

# REPUBLIC OF KENYA



## KENYA MEDICAL PRACTITIONERS AND DENTISTS BOARD

### PRE-QUALIFICATION OF SUPPLIERS FOR GOODS AND SERVICES FY 2018/2019

#### INSTALLATION OF CALL CENTRE

(OPEN)

TENDER NUMBER: KMPDB/16/2018 – 2019

**CLOSING DATE: FRIDAY 4<sup>TH</sup> MAY, 2018 AT 2.30PM LOCAL TIME**

Kenya Medical Practitioners and Dentists Board,  
Woodlands Road, Off Lenana Road  
P.O. Box 44839-00100,  
Tel: 020-2728752 / 27 11478 / 2724994  
Mobile: +257 720771478 / +254 738 504 112  
Email: [info@kenyamedicalboard.org](mailto:info@kenyamedicalboard.org)  
Website: <http://www.medicalboard.co.ke>

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## SECTION I - INVITATION NOTICE

Description: **INSTALLATION OF CALL CENTRE**

Kenya Medical Practitioners and Dentists Board (KMPDB) intends to update its Register of suppliers for the Installation of Call Centre for the year **2018/2019**.

Interested eligible bidders are invited to apply for registration, by submitting sealed bids as per the prequalification document.

Reference	Category	Target Group
KMPDB/16/2018 – 2019	Installation of Call Centre	Open

Completed registration documents, in sealed envelopes clearly marked with the Reference number and category can be addressed to:

**PROCUREMENT MANAGER  
KENYA MEDICAL PRACTITIONERS AND DENTISTS BOARD,  
P.O. Box 44839 – 00100, NAIROBI**

Or deposited in the tender box situated on the **Ground Floor**, Reception KMPDB House along Woodlands Road, off Lenana Road on or before **2.30 PM, 4<sup>th</sup> May, 2018** and opening will be done thereafter in the **Committee Room on 2<sup>nd</sup> Floor** in the presence of bidders or bidders representatives who choose to attend.

**NOTE:** Late applications **SHALL NOT** be accepted and will be returned unopened.

**DANIEL M. YUMBYA  
CHIEF EXECUTIVE OFFICER  
KENYA MEDICAL PRACTITIONERS AND DENTISTS BOARD**

## SECTION II - GENERAL INSTRUCTIONS TO BIDDERS

- I. The purpose of this document is to assist Kenya Medical Practitioners and Dentists Board (KMPDB), herein referred to as **'The procuring entity'**, in the identification and evaluation of potential firms who may subsequently be invited to give quotations for Installation of Call Centre.
- II. The questionnaire is to be fully and comprehensively completed in all respects.
- III. All documents must be submitted in English Language.
- IV. Provide supporting documents requested for in the questionnaire.
- V. You may also be asked to clarify your answers or provide more details.
- VI. The Procuring Entity will examine the documents to determine completeness, general orderliness and sufficiency of response. Failure to complete this questionnaire and/or to provide written answers to any further questions or requested additional information for clarification will result in the applicant's elimination from further consideration.
- VII. Please note that by responding to this questionnaire you accept that all answers provided are legally binding and should the need arise, may be used as evidence in a court of law. Further, the procuring entity reserves the right without further resource to verify at its own cost the accuracy of any answers provided herein.
- VIII. Any information given and later found to be incorrect shall lead to disqualification of the Applicant.
- IX. Information given by the applicant shall be treated in strict confidence.
- X. Applicants to kindly note that this does not amount to any contractual obligation on the part of the procuring entity, and that the procuring entity is not obliged to invite tenders/quotation from any or all who express interest by responding to this prequalification process.
- XI. If insufficient space has been provided on the questionnaire for the answers, please provide the answers as supplementary on separate sheets.
- XII. The original document shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the applicant. Any such corrections must be initialed by the persons(s) who sign(s) the Document.
- XIII. The completed document shall be signed off and initialed by Director/Partner of the organization and rubber stamped on each page and signed on the last page in the space provided.
- XIV. Applicants will meet all cost associated with preparation and submission of their applications.
- XV. Canvassing will lead to automatic disqualification of the applicant.
- XVI. Submission is as per instruction given in Invitation to Tender.
- XVII. Late submission will not be acceptable. Any application(s) received after the date of closure will be considered as late and disqualified.

**3.1 Eligible Candidates**

- 3.1.1** This invitation for pre-qualification is open to all candidates who are eligible as defined in Kenya's Public Procurement Law and Regulations.
- 3.1.2** The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 131 of the Act.

**3.2 Registration Data Forms**

- 3.2.1** The attached questionnaire forms F-1, F-2, F-3, F-4 and F-5 are to be completed by eligible interested suppliers who wish to be registered for submission of tender for the specific tenders.
- 3.2.2** The registration forms which are not filled out completely and submitted in the prescribed manner will not be considered. All the documents that form part of the tender registration must be written in English and in a legible handwriting.

**3.3 Qualification**

- 3.3.1** It is understood and agreed that the registration data provided by the potential candidate is to be used by the procuring entity in determining, according to its sole judgment and discretion, their qualifications to the tender category as described by the candidate.
- 3.3.2** Prospective candidates will not be considered qualified unless in the judgment of the procuring entity they possess capability, experience, qualified personnel available and sustainability of equipment and net current assets or working capital sufficient to satisfactorily execute the contract for goods and services.

**3.4 Essential Criteria for Registration****3.4.1 Experience**

Prospective suppliers will have relevant experience in the supply of goods and allied items. In case a candidate is successful, they should show competence, willingness and capacity to serve the contract.

Prospective supplier requires special experience and capability to organize supply and delivery of items or services at short notice.

**3.4.2 Personnel**

The names and pertinent information of the key personnel for individual or group to execute the contract must be indicated.

**3.4.3 Financial Condition**

The potential supplier's financial condition will be determined by latest financial statement submitted with the registration documents as well as letters of reference from their bankers regarding supplier's credit position. Potential suppliers will be registered on the satisfactory information given.

**3.4.4** Special consideration will be given to the financial resources available as working capital, taking into account the amount of uncompleted orders on contract and now in progress. However, potential suppliers should provide evidence of financial capability to execute the contract.

#### **3.4.5 Past Performance**

Past performance will be given due consideration in registering suppliers. A copy of Purchase Order, contract agreement or inspection and acceptance certificate accompanied by a recommendation letter from past customers should be provided when invited to participate in the bidding process.

#### **3.4.6 Declaration Statement**

Application must include a self-declaration form F-5 by the applicant ensuring the accuracy of the information given.

#### **3.4.7 Premises**

The firm must have a fixed Business Premise and must be registered in Kenya, with a Certificate of Registration/Incorporation/Memorandum and Article of Association, copies of which must be attached.

#### **3.5 Withdrawal of Registration**

Should a condition arise between the time the firm is registered to bid and the bid opening date which in the opinion of the client/KMPDB could substantially change the performance and qualification of the bidder or their ability to perform but not limited to bankruptcy, change in ownership or new commitments, the procuring entity reserves the right to reject the tender from such a bidder even though he was initially registered.

#### **3.6 Amendment of Documents**

**3.6.1** At any time prior to the deadline for submission of tenders, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by amendment.

**3.6.2** In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the deadline for the submission of tenders.

#### **3.7 Modification and Withdrawal of Tenders**

**3.7.1** 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 the Procuring Entity prior to the deadline prescribed for submission of tenders.

**3.7.2** The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of this document. A withdrawal notice may also be sent by email, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of tenders.

**3.7.3** No tender may be modified after the deadline for submission of tenders

**3.7.4** The Procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

**3.7.5** The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

### **3.8 Notification of Award**

**3.8.1** Prior to the expiration of the period of tender validity, the procuring entity will notify the successful tenderer in writing that its tender has been accepted.

**3.8.2** The notification of award will constitute the formation of the Contract but will have to wait until the contract is finally signed by both parties

**3.8.3** Prior to the expiration of the period of tender validity, the Procuring entity will notify the unsuccessful tenderer in writing that its tender was unsuccessful.

### **3.8.4 Corrupt and Fraudulent**

The procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts when used in the present regulations; the following terms are defined as follows;

- I. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- II. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring entity, and includes collusive practice among tenderer (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Procuring entity of the benefits of free and open competition.

**3.8.5** The procuring entity will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

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

### 3.9 Mandatory Requirements

All firms **MUST** provide the following:

- I. A copy of **Certificate of Registration**
- II. A copy of **PIN Certificate** of the company
- III. A copy of **VAT Certificate** of the company
- IV. A copy of **Valid Tax Compliance Certificate**
- V. Name of Bankers
- VI. A copy of the **Current Trade License/Business Permit** from the respective local county
- VII. **Two letters of Recommendation** from current clients/organizations where the company is supplying or has supplied similar goods before.
- VIII. A comprehensive **Company Profile**.
- IX. Evidence of physical registered office (Attach miscellaneous receipt).
- X. **Declaration** – All firms **MUST** fill and sign the declaration form that they are not barred from participating in a procurement proceeding.
- XI. **Self declaration** to show that the bidder is not insolvent, in receivership, bankrupt or in the process of being wound up.
- XII. Dully completed Confidential Business Questionnaire (**Form F-2**)

**NOTE: Failure to submit all the mandatory documents will lead to automatic disqualification. Firms that meet the above requirements will be subjected to further detailed evaluation.**



**SECTION IV**

**- LETTER OF APPLICATION**

- I. The letter of application will be prepared by the applicant and will follow the form presented herein.
- II. The letter of application will be prepared on the letterhead paper of the applicant or partner responsible for a joint venture and will include full postal address, telephone numbers and Email address.
- III. The letter of application will be signed by duly authorized representatives of the applicant.

**Registration Category Ref. No.** .....

To,

Date: .....

Chief Executive Officer,  
Kenya Medical Practitioners & Dentists Board,  
P.O. Box 44839 – 00100,  
Nairobi

Dear Sir,

- 1. Having examined the application documents including Addenda No.s .....of which I hereby duly acknowledge I/We the undersigned offer to supply and deliver to Kenya Medical Practitioners and Dentists Board (KMPDB) and as may otherwise be directed in.....(Category).  
And conformity with the said application documents all or part of the items/services in this category or such other items that may be required and are within my/our capability to supply/provide.
- 2. We will undertake if our application is acceptable to deliver goods/services with accordance with the delivery schedule in the schedule of requirements or official order signed by authorized officer(s) of KMPDB.
- 3. We agree to abide by this application for the period of processing the applications and prepared and executed, this application together with the written acceptance thereof shall constitute a binding agreement between us.
- 4. We also understand that:-
  - I. That this is not a tender or quotation but an application for consideration to be registered as KMPDB's supplier for goods/services included or related to this category during the period between **20<sup>th</sup> April, 2018 to 4<sup>th</sup> May, 2018.**
  - II. That KMPDB is not bound to accept this application or any that it may receive.

5. We make this application with the full understanding that:-

- I. Bids by prequalified applicants will be subject to verification of all information submitted for prequalification at the time of bidding.
- II. KMPDB reserves the right to:
  - a. Amend the scope and value of any contracts bid under this project; in such event, bids will only be called from prequalified bidders who meet the revised requirements; and
  - b. Reject or accept any application, cancel the prequalification process, and reject all applications.
- III. KMPDB shall not be liable for any such actions and shall be under no obligation to inform the Applicant of the grounds for them.

The undersigned declare that the statement made and the information provided in the dully completed application are complete, true and correct in every detail.

**Name:** ..... **Sign:** .....

**Designation:** ..... **Date:** .....

***Official Company rubber stamp***

**For or on behalf of:** ..... **Sign:** .....

***Name of Partner***

**SECTION V - REGISTRATION FORMS**

You are required to fill Forms F-1, F-2, F-3, F-4 and F-5 below, where applicable

**FORM F-1 - REGISTRATION DATA**

**REGISTRATION APPLICATION FORM**

I/We ..... Hereby apply for Registration as Supplier(s).

<b>Company/Firm Registration Number</b>	
<b>Category</b>	
<b>Reference No.</b>	
<b>Post Office Address</b>	
<b>Town</b>	
<b>Name of Building</b>	
<b>Street</b>	
<b>Floor No.</b>	
<b>Room/Office No.</b>	
<b>Office Telephone No.</b>	1) 2) 3)
<b>Mobile No.</b>	1) 2)
<b>Contact Person(s)</b>	1) 2)
<b>Official Email Address(es)</b>	1) 2)
<b>Alternative Email Address</b>	

**FORM F-2 - CONFIDENTIAL BUSINESS QUESTIONNAIRE**

You are required to give the particulars indicated in Part 1, either Part 2(a), 2(b) or 2(c) whichever applies to your type of business , Part 3 and Part 4.

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: .....

P.O. Box: ..... Code: ..... Town: .....

Email Address: .....

Nature of Business: .....

Current Business Permit No.: ..... (Attach Copy)

Certificate of Registration Number: ..... (Attach Copy)

PIN Certificate Number: ..... (Attach Copy)

VAT Certificate Number: ..... (Attach Copy)

Tax Compliance Number: ..... (Attach Copy)

**Part 2 (a) – Sole Proprietor**

Name in full: ..... Age: ..... ID/PP No.....

Nationality: ..... Citizenship Details: .....

**(b) – Partnership**

Name of partners:

Name	Nationality	Citizenship Details	Shares
Name	Nationality	Citizenship Details	Shares
Name	Nationality	Citizenship Details	Shares

**(c) – Registered Company**

Private or Public .....

State the nominal and issued capital of company:-

Nominal Ksh. ....

Issued Ksh. ....

Details of all directors:-

<b>1.</b>	Name	
	Nationality	
	Citizenship details	
	Shares	
<b>2.</b>	Name	
	Nationality	
	Citizenship details	
	Shares	
<b>3.</b>	Name	
	Nationality	
	Citizenship details	
	Shares	

***N/B: If Kenyan citizen, indicate under “Citizenship Details” whether by birth, Naturalization or Registration.***

***\*Attach CR12 indicating the directors and their shareholding and copies of Directors’ ID/Passports (Where applicable)***

**Part 3 – Company Profile (Attach Copy)**

**I. Personnel**

Number of staff employed: .....

Qualifications: .....

Level of experience: .....

**II. Referees**

Name of Company: .....

P.O. Box: ..... Town: .....

Tel: ..... Email: .....

***Official Company rubber stamp***

Name of Company: .....

P.O. Box: ..... Code: .....Town: .....

Tel: ..... Email: .....

***Official Company rubber stamp***

**Part 4 – Financial**

I. Maximum value of business you can handle at any one time:

Ksh. : .....

II. Name of Banker: .....

Branch: .....

III. Credit period willing to offer KMPDB: .....

What is your annual turnover? .....

**Date:** ..... **Candidate's signature:** .....

**FORM F – 3 - GENERAL EXPERIENCE RECORD**

- I. List at least three (3) reputable clients in the last three (3) years
- a. Client: .....
  - P.O. Box: ..... Code: ..... Town: .....
  - Telephone: ..... Email Address: .....
  
  - b. Client: .....
  - P.O. Box: ..... Code: ..... Town: .....
  - Telephone: ..... Email Address: .....
  
  - c. Client: .....
  - P.O. Box: ..... Code: ..... Town: .....
  - Telephone: ..... Email Address: .....

- II. Attach proof of experience relevant to the chosen category by attaching any of the following documents:
- a. Copies of signed LPOs/LSOs
  - b. Copies of Letters of Award
  - c. Copies of Delivery Notes
  - d. Extract of Contract Documents

III. Describe nature of business performed by your firm

.....

.....

IV. How many years of experience have you had in the type of work described in (III) above.

.....

Annual turnover data		
Year	Turnover	Kshs.
1.		
2.		
3.		

Banker	Name of banker <hr style="border: 1px solid black;"/> Address of banker ..... Telephone No.: ..... Email: .....			
	Financial information in Kshs. Actual: ..... Previous Two (2) Years: .....			
	1	2	3	
1. Total assets				
2. Current assets				
3. Total liabilities				
4. Current liabilities				
5. Profits before taxes				
6. Profits after taxes				



Source of finance	Amount Kshs.
1.	
2.	
3.	
4.	

Attach a copy of firm's audited accounts or certified bank statements for the previous three (3) years together with letters of reference from the bankers regarding the firm's credit position.

**a) ANTI-CORRUPTION DECLARATION**

I/We .....  
declare and guarantee that no offer, gift or payment, consideration or benefit of any kind, which constitutes an illegal or corrupt practice, has been or will be made to anyone by our organization or agent, either directly or indirectly, as an inducement or reward for the award or execution of his procurement.

In the event the above is contravened we accept that the following to apply:-

- i. The person shall be disqualified from entering into a contract for the procurement or
- ii. If a contract has already been entered into with the person, the contract shall be voidable at the option of KMPDB.
- iii. The voiding of a contract by the procuring entity under subsection (b) does not limit any other legal remedy that KMPDB may have.

Name: .....

Signature: ..... Date: .....

***Company seal/Business stamp***

**b) ANTI-FRAUDULENT PRACTICE DECLARATION**

I/We ..... declare and guarantee that no person in our organization has or will be involved in a fraudulent practice in any procurement proceeding. Further we declare that as we bid, we have not been convicted of corrupt or fraudulent practices.

Name: .....

Signature: ..... Date: .....

***Company seal/Business stamp***

**c) NON-DEBARMENT DECLARATION**

I/We.....  
declare and guarantee that no director, sub-contractor or any person who has any  
controlling interest in our organization has been debarred from participating in a  
procurement proceeding.

Name: .....

Signature: ..... Date: .....

***Company seal/Business stamp***

**d) NOT INSOLVENT, IN RECEIVERSHIP, BANKRUPT OR IN THE PROCESS OF BEING WOUND UP**

I/We .....  
declare and guarantee that the person or the company bidding is not insolvent, in  
receivership, bankrupt or in the process of being wound up.

Name: .....

Signature: ..... Date: .....

***Company seal/Business stamp***

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### SECTION VI - PREQUALIFICATION EVALUATION CRITERIA

KMPDB will consider five major categories of criteria for evaluating tenders and tenderers as follows:

#### A. MANDATORY REQUIREMENTS

The tenderer must provide the following and provide copies of documents to support the information given.

Criterion	YES	NO
<b>Sealed copy of the tender</b>		
Copy of Certificate of Incorporation, Partnership or Business registration		
Copy of PIN Certificate		
Copy of VAT Certificate		
Copy of Tax Compliance Certificate		
Copy of Trade License/Business Permit		
Two Letters of Recommendation		
Company Profile		
Certified Copy of Bank Statements for the past 3 Years		
Name of Bankers and Auditors		
Evidence of Physical Registered Office(Attach Miscellaneous Receipt)		

#### B. CAPABILITY ASSESSMENT

Criterion	Particulars Provided	Scores
Years in Business		
Conformity to Technical Specifications <ul style="list-style-type: none"> <li>• Same</li> <li>• Alternative</li> </ul>		
Relevant experience with Other Public Organizations		
Maximum Value of Business Indicated		
Delivery/ Implementation schedule provided		
Names of at least 3 Clients supplied with similar services		

Attach Proof of experience by attached copies of LPOs/LSOs, delivery notes and letter of award		
Nature of Business related to the prequalification		
<b>Maximum Score</b>		

**C. FINANCIAL CAPABILITY**

As deduced from the Financial Statements

**D. OPERATIONAL ASSESSMENT BY SITE VISIT**

<b>Criterion</b>	<b>Observations Made</b>	<b>Scores</b>
Confirmation of Business Name and Physical Address		
Confirmation of originals of Attached documents		
Composition of Staff <ul style="list-style-type: none"> <li>• Management</li> <li>• Technical</li> <li>• Supervisory</li> <li>• Support</li> </ul>		
Name and qualification of Key management & Technical Staff		
Nature of operations(relevant) indicated		
Size of Business <ul style="list-style-type: none"> <li>• Large</li> <li>• Medium</li> <li>• Small</li> </ul>		
Customer Service Centre/After Sales Service		
Major principals Represented		
Premises <ul style="list-style-type: none"> <li>• Owned</li> <li>• Leased</li> </ul>		
<b>TOTAL</b>		

## E. TECHNICAL EVALUATION COMMITTEE'S RECOMMENDATIONS

The evaluation of the tender and tenderer by Technical Evaluation Committee will be summarized as follows:

Major Area of Concern	Indicators from the evaluation Exercise	Aggregated Scores
Responsiveness of Tender to Public Procurement Act Requirements		
Responsiveness of Tender to KMPDB's Technical Specifications		
Physical and Administrative Organization of Tenderer		
Technical Ability of tenderer to meet the specific performance targets of the tender		
Financial Ability of tenderer to meet the production, delivery and payment terms of the tender		
<b>TEC Decisions</b>	<b>Recommended or Not Recommended</b>	

SUMMARY OF EVALUATION	POINTS	SCORE
Mandatory Criteria	30	
Capability Assessment	15	
Technical Capability	15	
Financial Capability	30	
Operational Assessment by site visit	10	
<b>Total Score/100</b>	<b>100</b>	

**N/B: Only bidders who will obtain 70 points and above shall be prequalifies for supply of goods and services.**