



REQUEST FOR PROPOSAL

ASSET INVENTORY AND TRACKING MANAGEMENT SOLUTION

Release Date:

18th May 2018

Last Date for Receipt of bids:

31st May 2018 2.00 PM

Table of Contents

1.2. Format of RFP Response and Other Information for Bidders	4
SECTION 3 - GENERAL CONDITIONS OF CONTRACT	21
2.2. Award of Contract.....	21
2.4. Application of General Conditions of Contract	21
2.5 Bid Validity Period	21
2.6 Non-variation of Costs.....	21
2.7 Performance Security.....	21
2.8 Delays in the Bidder's Performance	22
2.9. Liquidated damages for delay.....	22
2.10 Governing Language	22
2.11 Applicable Law	22
2.12 Bidder's Obligations	22
2.13 The Bank's Obligations	22
2.14 Confidentiality	23
2.15 Force Majeure.....	24
2.16 Payment.....	24
b. Interest in the Bank	28
c. Supplier's Information.....	28
Refer to Section 4 – ANNEXURES.....	31

SECTION 1 – REQUEST FOR PROPOSALS

Asset Inventory and tracking management systems are essential part of maintaining control of an organization's assets. It documents ownership and helps provide accountability for the purposes of financial accounting, preventive maintenance, and theft deterrence. Organizations face a significant challenge in tracking the location, quantity, condition, and maintenance and depreciation status of their fixed assets. SBK uses serial numbered asset tags, with labels and bar codes for tracking and accurate reading. The bank stores the data on excel sheets that are manually updated and tracked. This process is tedious, inefficient and prone to errors due to the manual process involved. It is critical to maintain an accurate inventory of the bank's fixed assets; without it, there is no way to ensure the accuracy and reliability of fixed asset accounting. Stanbic Bank Kenya is seeking to enhance the current Fixed Assets Management process by adopting a fully-comprehensive solution that will allow the Bank to track what assets it owns, where each asset is located, who has the asset, when it was checked out, when it is due for return, when it is scheduled for maintenance, and the cost and depreciation of each asset. Maintaining complete, accurate and up-to-date fixed asset records on excel can be a challenge. However, leveraging on a software solution for managing these assets and the associated data can streamline the process, provide the Bank with more insight into the data, and ultimately simplify compliance, impose financial control, improve forecasting, and fully integrate with other vital management tools.

Stanbic Bank (K) Limited (hereinafter referred to as "Bank") (Registration Number 9520), issues a Request for Proposal for asset inventory and tracking management solution.

Objectives

The proposed solution will offer the Bank the below outlined benefits;

- **Enhance Organization of Asset Data:** a web-based software solution can allow multiple users to access and update asset records in real-time, in one single, comprehensive database. No more multiple, messy spreadsheets.
- **Maintain More Detailed Asset Records:** leverage user defined fields and customizable options when implementing a new asset management software solution to ensure the Bank is equipped to capture all necessary asset data.
- **Better and Accurate Reports:** users can easily access asset records or download the information needed using the reporting tools. The solution will allow users to create customized reports and save more time and make managing of data even easier. With a robust reporting tool, this means no more having to manipulate spreadsheet data to create reports.
- **Easily Manage Change Requests:** solutions which allow you to create an approval process to manage asset change requests and provide a complete, auditable history can prove valuable during an audit.
- **Automate the Transfer of Assets:** using a fixed asset software solution with e-mail notifications, flexible approval routing which incorporates the business rules can help enforce compliance, increase efficiency and eliminate errors and delays when it comes to transferring assets.
- **Maintain Current Condition of Assets:** by tracking asset condition and maintenance with easy to use logs can help users gain an accurate picture of your fixed assets and better budget for their replacement.
- **Assign Asset Owners:** know exactly who to go to when there are questions during the inventory or auditing process.

1.2. Format of RFP Response and Other Information for Bidders

1.2.1. Proposals from bidders should be submitted in two distinct parts, **namely technical proposal** and **financial proposal** and these should be in two separate sealed envelopes, both of which should then be placed in a common sealed envelope marked,

The two separate inner envelopes should be clearly marked

- **“Technical Proposal” in two copies**
- **“Financial Proposal” in two copies**

Respectively, & should bear the name of the bidder.

1.2.2. The Technical Proposal should contain the following:

- Profile of the firm indicating where similar services have been carried out
- Profile of the personnel to be involved in the work
- Proposed work plan based on the proposed time schedule outlined in the scope.

1.2.5 The Financial proposal shall clearly indicate the costs of design, installation, implementation and maintenance of the solution as well as other costs relating to the specifications in the scope as per below format;

Vendor Name:			
Proposed Service/Solution Name:			
	Cost (USD)	Migration Costs (If excluded)	Training Costs (if excluded)
Software Costs:			
Implementation (Consultation fee etc.) Costs:			
Total Migration Costs:			
Total Training Costs:			
License implication:			
Annual Maintenance & Support Costs:			
Telephone (if-applicable)			
Internet (if-applicable)			
Other (if-applicable)			
Total Cost of Service /Solution (incl. VAT & other taxes if applicable)			

Kindly attach a further cost breakdown for any items not included above;

Proposed Service/Solution Name		
16% VAT (if applicable)		
Total		

1.2.6 A two-stage procedure will be adopted by the Bank for evaluating the proposals, with the technical evaluation of all proposals received in time being completed prior to any financial proposal being evaluated.

1.2.7 Technical proposals will be evaluated based on the scope and requirements outlined in section 2 below.

The relative split between technical and financial scores will be as follows:

<input type="checkbox"/>	Technical	-	70%
<input type="checkbox"/>	Financial	-	30%
<input type="checkbox"/>	Total	-	100%

1.2.8 Bidders are requested to hold their proposals valid for ninety 90 days from the closing date for the submission. The Bank will make its best efforts to arrive at a decision within this period.

1.2.9 All costs pertaining to the preparation of a proposal and negotiations of a Contract shall be borne by the firms submitting proposals.

1.2.10 Assuming that the Contract can be satisfactorily concluded, the bidders shall be expected to commence the assignment immediately after the final agreement is reached.

1.2.11 If a bidding firm does not have all the expertise for the assignment, there is no objection to the firm associating with another firm to enable a full range of expertise to be presented. The request for Joint Venture shall be accompanied with full documented details of the proposed association.

1.2.12 In the case of a Joint Venture or Association, all the firms constituting the Joint Venture or Association will be jointly and severally liable and at least one firm in the Joint Venture or Association shall be financially capable of meeting the contract requirements and potential liabilities on its own and shall assume contracting responsibility and liability for satisfactory execution of the assignment.

The contracting arrangements shall define clearly the responsibilities and the services to be provided by each firm in the case of a joint venture.

The bid documents, shall be addressed to

The Manager Procurement
Stanbic Bank (K) Ltd, Stanbic Centre Chiromo
P.O BOX 30550-00100, Nairobi

Clearly marked envelopes as guided above should be dropped into the tender box located on ground floor Stanbic Bank Centre Building, off Westlands road, next to the Security Desk. Please note that tenders received via email and facsimile will be rejected.

The Bank reserves the right to accept or to reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to any Bidder or any obligation to inform the Bidder of the grounds for its action. All proposals duly submitted will be taken into consideration by the Bank and will be evaluated.

The Bank's decision/s regarding the acceptance or non-acceptance of a proposal shall be final and the Bank is not obliged to furnish any reason for such decision

1.2.13 Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

1.2.14 Clarification of Bidding Document

All correspondence related to the contract shall be made in English. Any Clarification sought by the bidder in respect of the project shall be addressed at least two **(2) days** before the deadline for submission of bids, in writing to the Manager Procurement.

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 by e-mail to sbk_procurement@stanbic.com

1.2.15 Amendment of Bidding Document

At any time prior to the deadline for submission of bids, the Bank, 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 on page 1 at the time of collecting/receiving the bid document.

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

1.2.16 Deadline for Submission of Bids

THE DULY COMPLETED REQUEST FOR PROPOSAL (RFP) IN A PLAIN SEALED ENVELOPE ADDRESSED TO THE PROCUREMENT MANAGER SHOULD BE DROPPED AT THE TENDER BOX ON GROUND FLOOR SBK CENTRE-CLEARLY MARKED AS FOLLOWS;

RFP – ASSET INVENTORY AND TRACKING MANAGEMENT SOLUTION ON or BEFORE 2.00 P.M 31st May 2018.

Bids received after the above-specified date and time shall not be considered.

1.2.17 Cost Structure and non-escalation

The bidder shall, in their offer (Financial Proposal), detail the proposed costs. No price escalation under this contract shall be allowed. The Bank shall not compensate for any costs incurred in the preparation and submission of this RFP.

1.2.18 Taxes and Incidental Costs

The prices and rates in the financial offer will be deemed to be inclusive of all taxes and any other incidental costs.

1.2.19 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 the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conforming item(s).

1.2.20 Currency for Pricing of Tender

All bids in response to this RFP should be expressed in KES. Expressions in other currencies shall not be permitted.

1.2.21 Correction of Errors.

Bids determined to be substantially responsive will be checked by the Bank for any arithmetical errors. Errors will be corrected by the Bank as below:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern, and
- Where there is a discrepancy between the unit rate and the line total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern. The price amount stated in the Bid will be adjusted by the Bank in accordance with the above procedure for the correction of errors.

1.2.22 Evaluation and Comparison of Bids

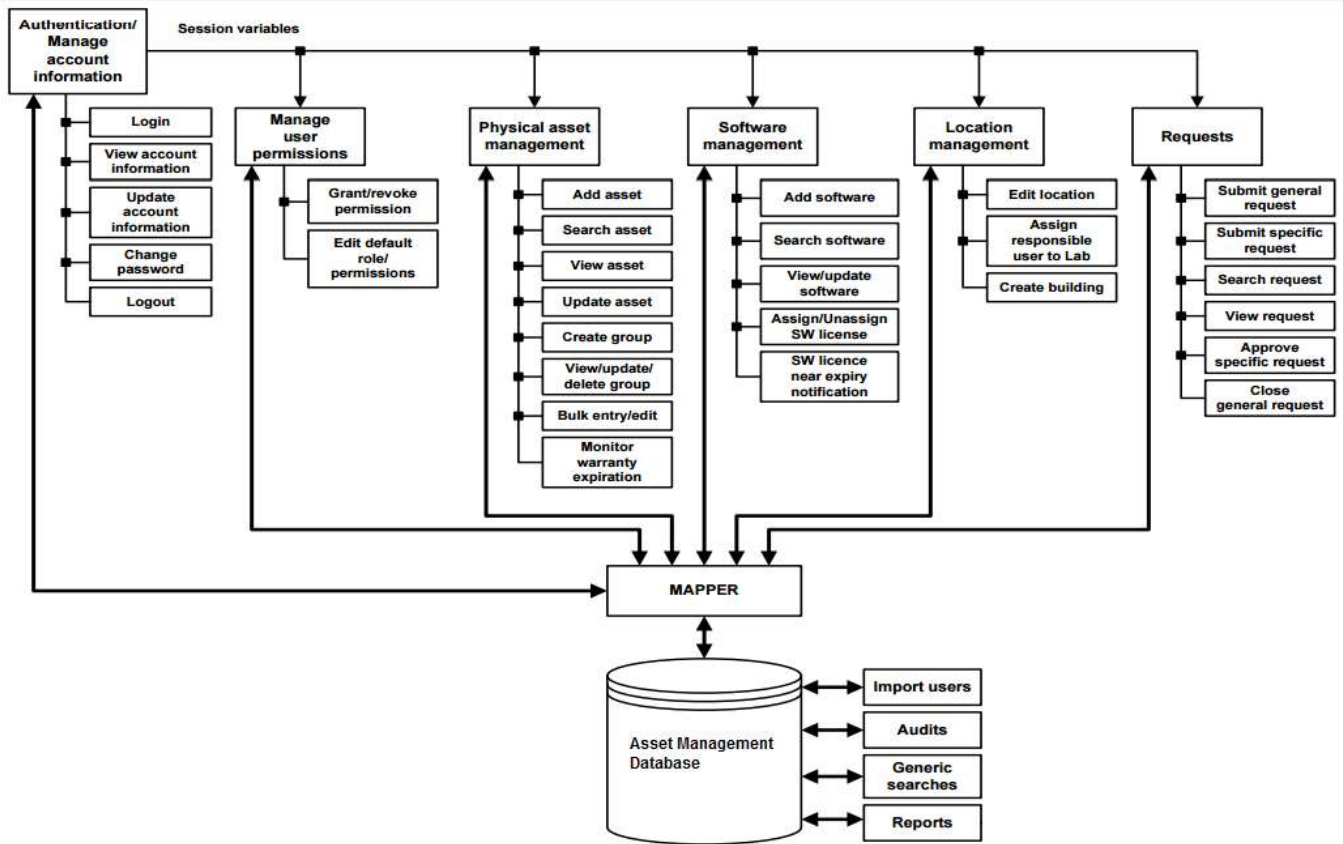
- Technical proposal will be evaluated prior to the evaluation of the financial bid.
- Financial bid of firm whose technical proposals are found to be non-qualifying in whatever respect may be returned unopened.

SECTION 2 – SCOPE

The system's primary function will be to manage all types of physical assets, software licenses, and location contents & custodians. Managing, in this context, implies keeping a record of the current location, status, description, and ownership of the physical asset item, as well as being able to search for and display any information on the status of the asset.

The scope of the project envisages:

1. Installation, customization, configuration and maintenance of the software. Any hardware/software which is essential to run the application will be supplied by the Bank.
2. Parameterization, historical data management (for existing assets), verifying data quality, migrating existing data from MS Excel, user acceptance testing, documentation, knowledge transfer and support
3. Interfacing with other external systems including Microsoft Outlook, validation of models and processes and maintenance of application software and database. Interfacing with internal systems like HC data and SAP.
4. Assistance in supply, installation and maintenance of related hardware and Disaster Recovery data centers of the Bank.
5. Providing training to Bank's designated personnel and also provide Modular wise user manual as well as administrator's manual, post-implementation on-site support for during Go Live and further support as agreed



Glossary/Acronyms

Acronym or Abbreviation	Full name
GL	General Ledger
SBK	Stanbic Bank Kenya
FAR	Fixed Assets Register

Functional Requirements

The below are the functional descriptions of the requirements which the system should deliver:

1. Ability of the system to identify and maintain a new record of the physical asset;
2. Ability of the system to define the physical location of the asset and to track and monitor the changes in physical location;
3. Ability of the system to capture and maintain asset transfer requests i.e. Location-wise, Employee-wise;
4. Ability of the system to identify tagged assets;
5. Ability of the system to generate various assets reports as may be required;
6. Ability of the system to dispose-off assets;
7. Ability of the system to accept and upload file as may be required;
8. Ability of the system to have security features;
9. Ability of the system to track timestamps and audit trail information;
10. Ability of the system to have a help feature;
11. Ability of the system to capture and maintain users and vendors' information;
12. Ability of the system to send alerts or messages or mails, or any other form of notification as may be required;
13. Ability of the system to account for cost and changes in the book value over time i.e. accurate valuation and depreciation;
14. Ability of the system to support the user workstation request and replacement processes;
15. Ability for the system to support the user relocation process;
16. Ability for the system to support the decommissioning process;
17. Ability for the system to support the warrant replacement process;
18. Ability of the system to support all the GRES and IT fixed asset management process which include but not limited to:-
 - 18.1 Acquisition of assets;
 - 18.2 Retirement of assets:
 - 18.2.1 Impaired and Obsolete asset;
 - 18.2.2 Disposal;
 - 18.3 Expatriates assets;
 - 18.4 Fixed assets transfers between cost centers;
 - 18.5 Verifications of assets;
 - 18.6 Land building valuation;
 - 18.7 Fixed assets insurance process.
19. Ability of the system to track moveable assets.

Business Requirements

The Fixed Assets Management System should be designed to support an effective and accurate control of fixed assets from the point of acquisition to the point of disposal.

Req. ID	Requirement	Class priority	Business Rules/ Requirement Functional Description / Scenarios / Actors/ Process flow
Req1.	<p>Accurate Asset Management From the acquisition to disposal of an asset, the system should be capable of maintaining all information on the asset</p>	Functional	<ul style="list-style-type: none"> Record relevant information about newly acquired assets/ track assets received. Helps finance during capitalization. Ability to update asset information quickly and easily. Support the transfer of an asset . Support mass transactions for disposal, transfers and other material changes on assets The reason codes 'A', 'T', 'S' 'U' & 'M' will be used to update data on a specific asset where A=Add New Asset T=Transfer Asset S=Sold or Disposed Asset U=Update Asset M=Missing The system should support the reporting of assets based on the above codes.
Req2.	<p>Annual Physical Inventory In order to ensure accurate asset records, the system should support a physical asset inventory to be carried out once a year.</p> <p>Periodic Physical Inventory</p>	<p>Functional</p> <p>Functional</p>	<ul style="list-style-type: none"> The physical inventory shall confirm the current status of the asset including the location. The system will provide a report that will be used to conduct this exercise Information required on the report includes: <ul style="list-style-type: none"> Barcode of Fixed Asset Department/Cost Centre Owner/Custodian Location of the asset Complete description of the item, including brand, model, serial number, colour, size etc. The system should support monthly returns from various units on the status of various assets allocated to the cost centres.
Req3.	<p>Transfer of Assets In order to maintain accurate asset records, asset transfers shall be recorded promptly. A permanent transfer is one that has no current plans of return</p>		<ul style="list-style-type: none"> The staff transferring equipment will complete a fixed asset maintenance form. Information required on the form includes: <ul style="list-style-type: none"> Code: The code "T" is used to transfer an asset. Barcode Number of the Fixed Asset: The staff must note the Fixed Asset number that identifies the item. Complete description of the item, including brand, model, etc. Provide the destination of the item.
Req4.	<p>Tagging and Identifying Assets In order to maintain accurate asset records, all</p>	Functional	<ul style="list-style-type: none"> The system should be capable of supporting and recording the asset numbers and all relevant information about the asset

Req. ID	Requirement	Class priority	Business Rules/ Requirement Functional Description / Scenarios / Actors/ Process flow
	the assets must be tagged		<ul style="list-style-type: none"> • All items shall be tagged upon receipt • Once an asset has been received, it needs to be recorded in the asset register. <p>The following information should be captured:</p> <ul style="list-style-type: none"> ➤ Code: Refer to the bottom of the form for codes. The code "A" is used for new assets. ➤ Barcode Number: the number shown on the bottom of the barcode label placed on the asset. ➤ Cost: Fill in the cost of the asset. This enables a value for the asset to be established ➤ Location: where asset is primarily located. ➤ Asset Description: <ul style="list-style-type: none"> ○ Brief description of the item ○ Make/Model: Use the manufacturer's name and model number. ○ Serial #: Use the manufacture's serial number. <ul style="list-style-type: none"> • Information on the Fixed Asset shall be completed in entirety and forwarded to Business and Finance.
Req5.	Reporting Requirements Provide effective management reporting with dashboard capability for real-time tracking and include print capability for reports	Functional	<ul style="list-style-type: none"> • Robust, out-of-the-box reports available to users. • Ability to create custom and ad-hoc reports from user friendly tool. • Ability to generate reports for accounting purposes as well as for annual depreciation schedules. • Ability to export data to Excel, as a CSV file and in other common formats.
Req6.	Disposition of Assets Ability to capture and track disposal information.	Functional	<ul style="list-style-type: none"> • In order to maintain accurate asset records, asset disposals must be recorded promptly. These records shall reflect whether the items have been sold, stolen, or destroyed. • When property is beyond repair or is no longer needed, the equipment item must be returned to Head Office for appropriate disposal.
Req7.	Upload functionality Requirements	Functional	<ul style="list-style-type: none"> • The system should support bulk upload of data from MS Excel e.g. for bulk purchases and/or disposals to update asset details.
Req8.	Security management The system should permit access only through password verification and all user IDs should be unique	Functional	<ul style="list-style-type: none"> • System should provide for <ul style="list-style-type: none"> -Creation of users -Deletion of users -Modification of users -Upgrades of users and data access rights.
Req9.	Audit trail Ability to track timestamp and audit trail information. The system should maintain the audit trail with details like WHAT, WHO and WHEN.	Functional	<ul style="list-style-type: none"> • The audit trail should be at the granular level, and with the ability to track specific users across each function

Req. ID	Requirement	Class priority	Business Rules/ Requirement Functional Description / Scenarios / Actors/ Process flow
Req10.	Help Facility Provision of simple and interactive dialogues to obtain the desired information.	Functional	<ul style="list-style-type: none"> Help facility should explain probable causes of errors and possible solutions Availability of documentation i.e. User Manuals, System management manuals, technical manuals and training manuals
Req11.	User and Vendor master information	Functional	<ul style="list-style-type: none"> Ability to define and maintain users and vendors' information.
Req12.	Notifications management	Functional	<ul style="list-style-type: none"> Ability to send alerts or messages or mails as may be required.
Req13.	Accurate valuation and depreciation.	Functional	<ul style="list-style-type: none"> Ability to account for cost and changes in the book value over time.
Req14.	Ability of the system to support the user workstation request and replacement processes.	Functional	<ul style="list-style-type: none"> Ability to allocate an asset to a user, assign Employee ID, Assign line manager, and reason for request (New Request, Replacement (Old or Stolen) Allow user to fill in the online request/replacement form. Request to be forwarded to service desk. Request to have request service unique number. Head of department/Line manager to approve the requests. Service desk will receive the request and allocate the Hardware, and a notification will be received at the Infrastructure department and after the service desk has completed the respective process. For replacement, the system should have the ability to maintain history information of the asset. If the asset is allocated to a new user, the latest holder will be having the active record. Finance department will be notified in case of a stolen asset, in order for them to update the inventory records.
Req15.	Ability for the system to support the user relocation process.	Functional	<ul style="list-style-type: none"> This can entail movement from one department to another. System should be able to allocate the asset to the cost center head, as it waits for a new person to be allocated the same asset. <u>Scenario 1</u> -If employee X transfers from on department to another , and is not moving with the asset, the asset is temporarily assigned to the cost center head. <u>Scenario 2</u> -If the user is moving with the asset, then the new location and cost center details are captured accordingly. Etc. When a branch is closing/new opening the names of location and cost centers may change.

Req. ID	Requirement	Class priority	Business Rules/ Requirement Functional Description / Scenarios / Actors/ Process flow
Req16.	Ability for the system to support the decommissioning process.	Functional	<ul style="list-style-type: none"> Ability to track the assets to be decommissioned. For IT assets the hard disks for laptops must be removed and handed over to IT security. Ability to keep track of assets to be disposed. After disposal the asset should be trackable and inventory updated accordingly.
Req17.	Ability for the system to support the warrant replacement process.	Functional	<ul style="list-style-type: none"> Ability of the system to capture the categories on the asset on warranty. For business continuity the user will continue using the asset, even after raising the ticket through service desk. Ability to track those assets reprieved and returned to the suppliers for replacements. A report should be available to display the records.

Use Case ID	Use Case Name	Use Case Description
UC01	User Work Station Request and Replacement Process	This use case describes the process followed when a user is requesting for a workstation and the allocation process.
UC02	User Relocation Process	This use case describes the process followed when a user is moving from one location to another or from one department to another.
UC03	Warrant Replacement Process	This use case describes the process followed when hardware is lost or damaged and there is need of replacement.
UC04	Decommissioning Process	The use case describes the process followed when decommissioning an asset.

Detailed Use cases

Use Case ID:	UC01
Name:	User Work Station Request and Replacement Process
Description:	This use case describes the process followed when a user is requesting for a workstation and the allocation process.
Trigger:	New employee, business User asset is lost or business user asset is old
Preconditions:	The user must have an employee number. A-Number(Staff unique identification code) The user must be mapped/assigned to a line manager(Approval Manager)
Post-Condition:	The user has submitted his /her request, service desk acted on the request and user issued with a workstation and a mail confirmation of the closed ticket
Frequency:	Adhoc. Whenever a user submits the request
Primary Actor:	Service desk
Secondary Actor:	<ul style="list-style-type: none"> Business User (Employee) Fixed asset and Inventory system
Inputs:	<ul style="list-style-type: none"> Employee identification number (A-Number). Asset details on request
Outputs:	Notification mails to confirm the track of the workstation request flow, approvals and close of the ticket details

Business Rules:	<ol style="list-style-type: none"> 1. The request must be submitted in the system. In the case of new employee without access the line manager should submit the request in behalf of the business user. 2. On real time basis the A-Number should be validated with HC data. 3. Employee details should populate automatically if the A-Number is valid. 4. If the A-Number is invalid the appropriate error pop up message should advice next steps information, or exit error. 5. For replacement the system should have the ability to allow capture of two or laptops assigned to one user. 6. The system should allow new allocation in the case the same laptop is handed over to another user. 7. Finance Team to be able to get notifications in the case of stolen asset.
Normal Process Flow: User Work Station Request and Replacement Process	
Actor	Action description
Business user	User will submit a request by filling the online replacement form Enter the A-number Enter the reason for the request (New request, Replacement for stolen, Replacement for old.
Unit /Line Manager	User will submit a request by filling the online replacement form Enter A number Enter the reason for the request (New request, Replacement for stolen, Replacement for old. Approves the request
Service desk	Received the mail notification Confirmed the request in the system and allocates the hardware /asset requested.
Infrastructure (IT)	Receives notification after the above service desk action.

Use Case ID:	UC02
Name:	User Relocation Process
Description:	This use case describes the process followed when a user is moving from one location to another or from one department to another department.
Trigger:	Business user transfer from one department to another/within the sane department within the same building Business User transfer from one department to another / within the same department in different location
Preconditions:	The request has passed the unit head approval process
Post-Condition:	The user receives a mail notification with details of relocation procedure including time of relocation.
Frequency:	Adhoc. Whenever a user submits the request
Primary Actor:	Service desk
Secondary Actor:	<ul style="list-style-type: none"> • Business User • Fixed asset and inventory system
Inputs:	<ul style="list-style-type: none"> • Relocation details (cost centres, name of location..etc.)
Outputs:	Gate pass printed slip with details
Business Rules:	<ol style="list-style-type: none"> 1. Allow allocation of an asset to head of department as it awaits allocation of the said asset to a different Business User. I.e. if the User is not supposed to move with the asset. 2. There should be capture of location details. I.e. from 'old' to new location.

	3. If the User is not moving with the asset, e.g. laptop, then workstation request and allocation process is initiated.

Normal Process Flow: User Relocation Process

Actor	Action description
Business User	Staff request for PC relocation. Request is sent to service desk.
Service desk	Request is assigned to an infrastructure resource.
Infrastructure (IT)	Scope of relocation is established and relocation procedure discussed. Gate pass is obtained to move the asset as per the business user request.
Business User	Receives mail notification feedback of the relocation details.
Service desk	Update and close the service request that was raised.

Use Case ID:	UC03
Name:	Warrant Replacement Process
Description:	This use case describes the process followed when hardware is lost or damaged and the need of replacement.
Trigger:	User submits request of an asset which is faulty or the warranty is due.
Preconditions:	Fixed asset and Inventory system to have screens/menu to capture submit asset that are faulty and having a warranty.
Post-Condition:	Report /email notification with retrieved hardware which have been returned to the vendor/supplier for a replacement
Frequency:	Adhoc. Whenever a user submits the request/ there is need
Primary Actor:	Service desk
Secondary Actor:	<ul style="list-style-type: none"> • Business user • Asset Inventory and Tracking system
Inputs:	Warranty instructions
Outputs:	Report detailing the warrant details
Business Rules:	<ol style="list-style-type: none"> 1. Business User can continue to use the asset even after expiry of the warrant period for business continuity purposes. 2. The system should be able to capture and/or categories the hardware on warranty. 3. Update the status on the inventory and issues to original user. 4. To replace Business user faulty hardware and replace with a new one, capturing the new details. 5. If the system is out of warranty, then User need not to use the new request functionality: Another Hardware in the inventory should be handed to the user.

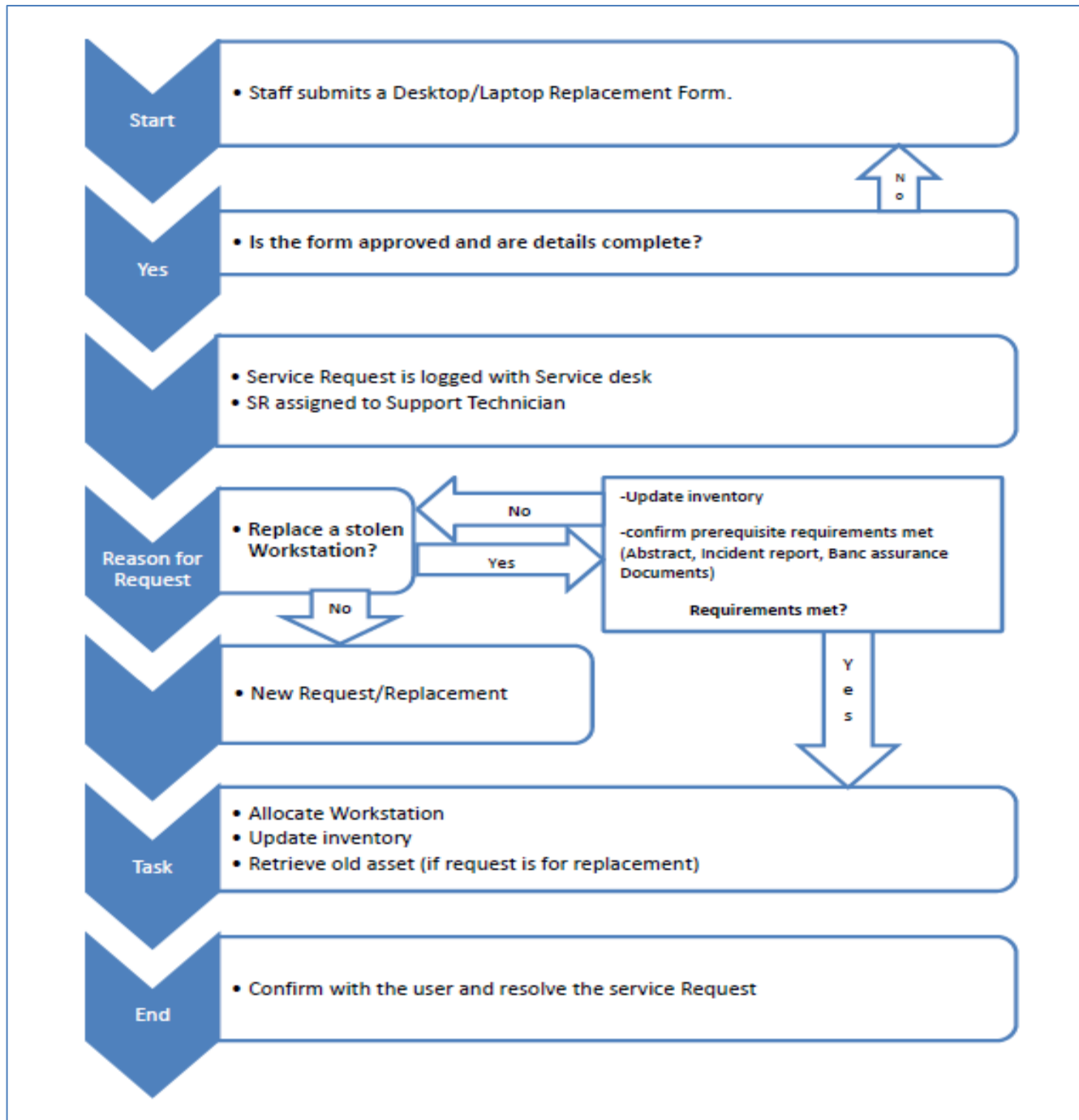
Normal Process Flow:

Actor	Action description
Business user	Staff will raise a ticket through service desk
Service desk	Request will be assigned to an infrastructure resource
Infrastructure (IT)	Will analyse the request to ascertain part required and how urgently it will be required and is under warranty. (For Business continuity purposes the user will be allowed to utilize the hardware.
Infrastructure (IT)	Will motivates for a required new part using the ordering process, by updating the inventory with the motivation document
Infrastructure (IT)	Will be able to generate a report to track all the hardware which have been returned to the vendors/suppliers for a replacement

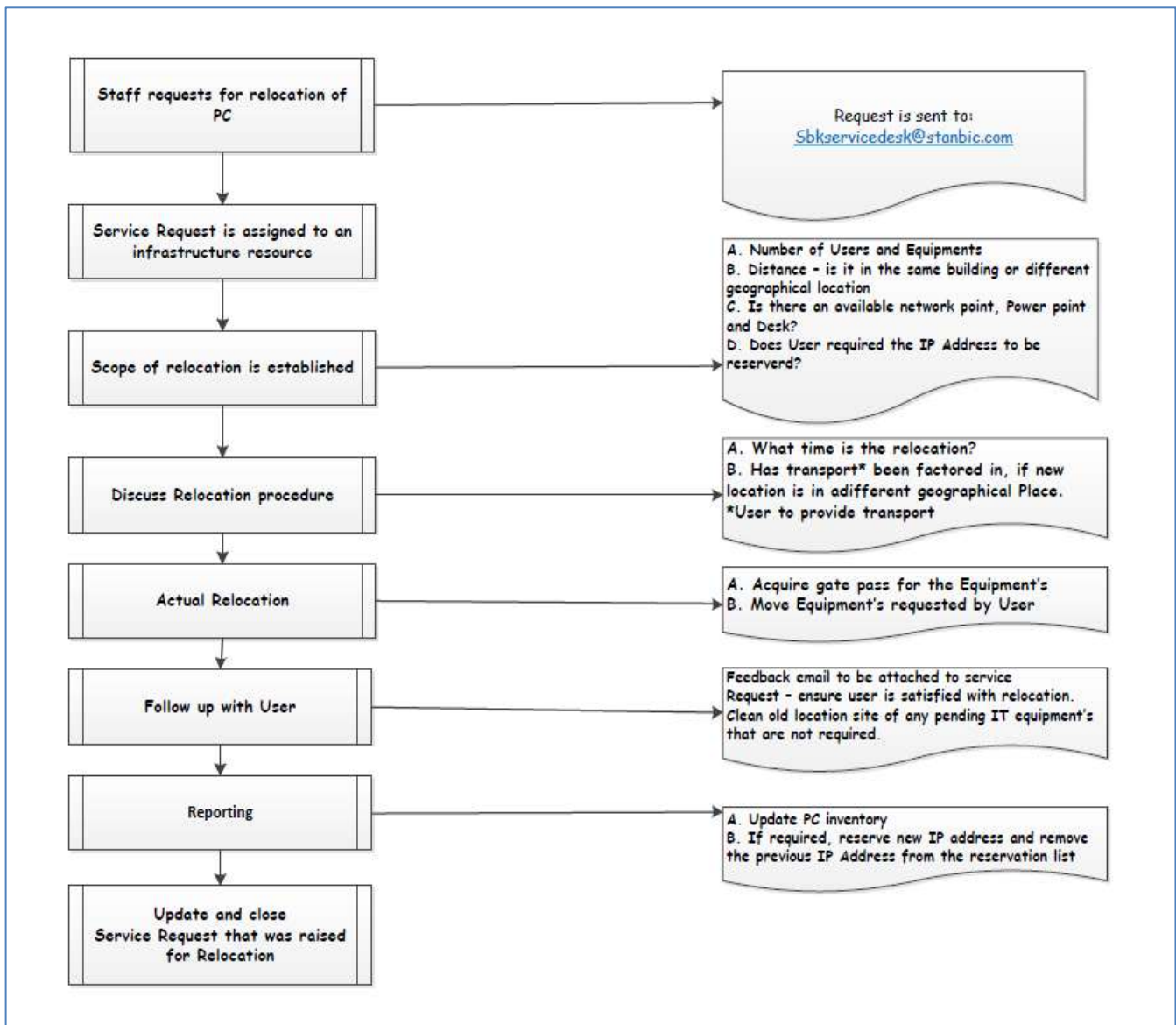
Use Case ID:	UC04
Name:	Decommissioning Process
Description:	The use case describes the process followed when decommission an asset.
Trigger:	
Preconditions:	The request has passed the unit head approval process
Post-Condition:	Ability to track the hardware to be decommissioned Ability to track the already disposed hardware and updated inventory accordingly.
Frequency:	Adhoc. Whenever a user submits the request.
Primary Actor:	Infrastructure resource
Secondary Actor:	<ul style="list-style-type: none"> • Business User • Asset inventory and tracking management system
Inputs:	Details of the items to be disposed/ decommissioned.
Outputs:	Report with items of decommissioned items/Hardware.
Business Rules:	Inventory must be updated accordingly after the decommissioning process.
Normal Process Flow :	
Actor	Actor description
Business user	Submit the hardware to be decommissioned and a ticket is raised for the same, to initiate the decommissioning process.
Service Desk	Assigned and pushes the request to the infrastructure resource.
Infrastructure (IT)	Captures/ confirm the details of the hardware getting decommissioned of correctness and accuracy. (Will remove the Hard disk and facilitate it to the security Team.
Security Team	Confirms on the system the captured details of the disposed hardware.

Process Flows

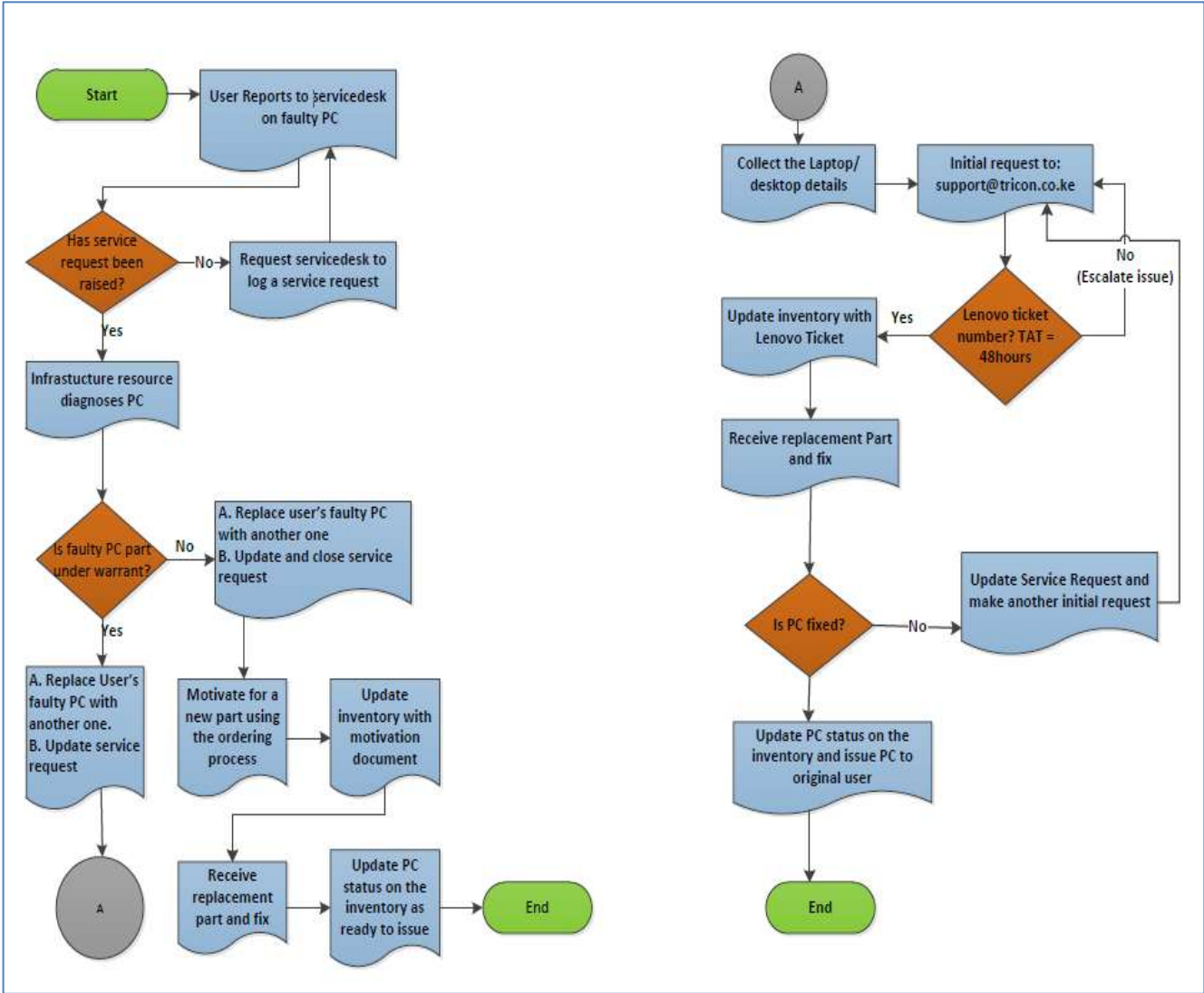
User Workstation Request and Replacement Process



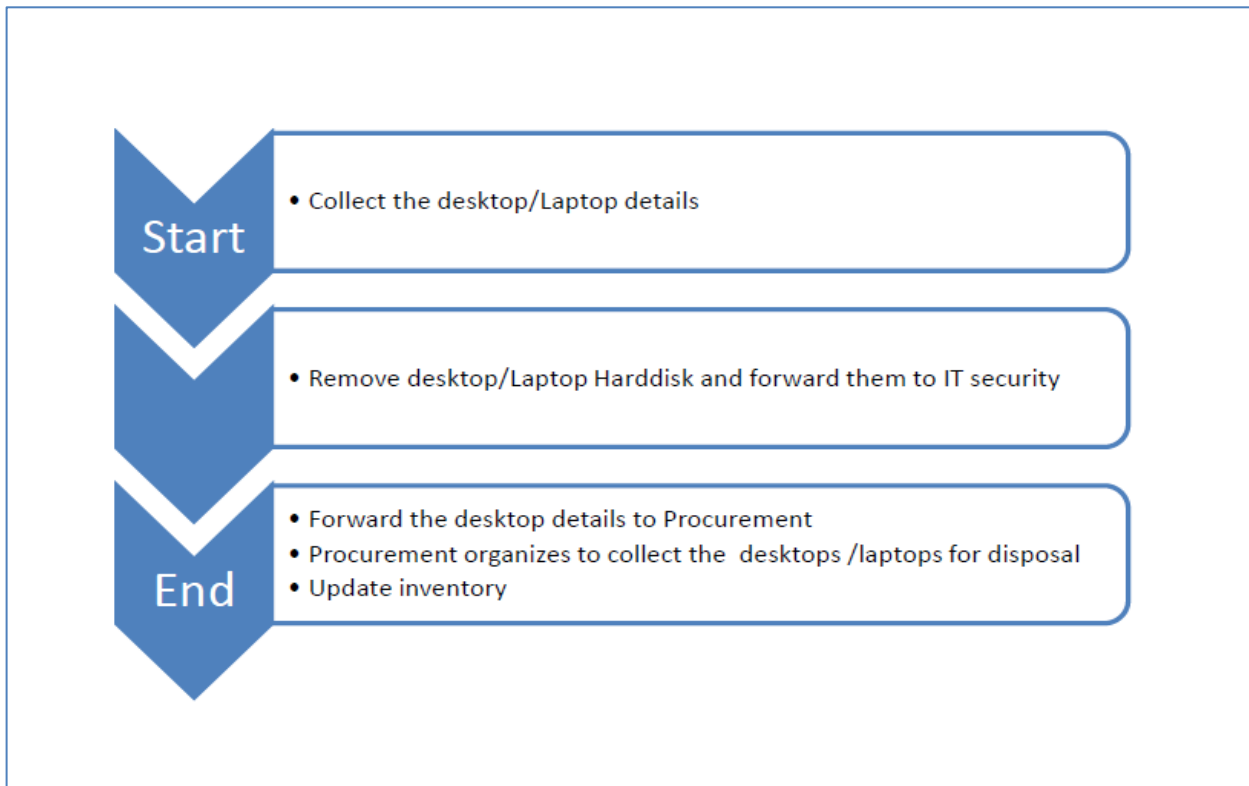
User Relocation Process



Warrant Replacement Process



Decommissioning Process



SECTION 3 - GENERAL CONDITIONS OF CONTRACT

2.1. Introduction

Specific terms of contract shall be discussed with the bidder whose proposal will be accepted by the Bank. The resulting contract shall include but not be limited to the general terms of contract as stated below from 2.2 to 2.15.

Should there be any difference between the Bank and the Supplier regarding the interpretation of any provision of this RFP, the Supplier shall accept the Bank's interpretation thereof.

The Supplier accepts that the Standard Terms and Conditions contained in Section 3 of this RFP shall form the basis of the agreement on which the Supplier shall supply the Services and/or the Product to the Bank should the Bank accept the Supplier's Proposal.

The Supplier acknowledges that it is fully conversant with the provisions of these Standard Terms and Conditions and agrees to be bound by such terms and conditions as spelt out in this RFP.

2.2. Award of Contract

Following the opening and evaluation of proposals, the Bank will award the Contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the best

2.3 Evaluated bid.

The Bank will communicate to the selected bidder its intention to finalize the draft conditions of engagement submitted earlier with his proposals. After agreement will have been reached, the successful Bidder shall be invited for agreement and signing of the Contract Agreement to be prepared by the Bank.

2.4. Application of General Conditions of Contract

These General Conditions (sections 2.1 to 2.15) shall apply to the extent that they are not superseded by provisions in other parts of the Contract that shall be signed.

2.5 Bid Validity Period

Bidders are requested to hold their proposals valid for one hundred & eighty (180) days from the closing date for the submission.

2.6 Non-variation of Costs

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

2.7 Performance Security

- 2.7.1 The Bank may at its discretion require the successful bidder to furnish it with Performance Security in the amount specified in the accepted Bid.
- 2.7.2 The Performance Security shall be in the form of a Bank guarantee issued by a commercial bank operating in Kenya and shall be in a format prescribed by the Bank. The performance guarantee shall be submitted within 10 days of notification of award.
- 2.7.3 The proceeds of the Performance Security shall be payable to the Stanbic Bank Ltd as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. The Performance Security will be discharged by the Bank not later than two months following the date of completion of the Bidder's performance obligations, and the Bank's acceptance of the final report as specified in the contract.

2.8 Delays in the Bidder’s Performance

- 2.8.1 Delivery and performance of the requirements shall be made by the successful Bidder in Accordance with the time schedule as per Agreement.
- 2.8.2 If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify the Bank in writing of the fact of the delay, it’s likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Bank shall evaluate the situation and may at its discretion extend the Bidder'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
- 2.8.3 Except in cases of “force majeure” as provided in Clause 2.14,a delay by the bidder in the performance of its delivery obligations shall render the bidder liable to the imposition of Liquidated damages pursuant to clause 2.8.

2.9. Liquidated damages for delay

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

2.10 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.

2.11 Applicable Law

This agreement arising out of this RFP 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.

2.12 Bidder’s Obligations

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

2.12.2 The Bidder will abide by the job safety measures and will indemnify the Bank from all demands or responsibilities arising from 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 the Bank responsible or obligated.

2.12.3 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 the Bank's information it has access to, during the course of the work, to any other third parties without the prior written authorization of the Bank. This clause shall survive the expiry or earlier termination of the contract

2.13 The Bank’s Obligations

- In addition to providing Bidder with such information as may be required by the bidder to complete the
- a) Provide the Bidder with specific and detailed relevant information concerning the RFP
In general, provide all information and access to Bank's personnel;
 - b) Make available to the Bidder, for the Bidder's use in fulfilment of this Agreement, conventional office facilities for use by the employees of Bidder, if agreed and required; and
 - c) Appoint a coordinator who shall arrange any access to its information and staff required by Bidder for its performance under the contract, if agreed and required

2.14 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 contemplated contract) nor without the prior written consent of the other disclose to any third party any 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 contemplated contract.

The terms of this Clause 2.14 shall survive the expiry or earlier termination of the contract. Except as otherwise provided in this clause, the terms and conditions of this Agreement, all data, reports, records and other information of any kind whatsoever developed or acquired by any Party in connection with this Agreement ("the Confidential Information") shall be treated by the Parties as confidential. No Party shall reveal or otherwise disclose such Confidential Information to any third party without the prior written consent of the other Party hereto. The foregoing restrictions shall not apply to the disclosure of necessary Confidential Information to employees and advisors of the Parties. Any third party that may become privy to such information shall first undertake in writing to protect the confidential nature thereof.

- The confidentiality undertaking in this clause shall not apply in respect of Confidential Information within the public domain or a Party's knowledge at the commencement of this Agreement or to disclosure required to satisfy the order of a court of competent jurisdiction or to comply with the provisions of any law or regulation in force from time to time.
- The Parties shall not at any time during the term of this Agreement, release any statement to the press, or make any other public statement of any nature which could reasonably be expected to be published in any media regarding the relationship of the Parties or the subject matter of this Agreement, without
- The prior written consent of the other Party, which consent shall not be unreasonably withheld.
- The Parties acknowledge that all Confidential Information is and will remain at all times the property of the relevant Party.
- The Parties shall use Confidential Information only for the purposes of performing their respective obligations pursuant to this AGREEMENT and not for any other purposes. The Parties covenant and agree to hold in strictest confidence and to exercise the utmost diligence to maintain the confidentiality of any Confidential Information or any other information as to the affairs, dealings and concerns of the other. The Parties shall use their best endeavors to prevent the publication or disclosure of the same to any third party other than where such disclosure is required by any governmental or regulatory authority, order of court, or otherwise required under any applicable law, and shall not, without the prior written consent of the Client:
- Use for the benefit or purposes of other third party, any Confidential Information; or Directly or indirectly reveal, furnish, divulge or otherwise make known or available to any third party, any Confidential Information
- The PARTIES shall hold in confidence and shall use all best endeavours to procure that their employees and agents shall not, except with the prior written consent of the other PARTY, divulge information acquired as a result of this AGREEMENT except when such information has been made public through no fault of either PARTY or as may be required by law or ordered by a court of competent jurisdiction.

- This obligation shall remain effective for three (3years) following termination of this AGREEMENT unless any such information genuinely falls into the public domain the Supplier is uncertain about whether information is to be treated as confidential in terms of clause 11, it shall be obliged to treat it as such until clearance in writing is obtained from Stanbic Bank. This clause (Confidentiality) does not apply to Confidential Information which:
 - is in or comes into the public domain other than by breach of this Agreement or of any obligation of confidence owed under this Agreement;
 - the Party that received the Confidential Information (“Receiving Party”) can prove it knew thereof prior to its disclosure by the Party that disclosed the Confidential Information (“Disclosing Party”); was subsequently disclosed to the Receiving Party lawfully by a Third Party who did not acquire the information under an obligation of confidentiality; or is independently developed by or for the Receiving Party at any time by Persons who have had no access to or knowledge of the said information.
 - Notwithstanding the foregoing, each Party shall be entitled to make any disclosure required by any Applicable Laws or by any order of a court or tribunal of competent jurisdiction.
 - Each Party shall ensure that its Personnel understand the nature of the obligations set out in this clause 12 (Confidentiality) and shall procure the observance of the same by its Personnel.

2.15 Force Majeure

- Neither Bidder nor Bank shall be liable for failure to meet contractual obligations due to Force Majeure.
- 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.
- The party involved in a case of Force Majeure shall immediately take reasonable steps to limit consequence of such an event.
- 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.
- 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.

2.16 Payment

- Payment shall only be paid after 30 days on receipt of Invoice upon satisfactory deployment of the system to be confirmed by the Bank.
- The Bank will only pay for work done and no advance payment will be made
- The Supplier will invoice the Bank for the services rendered as per agreement. The Supplier will ensure that the invoice complies with the provisions of the VAT Act, failing which the Bank shall not make any payment in respect thereof until such time as it receives an invoice which complies with the provisions of the VAT Act.
- Award letter will be issued for all the Bank requirements,
- Payment shall only be paid after 30 days on receipt of Invoice (subject to clause. 2.16 (iii)) upon satisfactory completion of the project to be confirmed by the Bank.

2.17 Notices

Any notice to be served on either of the parties by the other shall be sent by prepaid recorded delivery or registered post to the address of the relevant party shown at the head of this Agreement or by facsimile

transmission or by electronic mail or by telex and shall be deemed to have been received by the addressee within seven (7) working days of posting notwithstanding that it be returned undelivered or on completion of transmission if sent by facsimile transmission or by electronic mail or by telex to the correct facsimile number or electronic mail number of the addressee.

2.18 Contingency Planning

The Supplier shall maintain disaster recovery facilities and continuity of business and contingency plans ("COB Plans") to the reasonable satisfaction of the Customer with the intent of ensuring the continuing provision of the Services in accordance with this Agreement, notwithstanding any disaster or event which would otherwise adversely affect the provision of the Services. The COB Plans will address the following objectives:

Identify issues and problems that could potentially disrupt the Supplier's ability to provide the Services in both the short and long term;

Develop, maintain and document containment measures that mitigate the risk of disruptions to the provision of the Services resulting from such issues and problems; and

Develop and maintain continuity of business procedures for:

- 2.18.1 the declaration of an emergency; Notification and escalation both within the Supplier's organization and to the Customer;
- 2.18.2 the detailed recovery both on and off site of the Services and data related to the Services and any deliverables; and
- 2.18.3 An annual management review and approval of the disaster recovery facilities and COB Plans.
- 2.18.4 The Supplier shall test such disaster recovery facilities and COB Plans at least annually and provide the Customer with copies of relevant test results.
- 2.18.5 If the Customer has cause to test or invoke its own disaster recovery facilities or continuity of business and contingency plans, the Supplier shall accommodate such requests to make operational or other changes to this Agreement as may be reasonably necessary to test or implement such disaster facilities or continuity of business and contingency plans.
- 2.18.6 Without prejudice to the foregoing, at the Customer's request, and upon reasonable notice, the Supplier shall provide the Customer with such information regarding the Supplier's COB Plans as the Customer reasonably deems necessary. The Supplier shall thereafter keep the Customer informed of any material alterations to the Supplier's COB.

2.18.7 BCM third party Questionnaire

No.	Questions	Y/N	Explanation / Response
1	Does your organization have a Business Continuity/Disaster Recovery ("BC/DR") program?		
2	Does your Business Continuity Plan (BCP) ensure availability of an alternative site should an event interrupt operations from your primary site/sites that support the services provided to Stanbic Bank?		
3	How soon can the alternative site/sites become operational in a contingency situation?		
4	Does your organization have contingency solutions for the loss of the following at your primary sites – Electrical supply, Water or telecommunications, IT, Building?		
5	Do you have a staff training program in place to ensure continuity of services in the event that your Business Continuity Plan is invoked?		
6	How often is your BC/DR Program audited? Is this audit internal, external or both?		
7	When was the last BC/DR Program audit?		
8	Can you provide the Bank with a copy of your latest Business Continuity Plan?		
9	How often is your Business Continuity Plan tested?		
10	When last was your Business Continuity Plan tested?		
11	Did the test meet the Recovery Test Objectives as agreed in the Service Level Agreement (SLA) between your organization and the Bank?		
12	Can your organization provide the latest confirmation and test results of your Business Continuity?		

2.19 INSURANCE

- 2.19.1 Without limiting the vendor's liabilities or responsibilities in terms of this Agreement, the Supplier shall obtain and maintain for the duration of this Agreement sufficient insurance to cover its liability and responsibilities arising out of or under and relating to this Agreement.
- 2.19.2 Notwithstanding any provision in this Agreement, the Supplier shall obtain and maintain as a minimum the following insurance:
- 2.19.3 Insurance in terms of the Compensation for Occupational Injuries and Diseases Act, and
Shall ensure that it has paid all assessments due under OHS. The vendor shall upon request by Stanbic (The Bank), submit proof to the satisfaction of Stanbic Bank that it has paid such assessments;
- 2.19.3.1 Public liability insurance in respect of claims for death of and/or injury to persons or loss of and/or damage to Third Party property;
- 2.19.3.2 Professional indemnity insurance; and Motor vehicle liability insurance in respect of all motor vehicles brought onto the premises of the Bank
- 2.19.3.3 The Bank shall have the right to examine the policies maintained by the Consultant at any time before or during this Agreement.

3 AUDIT

- Stanbic Bank may (at its discretion) audit the Supplier compliance with this Agreement (including, but not limited to, audits of the Fees, the Consultant's premises, the Consultant's systems (including financial systems) and the physical and information technology security policies and practices in place) provided that any such audit is carried out with reasonable prior notice and in a reasonable way so as to cause as little disruption as is reasonably possible to the performance of the Services and the Consultant's business.
- Where Stanbic Bank (K) Ltd has reasonable grounds to believe that the vendor is not complying with its obligations under this Agreement, an audit may be carried out without prior notice.
- The Supplier shall, at no cost and expense to Stanbic Bank, provide all assistance reasonably requested by Stanbic Bank in relation to any audit, including providing access to the Supplier Personnel, records and premises.
- The Supplier acknowledges and agrees that Stanbic Bank Kenya Ltd may engage Third Party advisers to undertake any audit contemplated by this clause (Audit).

4. SECTION 4 – ANNEXURES

4.1. a) Company Profile.

Bidders willing to be considered for the **RFP – ASSET INVENTORY AND TRACKING MANAGEMENT SOLUTION** shall furnish the Bank with among others the following vital information, which will be treated in strict confidence by the Bank.

- Length of time in relevant area of work/specialization,
- Certified Technical Resources in relevant area,
- Copy of the Company's Pin Certificate, VAT Certificate, Certificate of Incorporation, CR12 and Articles of Association with current list of directors and their curriculum vitae,
- Current KRA Compliance Certificate,
- Reference sites (three) where similar nature of work has been successfully completed with references letters to be availed and the values of the works
- Availability of Resources to handle the assignments,
- Current customers being served and total value of Contract,
- Company financial position as supported by relevant Audited Financial reports for the latest two years. i.e 2016 & 2017 and shall consist of the following.
 - a. Income Statements

- b. Statement of Financial Position
- c. Auditors Report and
- d. Cash Flow statements or Management Accounts

Please note to fill the Supplier Financial Details (Appendix 2 – Section 2)

➤ **OHS requirements**

- Does your company have a Health, Safety and Environmental policy?
- Please provide us with an indication of what your Health and Safety structure looks like.
- Does your company train its employees on health and safety matters?
- How are your companies Health and Safety rules and expectations communicated to your employees?
- How do you manage site supervision for staff and subcontractors that you engage or manage?
- Do you ensure all Health and Safety incidents are reported?
- Do you have workers' compensation for yourself and all your employees?
- Have you or the company been charged with any breaches or been subject to any prosecutions, fines or damages or prohibition or improvement notices relating to HSE matters or other works performed by you or your subcontractor in the past 3 years?
- Does the business carry any liability insurance?
- Health and Safety audits are important for the ongoing assessment of the HSE capability and performance of you and your subcontractors and are also used to identify issues which have arisen in previous audits.
 - Are HSE audits conducted on your own operations?
 - How frequent are these audits?
 - Who completes the audits? (Internal or External)

b. Interest in the Bank

The supplier shall provide a statement, as contained in Appendix 1 of this Request for Proposal that none of its employees, Directors or Officers have any involvement or interest in the Bank and similarly that no Bank's employee/s has/have any involvement or interest in the supplier's business.

c. Supplier's Information

The Supplier shall submit as part of its Proposal, information about the Supplier in the form attached in Appendix 2.

APPENDIX 2 - DECLARATION OF INTEREST

All Suppliers are required to declare any interest that they or their employees may have in Stanbic Bank, or that any Stanbic Bank employee may have in the Supplier. To that effect the following must be duly stated by the authorized signatory:

1. Are you or any person associated with your Proposal, employees of Stanbic Bank? Yes No

If so, state particulars

2. Have you, or any person associated with your Proposal, any relationship (family, friend, other) with any person employed in Stanbic Bank who may be involved with the evaluation and Adjudication of this Tender for _____ Yes No

If so, state particulars

3. Are you, or any person associated with your Proposal, aware of any relationship (family, friend, other) between the Supplier and any person employed in Stanbic Bank who may be involved with the evaluation and adjudication of Proposals submitted in response to this Tender for _____ Yes No

If so, state particulars

Name of Supplier _____

(Signature of Declarant and company stamp) Date (YYYY-MM-DD)

.....
.....

Position of Declarant)

(Bid No.)

APPENDIX 3 – SUPPLIER INFORMATION

Supplier Registration /Section 2

Supplier information / Account details		
Please complete in full and submit together with a) Copy of cancelled used cheque.		
To: Stanbic Bank Kenya Limited Procurement Department P O Box 30550 - 00100 Nairobi Attention: Manager, Procurement Tel No: +254 20 3268000		
Full Name of Supplier		
Trading As		
Core Business Function		
Company Registration no:		
Physical Address	Street / House number	
	City	
	Postal Code	
	Country	
Postal Address	P O Box	
	Suburb / City	
	Postal Code	
	Country	
Accounts Communication	Telephone Number	
	Fax number	
	Cell number	
	Contact person	
	E-mail address of person receiving	
Purchase Order Communication	Telephone number	
	Fax number	
	Cell number	
	Contact person	
	E-mail address of person receiving orders	
	Website / URL	
Tax information	VAT registration no.	
	PIN no	
Payment Data	Account Holder	
	Account Type	
	Bank	
	Branch	
	Branch Code	
	Bank Account number	
	% settlement discount for early	

