



**KENVERSITY COOPERATIVE  
SAVINGS AND CREDIT SOCIETY LIMITED**

**P.O. BOX 10263 – 00100  
NAIROBI.**

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**[www.kenversitysacco.co.ke](http://www.kenversitysacco.co.ke)**

**MODERN CALL CENTRE SOFTWARE**

**KENV/TNDR/MCCS/2023**



## **KENVERSITY COOPERATIVE SAVINGS AND CREDIT SOCIETY LIMITED**

### **CONDITIONS OF TENDERING**

Serial No. ....

Miscellaneous Receipt No. ....

Date of Receipt .....

Amount in Kshs. ....

#### **1. DEFINITIONS**

The Tenderer is the person who undertakes to supply the goods/services described in the tender documents.

The signatory must be a recognized official of the company and be authorized to sign on its behalf.

#### **2. DOCUMENTS**

2.1 The tender will receive a miscellaneous receipt of payment for tender documents. These include the following forms in duplicate:

- (i) **Form of tender**
- (ii) **Conditions of tendering**
- (iii) **Confidential business questionnaire,**
- (iv) **Code of ethics**

The Tenderer should retain one set for his records and return the other set in accordance with these conditions.

2.2.1 The Tenderer is required to check the number of pages of the document accompanying the **form of Tender**. Should any be missing or any figure indistinct, or should there be doubt about the precise meaning of any item or figure for any reason whatsoever he/she must inform the tender issuing officer at once and have the matter rectified as required before the final date for submission of tenders.

2.2.2 The Tenderer's signature to all documents shall indicate that he/she fully understands their contents and that he/she accepts all the conditions stated or applied therein.

### **3. SUBMISSION OF TENDERS**

Attention is invited to the tender notice. The complete tender documents must be submitted to the address shown on the form of tender in a sealed plain envelope endorsed on the out cover with **Tender for Modern Call Centre Software**

3.1.1 Indication of Tenderer's names/mark should not appear on the envelope.

3.1.2 The form of tender must be properly signed in ink, dated and must accompany any other documents concerned with the tender.

3.1.3 The tender will not be accepted unless correctly submitted on the approved forms. Tenders for which the appropriate fee has not been paid will not be considered valid. Tender shall be deposited in the Tender box at **Kenversity Sacco Office** not later than the appointed time and date.

### **4.0 COMMUNICATION**

4.1.1 There shall be no verbal variations in regard to a tender once submitted. Should an error be made it may be corrected in writing **before the closing date**.

4.1.2 All correspondence with the Tenderers will be sent to the address shown on the form of tender by post.

#### **1 Liability**

No liability will be admitted nor claim allowed for error in the tender owing to mistakes in those documents, which should have been rectified in the manner, described above.

#### **2 Acceptance**

The society reserves the right to accept or reject any tender either wholly or in part and is not bound to accept the lowest or any tender or to give reason for rejection.

#### **3 Successful Tenderers**

A letter of acceptance will be sent to the successful Tenderer in respect of the whole or that part of tender, which has been accepted within a validity period of 90 days.

### **COMPLIANCE WITH GIVEN CONDITIONS**

CURRENT TRADE LICENCE NO. \_\_\_\_\_ EXP. DATE: \_\_\_\_\_

V.A.T. REG. NO. \_\_\_\_\_

PIN NUMBER: \_\_\_\_\_

NAME OF YOUR AUDITORS: \_\_\_\_\_

OTHER GOVERNMENT STATUS: \_\_\_\_\_

COMPANY STAMP

If a Tenderer does not comply in any way with these conditions where necessary, the tender shall be liable to rejection.

Tenderer's Name -----

Tenderer's Signature -----

Designation -----

Full address -----

Telephone Number (office) -----

Email -----

Fax -----

Date -----

Official stamp/seal.

Name of the Building ----- Plot No. ----- Door No. -----

Company Rubberstamp ----- Date -----

Telephone number -----

Are you a Kenyan, if not, state your Nationality----- -?

Name and address of your bankers ----- -

-----

Bankers certificate on the Tenderer's Liquidity, suitability, and credit limitation ----- -

Bankers signatory – Manager/Accountant ----- Date ----- -

**CONFIDENTIAL BUSINESS QUESTIONNAIRE**

You are requested to give particulars indicated in Part I, 2 and 3 as is applicable in your type of business. You are advised that false information/particulars will result in automatic disqualification and render the tender void.

**Part 1 – General**

Business Name -----

Location of business premises -----

Plots number -----Street/Road-----

Postal Address -----

Telephone number -----

Nature of business -----

Registration number -----

Trade license Number ----- Date of Expiry -----

Maximum value of Business you can handle Kshs -----

Name of your bankers -----

Branch/address -----

**Part 2 Registered company**

Private or Public -----

State the normal and issued capital of the company:

Normal Kshs.....

Issued Kshs.....

Details of the Directors: -

<b>Name</b>	<b>Nationality/citizenship</b>	<b>Shares</b>
1. -----	-----	-----
2. -----	-----	-----
3. -----	-----	-----

Date: ----- Signature of Tenderer -----

Official stamp -----

If Kenyan citizen, indicate under "citizenship Details" whether by birth, nationalization or registration.

In the event of this tender being accepted in part or in full within the stipulated 90 days, I/We agree to supply against an order signed by an authorized officer of the Society and failure to do so will constitute breach of contract.

Tenderer's Name -----

Tenderer's Signature -----

Designation -----

Full address -----

Telephone Number (office) -----

Email -----

Fax -----

Date -----

Official stamp/seal.

Tenderer's name in full ----- Signature -----

Address -----

Telephone number -----

Part 3

CODE OF ETHICS AND CONFLICT OF INTEREST DISCLOSURE FORM

Kenversity Sacco procurement guidelines stipulate that the Sacco should not permit reciprocity in any purchase transactions. Any reciprocal financial transactions between a supplier and an employee, whether before or after, are prohibited. It does not matter that the transaction is at arm's length or not. In view of the above, outlined below are the guidelines on code of ethics and conflict of interest. Code of Ethics Except for casual benefits such as hospitality, or gifts worth less than \$50 equivalent, employees of Kenversity Sacco are not allowed to accept or agree to accept any money, gifts, or other benefit on behalf of themselves or anyone else, from a person or institution having dealings with the Sacco. No gift may be accepted in cases where it is obvious that the gift will result in an expected reciprocal action from the Sacco The standard of conduct for all potential suppliers include the following:

- 1) Potential suppliers are required to refrain from offering, directly or indirectly, any gratuity, gifts, favors, entertainment or any promise of future employment to employees of Kenversity Sacco who may be in a position to influence the procurement decision.
- 2) Potential suppliers and/or their agents are not expected to deal with any employee who has a financial interest in their business.
- 3) During the pre-solicitation phase, potential supplier(s) should avoid soliciting information on a particular acquisition before such information is available to the business community at large.

4) Potential suppliers should declare relationships, if any, that could be termed as conflict of interest. Conflict of Interest Please give details of any conflict of interest that may exist between yourself and employee(s) of the Sacco as indicated below, and confirm that you have read the code of ethics and agrees with it.

Has any employee of Kenversity Sacco been your employee in the past one year? If yes, please give details .....

.....  
.....

Do you have any family ties with any Kenversity Sacco employee(s) through spouse or immediate family? If so, please explain:

.....  
.....  
.....

Have you had past business dealings with any employee of Kenversity Sacco? If yes, please give details:

.....  
.....

Do you have other social or political relationships with an employee of Kenversity Sacco in procurement, which may impede his/her independence or objectivity?

.....  
.....  
.....

..... I confirm that all the information given above is true. I understand that failure to comply with the code of ethics and conflict of interest policy will lead to disqualification of my application.

Name.....

Designation.....

Signature..... Official rubber stamp.....

Date.....

**4. CUSTOMER RELATIONSHIP MODERN CALL CENTRE INTEGRATED SOFTWARE.**

Kenversity Sacco has currently deployed the following: -

- a) Panasonic VOIP Phones (KX-HDV130 & KX-NT553)
- b) Panasonic PABX (NS500)
- c) Yealink Gateway (TG400)

1. The Sacco Needs Robust Customer Relationship Management Software.
2. The Sacco needs a Support call center however should be SCALABLE to incorporate Sales and marketing functionality now or in future.
3. The Call statistics for the Sacco – see attached schedule with approximately 1000 calls per day.
4. The Sacco requires Unified service line (e.g. 0715114454 – Safaricom official line).
5. The Sacco shall deploy a minimum of three agents to man the call center
6. The solution should handle a call queue of a minimum of 50 calls (SIP TRUNK that can carry 50 channels/simultaneous calls).
7. The Sacco needs an I.V.R (Interactive Voice Response) solution for waiting and queued calls.
8. The solution shall provide for routing of calls to branches by call center agent.
9. The solution should integrate social media platforms

- 10. Call center operation hours shall be 7.00AM to 7.00 PM and eventually to be graduated to 24 hours based on demand.
- 11. A survey of the call center office shall be necessary to design and enhance the layout of the call center office e.g. Sound proofing/accosting ceiling installation
- 12. The call center will be hosted in the Sacco Head Offices in Kenversity Plaza- Kahawa Sukari, Nairobi.
- 13. Attach a detailed work plan highlighting the various implementation stages and timelines for completion of the works.

**EXISTING COMPUTER HARDWARE FOR THE CALL CENTER**

- 1. HP 200 G4 All in One PC
- 2. Screen – 21.5”
- 3. RAM – 8 GB
- 4. Processor: 10<sup>th</sup> Gen Intel Core i5
- 5. HDD – 1TB
- 6. Windows 10 Pro

**HEADPHONES REQUIRED**

Plantronics Black ware C3225 Headphones with Microphone

**6. TERMS AND CONDITIONS OF PAYMENT**

- 1. Kenversity Sacco Limited has a right to reject and discontinue the contract if the debt collection firm does not abide by the terms and conditions specified in this form.
- 2. The charges should include all statutory obligations i.e. V.A.T.

**7. PRICE SCHEDULE**

Applicants should indicate their charges as per unit, cost of installation , training, integration and support of measure and show clear specifications where applicable.

**8. REFEREE:**

NAME OF COMPANY:.....

ADDRESS:.....

CONTACT PERSON:.....

SIGNATURE:..... DATE:.....

COMPANY STAMP

**9. DECLARATION**

I/We have completed this form to the best of our knowledge and it is agreed that all responses can be substantiated if requested to do so. I/We understand that any inaccuracy in the information filled herein will be used as a ground for removal or termination of the tender.



Signed and Sealed: .....  
For and on behalf of:- .....  
Positions in the Company .....  
Date: .....

**The following is a list of items/ information that the tenderer must provide as attachments to the tender documents. This information will form part of the tender evaluation for the tenderers.**

1. Company profile (company history, contacts, services, affiliations, certified copies of original documents defining constitutional or legal status, principal place of doing business of the company/ firm including valid business licenses)
2. Certificate of incorporation.
3. A valid tax compliance certificate or equivalent.
4. Provide details of three similar projects/ works with contact persons, undertaken under the area of the tender's interest in the last five (5) years.
5. In each of the projects in 4 above, provide reference letters from the firms/ organizations confirming the items/ goods/ services supplied and the performance.
6. Demonstration of financial capability in carrying out the project by submitting audited account for the last three years.
7. Demonstration of a proposed methodology, plan and schedule of implementation of the activity of interest.



## **INVITATION TO TENDER FOR SUPPLIES AND SERVICE PROVISION.**

Kenversity Savings and Credit Co-operative Society Limited invites interested and eligible suppliers for supply and service provision as follows:-

<b>NO</b>	<b>CATEGORY NO.</b>	<b>DESCRIPTION</b>	<b>BIDDER CATEGORY</b>
<b>TENDERS</b>			
1.	KENV/TNDR/CCS/2023	Provision and supply of Modern Call Centre Software, installation, integration with ERP system, configuration, training , Commissioning and Support.	ALL BIDDERS

Tender documents may be obtained from [www.kenversitysacco.co.ke](http://www.kenversitysacco.co.ke) and at the society offices at Kenversity Plaza, Kahawa Sukari, off Thika superhighway, during working hours (8.30a.m. – 4.00p.m. Monday – Friday). Payment of a non-refundable fee of Ksh.1,000/- for each category payable in cash or bankers cheque to the Society shall apply before closure of the tendering period.

Completed documents in plain sealed envelopes clearly marked “Tender for Supplies with Category code” be addressed as below and deposited in the tender box at the Society office latest **Wednesday, 14<sup>th</sup> June, 2023, 12.00 Noon** and thereafter, the same shall be opened after closure in the presence of those who may wish to witness.

**The Chief Executive Officer,  
Kenversity SACCO Limited,  
P.O. Box 10263 – 00100,  
NAIROBI.  
[www.kenversitysacco.co.ke](http://www.kenversitysacco.co.ke)**

**The Society reserves the RIGHT to accept or reject any application, either in whole or in part and is not bound to give reasons for its action.**