

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

REPUBLIC OF KENYA



MINISTRY OF HEALTH

REQUEST FOR PROPOSALS

FOR

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT,

RETAINMENT AND SUSTAINABILITY STRATEGY

TENDER NO. MOH/KNBTS/OT/022/2020-2021

CLOSING/OPENING DATE: Wednesday 28th April 2021 AT 10.00AM

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

APRIL 2021

TABLE OF CONTENTS

SECTION I - INVITATION TO TENDER.....4
SECTION II – INFORMATION TO CONSULTANTS (ITC).....5
SECTION III: - TERMS OF REFERENCE.....19
SECTION IV: - TECHNICAL PROPOSAL.....23
SECTION IV - TECHNICAL PROPOSAL.....24
SECTION V: - FINANCIAL PROPOSAL.....34
SECTION V - FINANCIAL PROPOSAL STANDARD FORMS.....35
SECTION VI: STANDARD FORM OF CONTRACT.....42
II GENERAL CONDITIONS OF CONTRACT.....48
III SPECIAL CONDITIONS OF CONTRACT.....58
LETTER OF NOTIFICATION OF AWARD.....61
FORM RB 1.....62

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

INTRODUCTION

1. This Standard Request for Proposals (SRFP) has been prepared for use by public entities in Kenya in the procurement of consultancy services and selection of consultants.
2. The SRFP includes Standard form of Contract for Large Assignments and small assignment which are for lump sum or time based payments.
3. A separate SRFP has been provided for selection of individual professional consultants.
4. The General Conditions of Contract should not be modified and instead the Special Conditions of Contract should be used to reflect the unique circumstances of the particular assignment. Similarly the information to consultants should only be clarified or amended through the Appendix to information to Consultants.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

SECTION I - INVITATION TO TENDER

The **Ministry of Health**, invites sealed Proposals from qualified consultants for the following tender.

Tender No.	Tender Name	Eligibility
NO.MOH/KNBTS/OT/022/2020-2021	Development of a Blood Donor Recruitment, Retainment and Sustainability Strategy	Open Tender

Interested firms can obtain complete set of RFP document from Supply Chain Management Office, located at **Afya House, 5th Floor, Room No.514** during normal working hours. Or download them from www.health.go.ke or www.tenders.go.ke

Technical and financial proposals should be submitted in two different Envelopes Sealed in an Outer Envelope marked with tender number and Name

Consultants who download the RFP must forward their details to procurement514health@gmail.com for registration, communication of addendum or any clarification

Proposals should be deposited at the Tender Box *located at Afya House, 1st Floor* or be addressed to:

**Principal Secretary,
Ministry of Health
P.O. Box 30016 – 00100 Nairobi**

So as to be received on or before **Wednesday 28th April 2021 at 10.00am.** Proposals to remain valid for 120 days from the date of Opening.

Technical Proposals will be opened immediately after closing in the presence of the candidates or their representatives who choose to attend at **GTZ Boardroom, Afya House, Ground Floor.**

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

**Head, Supply Chain Management Unit
FOR: PRINCIPAL SECRETARY**

SECTION II – INFORMATION TO CONSULTANTS (ITC)

Table of Contents

	Page
2.1 Introduction	
2.2 Clarification and amendment of RFP document	
2.3 Preparation of Technical Proposal	
2.4 Financial proposal	
2.5 Submission, Receipt and opening of proposals	
2.6 Proposal evaluation general	
2.7 Evaluation of Technical proposal	
2.8 Public opening and Evaluation of financial proposal	
2.9 Negotiations	
2.10 Award of Contract	
2.11 Confidentiality	

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

2.12 Corrupt or fraudulent practices

SECTION II: - INFORMATION TO CONSULTANTS (ITC)

2.1 Introduction

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

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

2.1.3 The consultants must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first hand

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

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

- 2.1.4 The Procuring entity will provide the inputs specified in the Appendix "ITC", assist the firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and reports.
- 2.1.5 Please note that (i) the costs of preparing the proposal and of negotiating the Contract, including any visit to the Client are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.
- 2.1.6 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate.
- 2.1.7 The price to be charged for the tender document shall not exceed Kshs.5,000/
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- 2.1.8 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.2 Clarification and Amendment of RFP Documents

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

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

invited consultants and will be binding on them. The Client may at his discretion extend the deadline for the submission of proposals.

2.3 Preparation of Technical Proposal

2.3.1 The Consultants proposal shall be written in English language

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

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

- (i) If a firm considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-consultancy as appropriate. Consultants shall not associate with the other consultants invited for this assignment. Any firms associating in contravention of this requirement shall automatically be disqualified.
- (ii) For assignments on a staff-time basis, the estimated number of professional staff-time is given in the Appendix. The proposal shall however be based on the number of professional staff-time estimated by the firm.
- (iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.
- (iv) Proposed professional staff must as a minimum, have the experience indicated in Appendix, preferably working under conditions similar to those prevailing in Kenya.
- (v) Alternative professional staff shall not be proposed and only one Curriculum Vitae (CV) may be submitted for each position.

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

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

- (i) A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature. For each assignment the outline should indicate *inter alia*, the profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.
- (iii) A description of the methodology and work plan for performing the assignment.
- (iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.
- (v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.
- (vi) Estimates of the total staff input (professional and support staff staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.
- (vii) A detailed description of the proposed methodology, staffing and monitoring of training, if Appendix "A" specifies training as a major component of the assignment.
- (viii) Any additional information requested in Appendix "A".

2.3.5 The Technical Proposal shall not include any financial information.

2.4 Preparation of Financial Proposal

2.4.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section D). It lists all costs associated with the assignment including; (a) remuneration for staff (in the field and at headquarters), and; (b) reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilization and demobilization), services and equipment (vehicles, office equipment,

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, if it is a major component of the assignment. If appropriate these costs should be broken down by activity.

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

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

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

2.4.5 The Proposal must remain valid for 120 days after the submission date. During this period, the consultant is expected to keep available, at his own cost, the professional staff proposed for the assignment. The Client will make his best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants shall agree to the extension.

2.5 Submission, Receipt, and Opening of Proposals

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

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

2.5.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “**TECHNICAL PROPOSAL**,” and the original and all copies of the Financial Proposal in a sealed envelope clearly marked “**FINANCIAL PROPOSAL**” and warning: “**DO NOT OPEN WITH THE**

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

TECHNICAL PROPOSAL". Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Appendix "ITC" and be clearly marked, **"DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE."**

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

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

2.6 Proposal Evaluation General

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

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

2.7 Evaluation of Technical Proposal

2.7.1 The evaluation committee appointed by the Client shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as follows

	Points
(i) Specific experience of the consultant Related to the assignment	(5-10)
(ii) Adequacy of the proposed work plan and Methodology in responding to the terms of reference	(20-40)
(iii) Qualifications and competence of The key staff for the assignment	(30-40)

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

(iv) Suitability to the transfer of Technology Programme (Training) (0-10)

Total Points **100**

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

2.8 Public Opening and Evaluation of Financial Proposal

2.8.1 After Technical Proposal evaluation, the Client shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered

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

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

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

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

- 2.8.4 While comparing proposal prices between local and foreign firms participating in a selection process in financial evaluation of Proposals, firms incorporated in Kenya where indigenous Kenyans own 51% or more of the share capital shall be allowed a 10% preferential bias in proposal prices. However, there shall be no such preference in the technical evaluation of the tenders. Proof of local incorporation and citizenship shall be required before the provisions of this sub-clause are applied. Details of such proof shall be attached by the Consultant in the financial proposal.
- 2.8.5 The formulae for determining the Financial Score (Sf) shall, unless an alternative formulae is indicated in the Appendix "ITC", be as follows:-
$$Sf = 100 \times \frac{Fm}{F}$$
 where Sf is the financial score; Fm is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T=the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + p = 1) indicated in the Appendix. The combined technical and financial score, S, is calculated as follows:- $S = St \times T \% + Sf \times P \%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.
- 2.8.6 The tender evaluation committee shall evaluate the tender within 30 days of from the date of opening the tender.
- 2.8.7 Contract price variations shall not be allowed for contracts not exceeding one year (12 months).
- 2.8.8 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price
- 2.8.9 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

2.9 Negotiations

- 2.9.1 Negotiations will be held at the same address as "address to send information to the Client" indicated in the Appendix "ITC". The aim is to reach agreement on all points and sign a contract.
- 2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then work out final

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Terms of Reference, staffing and bar charts indicating activities, staff periods in the field and in the head office, staff-months, logistics and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the Contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

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

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

2.9.5 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations the Client and the selected firm will initial the agreed Contract. If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate a contract.

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

2.10 Award of Contract

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

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

2.10.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

- 2.10.4 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 2.10.5 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.
- 2.10.6 To qualify for contract awards, the tenderer shall have the following:
- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
 - (b) Legal capacity to enter into a contract for procurement
 - (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
 - (d) Shall not be debarred from participating in public procurement.

2.11 Confidentiality

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

2.12 Corrupt or fraudulent practices

- 2.12.1 The procuring entity requires that the consultants observe the highest standards of ethics during the selection and award of the consultancy contract and also during the performance of the assignment. The tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.
- 2.12.2 The procuring entity will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

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

Appendix to information to consultants

Note on the Appendix to Information to Consultants

1. The Appendix to information to consultant is intended to assist the procuring entity in providing specific information in relation to corresponding claims in

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

the information to consultants included in Section II and the appendix has to be prepared for each specific consultancy.

2. The Procuring entity should specify in the appendix information and requirements specific to the circumstances of the procuring entity, the assignment of the consultancy and the proposals evaluation criteria that will apply to the RFP Consultancy.
3. In preparing the appendix the following aspects should be taken into consideration.
 - (a) The information that specifies or complements provisions of Section II to be incorporated.
 - (b) Amendments of Section II as necessitated by the circumstances of the specific consultancy to be also incorporated
 - (c) Section II should remain unchanged and any changes or amendments should be introduced through the appendix.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

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

Clause Reference

2.1 The name of the Client is: **Ministry of Health: Kenya National Blood Transfusion Services**

2.1.1 The method of selection is: Quality Cost Based Selection

2.1.2 Technical and Financial Proposals are requested: **Yes sealed in separate envelopes and marked Technical Proposal and Financial Proposal. The two Proposals should be enclosed in an outer envelope marked with tender Number and Name**

The name, objectives, and description of the assignment are: The purpose of this consultancy is to develop strategies that the KNBTS will use in developing its donor mobilization and retention approach, and further review the capacity of the KNBTS to implement the proposed strategies

2.1.3 A pre-proposal conference will be held: **No**

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

**The Principal Secretary,
Ministry of Health**

Attn. Head Supply Chain Management Services

P.O. Box 30016 – 00100 Nairobi

Email address ***procurement514health@gmail.com***

2.1.4 The Client will provide the following inputs: *Facilitate the Consultant with any Information Required Promptly. Avail any document required by the consultant, access to permitted facilities and introduction letter.*

2.3.3 (ii) The estimated number of professional staff months

Required for the assignment is; **1 Months**

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

(iv) The minimum required experience of proposed professional staff is: *Lead consultant to have minimum of 10 years' experience consulting in health and social fields*

2.3.4 (vii) Training is a specific component of this assignment: **No**

2.5.2 Consultants to submit one **Original Document** for both Technical and Financial Proposals

2.5.3 The proposal submission address is: **Principal Secretary, Ministry of Health P.O. Box 30016 – 00100 Nairobi**

Information on the outer envelope should also include: Tender Number and Name

2.5.4 Proposals must be submitted no later than the following date and time: **Wednesday 28th April 2021 at 10.00am.**

2.6.1 The address to send information to the Client is:

**The Principal Secretary,
Ministry of Health
Attn. Head Supply Chain Management Services
P.O. Box 30016 – 00100 Nairobi**

2.7.1 The Minimum Technical Score required to pass is: **75 POINT**

2.7.1 Proposals shall be evaluated as following:

Preliminary Evaluation

At this stage the firm must meet the following mandatory requirements. Failure to do so could lead to the proposal being rejected:

- 1 Copy of Company's Registration Certificate
- 2 Copy of PIN Certificate
- 3 Copy of Valid Tax Compliance Certificate
- 4 Copy of CR12 not more than 6 Months old from the date of tender advert
- 5 Copy National Identity Cards/ Passport of the Directors and Shareholders as given in CR12
- 6 Technical Proposal Properly filled
- 7 Proof of consultancy firm's 10 years' experience in social organization or health field.

Technical Evaluation

	Points
Specific experience of the consultant Related to the assignment	<i>Maximum 30</i>

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Adequacy of the proposed work plan and Methodology in meeting the terms of reference	<i>Maximum 30</i>
Qualifications and competence of the key staff for the assignment	<i>Maximum 40</i>

Total Point 100

In Order for a Proposal to be considered for Financial Evaluation, Technical proposals must Score at least 75%. For proposals scoring less than 75%, Financial Proposals shall be returned unopened.

Financial proposals shall be opened in public at place and time which shall be communicated after completion of technical proposal evaluation. Those invited shall be those whose technical proposals attain 75%

The weights given to the Technical and Financial Proposals are:

Technical Proposal	=	70%
Financial Proposal	=	30%

2.8.5 Final Evaluation

For the purpose of combined evaluation the Technical Proposal of a bidder will be weighted 70% as follows:

PT = 70 • T/TO, with;
PT = attributed score for Technical Proposal,
T = Bidder's score in the technical evaluation,
TO = highest 'technical' score of all bidders.

The Financial Proposal of a Tenderer will be weighted 30% as follows:

PF = 30 • FM/F, with;
PF = Attributed Score for the Financial Proposal (points),
F = Bidder's Corrected Price of the Financial Proposal,
FM = Lowest Corrected Financial Proposal.

$$\text{Total Score (TS)} = \text{PT} + \text{PF}$$

For the purpose of award the Request for Proposal with the highest Total Scores shall be considered for award.

2.9.2 The assignment is expected to commence **once the contract agreement comes into effect**

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

SECTION III: - TERMS OF REFERENCE

3.1. Terms of Reference are the initial statement to the consultant of the services to be performed and should therefore be clear and precise and should contain the following sections:

(a) Background,

(b) Objectives of the assignment,

(c) Scope of the Services,

(d) Training (where appropriate),

(e) Reports and Time Schedule,

(f) Data Services, Personnel and Facilities to be provided by the Client, and

(g) Terms of Payment.

3.2. This Section should be prepared very carefully by the procuring entity to ensure that the consultancy assignment is well understood by the consultants.

Terms of Reference (ToR)

1.0. Introduction

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Kenya has experienced increased need for blood and blood products due to increased: cancer cases; population growth; bleeding disorders and malaria. Further, there have been significant investments in reducing maternal deaths including health coverage options such as Linda Mama, in-sufficiency of blood has increased post-partum haemorrhage mortality, thus drawing back the gains being made. While, the need for blood and products have increased, the blood collection by KNBTS has reduced. The minimum blood requirement in line with World Health Organization guidance for Kenya is 490,000 with optimum being 992,000 units of blood. The KNBTS currently collects approximately a third of the minimum need for Kenya and recognizes that the most sustainable approach to effective blood donor mobilization rests on having a large pool of repeat donors who consistently donate blood.

To achieve such an approach, it is essential that the KNBTS is deliberate in its strategies of donor education, information management and delivery. Further, management studies show that customer satisfaction and a feeling of identity towards a particular brand is a critical part of maintaining loyal clients who return for services. Blood donors are the clients for the National blood system and it therefore follows that the KNBTS needs to become deliberate about its engagement with clients and in the creation of satisfaction in the experience of blood donors with the service they receive when they volunteer to donate their blood. Further, the development of an identity that is positively identified with blood donation is essential to incentivise voluntary donors to become repeat long-term donors and thus create a reliable pool of donors for sufficient blood and blood products in Kenya. This would supplement local efforts of blood collection by Counties, private and public hospitals and drive Kenyans to donate within these frameworks.

Therefore the KNBTS needs to gain insights and proposed strategies from social and behaviour marketing expertise in order to design approaches, strategies and plans that will be effective in the recruitment and long-term retention of a pool of approximately 150,000 repeat donors annually.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

1.1. Proposed Scope

The purpose of this consultancy is to develop strategies that the KNBTS will use in developing its donor mobilization and retention approach, and further review the capacity of the KNBTS to implement the proposed strategies. This will include the following:

1. Review the current donor mobilization guidelines and make recommendations for the updating of the guidelines
2. Propose and recommend options for enhancing donor mobilization and sustainability for long-term blood donors for Kenya including:
 - a. Recruitment opportunities that focus on building empathy, identity and national pride in participating in blood donation for both eligible and non-eligible Kenyans;
 - b. Recruitment opportunities for the different target age groups and economic and social behavioral cultures;
 - c. Retention strategies including:
 - i. Leveraging client contact points in mobilization, blood donation and donor notification to add value to client experience;
 - ii. Identifying opportunities for effective confidence building with the blood donors;
 - iii. Identifying opportunities for a comprehensive, satisfactory Customer care experience for all blood donors
 - iv. Strategies for management of feedback and Communication to donors
 - v. Strategies for blood donor awards and recognition within the MoH approved Blood Transfusion policy on non-remuneration
3. Propose and make recommendations on how to harness technology to enhance donor management, engagement and accountability
4. Review the KNBTS technical, human and operational capacity to deliver the proposed strategies and recommendations

2.0. Expected outputs

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

1. Proposed donor mobilization strategies for the short-term and long term disaggregated as may be relevant by disaggregated by age and socio-economic status, behavioural factors and geographical granulation including:
 - Recruitment and retention approaches
 - Communication channels
2. Recommend credible approaches in communicating with potential blood donors
 - Communication material and content
 - A detailed work plan to deliver the communications material and contents
3. Recommendations for establishment of long-term mobilization and retention strategies
4. A Monitoring and Evaluation plan that outlines:
 - Performance indicators, including blood collection targets, and their data sources that need to be within access by the KNBTS; frequency
 - A monitoring framework for routine measurements of success in donor recruitment and retention
 - Evaluation
 - Milestones

3.0. Expected Tasks:

The Consultancy firm is expected to:

1. Prepare and provide a detailed methodology of how the consultant will achieve the above scope, including expected working timelines
2. Provide the CV of the lead consultant
3. Submit a budget and indicate utilization of the funds

4.0. Key Deliverables:

Key deliverables will include:

1. Inception report within 7 days of signing the contract
2. A mid-term review meeting with KNBTS and wit detailed minutes to document progress

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

3. The Final Report as per the TOR

5.0. Payments

Payment shall be as stated in special conditions of contract

SECTION IV: - TECHNICAL PROPOSAL

Notes on the preparation of the Technical Proposals

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

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

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

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

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

SECTION IV - TECHNICAL PROPOSAL

Table of Contents

	Page
1. Technical proposal submission form	
2. Firms references	
3. Comments and suggestions of consultants on the Terms of reference and on data, services and Facilities to be provided by the procuring entity	
4. Description of the methodology and work plan For performing the assignment	
5. Team composition and Task assignments	
6. Format of curriculum vitae (CV) for proposed Professional staff	
7. Time schedule for professional personnel	
8. Activity (work schedule)	

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

1. TECHNICAL PROPOSAL SUBMISSION FORM

[_____ Date]

To: _____ [Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for _____
_____ [Title of consulting services] in accordance with your
Request for Proposal dated _____ [Date] and our Proposal.

We are hereby submitting our Proposal, which includes this Technical Proposal, [and
a Financial Proposal sealed under a separate envelope].

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

We remain,

Yours Sincerely,

_____ [Authorized Signature]:

_____ [Name and Title of Signatory]

:

_____ [Name of Firm]

:

_____ [Address:]

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

2. FIRM'S REFERENCES

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

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

Assignment Name:	Country
Location within Country:	Professional Staff provided by Your Firm/Entity(profiles):
Name of Client:	Clients contact person for the assignment.
Address:	No of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):
	Approx. Value of Services (Kshs)
Name of Associated Consultants. If any:	No of Months of Professional Staff provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:	

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Narrative Description of project:
Description of Actual Services Provided by Your Staff:

Firm's Name: _____

Name and title of signatory; _____

(May be amended as necessary)

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

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

On the data, services and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5.

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

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

5. TEAM COMPOSITION AND TASK ASSIGNMENTS

v

1. Technical/Managerial Staff

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Name	Position	Task

2. Support Staff

Name	Position	Task

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

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

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

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

Education:

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

Employment Record:

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

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

Certification:

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

_____ Date: _____
[Signature of staff member]

_____ Date: _____
[Signature of authorized representative of the firm]

Full name of staff member: _____

Full name of authorized representative: _____

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

7. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

Months (in the Form of a Bar Chart)

Name	Position	Reports Due/ Activities	Months (in the Form of a Bar Chart)												Number of months		
			1	2	3	4	5	6	7	8	9	10	11	12			

Reports Due: _____

Activities Duration: _____

Signature: _____
(Authorized representative)

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Full Name: _____

Title: _____

Address: _____

8. ACTIVITY (WORK) SCHEDULE

(a). Field Investigation and Study Items

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

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

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

(b). Completion and Submission of Reports

Reports	Date
1. Inception Report	
2. Interim Progress Report (a) First Status Report (b) Second Status Report	
3. Draft Report	
4. Final Report	

SECTION V: - FINANCIAL PROPOSAL

Notes on preparation of Financial Proposal

- a. The Financial proposal prepared by the consultant should list the costs associated with the assignment. These costs normally cover remuneration for staff, subsistence, transportation, services and

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

equipment, printing of documents, surveys etc. as may be applicable.

The costs should be broken down to be clearly understood by the procuring entity.

- b. The financial proposal shall be in Kenya Shillings or any other currency allowed in the request for proposal and shall take into account the tax liability and cost of insurances specified in the request for proposal.
- c. The financial proposal should be prepared using the Standard forms provided in this part

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

SECTION V - FINANCIAL PROPOSAL STANDARD FORMS

Table of Contents

	Page
1. Financial proposal submission Form	
2. Summary of costs	
3. Breakdown of price/per activity	
4. Breakdown of remuneration per activity	
5. Reimbursable per activity	
6. Miscellaneous expenses	

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

1. FINANCIAL PROPOSAL SUBMISSION FORM

_____ [Date]

To: _____

[Name and address of Client]

Ladies/Gentlemen:

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

We remain,

Yours sincerely,

_____ *[Authorized Signature]*

:

_____ *[Name and Title of Signatory]:*

_____ *[Name of Firm]*

_____ *[Address]*

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

2. SUMMARY OF COSTS

Costs	Currency(ies)	Amount(s)
Subtotal		
Taxes		
Total Amount of Financial Proposal		<hr/>

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

3. BREAKDOWN OF PRICE PER ACTIVITY

Activity NO.: _____	Description: _____
Price Component	Amount(s)
Remuneration Reimbursables Miscellaneous Expenses Subtotal	_____

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

4. BREAKDOWN OF REMUNERATION PER ACTIVITY

Activity No. _____		Name: _____		
Names	Position	Input(Staff months, days or hours as appropriate.)	Remuneration Rate	Amount
Regular staff				
(i)				
(ii)				

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Consultants	
Grand Total	_____

5. REIMBURSABLES PER ACTIVITY

Activity No: _____ Name: _____

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Air travel	Trip			

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

2	Road travel	Kms			
3.	Rail travel	Kms			
4.	Subsistence Allowance	Day			_____
	Grand Total				

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

6. MISCELLANEOUS EXPENSES

Activity No. _____ Activity Name: _____

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

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

SECTION VI: STANDARD FORM OF CONTRACT

ANNEX I

REPUBLIC OF KENYA

STANDARD FORM OF CONTRACT

F O R

CONSULTING SERVICES

Large Assignments (Lump- Sum payment)

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

CONTENTS

Special notes..... 43

Contract for Consultant’s Services..... 44

I Form of Contract.....
45

II General Conditions of Contract..... 47

III Special Conditions of Contract..... 57

IV Appendices..... 59

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Special Notes

1. The Lump-Sum price is arrived at on the basis of inputs – including rates – provided by the Consultant. The Client agrees to pay the Consultant according to a schedule of payments linked to the delivery of certain outputs, usually reports. Lump-sum contracts have the simplicity of administration, the Client having only to be satisfied with the outputs without monitoring the staff inputs and should be used for large Assignments in for example Design; Engineering; Supervision and Management Services; Master plans; Economic and Feasibility studies; and Surveys.
2. The Contract includes four parts: Form of Contract, the General Conditions of Contract, the Special Conditions of Contract and the Appendices. The Client using this standard contract should not alter the General Conditions. Any

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

adjustment to meet any specific project features should be made only in the Special Conditions.

CONTRACT FOR CONSULTANT'S SERVICES

Large Assignments (Lump-Sum Payments)

Between

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

[Name of the Client]

AND

[Name of the Consultant]

Dated: _____ *[Date]*

I. FORM OF CONTRACT

Large Assignments (Lump-Sum Payments)

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

This Agreement (hereinafter called the “Contract”) is made the _____) day of the month of _____ [month], [year], between _____, [name of client] of [or whose registered office is situated at] _____ [location of office] (hereinafter called the “Client”) of the one part AND

_____ [name of consultant] of [or whose registered office is situated at] _____ [location of office] (hereinafter called the “Consultant”) of the other part.

WHEREAS

- (a) the Client has requested the Consultant to provide certain consulting services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Consultant, having presented to the Client that he has the required professional skills and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the Parties hereto hereby agree as follows:

- 1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - (a) The General Conditions of Contract;
 - (b) The Special Conditions of Contract;
 - (c) The following Appendices:
 - Appendix A: Description of the Services
 - Appendix B: Reporting Requirements
 - Appendix C: Services and Facilities Provided by the Client
- 2. The mutual rights and obligations of the Client and the Consultants shall be as set forth in the Contract; in particular:
 - (a) The Consultant shall carry out the Services in accordance with the provisions of the Contract; and

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

(b) the Client shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of _____ *[name of client]*

[Full name of Client's authorised representative] _____

[Title] _____

[Signature] _____

[Date] _____

For and on behalf of _____ *[name of consultant]*

[Full name of Consultant's Authorized representative] _____

[Title] _____

[Signature] _____

[Date] _____

II GENERAL CONDITIONS OF CONTRACT

1. GENERAL PROVISIONS

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract shall have the following meanings:

- (a) “Applicable Law” means the laws and any other instruments having the force of law in the Republic of Kenya as they may be issued and in force from time to time;
- (b) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GC) are attached together with all the documents listed in Clause 1 of such signed Contract;
- (c) “Contract Price” means the price to be paid for the performance of the Services in accordance with Clause 6 here below;
- (d) “Foreign Currency” means any currency other than the Kenya Shilling;
- (e) “GC” means these General Conditions of Contract;
- (f) “Government” means the Government of the Republic of Kenya;
- (g) “Local Currency” means the Kenya Shilling;

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

- (h) “Member”, in case the Consultant consists of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SC to act on their behalf in exercising all the Consultant’s rights and obligations towards the Client under this Contract;
- (i) “Party” means the Client or the Consultant, as the case may be and “Parties” means both of them;
- (j) “Personnel” means persons hired by the Consultant or by any Subconsultant as employees and assigned to the performance of the Services or any part thereof;
- (k) “SC” means the Special Conditions of Contract by which the GC may be amended or supplemented;
- (l) “Services” means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A; and
- (m) “Sub consultant” means any entity to which the Consultant subcontracts any part of the Services in accordance with the provisions of Clauses 3 and 4.

1.2 Law Governing the Contract

This Contract, its meaning and interpretation and the relationship between the Parties shall be governed by the Laws of Kenya.

1.3 Language

This Contract has been executed in English language which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices

Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

addressed or when sent by registered mail, telex, telegram or facsimile to such Party at the address specified in the SC.

1.5 Location

The Services shall be performed at such locations as are specified in Appendix A and, where the location of a particular task is not so specified, at such locations, whether in the Republic of Kenya or elsewhere, as the Client may approve.

1.6 Authorized Representatives'

Any action required or permitted to be taken and any document required or permitted to be executed under this Contract by the Client or the Consultant may be taken or executed by the officials specified in the SC.

1.7 Taxes and Duties

The Consultant, Sub consultant[s] and their personnel shall pay such taxes, duties, fees and other impositions as may be levied under the Laws of Kenya, the amount of which is deemed to have been included in the Contract Price.

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by both Parties and such other later date as may be stated in the SC.

2.2 Commencement of Services

The Consultant shall begin carrying out the Services thirty (30) days after the date the Contract becomes effective or at such other date as may be specified in the SC.

2.3 Expiration of Contract

Unless terminated earlier pursuant to Clause 2.6, this Contract shall terminate at the end of such time period, after the Effective Date, as is specified in the SC.

2.4 Modification

Modification of the terms and Conditions of this Contract, including any modification of the scope of the Services or the Contract Price, may only be made by written agreement between the Parties.

II.5 Force Majeure

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

2.5.1 Definition For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the Contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension Any period within which a Party shall, pursuant to this

Of Time Contract complete any action or task shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.5.4 Payments During the period of his inability to perform the Services as a result of an event of Force Majeure, the Consultant shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by him during such period for the purposes of the Services and in reactivating the Service after the end of such period.

II.6 Termination

2.6.1 By the Client The Client may terminate this Contract by not less than thirty (30) days’ written notice of termination to the Consultant, to be given after the occurrence of any of the events specified in this Clause;

(a) if the Consultant does not remedy a failure in the performance of his obligations under the Contract

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

within thirty (30) days after being notified or within any further period as the Client may have subsequently approved in writing;

- (b) if the Consultant becomes insolvent or bankrupt;
- (c) if, as a result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Consultant, in the judgement of the Client, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause;

“corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in Contract execution “fraudulent practice” means a misrepresentation of facts in order to influence a selection process or the execution of Contract to the detriment of the Client, and includes collusive practice among consultants (prior to or after submission of proposals) designed to establish prices at artificial non-competitive levels and to deprive the Client of the benefits of free and open competition.

- (e) if the Client in his sole discretion decides to terminate this Contract.

2.6.2 By the Consultant The Consultant may terminate this Contract by not less than thirty (30) days’ written notice to the Client, such notice to be given after the occurrence of any of the following events;

- (a) if the Client fails to pay any monies due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clause 7 within sixty (60) days after receiving written notice from the Consultant that such payment is overdue; or

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

- (b) if, as a result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2.6.3 Payment Upon termination of this Contract pursuant to Clauses
Upon 2.6.1 or 2.6.2, the Client shall make the following
Termination payments to the Consultant:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) Except in the case of termination pursuant to paragraphs (a) and (b) of Clause 2.6.1, reimbursement of any reasonable costs incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

3. OBLIGATIONS OF THE CONSULTANT

3.1 General The Consultant shall perform the Services and carry out his Obligations with all due diligence, efficiency and economy in accordance with generally accepted professional techniques and practices and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Client and shall at all times support and safeguard the Client's legitimate interests in any dealing with Sub consultants or third parties.

3.2 Conflict of Interests

3.2.1 Consultant (i) The remuneration of the Consultant pursuant to
Not to Clause 6 shall constitute the Consultant's sole
Benefit from remuneration in connection with this Contract or
Commissions, the Services and the Consultant shall not accept
Discounts, for his own benefit any trade commission,

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Etc.

Discount or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of his obligations under the Contract and the Consultant shall use his best efforts to ensure that his personnel, any sub consultant[s] and agents of either of them similarly shall not receive any such additional remuneration.

- (ii) For a period of two years after the expiration of this Contract, the Consultant shall not engage and shall cause his personnel as well as his sub consultant[s] and his/their personnel not to engage in the activity of a purchaser (directly or indirectly) of the assets on which he advised the Client on this Contract nor shall he engage in the activity of an adviser (directly or indirectly) of potential purchasers of such assets.
- (iii) Where the Consultant as part of the Services has the responsibility of advising the Client on the procurement of goods, works or services, the Consultant will comply with any applicable procurement guidelines and shall at all times exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Consultant in the exercise of such procurement shall be for the account of the Client.

3.2.2 Consultant and Affiliates Not to be Otherwise Interested in Project

The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and his affiliates, as well as any Subconsultant and any of his affiliates, shall be disqualified from providing goods, works or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Consultant nor his sub consultant[s] nor their personnel shall engage, either directly or indirectly in any of the following activities:

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

- (a) during the term of this Contract, any business or professional activities in the Republic of Kenya which would conflict with the activities assigned to them under this Contract; or
- (b) after the termination of this Contract, such other activities as may be specified in the SC.

3.3 Confidentiality

The Consultant, his subconsultant[s] and the personnel of either of them shall not, either during the term of this Contract or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

3.4 Insurance to be Taken Out by the Consultant

The Consultant (a) shall take out and maintain and shall cause any subconsultant[s] to take out and maintain, at his (or the subconsultants', as the case may be) own cost but on terms and conditions approved by the Client, insurance against the risks and for the coverage, as shall be specified in the SC; and (b) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums have been paid.

3.5 Consultant's

Actions Requiring Client's prior Approval

The Consultant shall obtain the Client's prior approval in writing before taking any of the following actions;

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) Appointing such members of the personnel not listed by name in Appendix C ("Key Personnel and Sub consultants").

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

3.6 Reporting Obligations The Consultants shall submit to the Client the reports and documents specified in Appendix A in the form, in the numbers, and within the periods set forth in the said Appendix.

3.7 Documents prepared by the Consultant to Be the Property of the Client All plans, drawings, specifications, designs, reports and other documents and software submitted by the Consultant in accordance with Clause 3.6 shall become and remain the property of the Client and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Client together with a detailed inventory thereof. The Consultant may retain a copy of such documents and software. Neither Party shall use these documents for purposes unrelated to this Contract without the prior approval of the other Party.

4 CONSULTANT'S PERSONNEL

4.1 Description Of Personnel The titles, agreed job descriptions, minimum qualification and estimated periods of engagement in the carrying out of the Services of the Consultant's Key Personnel are described in Appendix C. The Key Personnel and Sub consultants listed by title as well as by name in Appendix C are hereby approved by the Client.

4.2 Removal and/or Replacement Of Personnel (a) Except as the Client may otherwise agree, no changes shall be made in the Key Personnel. If for any reason beyond the reasonable control of the Consultant, it becomes necessary to replace any of the Key Personnel, the Consultant shall provide as a Replacement a person of equivalent or better Qualifications.

(b) If the Client finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) the Client has reasonable cause to be dissatisfied with the performance

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

of any of the Personnel, then the Consultant shall, at the Client's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Client.

- (c) The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. OBLIGATIONS OF THE CLIENT

5.1 Assistance and Exemptions

The Client shall use his best efforts to ensure that he provides the Consultant such assistance and exemptions as may be necessary for due Performance of this Contract.

5.2 Change in the Applicable Law

If after the date of this Contract, there is any change in the Laws of Kenya with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Consultant, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties and corresponding adjustments shall be made to the amounts referred to in Clause 6.2 (a) or (b), as the case may be.

5.3 Services and Facilities

The Client shall make available to the Consultant the Services and Facilities listed under Appendix F.

6. PAYMENTS TO THE CONSULTANT

6.1 Lump-Sum Remuneration

The Consultant's total remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all staff costs, Subconsultants' costs, printing, communications, travel, accommodation and the like and all other costs incurred by the Consultant in carrying out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clause 2.4.

- 6.2 Contract Price**
- (a) The price payable in foreign currency is set forth in the SC.
- (b) The price payable in local currency is set forth in the SC.
- 6.3 Payment for Additional Services**
- For the purposes of determining the remuneration due for additional services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
- 6.4 Terms and Conditions of Payment**
- Payments will be made to the account of the Consultant and according to the payment schedule stated in the SC. Unless otherwise stated in the SC, the first payment shall be made against the provision by the Consultant of a bank guarantee for the same amount and shall be valid for the period stated in the SC. Any other payment shall be made after the conditions listed in the SC for such payment have been met and the Consultant has submitted an invoice to the Client specifying the amount due.
- 6.5 Interest on Delayed Payment**
- Payment shall be made within thirty (30) days of receipt of invoice and the relevant documents specified in Clause 6.4. If the Client has delayed payments beyond thirty (30) days after the due date hereof, simple interest shall be paid to the Consultant for each day of delay at a rate three percentage points above the prevailing Central Bank of Kenya's average rate for base lending .

7. SETTLEMENT OF DISPUTES

- 7.1 Amicable Settlement** The Parties shall use their best efforts to settle

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

amicably all disputes arising out of or in connection with this Contract or its interpretation.

7.2 Dispute Settlement

Any dispute between the Parties as to matters arising pursuant to this Contract that cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be referred by either Party to the arbitration and final decision of a person to be agreed between the Parties. Failing agreement to concur in the appointment of an Arbitrator, the Arbitrator shall be appointed by the Chairman of the Chartered Institute of Arbitrators, Kenya Branch, on the request of the applying party.

III SPECIAL CONDITIONS OF CONTRACT

Number of GC Amendments of and Supplements to Clauses in the

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Clause

General Conditions of Contract

1.1(i) The Member in Charge is _____ *[name of Member]*

1.4 The addresses are:

Client: PRINCIPAL SECRETAY
Attention: HEAD SUPPLY CHAIN MANAGEMENT SERVICES
Telephone: _____
Telex: _____
Email: procurement514health@gmail.com

Consultant: _____
Attention: _____
Telephone: _____
Telex: _____
Facsimile: _____

1.6 The Authorized Representatives are:

For the Client: Dr. Nduku Kilonzo Head KNBTS
Email: nkilonzo@nbtkenya.or.ke

For the Consultant: _____

2.1 The date on which this Contract shall come into effect is after the lapse of **14 days** upon notification of award.

2.2 The date for the commencement of Services is after the lapse of **14 days** upon notification of award.

2.3 The period shall be after the client has received the final report and all documentations from the consultant.

3.4 The risks and coverage shall be:

(i) Professional Liability N/A

(ii) Loss of or damage to equipment and property N/A

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

- 6.2(a) The amount in foreign currency or currencies is N/A.
- 6.2(b) The amount in local Currency is the tendered amount
- 6.4 Payments shall be made according to the following schedule:
- Twenty Five (25) percent of the lump-sum amount shall be paid upon submission of the inception report.
 - Twenty Five (25) percent of the lump-sum amount shall be paid upon submission of the interim report.
 - Twenty Five (25) percent of the lump-sum amount shall be paid upon submission of the draft final report.
 - Twenty Five (25) percent of the lump-sum amount shall be paid upon approval of the final report.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Appendices

APPENDIX A – DESCRIPTION OF THE SERVICES

An Evaluation of Optimal Strategies for Counties Engagement in Blood Management: The purpose of this consultancy is to develop a strategy that the KNBTS will use in engaging County Governments in order to ensure optimal and seamless Blood Supply Chain.

APPENDIX B – REPORTING REQUIREMENTS

1. Inception report 7 days after contract award
2. Interim Report
3. Mid-term assessment meeting with KNBTS with detailed report to document progress and shift in strategy where need be.
4. Draft Final Report
5. Final Report as agreed by the client but not later than 30 days from the date of contract award.
6. The reports to be submitted to the Head KNBTS

APPENDIX C – SERVICES AND FACILITIES PROVIDED BY THE CLIENT

Facilitate the Consultant with any Information Required Promptly. Avail any document required by the consultant, access to permitted facilities and introduction letter.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

LETTER OF NOTIFICATION OF AWARD

Address of Procuring Entity

To: _____

RE: Tender No. _____

Tender Name _____

This is to notify that the contract/s stated below under the above mentioned tender have been awarded to you.

- 1. Please acknowledge receipt of this letter of notification signifying your acceptance.

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

- 2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.

- 3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

*(FULL PARTICULARS)*_____

SIGNED FOR ACCOUNTING OFFICER

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

**FORM RB 1
REPUBLIC OF KENYA**

PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD

APPLICATION NO.....OF.....20.....

BETWEEN

.....APPLICANT

AND

.....RESPONDENT (*Procuring Entity*)

Request for review of the decision of the..... (*Name of the Procuring Entity*) ofdated the...day of20.....in the matter of Tender No.....of20...

REQUEST FOR REVIEW

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

- 1.
- 2.

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

- 1.
- 2.

SIGNED(Applicant)

Dated on.....day of/...20...

FOR OFFICIAL USE ONLY

DEVELOPMENT OF A BLOOD DONOR RECRUITMENT, RETAINMENT AND SUSTAINABILITY STRATEGY TENDER NO. MOH/KNBTS/OT/022/2020-2021

Lodged with the Secretary Public Procurement Administrative Review Board on day of20.....

SIGNED
Board Secretary