REQUEST FOR PROPOSALS (RFP)

TENDER NO: IRA/065/2020-2021

PROVISION OF CONSULTANCY SERVICES TO CONDUCT NATIONAL CUSTOMER SATISFACTION SURVEY

INSURANCE REGULATORY AUTHORITY (IRA)
ZEP RE PLACE, LONGONOT ROAD, UPPERHILL
P.O. BOX 43505-00100
NAIROBI.

Tel: +254-20-4996000

E-mail: procurement@ira.go.ke **Website:** http://www.ira.go.ke

NOVEMBER, 2020

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SECTION I: LETTER OF INVITATION

3rd November, 2020

TO:

ALL BIDDERS

Dear Sirs,

RE: TENDER NO: IRA/065/2020-2021: REQUEST FOR PROPOSAL FOR PROVISION OF CONSULTANCY SERVICES TO CONDUCT NATIONAL CUSTOMER SATISFACTION SURVEY

1.1 The Insurance Regulatory Authority (IRA) invites sealed proposals from eligible bidders for Provision of Consultancy Services to Conduct National Customer Satisfaction Survey. The scope of services is detailed in the terms of reference. The tender is eligible to firms owned by Youth, Women and Persons with Disability. However, price preference will be given to firms owned by Youth.

1.2 The Request for Proposal (RFP) includes the following documents: -

Section I	-	Letter of invitation
Section II	-	Information to consultants
		Appendix to Consultants information
Section III	-	Terms of Reference
Section IV	-	Technical proposals
Section V	-	Financial proposal
Section VI	-	Standard Contract Form

1.3 Prices quoted should be inclusive of all taxes and delivery costs and shall remain valid for a period of **90** days from the closing date of the tender.

1.4 Prices quoted should be inclusive of all taxes and delivery costs and shall remain valid for a period of **90** days from the closing date of the tender.

1.5 Interested candidates may obtain further information from and inspect the Tender documents at the Insurance Regulatory Authority offices (Procurement Office) at Zep-Re Place, Longonot, Upper Hill, (Tenth Floor) Nairobi during normal working hours and/or downloaded from the Authority's website at **https://www.ira.go.ke** or the Public Procurement Information Portal **www.tenders.go.ke** free of charge.

1.6 Interested and eligible bidders are required to download the tender document from the websites free of charge and immediately email their names and contact details to: procurement@ira.go.ke for purposes of any clarification communication or addenda.

1.7 Completed tender documents are to be submitted virtually via the **email address bids@ira.go.ke and copied to fchelimo@ira.go.ke with password protection** and be addressed to:-

Chief Executive Officer,
Insurance Regulatory Authority,
10th Floor Zep Re Place, Longonot Road, Upperhill,
P.O. Box 43505 – 00100 Nairobi, Kenya
Telephone: +254-20-499600
Email: procurement@ira.go.ke; Website: http://www.ira.go.ke

so as to be received on or before 11th November, 2020 at 11:00 a.m.

1.7 Tenders will be opened on 11th November, 2020 VIRTUALLY via zoom video conferencing platform. You shall be required to provide your password for Technical Proposal on 11th November, 2020 before 11:00 a.m. via the email address bids@ira.go.ke and copied to fchelimo@ira.go.ke

1.8 A pre-proposal conference will be held **virtually via Zoom Video Conferencing platform on 6th November, 2020 at 11:00 a.m. The login credentials will be posted on the IRA website.**

1.9 IRA is a corruption free organization. Any corruption attempt, pressure or influence should be reported to the C.E.O on the address provided in clause 1.7 above or e-mail ethics@ira.go.ke

1.10 Upon receipt, please inform us:

(a) that you have received the letter of invitation;

(b) whether or not you will submit a proposal for the assignment,

Yours sincerely,

FELIX K. CHELIMO
MANAGER, PROCUREMENT
FOR: INSURANCE REGULATORY AUTHORITY

SECTION II: INFORMATION TO CONSULTANTS (ITC)

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CHECK LIST.

Bidders are required to comply with the following check list while preparing their tenders:-

No.	Requirement	✓	X
a)	Certificate of Registration/Incorporation		
b)	Valid Tax Compliance Certificate from Kenya Revenue Authority (KRA). The certificate should be valid as at the day of tender submission		
c)	Dully filled Confidential Business Questionnaire Form (**MUST be filled and signed by authorized signatory**)		
d)	Provide copies of audited accounts for the last two (2) years 2018 and 2019 where applicable		
e)	Attach certified copies if Identification Documents (ID's or valid passports) of the owners/Directors of the firms and certified copy of the latest CR12 issued by the Registrar of companies. In case of Partnerships, provide name of partners.		
f)	Attach copy of Valid Single Business Permit from County Government.		
g)	Self-Declaration that the tenderer will not engage in any corrupt or fraudulent practice signed by the Chief Executive Officer/Managing Director and filled in the format required.		
h)	Properly bound document/ well-presented document. All pages of the Tender document should be serialized or serially numbered in the format required.		
	Complied/ Not Complied		

SECTION II: INFORMATION TO CONSULTANTS (ITC)

2.1 Introduction

2.1.1 The Client named the Appendix to "ITC" will select a firm among those invited to submit a proposal, in accordance with the method of selection detailed in the appendix. The method of selection shall be as indicated by the procuring entity in the Appendix.

2.1.2 The consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Appendix "ITC" for consulting services required for the assignment named in the said Appendix. A Technical Proposal only may be submitted in assignments where the Client intends to apply standard conditions of engagement and scales of fees for professional services which are regulated as is the case with Building and Civil Engineering Consulting services. In such a case the highest ranked firm of the technical proposal shall be invited to negotiate a contract on the basis of scale fees. The proposal will be the basis for Contract negotiations and ultimately for a signed Contract with the selected firm.

2.1.3 The consultants must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first-hand information on the assignment and on the local conditions, consultants are encouraged to liaise with the Client regarding any information that they may require before submitting a proposal and to attend a pre-proposal conference where applicable. Consultants should contact the officials named in the Appendix "ITC" to arrange for any visit or to obtain additional information on the pre-proposal conference. Consultants should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.

2.1.4 The Procuring entity will provide the inputs specified in the Appendix "ITC", assist the firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and reports.

2.1.5 Please note that (i) the costs of preparing the proposal and of negotiating the Contract, including any visit to the Client are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.

2.1.6 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate.

2.1.7 The price to be changed for the tender document shall not exceed Kshs.1,000/=

2.1.8 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.2 Clarification and Amendment of RFP Documents

2.2.1 Consultants may request a clarification of any of the RFP documents only up to seven [7] days before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, telex, facsimile or electronic mail to the Client's address indicated in the Appendix "ITC". The Client will respond by cable, telex, facsimile or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.

2.2.2 At any time before the submission of proposals, the Client may for any reason, whether at his own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex or facsimile to all invited consultants and will be binding on them. The Client may at his discretion extend the deadline for the submission of proposals.

2.3 Preparation of Technical Proposal

2.3.1 The Consultants proposal shall be written in English language.

2.3.2 In preparing the Technical Proposal, consultants are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.3.3 While preparing the Technical Proposal, consultants must give particular attention to the following:

(i) If a firm considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-consultancy as appropriate. Consultants shall not associate with the other consultants invited for this assignment. Any firms associating in contravention of this requirement shall automatically be disqualified.

(ii) For assignments on a staff-time basis, the estimated number of professional staff-time is given in the Appendix. The proposal shall however be based on the number of professional staff-time estimated by the firm.

(iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.

(iv) Proposed professional staff must as a minimum, have the experience indicated in Appendix, preferably working under conditions similar to those prevailing in Kenya.

(v) Alternative professional staff shall not be proposed and only one Curriculum Vitae (CV) may be submitted for each position.

2.3.4 The Technical Proposal shall provide the following information using the attached Standard Forms;

(i) A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature. For each assignment the outline should indicate *inter alia,* the profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement.

(ii) Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.

(iii) A description of the methodology and work plan for performing the assignment.

(iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.

(v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.

(vi) Estimates of the total staff input (professional and support staff staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.

(vii) A detailed description of the proposed methodology, staffing and monitoring of training, if Appendix "A" specifies training as a major component of the assignment.

(viii) Any additional information requested in Appendix "A".

2.3.5 The Technical Proposal shall not include any financial information.

2.4 Preparation of Financial Proposal

2.4.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section D). It lists all costs associated with the assignment including; (a) remuneration for staff (in the field and at headquarters), and; (b) reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, if it is a major component of the assignment. If appropriate these costs should be broken down by activity.

2.4.2 The Financial Proposal should clearly identify as a separate amount, the local taxes, duties, fees, levies and other charges imposed under the law on the consultants, the sub-consultants and their personnel, unless Appendix "A" specifies otherwise.

2.4.3 Consultants shall express the price of their services in Kenya Shillings.

2.4.4 Commissions and gratuities, if any, paid or to be paid by consultants and related to the assignment will be listed in the Financial Proposal submission Form.

2.4.5 The Proposal must remain valid for 90 days after the submission date. During this period, the consultant is expected to keep available, at his own cost, the professional staff proposed for the assignment. The Client will make his best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants shall agree to the extension.

2.5 Submission, Receipt, and Opening of Proposals

2.5.1 The original proposal (Technical Proposal and, if required, Financial Proposal; see para. 1.2) shall be prepared in indelible ink. It shall contain no inter lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person authorized to sign the proposals.

2.5.2 For each proposal, the consultants shall prepare the number of copies indicated in Appendix "A". Each Technical Proposal and Financial Proposal shall be marked **"ORIGINAL"** or **"COPY"** as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.

2.5.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "**TECHNICAL PROPOSAL**," and the original and all copies of the Financial Proposal in a sealed envelope clearly marked **"FINANCIAL PROPOSAL"** and warning: **"DO NOT OPEN WITH THE TECHNICAL PROPOSAL"**. Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Appendix "ITC" and be clearly marked, **"DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE."**

2.5.4 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Appendix "ITC". Any proposal received after the closing time for submission of proposals shall be returned to the respective consultant unopened.

2.5.5 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the opening committee. The Financial Proposal shall remain sealed and deposited with a responsible officer of the client department up to the time for public opening of financial proposals.

2.6 Proposal Evaluation General

2.6.1 From the time the bids are opened to the time the Contract is awarded, if any consultant wishes to contact the Client on any matter related to his proposal, he should do so in writing at the address indicated in the Appendix "ITC". Any effort by the firm to influence the Client in the proposal evaluation, proposal comparison or Contract award decisions may result in the rejection of the consultant's proposal.

2.6.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

2.7 Evaluation of Technical Proposal

2.7.1 An Evaluation Committee appointed by the Client shall evaluate the winning proposal that shall have passed the technical and financial evaluation.

		Points
(i)	Specific experience of the consultant related to the assignment	(5-10)
(ii)	Adequacy of the proposed work plan and methodology in responding to the terms of reference	(20-40)
(iii)	Qualifications and competence of the key staff for the assignment	(30-40)
(iv)	Suitability to the transfer of Technology Program me (Training)	(0-10)
	Total Points	**100**

Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Appendix “ITC”.

2.8 Public Opening and Evaluation of Financial Proposal

2.8.1 After Technical Proposal evaluation, the Client shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered non-responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned after completing the selection process. The Client shall simultaneously notify the consultants who have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals and stating that the opening ceremony is open to those consultants who choose to attend. The opening date shall not be sooner than seven (7) days after the notification date. The notification may be sent by registered letter, cable, telex, facsimile or electronic mail.

2.8.2 The Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultant, the technical. Scores and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening.

2.8.3 The evaluation committee will determine whether the financial proposals are complete (i.e. whether the consultant has costed all the items of the corresponding Technical Proposal and correct any computational errors. The cost of any un priced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.

2.8.4 While comparing proposal prices between local and foreign firms participating in a selection process in financial evaluation of Proposals, firms incorporated in Kenya where indigenous Kenyans own 51% or more of the share capital shall be allowed a 10% preferential bias in proposal prices. However, there shall be no such preference in the technical evaluation of the tenders. Proof of local incorporation and citizenship shall be required before the provisions of this sub-clause are applied. Details of such proof shall be attached by the Consultant in the financial proposal.

2.8.5 The formulae for determining the Financial Score (Sf) shall, unless an alternative formulae is indicated in the Appendix “ITC”, be as follows:-Sf = 100 X $^{FM}/_{F}$ where Sf is the financial score; Fm is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical *(St)* and financial *(Sf)* scores using the weights *(T*=the weight given to the Technical Proposal: *P*= the weight given to the Financial Proposal; $T + p = 1$) indicated in the Appendix. The combined technical and financial score, S, is calculated as follows:- $S = St \times T\% + Sf \times P\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

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

2.8.7 For this consultancy assignment, price variations shall not be allowed.

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

2.8.9 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

2.9 Negotiations

2.9.1 Negotiations should there be any will be held at the clients offices. The aim is to reach agreement on all points and sign a contract.

2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing, quoted prices and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then work out final Terms of Reference, staffing and bar charts indicating activities, staff periods in the field and in the head office, staff-months, logistics and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services" and form part of the Contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

2.9.3 Unless there are exceptional reasons, the financial negotiations will not involve the remuneration rates for staff (no breakdown of fees).

2.9.4 Having selected the firm on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the firm may be disqualified.

2.9.5 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations the Client and the selected firm will initial the agreed Contract.

If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate a contract.

2.9.6 The procuring entity shall appoint a team for the purpose of the negotiations.

2.10 Award of Contract

2.10.1 The Contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other consultants on the shortlist that they were unsuccessful and return the Financial Proposals of those consultants who did not pass the technical evaluation.

2.10.2 The selected firm is expected to commence the assignment on the date and at the location specified in Appendix “A”.

2.10.3 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.

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

2.10.5 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.

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

(a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.

(b) Legal capacity to enter into a contract for procurement

(c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.

(d) Shall not be debarred from participating in public procurement.

2.11 Confidentiality

2.11.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the Contract.

2.12 Corrupt or Fraudulent Practices

2.12.1 The procuring entity requires that the consultants observe the highest standards of ethics during the selection and award of the consultancy contract and also during the performance of the assignment. The tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

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

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

Appendix to Information to Consultants

The following information for procurement of consultancy services and selection of consultants shall complement or amend the provisions of the information to consultants, wherever there is a conflict between the provisions of the information to consultants and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the information to consultants.

Clause Reference

2.1 The name of the Client is: **Insurance Regulatory Authority (IRA).** The tender is eligible to firms owned by Youth, Women and Persons with Disability. However, price preference will be given to firms owned by Youth.

2.1.1 The method of selection is: **Quality Cost Based Selection (QCBS)**

2.1.2 Technical and Financial Proposals are requested: **Yes (submitted virtually via the email address bids@ira.go.ke and copied to fchelimo@ira.go.ke with password protection).**

The name of the assignment: Provision of Consultancy Services for TCF National Customer Satisfaction Survey.
The objectives of the assignment: **As per Terms of Reference in Section V of Request for Proposal document.**

2.1.3 A pre-proposal conference will be held: **Yes. Pre-proposal meeting to be held virtually via Zoom Video Conferencing platform on 6th November, 2020 at 11:00 a.m. The login credentials will be posted on the IRA website.**

The name(s), address (es) and telephone numbers of the Client's official(s) are:

Mr. Robert Kuloba **Chief Manager, Policy, Research & Development**	**Mr. Felix Chelimo** **Manager, Procurement**

Insurance Regulatory Authority,
10th Floor, Zep-Re Place, Longonot Road, Upperhill,
P.O. Box 43505-00100,
NAIROBI.
Telephone: +254-20-49960200
E-mail: procurement@ira.go.ke

2.1.4 The Client will provide the following inputs:

The client shall provide relevant documentation, provide letters of introduction to and provide conference facilities for strategy meetings. Further, the client will set up a team to be charged with reviewing the TORs, reviewing and commenting on the inception report, reviewing and commenting upon the evaluation deliverables (draft report, case studies,) being available for interviews with the evaluation team. However, the client

shall not provide administrative support services like transport, computers, printers, materials etc.

2.3.3 The estimated number of professional staff months required for the assignment is:-

(i) **Three (3) months**

(ii) The minimum required experience of proposed professional staff is:-

Team leader: Postgraduate degree in Economics or Commerce or Statistics or Demography or Social Sciences plus a minimum of ten (10) years of practical experience in managing/leading the design and development of Research/Surveys/Polls.

Other consultants: At least a bachelor's degree in Economics or Commerce or Statistics or Demography or Social Sciences plus at least 5 years of experience in undertaking research surveys

2.3.4 (i) Training is a specific component of this assignment:

No.

(ii) Additional information in the Technical Proposal includes:

N/A

2.4.2 Taxes*:* **All taxes are applicable.**

2.4.6 The Proposal must remain valid for 90 days after the submission date.

2.5.2 Consultants must submit Completed Technical and Financial Proposals virtually via the **email address bids@ira.go.ke and copied to fchelimo@ira.go.ke with password protection** and be addressed to:-

Chief Executive Officer,
Insurance Regulatory Authority,
10th Floor Zep Re Place, Longonot Road, Upperhill,
P.O. Box 43505 – 00100 Nairobi, Kenya
Telephone: +254-20-499600
Email: procurement@ira.go.ke; Website:
http://www.ira.go.ke

so as to be received on or before **11th November, 2020 at 11:00 a.m.**

2.5.3 The proposal submission address is:-

email address bids@ira.go.ke and copied to fchelimo@ira.go.ke with password protection.

Information on the submission should include:-

Tender No. IRA/065/2020-2021- Provision of Consultancy Services to Conduct National Customer Satisfaction survey.

2.5.4 Proposals must be submitted no later than the following date and time: **11th November, 2020 at 11:00 a.m.** virtually via zoom video conferencing platform.

2.6.1 The address to send information to the Client is:

Insurance Regulatory Authority,
10th Floor, Zep Re Place, Longonot Road, Upperhill,
P.O. Box 43505-00100,
NAIROBI.

Telephone: +254-20-499600,
E-mail: procurement@ira.go.ke

a) Preliminary Evaluation

The following are Mandatory Requirements which bidders must comply with: -

(a) Certificate of Registration/Incorporation
(b) Valid Tax Compliance Certificate from Kenya Revenue Authority (KRA). The certificate should be valid as at the day of tender submission.
(c) Dully filled Confidential Business Questionnaire Form (**MUST be filled and signed by authorized signatory**)
(d) Provide copies of audited accounts for the last two (2) years 2018 and 2019 where applicable.
(e) Attach certified copies if Identification Documents (ID's or valid passports) of the owners/Directors of the firms and certified copy of the latest CR12 issued by the Registrar of companies. In case of Partnerships, provide name of partners.
(f) Attach copy of Valid Single Business Permit from County Government.
(g) Self-Declaration that the tenderer will not engage in any corrupt or fraudulent practice signed by the Chief Executive Officer/Managing Director and filled in the format required.
(h) Properly bound document/ well-presented document. All pages of the Tender document should be serialized or serially numbered in the format required.

(b) Technical Evaluation

This will be based on the technical proposal submitted in accordance to the forms provided and the following criteria shall be used: -

No.	TECHNICAL EVALUATION	Score
1	**Understanding of the Assignment**	**(50)**

	Purpose of undertaking the National Customer Survey– Clarity on what the survey findings will be used for and why – 10 marks	
	Adequacy of the proposed methodology (Survey design, target population, sampling, sample size and justification for methodology adopted – 20 marks	
	Implementation of the survey – data collection, analysis, reporting, quality control, work plan - 20 marks	
	Qualifications and Experience	**(30)**
2	**Experience and qualifications of the proposed Team Leader for the consultancy**	
	Academic Qualifications	
	Masters or post-graduate degree in Economics or Commerce or Statistics or Demography or other social science (4 marks)	**7**
	Degree in Economics or Commerce or Statistics or Demography or other social science (3 marks)	
	Experience	
	At least 10 years' experience in managing/leading the design and development of Research/Surveys/Polls (8 marks)	**8**
	5 – 9 years' experience in managing/leading the design and development of Research/Surveys/Polls (6 marks)	
	Less than 5 years' experience in managing/leading the design and development of Research/Surveys/Polls	
3	**Experience and qualifications of the other proposed Team Members for the consultancy**	
	Academic Qualifications	
	Degree in Economics or Commerce or Statistics or Demography or other social science	**7**
	Experience	
	At least 5 years' experience in undertaking similar surveys (8 marks)	**8**
	3 – 4 years' experience in carrying out similar surveys (6 marks)	
	Less than 3 years' experience in carrying out similar surveys (4 marks)	
	Subtotal	**80**

Total Technical Score: <u>80 Marks.</u>
Weightage: The total technical score will carry 80% of overall evaluation score (combined Technical and Financial score).

The minimum technical score required to pass: **80%**.
The weights given to the Technical and Financial Proposals are:

T= 0.80
P= 0.20

a) Financial Evaluation

Price preference will be made as follows:-

a. Firms owned by the Youth – 20%
b. Firms owned by women – 15%
c. Firms owned by Persons with Disabilities – 5%
d. Citizen Contractors – 0%

Each of the financial submissions will be divided by the lowest financial quote to determine the financial score of each bidder.

Weightage: This section will carry a total of 20 % of the overall evaluation score.

The formula for determining the financial scores is the following:

$S_f = 100 \times F_m/F$, in which **S_f** is the financial score, **F_m** is the lowest price and **F** is the price of the proposal under consideration.

The single currency for price conversions is: Kenya Shillings

The source of official selling rates is: Central Bank of Kenya. The date of exchange rates is: the last date on which the proposal will be submitted.

b) Combined Technical and Financial Scores

The following formula shall be used: T.S (80%) + F.S (20 %) = T.T.L (100 %)

T.S = Technical Score (as evaluated above)
F.S = Financial Score (as evaluated above)
T.T.L = Total Score

The Tenders will be opened virtually via Zoom platform as follows:

a) Participating bidders must download zoom application in their computers, laptops, tablets or any other mobile device they will be using;
b) The company representative participating virtually in the bid opening proceedings must be the authorized person to represent the company in tender opening;
c) Opening shall commence immediately after **11th November, 2020 at 11:00 a.m.** and the bidders' representatives shall be free to follow the proceedings via zoom.
d) In the event that the zipped file is too large, the option of https://wetransfer.com can be used then forwarded to the same email recipient.

2.8.1 The invitation for opening of Financial proposal will be sent via email and the notice period will be within a period of 4 hours. Successful bidders are required to send passwords of their financial proposal for opening.

2.10.2 The assignment is expected to commence on **November, 2020.**

SECTION III: TECHNICAL PROPOSAL

Notes on the preparation of the Technical Proposals

3.1 In preparing the technical proposals the consultant is expected to examine all terms and information included in the RFP. Failure to provide all requested information shall be at the consultant's own risk and may result in rejection of the consultant's proposal.

3.2 The technical proposal shall provide all required information and any necessary additional information and shall be prepared using the standard forms provided in this Section.

3.3 The Technical proposal shall not include any financial information unless it is allowed in the Appendix to information to the consultants or the Special Conditions of contract.

SECTION III: TECHNICAL PROPOSAL

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1. TECHNICAL PROPOSAL SUBMISSION FORM *(in Company letterhead)*

[_______________ *Date*]

The Chief Executive Officer
Insurance Regulatory Authority
10th Floor, Zep Re Place, Longonot Road, Upperhill,
P.O. Box 43505-00100
Nairobi, Kenya.

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for __________________ ________________________________[*Title of consulting services*] in accordance with your Request for Proposal dated ______________________[*Date*] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, [and a Financial Proposal sealed under a separate envelope-*where applicable*].

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

________________________________*[Authorized Signature]:*

_________________________________*[Name and Title of Signatory]:*

__________________________________*[Name of Firm]:*

__________________________________*[Address]:*

2. FIRM'S REFERENCES

Relevant Services Carried Out in the Last Five Years that Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

<table>
<tr><td colspan="2">Assignment Name:</td><td>Country:</td></tr>
<tr><td colspan="2">Location within Country:</td><td>Professional Staff provided by your Firm/Entity(profiles):</td></tr>
<tr><td colspan="2">Name of Client:</td><td>Clients contact person for the assignment:</td></tr>
<tr><td colspan="2">Client Address (Postal & Telephone):</td><td>No of Staff-Months; Duration of Assignment:</td></tr>
<tr><td>Start Date (Month/Year):</td><td>Completion Date (Month/Year):</td><td>Approx. Value of services (Kshs)</td></tr>
<tr><td colspan="2">Name of Associated Consultants. If any:</td><td>No. of Months of Professional Staff provided by Associated Consultants:</td></tr>
<tr><td colspan="3">Name of Senior Staff (Project Director/Coordinator, Team Leader, Principal Analyst) involved and functions performed:</td></tr>
<tr><td colspan="3">Narrative Description of project:</td></tr>
<tr><td colspan="3">Description of actual services provided by your staff:</td></tr>
</table>

(Authorized representative)

Signature: ________________________

Full Name: ________________________

Title: ____________________________ Date__________________________

Note: Actual signed letters (scanned and appended or otherwise) of recommendations from the various clients for similar projects completed successfully should also be provided. Letters of offer for the various projects shall not suffice.

3. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE ANDON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT.

ON THE TERMS OF REFERENCE:

1.

2.

3.

4.

5.

ON THE DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT:

1.

2.

3.

4.

5.

4. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

5. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Core Technical/Research Staff

Name	Position	Task

2. Support Staff

Name	Position	Task

6. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: ____

Name of Firm: ____

Name of Staff: ____

Profession: ____

Date of Birth: ____

Years with Firm: __________________________ Nationality: ____________________

Membership in Professional Societies: ____________________________________

Detailed Tasks Assigned: ____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations].

Education:

[Summarize college/ Company and other specialized education of staff member, giving names of schools, dates attended and degree[s] obtained.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments.]

Certification:

I, the undersigned, certify that these data correctly describe me, my qualifications, and my experience.

____ Date: _____________

[Signature of staff member]

____ *Date;* ____________

[*Signature of authorized representative of the firm*]

Full name of staff member: ____

Full name of authorized representative: __________________________________

7. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

Months (in the Form of a Bar Chart)

Name	Position	Reports Due/ Activities	1	2	3	4	5	6	7	8	9	10	11	12	Number of months

Reports Due: ______________________

Activities Duration: ____________________

Signature: ________________________
(Authorized representative)

Full Name: ________________________

Title: ______________________________

Address: ___________________________

8. ACTIVITY (WORK) SCHEDULE

(a). Field Investigation and Study Items

[1st,2nd,etc, are months from the start of assignment)

	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
Activity (Work)													
____________													
____________													
____________													
____________													

(b). Completion and Submission of Reports

Reports	**Date**
1. Inception Report	
2. Interim Progress Reports	
3. Draft Report	
4. Final Report	

9. 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 applies to your type of business.

Part 1 - General:

Business Name ………………………………………………………………………………
(*Attach Copy of Registration Certificate/ Certificate Incorporation)*

Location of Business Premises ……………………………………………………………

Plot No. ………………………………………… Street/Road ……………………….

Postal Address…………………………………Tel. No. (Landline)……………………….

Mobile Phone(s):……………………….

Website:………………………………… E-mail:…………………………….

Nature of Business ………………………………………………………………….

Current Trade License (Single Business Permit from a County Government)

No. …………………………………………… Expiring Date ……………………….
(Attach Copy of Valid Trade license)

V.A.T No………………………………………
(Attach Copy of V.A.T Certificate)

Tax Compliance Certificate No………………… Expiring Date…………………
(Attach Copy of Valid Tax Compliance from Kenya Revenue Authority)

Maximum value of business which you can handle at any one time: K£……………………………….

Name of your bankers ……………………………………………… Branch …………

Part 2 (a) Sole Proprietor:

Your name in full ……………………………………… Age ………………..
Nationality ………………………… Country of origin ………………..
Citizenship details ………………………………………………………………

Part 2 (b) Partnership

Give details of partners as follows:

	Name	Nationality	Citizenship Details	Shares
1.				
2.				

Part 2 (c) Registered Company:

Private or Public ....

State the nominal and issued capital of the company:-

Nominal K£ ....

Issued K£ ....

Give details of all Directors as follows:-

	Name	Nationality	Citizenship Details	Shares
1.				
2.				
3.				
4.				
5.				

I certify that the above information is correct.

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

Affix Rubber Stamp

SECTION IV: FINANCIAL PROPOSAL

Notes on preparation of Financial Proposal

1. The Financial proposal prepared by the consultant should list the costs associated with the assignment. These costs normally cover remuneration for staff, subsistence, transportation, services and equipment, printing of documents, surveys e.t.c as may be applicable. The costs should be broken done to be clearly understood by the procuring entity.
2. The financial proposal shall be in Kenya Shillings or any other currency allowed in the request for proposal and shall take into account the tax liability and cost of insurances specified in the request for proposal.
3. The financial proposal should be prepared using the Standard forms provided in this part

FINANCIAL PROPOSAL STANDARD FORMS

TABLE OF CONTENTS

1. FINANCIAL PROPOSAL SUBMISSION FORM (in Company letterhead)

________________*[Date]*

The Chief Executive Officer
Insurance Regulatory Authority
10thFloor, Zep Re Place, Longonot Road, Upperhill,
P.O. Box 43505-00100
Nairobi, Kenya.

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for (____________) *[Title of consulting services]* in accordance with your Request for Proposal dated (__________________) *[Date]* and our Proposal. Our attached Financial Proposal is for the sum of (____) *[Amount in words and figures]* inclusive of the taxes.

We remain,

Yours sincerely,

______________________________*[Authorized Signature]*

______________________________ *[Name and Title of Signatory]:*

______________________________ *[Name of Firm]*

______________________________ *[Address]*

2. SUMMARY OF COSTS

Costs	**Currency(ies)**	**Amount(s)**
Subtotal Taxes Total Amount of Financial Proposal		____________________

3. BREAKDOWN OF PRICE PER ACTIVITY

Activity No.: ____________________	Description: ____________________
Price Component	Amount(s)
Remuneration Reimbursable Miscellaneous Expenses Subtotal	____________________

4. BREAKDOWN OF REMUNERATION PER ACTIVITY

Activity No. ______________________		**Name:**________________		
Names	**Position**	**Input (Staff months, days or hours as appropriate.)**	**Remuneration Rate**	**Amount**
Regular staff (i) (ii)				
Consultants				
Grand Total				

5. REIMBURSABLES PER ACTIVITY

Activity No: ______________________**Name**:________________

No.	**Description**	**Unit**	**Quantity**	**Unit Price**	**Total Amount**
1.	Air travel	Trip			
2	Road travel	Kms			
3.	Rail travel	Kms			
4.	Subsistence Allowance	Day			
	Grand Total				

6. MISCELLANEOUS EXPENSES

Activity No. ___________________Activity Name: _________________________

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Communication costs (telephone, telegram, telex)				
2.	Drafting, reproduction of reports				
3.	Equipment: computers etc.				
4	Software				
Grand Total					

SECTION V: TERMS OF REFERENCE

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BACKGROUND

The Insurance Regulatory Authority is a state corporation established under the Insurance (Amendment) Act of 2006. The Authority's mandate is to regulate, supervise and develop the insurance industry in Kenya. The regulated members of the insurance industry are Insurance Agents, Insurance Brokers, Medical Insurance Providers, Insurers, Re-Insurers, Motor Assessors, Insurance Investigators, Surveyors, Loss Adjustors, Claim Settling Agents and Risk Managers.

The Authority therefore, has to keep abreast with the changing needs of both the market environment and its customer so as to respond appropriately in service delivery. It is on this basis that the Authority has been conducting customer satisfaction surveys since 2009. The aim is to ensure that IRA remains focused and responsive to the ever changing customer needs and preferences. In this regard, the Authority is desirous of hiring a consultant to conduct a national customer satisfaction survey for the Insurance Regulatory Authority with services offered by IRA. The objective is to establish customer satisfaction with IRA service delivery and their needs so as to develop an effective business strategy to increase its productivity.

OBJECTIVES OF THE ASSIGNMENT

The overall objective of the consultancy is to conduct a national level survey on customer satisfaction levels with the various services offered by IRA.

Specifically, the study will seek to:

i. Establish customer understanding on the role and functions of IRA
ii. Establish the needs of IRA customers
iii. Determine the overall customer satisfaction with services offered by the Authority
iv. Determine customer satisfaction drivers and service delivery gaps
v. Track the performance of IRA on customer satisfaction along various parameters

vi. Measure the population currently accessing quality and efficient Services from IRA
vii. Measure the population currently accessing information on IRA Services
viii. Measure the level of awareness about IRA
ix. Provide recommendations for the improvement of service delivery

<u>SCOPE OF THE SERVICES</u>

The following outputs will be expected from the consultant.

1. A detailed proposal covering but not limited to:
    a. Background to the study
    b. Statement of the problem
    c. Purpose
    d. Justification
    e. Detailed methodology clearly demonstrating how the methodology chosen will address the study objectives
    f. Sampling design and justification for the sampling design chosen
    g. A skeleton of the appropriate study instrument (broad picture of what shall be covered)
    h. Detailed work plan for carrying out the assignment
2. Inception report
3. Inception meeting with IRA to discuss, agree and document the Terms of Reference and the applicable Project Management Framework/Structure
4. Develop the study instruments the complete appropriate study instruments for use and discuss with IRA. The instruments have to be approved by IRA for use.
5. Provide periodic updates to the client.
6. Provide the raw data in SPSS to IRA
7. Make presentation of the report to IRA staff, then make appropriate amendments as may be necessary with an aim of finalizing the report

8. Make a presentation of the report to IRA management and other relevant stakeholders; make appropriate amendments as may be necessary
9. Provide a final report both in soft and one bound hard copy. The report should be developed in the generally accepted report format and must contain but not limited to the following:
    i. Findings on each of the objectives
    ii. Specific conclusions drawn from the findings
    iii. Customer satisfaction gaps
    iv. Customer satisfaction index
    v. The level of awareness of the Insurance Regulatory Authority
    vi. Customer satisfaction/Service delivery drivers and ranking
    vii. Specific and implementable recommendations to improve service delivery
    viii. Lessons learnt – This includes what went well in the project implementation up to conclusion that may be replicated in future projects or what went wrong so that appropriate measures/strategies are put in place to avoid the same mistakes in future
10. Meeting with IRA project team to officially close the project and document

TRAINING (WHERE APPROPRIATE)

N/A

(a) Reports and Time Schedule

The research consultant will be required to complete the work in two months. The consultant will be required to provide a detailed work schedule.

(b) Data Services, Personnel and Facilities to be provided by the IRA, and

(a) Relevant documentation

(b) Provide letters of introduction

(c) Liaison with different stakeholders as may be appropriate

(d) Conference facilities for presentations and meeting rooms for consultations where applicable

TIMELINES

The research consultant will be required to complete the work in three months.

EXPERIENCE AND QUALIFICATIONS OF THE CONSULTANT

Team leader: Postgraduate degree in Economics or Commerce or Statistics or Demography or Social Sciences plus a minimum of ten years of practical experience in managing/leading the design and development of Research/Surveys/Polls.

Other consultants: At least a bachelor's degree in Economics or Commerce or Statistics or Demography or Social Sciences plus at least 5 years of experience in undertaking research surveys

TERMS OF PAYMENT.

a) Twenty (20) percent of the Contract Price shall be paid on the commencement date and upon submission of the inception report.

b) Forty (40) percent of the lump-sum amount shall be paid upon submission of the draft final report.

c) Forty (40) percent of the lump-sum amount shall be paid upon submission acceptable final report.

SECTION VI - STANDARD FORMS OF CONTRACT

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SAMPLE CONTRACT FOR CONSULTING SERVICES

SMALL ASSIGNMENTS
LUMP-SUM PAYMENTS

CONTRACT

This Agreement, [hereinafter called "the Contract") is entered into this ____________*[Insert starting date of assignment],* by and between ____*[Insert Client's name] of [*or whose registered office is situated at*]*____*[insert Client's address]*(hereinafter called "the Client") of the one part AND

____ *[Insert Consultant's name]* of [or whose registered office is situated at]__________________________________*[insert Consultant's address]*(hereinafter called "the Consultant") of the other part.

WHEREAS the Client wishes to have the Consultant perform the services [hereinafter referred to as "the Services", and

WHEREAS the Consultant is willing to perform the said Services,

NOW THEREFORE THE PARTIES hereby agree as follows:

1. Services

(i) The Consultant shall perform the Services specified in Appendix A, "Terms of Reference and Scope of Services," which is made an integral part of this Contract.

(ii) The Consultant shall provide the personnel listed in Appendix B, "Consultant's Personnel," to perform the Services.

(iii) The Consultant shall submit to the Client the reports in the form and within the time periods specified in Appendix C, "Consultant's Reporting Obligations."

2. Term

The Consultant shall perform the Services during the period commencing on____________ *[Insert starting date]* and continuing through to____________ *[Insert completion date],* or any other period(s) as may be subsequently agreed by the parties in writing.

3. Payment

A. <u>Ceiling</u>

For Services rendered pursuant to Appendix A, the Client shall pay the Consultant an amount not to exceed_______________

[Insert amount]. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.

B. <u>Schedule of Payments</u>

The schedule of payments is specified below (Modify in order to reflect the output required as described in Appendix C.)
Kshs______________________ upon the Client's receipt of a copy of this Contract signed by the Consultant;
Kshs______________________ upon the Client's receipt of the draft report, acceptable to the Client; and
Kshs______________________ upon the Client's receipt of the final report, acceptable to the Client.
Kshs______________________ Total

C. <u>Payment Conditions</u>

Payment shall be made in Kenya Shillings unless otherwise specified not later than thirty [30] days following submission by the Consultant of invoices in duplicate to the Coordinator designated in Clause 4 here below. If the Client has delayed payments beyond thirty (30) days after the due date hereof, simple interest shall be paid to the Consultant for each day of delay at a rate three percentage points above the prevailing Central Bank of Kenya's average rate for base lending.

4. Project Administration

A. <u>Coordinator.</u>
The Client designates __________________*[insert name]* as Client's Coordinator; the Coordinator will be responsible for the coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables by the Client and for receiving and approving invoices for payment.

B. Reports.

The reports listed in Appendix C, "Consultant's Reporting Obligations," shall be submitted in the course of the assignment and will constitute the basis for the payments to be made under paragraph 3.

5. Project Performance Standards	The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the Client considers unsatisfactory.
6. Confidentiality	The Consultant shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.
7. Ownership of Material	Any studies, reports or other material, graphic, software or otherwise prepared by the Consultant for the Client under the Contract shall belong to and remain the property of the Client. The Consultant may retain a copy of such documents and software.
8. Consultant not to be Engaged in certain Activities	The Consultant agrees that during the term of this Contract and after its termination the Consultant and any entity affiliated with the Consultant shall be disqualified from providing goods, works or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.
9. Insurance	The Consultant will be responsible for taking out any appropriate insurance coverage
10. Assignment	The Consultant shall not assign this Contract or sub-contract any portion of it without the Client's prior written consent.

11. Law Governing Contract and Language	The Contract shall be governed by the laws of Kenya and the language of the Contract shall be English Language.
12. Dispute Resolution	Any dispute arising out of the Contract which cannot be amicably settled between the parties shall be referred by either party to the arbitration and final decision of a person to be agreed between the parties. Failing agreement to concur in the appointment of an Arbitrator, the Arbitrator shall be appointed by the chairman of the Chartered Institute of Arbitrators, Kenya branch, on the request of the applying party.

FOR THE CLIENT	**FOR THE CONSULTANT**
Full name: ___________________________	Full name;___________________________
Title: _________________________________	Title: _________________________________
Signature:____________________________	Signature:_____________________________
Date:_________________________________	Date:__________________________________

List of Appendices (Forming Part of the Contract)

Appendix A: -Terms of Reference and Scope of Services

Appendix B: -Consultant’s Personnel

Appendix C: -Consultant’s Reporting Obligations

Appendix D: -Tender Security

ANNEXES

ANNEX 1: 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

ANNEX 2: FORM RB 1

REPUBLIC OF KENYA

PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

APPLICATION NO…………….OF………….20……..

BETWEEN

……………………………………………APPLICANT

AND

…………………………………RESPONDENT *(Procuring Entity)*

Request for review of the decision of the………….. (*Name of the Procuring Entity)* of ……………dated the…day of ………….20……….in the matter of Tender No………….of ………….20…

REQUEST FOR REVIEW

I/We……………………………,the above named Applicant(s), of address: Physical address…………….Fax No……Tel. No……..Email ……………, hereby request the Public Procurement Administrative Review Board to review the whole/part of the above mentioned decision on the following grounds , namely:-

1.

2.

etc.

By this memorandum, the Applicant requests the Board for order/orders that:-

1.

2.

etc

SIGNED ……………….(Applicant)

Dated on…………….day of ……………/…20…

FOR OFFICIAL USE ONLY

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

SIGNED

Board Secretary