is to ensure reduced level of spare holding by the company as well as lowered training costs. This proposal is for the mutual benefit of both the supplier and Telkom Kenya Limited.

The supplier shall base his quotation on “Total cost of ownership” concept in which the full life cycle of the system is appropriately integrated into the quoted price. The provision shall cover support, maintenance and provision of required spares for not less than 15 years. Where upgrade or expansion of the system shall be required, the price shall also be based on the total cost of ownership.

Thus, the quotation shall be based on the total cost of ownership concept, and shall include:

- Initial capital outlay
- Cost of support, maintenance and required spares over 15 years and above (indicate period).
- Cost of any hardware/software upgrade.
- The cost of expansion shall take consideration of initial cost and “Total cost of ownership”.

COST OF EQUIPMENT, SERVICES AND EXTENDED WARRANTY FOR 10YEARS

NB:

- *Cost of equipment & Services means: Cost of supply/delivery installation testing commissioning & training on the equipment & one year warranty.*
- *Cost of extended warranty means: For Equipment life about 10 years.**

<i>Cost of Equipment & Services US\$</i>	<i>Cost of extended warranty only Year 2 to 10 US\$</i>	<i>Total cost of ownership US\$</i>

(* KINDLY MODIFY AS REQUIRED, 10yrs, 15yrs)