



CIC GROUP PLC

**CIC-RFP-102-25 SUPPLY & IMPLEMENTATION OF A CONTACT CENTER
SOLUTION**

Release Date: Monday 7th July 2025

Last Date for Receipt of bids: Monday 21st July 2025 (3.00 pm)



IMPORTANT NOTES TO SUPPLIERS

- a) The purpose of this document is to assist CIC Group in the identification and evaluation of potential service providers who may subsequently be shortlisted
- b) Prospective Service Providers must have experience of offering similar solutions to institutions and organizations comparable to CIC GROUP in terms of complexity and geographical coverage.
- c) In order to simplify this process, you need to provide **certified copies** of all supporting documents as requested in this RFP, for example, audited accounts, registration and compliance certificates, statements and policies among others listed.
- d) You may also be asked to clarify your answers or provide more details. Please answer every question. If the question does not apply to you, please write N/A; if you don't know the answer please write N/A.
- e) Failure to complete the information required in this RFP and/or to provide written answers to any further questions or requests for additional information or requests for clarification will result in the firm's elimination from further consideration.
- f) Please note that by responding to this RFP you accept that all answers provided in this RFP **are legally binding** on the supplier and should the need arise, may be used as evidence in any court of law, which has jurisdiction. Further, CIC Group reserves the right without further recourse to verify at its own cost the accuracy of any answers provided herein.
- g) All expenses and costs incurred by a respondent in connection with this RFP for preparation and lodging for submission (without limitation) shall be the sole responsibility of the respondent.
- h) Without limiting its right at law or otherwise CIC Group, may at its absolute discretion, suspend or defer this RFP.
- i) The bidders are advised to provide all mandatory requirements as may be specified in the RFP Document. Please note that failure to provide mandatory documentation will result in disqualification.
- j) Canvassing for the tender shall lead to automatic disqualification and subsequent elimination of the applicant
- k) **Clarification of Bidding Document**

All correspondence related to the contract/proposal shall be made in English.

All other subsequent clarifications relating to this RFP Must be submitted through Procurement via the below address. The deadline for submission of proposals is **Monday 21st July 2025 (3.00 pm)**.

Procurement Manager,
CIC Plaza, Mara Road
P.O. Box 59485-00200,
Nairobi Kenya.
Email: Procurement.dept@cic.co.ke

Should there be any ambiguity, conflict, discrepancy, omission, doubt, uncertainty or other error, the Bidder shall seek clarification in writing through the above address. Any clarification sought by the bidder in respect of the RFP shall be addressed at least **three (3) days** before the



deadline for submission of bids. It is the responsibility of the Bidder to obtain any further information required to complete this RFP.

Any clarification requests and their associated response will be circulated to all Bidders.

The RFP Clarification Template should be as follows: -

- Company Name:
- Contact Person: (primary Supplier contact)
- E-mail:
- Phone:
- Fax:
- Document Number/Supplier

#	Date	Section/ Paragraph (2)	Question
1			
2			
3			

The queries and replies thereto shall then be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged in writing by the prospective bidders.

Enquiries for clarifications should be sent on the messaging platform of the supplier portal and/or the electronic contact details provided by the vendor.

l) Amendment of Bidding Document

At any time prior to the deadline for submission of bids, CIC GROUP, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment.

All prospective Bidders that have received the bidding documents will be notified of the amendment in writing, and it will be binding on them. It is therefore important that bidders give the correct details in the format given in this RFP document.

To allow prospective Bidders reasonable time to take any amendments into account in preparing their bids, CIC GROUP may at its sole discretion extend the deadline for the submission of bids based on the nature of the amendments.

m) Instructions for Submission of Bids

All bidders are advised to conform to the below instructions on bid submission and clarifications in all instances:

- i. The proposals **Must** be delivered on or before is **Monday 21st July 2025 (3.00 pm)**. Any bid received after this deadline will **not be accepted**.



- ii. The bid should be clearly marked “RE: CIC-RFP-102-25 SUPPLY & IMPLEMENTATION OF A CONTACT CENTER SOLUTION” and shall sent electronically be sent to Rfqs@cic.co.ke
- iii. The bids shall be submitted in PDF in all instances, any bids submitted in any other format shall not be accepted.
- iv. The financial proposal shall be sent in a password PDF protected document. The Procurement team shall request for the password after closure of the bid submission time.
- v. Any correspondences or clarifications with regards to this invitation should be sent via email to Procurement.dept@cic.co.ke

n) Responsiveness of Proposals

The responsiveness of the proposals to the requirements of this RFP will be determined. A responsive proposal is deemed to contain all documents or information specifically called for in this RFP document. A bid determined not responsive will be rejected by CIC GROUP and may not subsequently be made responsive by the Bidder by correction of the non-conforming item(s).

o) Evaluation and Comparison of Bids

A two-stage procedure will be adopted by CIC GROUP for evaluating the proposals, with the technical evaluation of all proposals received in time being completed prior to any financial proposal being evaluated. Technical proposals will be evaluated based on the requirements as specified in this RFP document.

Financial bids of firms whose technical proposals are found to be non-qualifying in whatever respect shall not be further evaluated. Once the bids are opened, bid evaluation will commence.

Vendors may also be called upon to make brief and short presentations and /or demos on their proposals before a panel constituted by CIC GROUP. In the event that CIC GROUP may need to visit client site, vendors will be notified in writing. CIC GROUP may also make surprise unannounced visits to the vendor’s offices to verify any information contained in the bid document. All visits are at the discretion of CIC GROUP.



SECTION 1: BACKGROUND

- 1.1 Bidders, willing to be considered for the RFP for Supply & Implementation of a Contact Center Solution are expected to furnish CIC GROUP with among others the vital information as captured in Appendix I, which will be treated in strict confidence by CIC GROUP.
- 1.2 **The Financial proposal** shall clearly indicate the total cost for the solution. The upset limits shall include all costs of travel expenses, telephone calls and site visits, material testing and taxes (VAT etc.).
- 1.3 Where applicable, the fixed total costs shall be broken down into tasks and percentages as indicated in the Price Schedule section of this RFP and shall be broken down clearly.
- 1.4 A two-stage procedure will be adopted by the CIC GROUP for evaluating the proposals, with the technical evaluation of all proposals received in time being completed prior to any financial proposal being evaluated.
- 1.5 Bidders are requested to hold their proposals valid for one hundred and twenty (120) days from the closing date for the submission. CIC GROUP will make its best efforts to arrive at a decision within this period.
- 1.6 Assuming that the Contract will be satisfactorily concluded, the bidders shall be expected to commence the assignment after the final agreement is reached.
- 1.7 The contracting arrangements shall define clearly the responsibilities and the services to be provided by each firm in the case of a joint venture.

SECTION 2: SCOPE OF WORK

1. Background

CIC Group PLC is an insurance company that has been in the market for over 50 years. The company has three subsidiaries CIC General Insurance, CIC Life Assurance and CIC Asset Management with CIC Group serving as the holding company. CIC's mission is to enable people achieve financial security. Our vision is to be a world class provider of insurance and other financial services. The company has over 25 branches in Kenya and regional presence in South Sudan, Uganda and Malawi.

CIC Insurance Group is the preferred underwriter of over 10-million-member Co-operative Movement in Kenya in which it is also a founder member. CIC ranks among the most successful insurance companies in Kenya and is the leading co-operative insurer in Africa. The company is also focusing to be a leader in the region and is targeting to expand operations in the East and Central parts of Africa

2. Objectives

The primary objectives of the solution are to:

- **Enhance customer experience** by providing a seamless communication platform
- **Optimize ticketing and call routing** by ensuring equal workload distribution among agents
- **Provide a centralized dashboard** for tracking agent performance and customer interactions
- **Enable real-time monitoring and reporting** to assess efficiency and customer engagement
- **Ensure compliance with data security standards** while integrating with existing customer records

3. Scope of Work

The vendor must provide a robust **Call Center solution** the below specifications;

	Requirement	Meets Requirements		
		Yes	Partially	No
1	WhatsApp for Business and Call Center solution, including:			
	WhatsApp for Business Ticketing System			
	Call Center System with IVR and Auto-Callback Features			
	Supervisor Module for Agent and Ticket Oversight			
	Dashboard Module for Performance Monitoring and Reporting			
	WhatsApp for Business Solution			
2	WhatsApp for Business			

	Requirement	Meets Requirements		
		Yes	Partially	No
	Support for multiple agents handling WhatsApp conversations simultaneously			
	Automated ticket creation and assignment based on agent availability and skill matching			
	Manual reassignment options for supervisors with drag-and-drop functionality			
	Ticket status tracking (New, Open, In Progress, Resolved, Closed)			
3	Customer Record Management; capabilities to -			
	Capture and store customer interaction history for reference			
	Tag and categorize tickets (e.g., Support, Sales, Follow-ups)			
	Create customer profile with contact details and interaction preferences			
	Map customer journey to track touchpoints across channels			
	Generate Automatic screen pops with customer information upon receiving a call for previous call history			
4	Agent Activity Reports:			
	Total messages handled per agent			
	Response time, resolution time, and workload balance			
	Quality scores based on customer feedback			
5	Customer Engagement Metrics:			
	Number of interactions, resolution rate, and average response time			
	Customer satisfaction scores and feedback analysis			
	SLA (Service Level Agreement) Monitoring to track adherence to response timelines			
	Trend Analysis to identify common issues and improvement opportunities			
6	Integration & Security			
	API integration with CRM and internal customer databases			
	End-to-end encryption for message security			
	Role-based access control (RBAC) for different user levels			
	Compliance with GDPR, CCPA, and other relevant data protection regulations			
7	The Call Center module must support:			
	IVR (Interactive Voice Response) System with;			



	Requirement	Meets Requirements		
		Yes	Partially	No
	Customizable multi-level menu for call routing			
	Holiday Scheduling Feature to modify IVR greetings based on the holiday calendar			
	Provision for custom recording of IVR messages to enable implementation of CIC-personalized voice prompts.			
	Dynamic menu options based on caller identification and history			
8	Auto-Callback System			
	Automatic return of missed calls and assignment to an available agent			
	Call prioritization based on wait time, VIP status, or issue type			
	Scheduled callback options for customer convenience			
	Notification system for both agents and customers regarding upcoming callbacks			
9	Call Routing & Management			
	Intelligent call distribution based on agent availability			
	Call queue management with estimated wait time notifications			
	Call forwarding, hold, and conference calling capabilities			
	Voicemail transcription and routing			
	Quick Access to FAQs: Provide agents with a searchable database of frequently asked questions relevant to the caller's inquiry			
	Automated upload of contacts data for outbound calls			
10	Call Recording & Reporting			
	Call Logs and Recordings for quality monitoring			
11	Agent Performance Reports:			
	Total calls handled, missed calls, and average handling time			
	First call resolution rates and quality scores			
	Missed call reports			
12	Traffic Analysis Reports:			
	Peak call times, queue status, and dropped call rate			
	Abandonment rate analysis and service level adherence			
13	Integration & Security			

	Requirement	Meets Requirements		
		Yes	Partially	No
	CRM integration to retrieve customer details during calls			
	Secure call recording storage with controlled access			
	Compliance with telecommunications regulations and standards			
	Encryption of sensitive customer data.			
14	Supervisor Module; must allow;			
	Live monitoring of agent workload (active conversations, calls, pending tickets)			
	Manual reassignment of tickets and calls to optimize response times			
	Performance reports with insights into agent efficiency			
	Role management for assigning permissions and user roles			
	Quality assurance tools for call and chat monitoring			
	Agent coaching and feedback mechanisms			
	Team performance dashboards and goal tracking			
10	Dashboard & Reporting Module			
	WhatsApp Dashboard provides;			
	Live monitoring of active and pending conversations			
	Graphs and charts showing message volume, agent activity, and customer engagement			
	Real-time SLA adherence tracking			
	Customizable widgets for supervisors and managers			
11	Call Center Dashboard			
	Real-time call traffic monitoring (ongoing calls, call queues, missed calls)			
	Agent status tracking (online, idle, busy)			
	Call performance metrics (average handling time, missed call rate)			
	Customizable alert thresholds for critical KPIs			
12	Unified Reporting			
	Comprehensive reports combining WhatsApp and call center metrics			
	Exportable data in multiple formats (CSV, Excel, PDF)			
	Scheduled report generation and distribution			
	Advanced filtering and custom report creation			
13	Technical & Security Requirements			
	Cloud-based or on-premise deployment options			

	Requirement	Meets Requirements		
		Yes	Partially	No
	End-to-end encryption for WhatsApp messages			
	Secure call recording storage with access restrictions			
	Role-based access control (RBAC) for agent, supervisor, and admin levels			
	Scalability to handle increasing customer interactions			
	High availability with minimal downtime (99.9% uptime guarantee)			
	Disaster recovery and backup protocols			
	Regular security audits and vulnerability assessments			
14	Implementation & Support (Timelines)			
	Detailed project plan with clear milestones			
15	Training & Onboarding:			
	Comprehensive training for agents and supervisors			
	Train-the-trainer programs			
	Video tutorials and knowledge base			
16	Support & Maintenance:			
	24/7 or business-hour support options			
	System updates and ongoing improvements			
	Dedicated account manager			
	Escalation procedures for critical issues			
17	Chat Functionality			
	System Supports both private and group chats to allow agents to seek instant help during calls			
	Module for broadcast messages to agents			
18	Agent Productivity Dashboard			
	Availability of a dashboard that displays agent productivity metrics such as break times, talk time, lunch periods, coaching/training sessions, and login/logout activities.			
19	Lead Management for Dialer			
	Capability to load leads into the dialer and configure the dialing frequency based on campaign requirements.			
20	Scheduled Reports			
	Scheduled report generation and distribution, email as be the primary delivery channel.			
21	Call Barging Feature			
	Call barging feature, allowing supervisors to join live calls and listen to agent-customer interactions.			



SECTION 3: GENERAL CONDITIONS OF CONTRACT

3.1. Introduction

Specific terms of contract shall be discussed with the Vendor whose proposal will be accepted by CIC GROUP. The resulting contract shall include but not be limited to the general terms of contract as stated below from 3.2 to 3.22.

3.2. Award of Contract

Following the opening and evaluation of proposals, CIC GROUP will award the Contract to the successful vendor. CIC GROUP will communicate to the selected Vendor its intention to finalize the draft conditions of engagement submitted earlier with their proposals. After agreement will have been reached, the successful Vendor shall be invited for agreement and signing of the Contract Agreement to be prepared by CIC GROUP in consultation with the Vendor.

3.3. Application of General Conditions of Contract

These General Conditions (sections 3.2 to 3.22) shall apply to the extent that they are not superseded by provisions in other parts of the Contract that shall be signed.

3.4. Bid Validity Period

Bidders are requested to hold their proposals valid for one hundred and twenty (120) days from the closing date for the submission.

3.5. Non-variation of Costs

The prices quoted for the service and subsequently agreed and incorporated into the contract shall be fixed during the contract period.

3.6. Warranties, Indemnity and Insurance

The professional indemnity shall be submitted within 10 days of notification of award. The proceeds of the Performance indemnity shall be payable to CIC Group as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. The professional indemnity shall be valid for a minimum of 6 months.

Each party represents and warrants to the other that they have the authority to enter into an Agreement and have the requisite corporate power to enter into Agreement without obtaining the consent of any third party.

The Vendor warrants that: There are no commitments, conflicts of interest or other circumstances which will inhibit it from providing the Services; It has the proper resources (including, but not limited to, personnel and expertise) to perform the obligations set out into an Agreement.

The Vendor warrants that the Agreement will not conflict with nor will not, constitute a breach of any other contract, agreement or undertaking to which the Vendor is or may become a party and that the Vendor will not enter into any contract, agreement or undertaking which conflicts with, is inconsistent with, prejudices the provisions and intentions of or constitutes a breach of the provisions and intentions of in the Agreement. The Vendor is not aware of any matter which will or may cause it to be unable to comply with any of its obligations set out in the Agreement in a proper and timely manner; and the Vendor's employees, agents and Sub-contractors will perform all the Services pursuant to this Agreement in a timely and professional manner, in full compliance at all times with all of the laws and regulations relating to the



provision of the Services, and shall not do anything which would cause the Client or any member of the the Client , or their respective agents or employees or the Vendor to be in violation of any law, ordinance or regulation in connection with the provision of the Services under this Agreement.

The Vendor shall be liable for any loss or damage that may be caused by any of its employees, agents or Vendors to any of the Client's Property. The parties shall indemnify and keep each other together with their personnel indemnified from and against all costs, claims, demands, liabilities, expenses, damages or losses arising out of or in connection with any act, omission, default, breach of statutory duty, negligence or breach of this Agreement by or on the part of the indemnifying party, its employees or agents.

Where any claim or dispute arises in connection with this Agreement, each party's liability to the other in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise, arising in connection with the performance or contemplated performance of this Agreement shall be limited to the contract price. For the avoidance of doubt, this limit is not an aggregate but shall apply separately to each individual dispute or claim. The limit set out in this Clause shall not apply to any liability for death or personal injury caused by the negligence of either party, in respect of which the parties' liability shall be unlimited.

3.7. Delays in the Vendor's Performance

Delivery and performance of the service shall be made by the successful Vendor in accordance with the time schedule as per agreed Contract.

If at any time during the performance of the Contract, the Vendor should encounter conditions impeding timely delivery and performance of the Services, the Vendor shall promptly notify CIC GROUP in writing of the fact of the delay, it's likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, CIC GROUP shall evaluate the situation and may at its discretion extend the Vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

Except in the case of "force majeure" as provided in Clause 3.14, a delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to the imposition of liquidated damages pursuant to Clause 3.8.

3.8. Liquidated Damages for Delay

The contract resulting out of this RFP shall incorporate suitable provisions for the payment of liquidated damages by the vendor in case of delays in performance of contract.

All services must be delivered and implemented within agreed timelines after CIC GROUP issues a purchase order. Any delayed in commencement of the execution of the contract will attract a penalty of 2 percent of the cost of the Purchase Order value per year for every week of late commissioning up to a maximum of 4 weeks after which CIC GROUP will cancel the LPO black list the Vendor for at least three years and exercise its rights under the performance bond.



Notwithstanding the provisions detailed in this section above, CIC GROUP reserves the right to terminate the award at any time and take corrective measures as necessary to protect CIC GROUP interests, which interest are solely determined by CIC GROUP.

3.9. Governing Language

The Contract shall be written in the English Language All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall also be in English.

3.10. Applicable Law

This agreement arising out of this Request for Proposal shall be governed by and construed in accordance with the laws of Kenya and the parties submit to the exclusive jurisdiction of the Kenyan Courts.

3.11. Vendor's Obligations

The Vendor is obliged to work closely with CIC GROUP's staff, act within its own authority, and abide by directives issued by CIC GROUP that are consistent with the terms of the Contract.

The Vendor will abide by the job safety measures and will indemnify CIC GROUP from all demands or responsibilities arising from negligence, accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold CIC GROUP responsible or obligated.

The Bidder is responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanors. The Bidder will not disclose CIC GROUP's information it has access to, during the course of the work, to any other third parties without the prior written authorization of CIC GROUP. This clause shall survive the expiry or earlier termination of the contract

3.12. CIC GROUP's Obligations

In addition to providing Vendor with such information as may be required by the bidder to complete the project, CIC GROUP shall Provide the Vendor with specific and detailed relevant information concerning the contract

3.13. Confidentiality

The parties undertake on behalf of themselves and their employees, agents and permitted subcontractors that they will keep confidential and will not use for their own purposes (other than fulfilling their obligations under the agreed contract) nor without the prior written consent of the other disclose to any third party information of a confidential nature relating to the other (including, without limitation, any trade secrets, confidential or proprietary technical information, trading and financial details and any other information of commercial value) which may become known to them under or in connection with the signed contract. The terms of this Clause shall survive the expiry or earlier termination of the contract.

The Vendor shall be required to sign a Non-Disclosure Agreement prior to commencement of the project.

3.14. Force Majeure

- a. Neither Bidder nor CIC GROUP shall be liable for failure to meet contractual obligations due to Force Majeure.



- b. Force Majeure impediment is taken to mean unforeseen events, which occur after signing the contract with the successful bidder, including but not limited to strikes, blockade, war, mobilization, revolution or riots, natural disaster, acts of God, refusal of license by Authorities or other stipulations or restrictions by authorities, in so far as such an event prevents or delays the contractual party from fulfilling its obligations, without its being able to prevent or remove the impediment at reasonable cost.
- c. The party involved in a case of Force Majeure shall immediately take reasonable steps to limit consequence of such an event.
- d. The party who wishes to plead Force Majeure is under obligation to inform in writing the other party without delay of the event, of the time it began and its probable duration. The moment of cessation of the event shall also be reported in writing.
- e. The party who has pleaded a Force Majeure event is under obligation, when requested, to prove its effect on the fulfilling of the contemplated contract.

3.15. Payment Terms

- I. CIC GROUP's standard payment terms are within thirty (30) days from the date of invoice.
- II. The Vendor shall meet the full operational costs of its survey and design teams including all travels, remuneration, insurance, emergency medical aid, accommodation, offices and facilities, communications and all that is necessary to carry out the service.
- III. CIC GROUP will not make any payments in advance.
- IV. CIC GROUP will issue a Purchase Order for all the services ordered and payment will be based on the purchase order amount.
- V. CIC GROUP will not accept partial deliveries on agreed project deliverables and neither will CIC GROUP make partial payments.
- VI. Costs shall include administrative and technical support from the Vendor's Head Office.
- VII. Payment to the Vendor shall be made on the basis of actual contractual progress reports as certified by CIC GROUP and agreed upon during contract signing.
- VIII. **Cost Structure and Non-escalation** - The Bidders shall, in their offer, detail the proposed costs since no price escalation under this contract shall be allowed.
- IX. **Taxes and Incidental Costs** - The prices and rates in the financial bid shall be deemed to be inclusive of all taxes and any other incidental costs.

3.16. Way forward

Once the bids are opened, bid analysis will commence and vendors may be informed when their bid has been short-listed. Short listed vendors will be invited to demonstrate their proposal if need be and to decide for site visits. In the event that CIC GROUP may need to visit client site, vendors will be notified in writing. CIC GROUP may also make surprise unannounced visits to the bidder's offices to verify any information contained in the bid document. All visits are at the discretion of CIC GROUP.

3.17. Bid Effectiveness

It is a condition of CIC GROUP that the vendor guarantees the sufficiency, and effectiveness of the proposal to meet CIC GROUP requirements as outlined in this document. CIC GROUP will hold the Vendor solely responsible for the accuracy and completeness of information supplied in response to this tender. CIC GROUP will hold the Bidder responsible for the completeness of the proposal and that were the bidder to be awarded the tender, they would implement the project without any additional requirements/cost from CIC GROUP.



3.18. Buyer's Rights

CIC GROUP reserves the right to reject any or all the tender bids without giving any reasons and CIC GROUP has no obligation to accept any offer made. CIC GROUP also reserves the right to keep its selection and selection criteria confidential. Bids not strictly adhering to tender document conditions may not be considered by CIC GROUP whose decision on the matter shall be final. The vendor's terms and conditions will not form part of any contract with CIC GROUP in relation to this tender. Bids not strictly adhering to RFP conditions may not be considered by CIC GROUP whose decision on the matter shall be final.

Canvassing is prohibited and will lead to automatic disqualification.

3.19. Responsibility as an Independent Contractor

The Vendor agrees to take overall responsibility for any services rendered; regardless of whether third parties engaged by the vendor or the vendor himself carry them out

3.20. Delivery

- I. CIC GROUP shall require the bidder to deliver the service as per the agreed delivery timelines and expectations as will be agreed by both parties. The tracking of delivery expectations shall be based on issuance of a Local Purchase Order or Written instructions from CIC GROUP. The bidder shall submit a tentative project schedule of how they intend to execute the contract.
- II. Partial delivery on the contractual scope shall not be acceptable and CIC GROUP will not compensate for any partial delivery.
- III. **Commencement and Duration of Project** - The Vendor shall commence the services immediately following signature of the service contract with CIC Group. The total tentative duration for the project will however depend on criticality of each scope or how CIC GROUP will scale the requirements and budget availability but may be staggered for a period of 5 years

3.21. Other Terms & Conditions

- a) All statutory payments (if any) shall be indicated in the Bid.
- b) Delayed submission of project reports directly related to the Vendor's action or inaction will result in cancellation of the contract and the award of the same to another Vendor. CIC GROUP shall not be held liable in the event that this occurs.
- c) The execution of recommendations shall be tendered for by CIC GROUP using the bill of quantities provided by the Vendor.
- d) By responding to this document, the prospective Vendor accepts to abide by the conditions set herein.
- e) Intellectual property for all outputs of the service shall rest with The CIC Group. Personnel involved will be required to sign an appropriate release.
- f) The prospective Vendor shall ensure that all Contract Materials are neatly and legibly compiled and contains adequate information to demonstrate the nature and extent of the services, and to support all conclusions, findings and opinions.
- g) The prospective Vendor shall agree that when using CIC GROUP's premises or facilities for the purposes of this Contract, will comply with all reasonable directions and procedures relating to occupational health, safety and security in operation at the premises or in regard to the facilities (including any smoke-free work-place policy) whether specifically drawn to the attention of the visiting party or as might reasonably be inferred from the circumstances.



- h) Should the Vendor fail to meet these conditions, CIC GROUP reserves the right to terminate the Contract and take legal action for breach of Contract.
- i) The prospective Vendor does not have the right to modify, replace or amend any terms and conditions outlined in this document. The Vendor's terms and conditions are not part of any contract awarded by CIC GROUP.

SECTION 4: PRICE SCHEDULE

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The price(s) quoted shall include all taxes, levies and all other relevant charges. CIC GROUP is seeking a breakdown of pricing as indicated below. Bidders should provide a detailed cost breakdown in **Kenya Shillings** (CIC GROUP will not accept amounts in any other currency)

The bidders are advised to provide a detailed summarized proposal with a three-year total cost of ownership for all the lots they are participating in. where applicable indicate any secondary costs like upgrade costs

Price Schedule Template

No.	Description	Unit	Qty	Unit Cost	Sub Total Costs	Taxes (VAT +Withholding tax)	Grand Total Cost
1	System supply & implementation costs						
2	Licensing costs						
	TOTAL YEAR 1 COSTS INCLUSIVE OF ALL TAXES	n/a	n/a	n/a	-	-	-
3	Year 2 COST						
4	Year 3 COST						
Total Recurrent costs (Year 2 & 3)					-	-	-
Total cost of ownership over 3 years inclusive of all taxes (Kes)					-	-	-
3	Year 4 COST						
4	Year 5 COST						
Total Recurrent costs (Year 4 & 5) -					-	-	-
Total cost of ownership over 5 years inclusive of all taxes (Kes)					-	-	-

Notes

- a) The total cost above MUST be inclusive of all taxes and duties (VAT, duties, freight costs and Withholding tax).
- b) There shall not be any advance payments that will be offered.
- c) Provide an itemized list of any items not included above and related costs that Supplier deems necessary to provide the information to meet the requirements specified in proposal. Failure to provide said list shall not relieve the Supplier from providing such



items as necessary to meeting all of the requirements specified in proposal at the Fixed Price Purchase Costs proposed.

- d) Clearly indicate the license structure of the proposed solution. At minimum, the License Price should have One Production and One UAT Environment license. Where applicable please provide the cost implication of purchasing a DR License as well and provide the indicative cost implications of adding more licenses

ANNEXURES

Appendix I

The following are vital documents that should be attached as part of the bidder's proposal.

No.	Description
a)	Provide a Company Profile and specify whether the company is a sole proprietorship, partnership or registered company
b)	Specify number of years the organization has been offering similar service as per the scope of work in section 2 (attach evidence)
c)	Implementation plan with milestones, proposed approach and methodology of implementing the solution. In addition, the bidder should provide a detailed schematic design of the solution
d)	Specify proposed level of Local after sales service support/ service level agreement with clear escalation matrix
e)	Vendor's schedule outlining the timeline and estimated completion date of each task to cover the proposed implementation period. This should include a schedule with a description of all deliverable products throughout the proposed period. A graphical representation (Gantt Chart) of the proposed schedule shall be included in your proposal.
f)	Bidders should provide manufacturer/Partner authorization for each of the proposed solution.
g)	Audited financial statements of the company submitting the RFP bid, for the last two years
h)	Demonstrate capability and capacity to provide technical and functional requirements and functionalities as per CIC GROUP requirements in section 3.0 - Scope of work.
i)	Provide a list of available tools that will be used or required for implementation
j)	Provide a product roadmap and future development plans for the next 10 years
k)	At least Five (5) references where solutions have been supplied/implemented in a financial institution within the last five (5) years.
l)	Detail any relevant certifications and professional accreditations for the firm and proposed individual staff from local and international accreditation bodies relevant for execution of this solution. Please note to attach copies of such certifications for each of the proposed solutions.
m)	Where applicable, provide copy of the latest (2023/2024) peer review reports of the proposed solution by internationally recognized bodies such as Gartner, Forester etc
n)	It will not be enough for Bidders to just write complied or not complied on the technical requirements compliance forms. The bidders are advised to provide appropriate justification, references, manufacturer Technical datasheets etc to support their proposal.
o)	All the Equipment/Systems supplied should be supported with 5 Years 24 x 7 Support for hardware and/or software.
p)	Any other information / documents which may be considered necessary or useful for this RFP