

**REPUBLIC OF KENYA**



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**TENDER DOCUMENT**

**TENDER NO: PSC/008/2018-2019**

**FOR**

**SUPPLY, DELIVERY, INSTALLATION, TESTING, COMMISSIONING AND  
MAINTENANCE OF A CATERING MANAGEMENT SYSTEM**

**TENDER SUBMISSION DEADLINE:**

**WEDNESDAY, 15<sup>TH</sup> MARCH, 2019 AT 11.00AM**

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## SECTION I: INVITATION TO TENDER

15<sup>th</sup> February, 2019

M/S  
P.O. Box  
Nairobi  
Tel. +

**RE: TENDER NO. PSC/008/2018-2019 SUPPLY, DELIVERY, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF A CATERING MANAGEMENT SYSTEM**

The Parliamentary Service Commission invites sealed tenders from eligible suppliers and/or contractors for the Supply, Delivery, Installation, Testing, Commissioning and Maintenance of a Catering Management System.

Interested eligible candidates may obtain further information from the **Procurement Office on 2<sup>nd</sup> Floor, Protection House, Nairobi**. A complete set of the tender document may be download free of charge from **Commission's Website; [www.parliament.go.ke](http://www.parliament.go.ke)** or IFMIS Portal; **[www.supplier.treasury.go.ke](http://www.supplier.treasury.go.ke)**.

There shall be a **pre-bid meeting** on **Friday, 22<sup>nd</sup> February, 2019** from 11.00am in the **2<sup>nd</sup> Floor Boardroom, Protection House, along Parliament Road, Nairobi**. This is purely for purposes of any clarifications on the terms of reference.

Duly completed tender document (original and copy) are to be enclosed in plain sealed envelopes, marked with the **tender number, name** and **as prescribed under this Tender document** and be dropped in the Tender Box at the **Reception on 2<sup>nd</sup> Floor, Protection House, Nairobi** or be addressed to:

**Clerk of the Senate/Secretary,  
Parliamentary Service Commission,  
Parliament Buildings,  
P.O. Box 41842 00100,  
NAIROBI, KENYA.**

so as to be received on or before **Friday, 15<sup>th</sup> March, 2019 at 11.00am**.

Tenders must be accompanied by a tender Security of **Kshs. 100,000.00** in form of a bank guarantee from a reputable bank or guarantee from an insurance company approved by the Public Procurement Regulatory Authority (PPRA) payable to Parliamentary Service Commission.

Tenders will be opened immediately thereafter in the presence of the Candidates who choose to attend or their representatives, at **Protection House, 2<sup>nd</sup> floor boardroom, Nairobi**.

Prices quoted should be inclusive of all taxes and delivery costs, and must be in Kenya Shillings and shall remain valid for **120 days** from the closing date of the tender.

**CLERK OF THE SENATE/SECRETARY, PARLIAMENTARY SERVICE COMMISSION**

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## **SECTION II - INSTRUCTIONS TO TENDERERS**

### **2.1 Eligible Tenderers**

- 2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Invitation to Tender. Successful tenderers shall complete the supply of goods and services by the intended completion date specified in the Schedule of Requirements Section VI.
- 2.1.2 The Commission employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender.
- 2.1.3 Tenderers shall provide the qualification information statement that the tenderer (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Commission to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation for tenders.
- 2.1.4 Tenderers shall not be under a declaration of ineligibility for corrupt and fraudulent practices.

### **2.2 Eligible Goods**

- 2.2.1 All goods to be supplied under the contract shall have their origin in eligible source countries.
- 2.2.2 For purposes of this clause, "origin" means the place where the goods are mined, grown, or produced. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components
- 2.2.3 The origin of goods is distinct from the nationality of the tenderer.

### **2.3 Cost of Tendering**

- 2.3.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the Commission, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
- 2.3.2 The price is to be changed for the tender document as specified in the appendix to Instructions to tenderers.
- 2.3.3 All firms found capable of performing the contract satisfactorily in accordance to the set qualification criteria shall be considered.

## **2.4 The Tender Document**

2.4.1 The tender document comprises the documents listed below and addenda issued in accordance with clause 2.6 of these instructions to Tenderers:-

- i. Invitation to Tender
- ii. Instructions to tenderers
- iii. General Conditions of Contract
- iv. Special Conditions of Contract
- v. Schedule of requirements
- vi. Technical Specifications
- vii. Tender Form and Price Schedules
- viii. Tender Security Form
- ix. Contract Form
- x. Performance Security Form
- xi. Confidential Business Questionnaire

2.4.2 The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

## **2.5 Clarification of Documents**

2.5.1 A prospective tenderer requiring any clarification of the tender document may notify the Commission in writing or by post at the Commission address indicated in the Invitation to Tender. The Commission will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of tenders, prescribed by the Commission. Written copies of the Commission response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers that have received the tender document.

2.5.2 The Commission shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

## **2.6 Amendment of Documents**

2.6.1 At any time prior to the deadline for submission of tenders, the Commission, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by amendment.

2.6.2 All prospective candidates that have received the tender documents will be notified of the amendment in writing or by post and will be binding on them.

2.6.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Commission, at its discretion, may extend the deadline for the submission of tenders.

## **2.7 Language of Tender**

2.7.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchange by the tenderer and the Commission, shall be written in English language, provided that any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

## **2.8 Documents Comprising of Tender**

2.8.1 The tender prepared by the tenderers shall comprise the following components;

- a) A Tender Form and a Price Schedule completed in accordance with the Tender documents.
- b) Documentary evidence that establishes that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- c) Documentary evidence that establishes that the goods and ancillary services to be supplied by the tenderer are eligible goods and services and conform to the tender documents; and
- d) Tender security furnished as prescribed in the Appendix.

## **2.9 Tender Forms**

2.9.1 The tenderer shall complete the Tender Form and the appropriate Price Schedule furnished in the tender documents, indicating the goods and services to be supplied, a brief description of the goods and services, the country of origin, quantity, and prices of the goods.

## **2.10 Tender Prices**

2.10.1 The tenderer shall indicate on the appropriate Price Schedule the unit prices and total tender price of the goods and services it proposes to supply under the contract

2.10.2 Prices indicated on the Price Schedule shall include all costs including taxes, insurances and delivery to the premises of the Commission.

2.10.3 Prices quoted by the tender shall be fixed during the Tender's performance of the contract and not subject to variation on any account. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

2.10.4 The validity period of the tender shall be 90 days from the date of opening of the tender.

## **2.11 Tender Currencies**

2.11.1 Prices shall be quoted in Kenya Shillings unless otherwise specified in the Appendix to Instructions to Tenderers.

## **2.12 Tenderers Eligibility and Qualifications**

2.12.1 The tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.

- 2.12.2 The documentary evidence of the tenderers eligibility to tender shall establish to the Commission satisfaction that the tenderer, at the time of submission of its tender, is from an eligible source country as defined by the Manufacturer.
- 2.12.3 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall be established to the Commission satisfaction;
- a) that, in the case of a tenderer offering to supply goods under the contract which the tenderer did not manufacture or otherwise produce, the tenderer has been duly authorized by the goods' Manufacturer or producer to supply the goods.
  - b) that the tenderer has the financial, technical, and production capability necessary to perform the contract;
  - c) that, in the case of a tenderer not doing business within Kenya, the tenderer is or will be (if awarded the contract) represented by an Agent in Kenya equipped, and able to carry out the Tenderer's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.

### **2.13 Goods Eligibility and Conformity to Tender Documents**

- 2.13.1 The tenderer shall furnish as part of its tender documents establishing the eligibility and conformity to the tender documents of all goods which the tenderer proposes to supply under the contract.
- 2.13.2 The documentary evidence of the eligibility of the goods shall consist of a statement in the Price Schedule of the country of origin of the goods and services offered which shall be confirmed by a certificate of origin issued at the time of shipment.
- 2.13.3 The documentary evidence of conformity of the goods to the tender documents may be in the form of literature, drawings, and data, and shall consist of:-
- a) A detailed description of the essential technical and performance characteristic of the goods;
  - b) A list giving full particulars, including available source and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the goods for a period of two (2) years, following commencement of the use of the goods by the Commission ; and
  - c) A clause-by-clause commentary on the Commission Technical Specifications demonstrating substantial responsiveness of the goods and service to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.
- 2.13.4 For purposes of the documentary evidence to be furnished pursuant to paragraph 2.13.3(c) above, the tenderer shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Commission in its Technical Specifications, are intended to



be descriptive only and not restrictive. The tenderer may substitute alternative standards, brand names, and/or catalogue numbers in its tender, provided that it demonstrates to the Commission's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

## **2.14 Tender Security**

- 2.14.1 The tenderer shall furnish, as part of its tender, a tender security for the amount specified in the Appendix to Invitation to Tenderers.
- 2.14.2 The tender security shall be as specified in the Appendix.
- 2.14.3 The tender security is required to protect the Commission against the risk of Tenderer's conduct which would warrant the security's forfeiture.
- 2.14.4 The tender security shall be denominated in Kenya Shillings or in another freely convertible currency, and shall be in the form of a bank guarantee or a bank draft issued by a reputable bank located in Kenya or abroad, or a guarantee issued by a reputable insurance company in the form provided in the tender documents or another form acceptable to the Commission and valid for thirty (30) days beyond the validity of the tender.
- 2.14.5 Any tender not secured accordingly and shall be rejected by the Commission as non-responsive.
- 2.14.6 Unsuccessful Tenderer's tender security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity prescribed by the Commission.
- 2.14.7 The successful Tenderer's tender security will be discharged upon the tenderer signing the contract and furnishing the performance security.
- 2.14.8 The tender security may be forfeited:
  - a) if a tenderer withdraws its tender during the period of tender validity specified by the Commission on the Tender Form; or
  - b) in the case of a successful tenderer, if the tenderer fails:
    - i. to sign the contract in accordingly or
    - ii. to furnish performance security as required.

## **2.15 Validity of Tenders**

- 2.15.1 Tenders shall remain valid for 120 days or as specified in the Invitation to Tender after the date of tender opening prescribed by the Commission. A tender valid for a shorter period shall be rejected by the Commission as non-responsive.
- 2.15.2 In exceptional circumstances, the Commission may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

## **2.16 Format and Signing of Tender**

- 2.16.1 The Tenderer shall prepare two copies of the tender, clearly marking each "ORIGINAL TENDER" and "COPY OF TENDER," as appropriate. In the event of any discrepancy between them, the original shall govern.

- 2.16.2 For each bid, the tenderer shall prepare the original and copy of the document as specified. Each Technical Proposal and Financial Proposal shall be marked **“ORIGINAL TECHNICAL BID or ORIGINAL FINANCIAL BID”** as appropriate.
- 2.16.3 The original Technical Bids shall be placed in a sealed envelope clearly marked **“TECHNICAL BID”**. Similarly the original of the Financial Proposal shall be placed in a sealed envelope clearly marked **“FINANCIAL BID”** and warning: **“DO NOT OPEN WITH THE TECHNICAL BIDS”**. Both envelopes shall be placed in an outer sealed envelope marked **“SUPPLY, DELIVERY, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF A CATERING MANAGEMENT SYSTEM.”** This outer envelope shall bear the submission address and other information indicated in the Appendix “A” and be clearly marked, **“DO NOT OPEN, EXCEPT IN PRESENCE OF THE TENDER OPENING COMMITTEE.”**
- 2.16.4 The original and all copies of the tender shall be typed or written in indelible ink and shall be duly executed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the tender. All pages of the tender, except for un-amended printed literature, shall be initialed by the person or persons signing the tender.
- 2.16.5 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

## **2.17 Sealing and Marking of Tenders**

- 2.17.1 The Tenderer shall seal the original and each copy of the tender in separate envelopes, duly marking the envelopes as “ORIGINAL” and “COPY.” The envelopes shall then be sealed in an outer envelope.
- 2.17.2 The inner and outer envelopes shall:
- (a) be addressed to the Commission at the address given in the Invitation to Tender;
  - (b) bear, tender number and name in the Invitation for Tenders and the words, **“DO NOT OPEN BEFORE,” Friday, 15<sup>th</sup> March, 2019 at 11.00am.**
- 2.17.3 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared “late”.
- 2.17.4 If the outer envelope is not sealed and marked as required by paragraph 2.17.2, the Commission will assume no responsibility for the tender’s misplacement or premature opening.

## **2.18 Deadline for Submission of Tenders**

- 2.18.1 Tenders must be received by the Commission at the address specified no later than **Friday, 15<sup>th</sup> March, 2019 at 11.00am.**
- 2.18.2 The Commission may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents, in which case all rights and obligations of the Commission and candidates previously subject to the deadline will therefore be subject to the deadline as extended

## **2.19 Modification and Withdrawal of Tenders**

- 2.19.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by the Procuring prior to the deadline prescribed for submission of tenders.
- 2.19.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.17. A withdrawal notice may also be sent by cable, telex but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.
- 2.19.3 No tender may be modified after the deadline for submission of tenders.
- 2.19.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security.
- 2.19.5 The Commission may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 2.19.6 The Commission 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.

## **2.20 Opening of Tenders**

- 2.20.1 The Commission will open all tenders in the presence of tenderers' representatives who choose to attend, at **11.00am on Friday, 15<sup>th</sup> March, 2019** and in the location specified in the Invitation to Tender.
- 2.20.2 The tenderers' representatives who are presence shall sign a register evidencing their attendance.
- 2.20.3 The tenderers' names, tender modifications or withdrawals, tender prices, discounts and the presence or absence of requisite tender security and such other details as the Commission, at its discretion, may consider appropriate, will be announced at the opening.
- 2.20.4 The Commission will prepare minutes of the tender opening.

## **2.21 Clarification of Tenders**

- 2.21.1 To assist in the examination, evaluation and comparison of tenders the Commission may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.
- 2.21.2 Any effort by the tenderer to influence the Commission in the Commission tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers' tender.

## **2.22 Preliminary Examination**

- 2.22.1 The Commission will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether

required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.

- 2.22.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantify, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security forfeited. If there is a discrepancy between words and figures the amount in words will prevail.
- 2.22.3 The Commission may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or effect the relative ranking of any tenderer.
- 2.22.4 Prior to the detailed evaluation, the Commission will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one, which conforms to all the terms and conditions of the tender documents without material deviations. The Commission determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
- 2.22.5 If a tender is not substantially responsive, it will be rejected by the Commission and may not subsequently be made responsive by the tenderer by correction of the non-conformity.

## **2.23 Conversion to Single Currency**

- 2.23.1 Where other currencies are used, the Commission will convert these currencies to Kenya Shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya.

## **2.24 Evaluation and Comparison of Tenders**

- 2.24.1 The Commission will evaluate and compare the tenders which have been determined to be substantially responsive.
- 2.24.2 The Tender Evaluation Committee shall evaluate the tender within 30 days of the validity period from the date of opening the tender as per the qualification requirements set out in technical specifications.
- 2.24.3 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

## **2.25 Preference**

- 2.25.1 Preference where allowed in the evaluation of tenders shall not exceed 15%.

## **2.26 Contacting the Commission**

- 2.26.1 No tenderer shall contact the Commission on any matter related to its tender, from the time of the tender opening to the time the contract is awarded.
- 2.26.2 Any effort by a tenderer to influence the Commission in its decisions on tender, evaluation, tender comparison, or contract award may result in the rejection of the Tenderer's tender.

## **2.27 Award of Contract**

### **a) Post-qualification**

- 2.27.1 In the absence of pre-qualification, the Commission will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.
- 2.27.2 The determination will take into account the tenderer financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer as well as such other information as the Commission deems necessary and appropriate.
- 2.27.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Commission will proceed to the next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

### **(b) Award Criteria**

- 2.27.4 The Commission will award the contract to the successful tenderer(s) whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

### **(c) Commission's Right to Vary quantities**

- 2.27.5 The Commission reserves the right at the time of contract award to increase or decrease the quantity of goods originally specified in the Schedule of requirements without any change in unit price or other terms and conditions.

### **(d) Commission's Right to Accept or Reject Any or All Tenders**

- 2.27.6 The Commission reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the Commission action

## **2.28 Notification of Award**

- 2.28.1 Prior to the expiration of the period of tender validity, the Commission will notify the successful tenderer in writing that its tender has been accepted.
- 2.28.2 The notification of award will constitute the formation of the contract but will have to wait until the contract is finally signed by both parties.
- 2.28.3 Upon the successful Tenderer's furnishing of the performance security, the Commission will promptly notify each unsuccessful Tenderer and will discharge its tender security.

## **2.29 Signing of Contract**

- 2.29.1 At the same time as the Commission notifies the successful tenderer that its tender has been accepted, the Commission will send the tenderer the Contract

Form provided in the tender documents, incorporating all agreements between the parties.

- 2.29.2 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.
- 2.29.3 Within thirty (30) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Commission.

### **2.30 Performance Security**

- 2.30.1 Within Thirty (30) days of the receipt of notification of award from the Commission, the successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to the Commission.
- 2.30.2 Failure of the successful tenderer to comply with the requirements of paragraph 2.27 or paragraph 2.28 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the Commission may make the award to the next lowest evaluated Candidate or call for new tenders.

### **2.30 Corrupt or Fraudulent Practices**

- 2.30.1 The Commission requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts when used in the present regulations, the following terms are defined as follows;
- i. "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
  - ii. "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Commission , and includes collusive practice among tenderer (prior to or after tender submission)designed to establish tender prices at artificial non-competitive levels and to deprive the Commission of the benefits of free and open competition;
- 2.31.2 The Commission will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 2.31.3 Further a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

## APPENDIX TO INSTRUCTIONS TO TENDERERS

The following information regarding the particulars of the tender shall complement supplement or amend the provisions of the instructions to tenderers. Wherever there is a conflict between the provision of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers

INSTRUCTIONS TO TENDERERS REFERENCE	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO TENDERS
2.1.1	The tender is open to all eligible bidders.
2.5.1	<p><i>Any clarification with regard to this tender should be addressed to:</i></p> <p><b>Clerk of the Senate/Secretary, Parliamentary Service Commission, Parliament Buildings, P.O. Box 41842 00100, NAIROBI, KENYA.</b></p> <p>Email: <a href="mailto:procurementpsc@parliament.go.ke">procurementpsc@parliament.go.ke</a> or <a href="mailto:cSenate@parliament.go.ke">cSenate@parliament.go.ke</a></p>
2.10.4	Tender shall remain valid up to <b>120 days</b> from the date of tender opening.
2.14.1	Tender security shall be <b>Kshs. 100,000.00</b> and shall remain valid up to <b>150 days</b> from the date of tender opening.
2.14.4	<p>The tender security shall be denominated in Kenya Shillings Only and shall be in the form of</p> <p>(a) a bank guarantee;</p> <p>(b) such insurance company guarantee as approved by the PPRA;</p> <p>(c) a letter of credit; or</p> <p>(d) Guarantee by a deposit taking microfinance institution, Sacco society, the Youth Enterprise Development Fund or the Women Enterprise Fund.</p>

2.17.2	Tenders must be addressed and delivered to: <b>Clerk of the Senate/Secretary, Parliamentary Service Commission, Parliament Buildings, P.O. Box 41842 00100, NAIROBI, KENYA</b>
2.18.1	<i>The tender submission deadline is on <b>Friday, 15<sup>th</sup> March, 2019 at 11.00am</b></i>
2.22.4	<b>EVALUATION CRITERIA (please refer to the technical specifications and qualification requirements under Section V of this Tender document (page 23-69))</b>
2.30.1	<b>Performance security of 5% of the tender sum:</b> <i>to be provided by the successful firm from a reputable Bank or Insurance Company approved by PPRA.</i>



### SECTION III: GENERAL CONDITIONS OF CONTRACT

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## **SECTION III - GENERAL CONDITIONS OF CONTRACT**

### **3.1 Definitions**

- 3.1.1 In this Contract, the following terms shall be interpreted as indicated:-
- a) "The Contract" means the agreement entered into between the Commission and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
  - b) "The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations
  - c) "The Goods" means all of the equipment, machinery, and/or other materials, which the tenderer is required to supply to the Commission under the Contract.
  - d) "The Procuring Entity" means the organization purchasing the Goods under this Contract and in this case it is the Parliamentary Service Commission.
  - e) "The Tenderer" means the individual or firm supplying the Goods under this Contract.

### **3.2 Application**

- 3.2.1 These General Conditions shall apply in all Contracts made by the Commission for the procurement installation and commissioning of equipment.

### **3.3 Country of Origin**

- 3.3.1 For purposes of this clause, "Origin" means the place where the Goods were mined, grown or produced.
- 3.3.2 The origin of Goods and Services is distinct from the nationality of the tenderer

### **3.4 Standards**

- 3.4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications.

### **3.5 Use of Contract Documents and Information**

- 3.5.1 The tenderer shall not, without the Commission prior written consent, disclose the Contract, or any provision therefore, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Commission in connection therewith, to any person other than a person employed by the tenderer in the performance of the Contract.
- 3.5.2 The tenderer shall not, without the Commission prior written consent, make use of any document or information enumerated in paragraph 3.5.1 above.
- 3.5.3 Any document, other than the Contract itself, enumerated in paragraph 3.5.1 shall remain the property of the Commission and shall be returned (all copies) to the Commission on completion of the Tenderer's performance under the Contract if so required by the Commission.

### **3.6 Patent Rights**

3.6.1 The tenderer shall indemnify the Commission against all third- party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Commission country.

### **3.7 Performance Security**

3.7.1 Within thirty (30) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Commission the performance security in the amount specified in Special Conditions of Contract.

3.7.2 The proceeds of the performance security shall be payable to the Commission as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

3.7.3 The performance security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Commission and shall be in the form of a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in Kenya or abroad, acceptable to the Commission, in the form provided in the tender documents.

3.7.4 The performance security will be discharged by the Commission and returned to the Candidate not later than thirty (30) days following the date of completion of the Tenderer's performance obligations under the Contract, including any warranty obligations, under the Contract.

### **3.8 Inspection and Tests**

3.8.1 The Commission or its representative shall have the right to inspect and/or to test the goods to confirm their conformity to the Contract specifications. The Commission shall notify the tenderer in writing in a timely manner, of the identity of any representatives retained for these purposes.

3.8.2 The inspections and tests may be conducted in the premises of the tenderer or its subcontractor(s), at point of delivery, and/or at the Goods' final destination. If conducted on the premises of the tenderer or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Commission.

3.8.3 Should any inspected or tested goods fail to conform to the Specifications, the Commission may reject the equipment, and the tenderer shall either replace the rejected equipment or make alternations necessary to make specification requirements free of costs to the Commission.

3.8.4 The Commission right to inspect, test and where necessary, reject the goods after the Goods' arrival shall in no way be limited or waived by reason of the equipment having previously been inspected, tested and passed by the Commission or its representative prior to the equipment delivery.

3.8.5 Nothing in paragraph 3.8 shall in any way release the tenderer from any warranty or other obligations under this Contract.

### **3.9 Packing**

- 3.9.1 The tenderer shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.
- 3.9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract.

### **3.10 Delivery and Documents**

- 3.10.1 Delivery of the Goods and services shall be made by the tenderer in accordance with the terms specified by Commission in its Schedule of Requirements and the Special Conditions of Contract

### **3.11 Insurance**

- 3.11.1 The Goods and services supplied under the Contract shall be fully insured against loss or damage incidental to manufacturer or acquisition, transportation, storage, and delivery in the manner specified in the Special conditions of contract.

### **3.12 Payment**

- 3.12.1 The method and conditions of payment to be made to the tenderer under this Contract shall be specified in Special Conditions of Contract.
- 3.12.2 Payments shall be made promptly by the Commission as specified in the contract.

### **3.13 Prices**

- 3.13.1 Prices charged by the tenderer for goods delivered and services performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the tenderer in its tender.
- 3.13.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months).
- 3.13.3 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.
- 3.13.4 Price variation request shall be processed by the Commission within 30 days of receiving the request.

### **3.14 Assignment**

- 3.14.1 The tenderer shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Commission prior written consent

### **3.15 Subcontracts**

- 3.15.1 The tenderer shall notify the Commission in writing of all Sub-contracts awarded under this Contract if not already specified in the tender. Such notification, in the original tender or later, shall not relieve the tenderer from any liability or obligation under the Contract.

### **3.16 Termination for default**

3.16.1 The Commission may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part

- a) if the tenderer fails to deliver any or all of the goods within the period(s) specified in the Contract, or within any extension thereof granted by the Commission
- b) if the tenderer fails to perform any other obligation(s) under the Contract
- c) if the tenderer, in the judgment of the Commission has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

3.16.2 In the event the Commission terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, equipment similar to those undelivered, and the tenderer shall be liable to the Commission for any excess costs for such similar goods.

### **3.17 Liquidated Damages**

3.17.1 If the tenderer fails to deliver any or all of the goods within the period(s) specified in the contract, the Commission shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% of the delivered price of the delayed items up to a maximum deduction of 10% of the delayed goods. After this the tenderer may consider termination of the contract.

### **3.18 Resolution of Disputes**

3.18.1 The Commission and the tenderer shall make every effort to resolve amicably by direct informal negotiation and disagreement or dispute arising between them under or in connection with the contract.

3.18.2 If, after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may require adjudication in an agreed national or international forum, and/or international arbitration.

### **3.9 Language and Law**

3.9. The language of the contract and the law governing the contract shall be English language and the Laws of Kenya respectively unless otherwise stated.

### **3.20 Force Majeure**

3.20.1 The tenderer shall not be liable for forfeiture of its performance security or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

**SECTION IV - SPECIAL CONDITIONS OF CONTRACT**

4.1 Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, between the GCC and the SCC, the provisions of the SCC herein shall prevail over these in the GCC.

4.2 Special conditions of contract as relates to the GCC

REFERENCE OF GCC	SPECIAL CONDITIONS OF CONTRACT
3.7.1	<b>Performance security of 5% of the tender sum:</b> to be provided from a reputable Bank or Insurance Company approved by PPRA.
3.12.1	Payment terms will be as per the contract to be signed by both parties.
3.12.2	Payments shall be made within forty five (45) days of receipt of invoice and certification of performance of contractual obligations by the tenderer. There shall be no payment of interest for delayed payments.
3.18.1	Any dispute, controversy or claim between the Parties arising out of this Contract or the breach, termination or invalidity thereof, unless settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the Kenya Arbitration Rules then obtaining. The place of arbitration shall be Nairobi.

## **SECTION V - TECHNICAL SPECIFICATIONS**

### **5.1 Introduction**

PSC Catering Department is in the process of automating all the processes involved in offering catering services to its clientele who are mainly members of parliament, parliament staff and state functions.

#### **1. Clientele**

The department clientele includes;

- i) Members of Parliament (Senate and National Assembly)
- ii) Parliamentary Service Commission Staff
- iii) Leadership Offices
- iv) Visiting Delegations
- v) Committees (National Assembly, Senate, PSC-Staff, Commission, CPST)
- vi) State Functions
- vii) Training Groups
- viii) Special Walk-in
- ix) Media Houses
- x) Ex- Members

#### **2. Sales outlets**

The department has six (6) outlets where the catering services are rendered to the clientele.

The current and proposed independent outlets are;

- i) The Main Restaurant
- ii) The New Wing Restaurant
- iii) The Continental House Restaurant
- iv) The Bar
- v) The Centre for Parliamentary Studies and Training
- vi) The Multi-Storey Office Block

#### **3. Sales accounting**

The department sales and services are accounted per section as follows:

- i) Main restaurant
- ii) Continental restaurant
- iii) The Multi-Storey Office Block restaurant
- iv) Center for Parliamentary Studies and Training (CPST)
- v) Committees
- vi) Still room
- vii) The bar
- viii) Offices
- ix) Functions
- x) Cash sales

The department charge catering services offered to the clientele on credit billing and cash methods.

#### **4. Sales costing and reconciliation**

The department offers services to clientele drawn from two autonomous cost centers namely:

- i) The Senate
- ii) National Assembly

The Senate cost center is divided into three semi-autonomous cost centers namely:

- i) The Senate
- ii) Joint Services
- iii) The Centre for Parliamentary Studies and Training

Catering services costing is apportioned to the four cost centers as listed below;

- i) The Senate
- ii) National Assembly
- iii) Joint Services
- iv) The Centre for Parliamentary Studies and Training

#### **5. System areas to be automated**

Catering system main functions in the proposed system shall include:

- i) Manage stock
- ii) Manage production
- iii) Manage food sales
- iv) Manage beverage and snack sales
- v) Manage the bar drinks and snack sales
- vi) Reconcile and cost sales
- vii) Account for all payments and reconcile accounts
- viii) Manage laundry store
- ix) Manage and control waiters / waitress clients' debits process
- x) Alert all clients on sms any debit on their accounts.
- xi) Provide clients with access to real time summary statements on an online web portal.
- xii) Allow offline sales on offline sites and update main server when offline system synchronize.

#### **6. Catering department processes**

There are ten (10) main processes identified to be automated as listed below sequentially;

- i) Store receipts and issuances (Requisition, procurement, receipt, storage, orders and issues)
- ii) Stock meals, teas & snacks items (Production)
- iii) Order meals, teas and snacks, beverage, consumables and cakes
- iv) Sell meals and offer customer service (Restaurant walk-in, office service and committees)
- v) Sell drinks and snacks (at still room)



- vi) Sell beverages and snacks (at the bar)
- vii) Reconciliation
- viii) Receive payments and control accounts.
- ix) Manage laundry store processes
- x) Report (Generate customized reports)

## 7. Proposed system package inclusions

The proposed system package shall include:

No.	Item	Costing
1	Integrated System software (Operational, accounts and reports software)	One off
2	System software license	One off
3	Biannual maintenance for system software and system hardware	2 years
4	Database license	One off
5	System user training	One off
6	System technical support training	One off
7	System hardware (Point of sales, thermal printers, display screens, biometric)	One off
8	Annual system consumables (Papers rolls, thermal heads, Platens & Springs)	One off
9	Other related costs (Users hardware – Computers, Printers and UPSes)	One off

## 8. System tendering

1) Complete system tender which shall include items in the below table;

No.	Item	Quantity
1	Integrated system software (Complete)	1
2	Integrated system users software license	500 concurrent users
3	Biannual maintenance for system software and system hardware	2 years
4	Database license	500 concurrent users
5	System user training	30 Catering Staff
6	System technical support training	5 ICT Staff
7	System main hardware	
	i) Point of sales (Fixed – 20, Mobile - 6) .....	26
	ii) Thermal printers .....	22
	iii) Display screens .....	13
	iv) Fixed biometric authentication devices.....	10
	v) Digital signing / Biometric devices (with card swap slot) .....	15
	vi) Users login cards .....	1000

	vii) Servers .....	2
8	Biannual system consumables (Printer thermal papers rolls, thermal heads, Platens and Springs)	One off
9	Other related costs	One off

2) Users hardware items tender which shall include items listed (Specifications are attached)

No.	Item	Quantity
1	Computers	20
2	Uninterruptable power supplies (390-400 watts/650 VA)	50
3	LaserJet printers - Six (6) black & white and two (2) colour	8

## 1.0 Stock and receipt unit (Module 1)

At the stock receipts, storage and issuance unit, there is capture of orders, procurement, receiving, issuance, stock control and payment processes.

### 1.0.1 Stock and receipt processes

The Processes outline are as listed below:

- i) A request is made to the catering manager for the requisition of various items as required.
- ii) The manager approves and sends request to procurement to issue local purchase order to a prequalified supplier or items are bought in cash.
- iii) The supplier delivers the goods accompanied by a delivery note.
- iv) Items are received, inspection is carried to ascertain that the items meet the specifications.
- v) The LSO or cash order is received, recorded, stock updated and receipt acknowledged.
- vi) Users place requests for items to be issued and acknowledge receipt when they collect.
- vii) The items issued are recorded on the stores records and stock levels updated.
- viii) The supplier presents the invoice for payment which is verified and payment processed.
- ix) Stock taking and control is continually done.

### Stock and receipt unit Functional Specifications

No	Function	Task	Process Output	Report
1	Make Order	Capture item or service order request	List of order items and quantity	LPO, LSO or contract
		Manager verify and approve order for process to proceed	List of orders approval details	Approval report
2	Receive order items and inspect	Capture delivery note items	List of items to be received	Delivery report
		Capture confirmed items quantity	List of quantity received and discrepancies	Order report
		Update store stock items	List of adjustments on stock levels	Received order adjustments report
		Capture dispatch of non-stock items	List of Issued quantities to outlet	Dispatched non-stock items report
		Capture stock returns outwards	List of items returned to suppliers	Return outward report
3	Issue stock	Capture request for items from various users directly in system	List of stock requests per user	Requested items report
		Issue items to various users directly in system	List of Issued stock request per user	Issued stock report
		Capture stock returns inwards	List of items returned to store	Return inward report
4	Invoicing	Capture received invoices details	List of bills to be settled	Report on invoices received
		Verifying invoices	List of discrepancy items per invoice	Report on invoices discrepancy
5	Stock taking	Capture physical stock items take counts	List of system stock with corresponding actual stock take count	Stock take discrepancy report

### Stock and receipt unit Non-Functional Specifications

No	Function	Task	Non-Functional requirement	Report
1	Make Order	Get manager approval on order	Allow cancellation of approval	Cancelled orders report
2	Receive order items and inspect	i) Capture stock returns outwards  ii) Capture stock bought in cash	i) Reconcile with stock earlier received  ii) Consolidate cash stock and LSO stock	i) Return outwards reconciliation report  ii) Cash stock reports
3	Issue stock	Capture stock returns inwards	Reconcile with stock earlier issued	Return inwards reconciliation report
		Keep track on pending requests	Notify users on items out of stock based on pending	Rejected users request based on pending queue
		Keep track of re-order level	Notify on items almost out of stock	Stock below re-order level report
		Keep track of multiple issue	Notify user on earlier issue on similar item	Stock multiple issues report

## 2.0 Food production unit (Module 2)

This unit prepares meals and beverages which are served to the clients.

Preparation of beverages is done in three units, namely; -

- production unit,
- bar and
- still room

The raw materials used for preparation of meals and beverages are ordered from the stores and then taken to the kitchen. Production is done using a predetermined menu and sold to clients at standardized prices.

These menu types are;

- Weekly menu** - A menu is generated from stock items issued on a weekly basis. The menu guides the production team on what is to be prepared and also guides the chef on what is to be ordered from the suppliers through the stores.
- Daily menu** - A menu is generated from stock items issued on a daily basis.
- Special menu** - A menu is decided by the chef. The chef uses common occurrence and trends to determine the amount of food to be prepared in a day.
- Food production menu** is done on specific occasions and at different times as requested; Breakfast, snacks, lunch, dinner cocktail, bites and outside catering.

### 2.0.1 Processes involved in production

- Determining menu
- Preparation of order list
- Requisition of items
- Issue items to production unit
- Preparation of food/portioning of food items
- Plating already portioned cooked food
  - Dispensing off food items.
  - Releasing order to the service.
- Reconciliation of food items received against items utilized in production, number of covers sold and complements

## 2.0.2 System function, tasks and tasks output specifications

The table below outlines all functions, tasks, task output and corresponding report system specifications

Production unit Functional Specifications				
No.	Function	Task	Task Output	Report
1	Place weekly orders for menu items that are pre-determined.	i) Capture orders to the stores for menu raw materials (Portioned or not portioned/ processed or not processed)	Order list	Items ordered report
		ii) Generate a menu from stock items issued on a) Weekly basis.	i) Weekly menu ii) Weekly issues discrepancy list	i) Weekly menu report ii) Weekly issues discrepancy report
		b) Daily menu	i) Daily menu ii) Daily issues discrepancy list	i) Daily menu report ii) Daily issues discrepancy report
		c) Special menu	i) Special menu ii) Special issues discrepancy list	i) Special menu items details ii) Special issues discrepancy report
		iii) Compare order items with actual items in the stores.	Items available for issue list compared to order list	Verified available order items report
		iv) capture alternative orders appropriately	Edit menu	i) Edited menu report ii) Alternate orders report
		2	Capture day order list	Capture orders on items to be prepared for a day.
Verify order delivery	Delivery discrepancy list			Delivery discrepancy report

3	Receive items ordered from stores	Acknowledge receipt and update ordered items record (System sign off on receipt)	i) Received items report ii) Items re-order levels list iii) Items out of stock list	i) Daily issues per outlet report ii) Daily receipts and covers report iii) Stock levels report iv) Stock re-orders report v) Returns (inwards) report
4	Capture items released to production unit	Verify released items as per the menu (System sign off release)	List of items released to production unit	Quantity released to production unit report
5	Capture food Preparation details	i) Blanch items ii) Trim items iii) Portion iv) Peel items v) Add items quantity vi) Shrink items vii) Spill/spoil items	i) Blanched items quantity ii) Trimmed items quantity iii) Portioned /covers quantity iv) Peeled items quantity v) Additions quantity vi) Shrinkage levels vii) Spillage/spoilt quantity	i) Items quantity utilized report ii) Additions report iii) Quantity spilled/spoilt report iv) Quantity prepared report v) Portions achieved report
6a	Plate portioned food (platters)	i) Serve food in plates per order	Served food order list	Orders served sales report
6b	Dispense off food items	i) Receive order from service.	Order list as per the menu.	Orders received report
		ii) Relay orders to the production team.	Read out order list	Orders relayed to production team report
		iii) Serve food quantity as per the menu portions and order list.	Served food as per read out order list	Served order report
6c	Release order to the service.	i) Receive and verify service order request.	Sequential order list	Received sequential order report
		ii) Dispatch order	Dispatched order list	Dispatched order report

7	Reconcile food items	Reconcile food items ordered from the stores against items utilized during production process and number of sales(covers)	<ul style="list-style-type: none"> <li>i) Remaining items list</li> <li>ii) Production menu covers list</li> <li>iii) Sales lists</li> </ul>	<ul style="list-style-type: none"> <li>i) Remaining items report.</li> <li>ii) Production menu covers report</li> <li>iii) Sales report</li> </ul>
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**Production unit Non-Functional Specifications**

No	Function	Task	Non-Functional requirement	Report
1	Place orders	Capture orders	Confirm pending orders not issued	Items orders higher than stock report
3	Receive orders	Acknowledge receipt	Alert items below re-order level	items below re-order level report
5	Food Preparation	Add items quantity	Alert on excessive item addition	Excessive item addition report
6a	Plate food	Serve food in plates per order	Alert on food stock low levels	Low level food available report
6b	Dispense food	Receive order from service.	Monitor order queues	Report on high number of orders
6c	Release order to the service.	Dispatch order	Pending orders for long time	Report on long queuing orders
7	Reconcile food	Reconcile Items ordered against utilized and number of sales	Production menu covers list	Low covers with high order items report



### **3.0.1 Sales and services processes (Module 3)**

There are five (5) main sub-processes involved in sales and services;

- i) Placing orders
- ii) Dispatch orders / make sales
- iii) Billing (and bill settlement for approved cash sales)
- iv) Reconciliation
- v) Reporting

### **3.0.2 Sales and services main tasks**

Sales and services process main tasks include;

- i) Client authentication
- ii) Take different types of orders
- iii) Process order depending on order type
- iv) Dispatch order items
- v) Offer customer service
- vi) Billing (and bill settlement for approved cash sales)
- vii) Reconciliation
- viii) Analyse dining sales
- ix) Analyse office services and sales
- x) Authenticate and Sign off reports

### 3.0.3 Sales and services tasks description

The table below gives brief description of each task in sales and services process;

No	Task	Description
1	Client authentication	Verify that the client is authorized to be offered catering services. Client does finger print identification on biometric device or swap card.
2	Take different types of orders	i) Capture client request to offer different sales and service. ii) The request can be at station, away service in a committee/meeting, outside catering, constitutional offices.
3	Process order	i) Interpret order content and confirm availability of items requested. ii) Determine the outlet to dispatch items and timeline to dispatch. iii) Assign the order to a waiter / waitress.
4	Modify order	Make appropriate changes on orders or cancel on timely request.
5	Dispatch order	i) Prepare order items for delivery to client. ii) Package as requested with all service requirements. iii) Record items to be dispatched.
6	Billing	i) Record all order items served. ii) Indicate outlet, quantity, price per item, cost of items and total cost, table no., waiter/waitress name and no. of Pax. iii) Present the invoice to the client to acknowledge by signing (Swipe card pin / Biometric / Digital Signing / Supervisor authorization) iv) Send sms and email to respective client billed indicating bill no. and charged amount when the bill is closed and signed. v) Bill settlement for approved cash sales
7	Reconciliation	i) Separate tea sales, lunch sales and extras on sales (for dining sales and office services sales) ii) Compute total sales for office and dining. iii) Compute sales totals per waiter / waitress and sales totals per outlet and Pax nos.
8	Analyse sales	Compute and print a summary of daily catering total sales for the three separate items. (Meals & extras, drinks and teas & snacks) Indicate the count of customers at office services and dining sales
9	Authenticate & Sign reports	Validate the reports by signing and forward to the manager via email.

### 3.0.4 Sales and services functions, tasks and tasks output

The table below gives a summary of sales and services unit system specifications

No	Function	Task	Task Output	Report Output
1	Sales	a) Committee service and sale i) Receive order online ii) Modify or cancel order online	i) List of committee orders received ii) List of committee orders changes	i) Committee orders received report ii) Committee orders changes report
		b) Leadership office service order i) Receive order online ii) Modify or cancel order online	i) List of office orders received ii) List of office orders changes	i) Office orders received report ii) Office orders changes report
		c) Reservation order (meals & tables) i) Receive order online ii) Modify or cancel order online	i) List of reservation orders received ii) List of reservation orders changes	i) Reservation orders received report ii) Reservation orders changes report
		d) State functions order i) Receive order online ii) Modify or cancel order online	i) List of functions orders received ii) List functions orders changes	i) Functions orders received report ii) Functions orders changes report
		e) Office service order i) Point of sale order ii) Modify or cancel order online	i) List of office service orders ii) List office service orders changes	i) Office service orders received report ii) Office service orders changes report

	<ul style="list-style-type: none"> <li>f) Still room order</li> <li>i) Point of sale order</li> <li>ii) Modify or cancel order</li> </ul>	<ul style="list-style-type: none"> <li>i) List of point of sale orders</li> <li>ii) List of point of sale orders changes</li> </ul>	<ul style="list-style-type: none"> <li>i) Point of sale orders received report</li> <li>ii) Point of sale orders changes report</li> </ul>
	<ul style="list-style-type: none"> <li>g) Restaurant walk-in buffet order</li> <li>i) Self-service card swipe order</li> <li>ii) Point of sale service order</li> <li>iii) Merge different orders</li> <li>iv) Modify or cancel order</li> </ul>	<ul style="list-style-type: none"> <li>i) List of self-service card swipe orders</li> <li>ii) List of point of sale service orders</li> <li>iii) List of merged different orders</li> <li>iv) List of modified/cancelled orders</li> </ul>	<ul style="list-style-type: none"> <li>i) Self-service card swipe order report</li> <li>ii) Point of sale service order report</li> <li>iii) Different merged orders report</li> <li>iv) Modified/cancelled orders report</li> </ul>
	<ul style="list-style-type: none"> <li>h) Ala-carte order / table d'hot order</li> <li>Received order through point of sale</li> </ul>	List of point of sale orders per waiter	Point of sale orders report per waiter
	Modify orders	Ala-carte order / table d'hot order modified orders list	Ala-carte order / table d'hot order modified orders report
	Dispatch orders	List of all orders dispatched	All orders dispatched report per: <ul style="list-style-type: none"> <li>i) Waiter/waitress</li> <li>ii) Type of orders e.g. leadership office</li> </ul>
	Offer customer service	List of service response to client queries, feedback on orders served	Customer service report per: <ul style="list-style-type: none"> <li>i) Waiter/waitress</li> <li>ii) Supervisor</li> </ul>

		<p>Billing</p> <ul style="list-style-type: none"> <li>i) Process the final bill per client</li> <li>a) Process bill as it is <b>or</b></li> <li>b) Merge any bills required <b>or</b></li> <li>c) Transfer bill to different client</li> <li>ii) Submit to client for signing (Electronically or print out)</li> <li>iii) Send sms and email alert on billing</li> <li>iv) Get client bill approval (Biometric/ card swap and pin / electronic or manual signing only if system fails)</li> </ul>	<ul style="list-style-type: none"> <li>i) List of items served and costs per bill</li> <li>ii) List of acknowledged and signed bills</li> <li>iii) List of bills not acknowledged and signed</li> <li>iv) List of merger bills</li> <li>v) List of transferred bills</li> <li>vi) List of bills sms alerts sent</li> <li>vii) List of bills email alerts sent</li> </ul>	<p>Reports on:</p> <ul style="list-style-type: none"> <li>i) Items served and costs per bill</li> <li>ii) Acknowledged and signed bills</li> <li>iii) Bills not acknowledged and signed</li> <li>iv) Merged bills</li> <li>v) Transferred bills</li> <li>vi) Bills sms alerts</li> <li>vii) Bills email alerts</li> <li>viii) Mode of signing /bill approval</li> </ul>
2	Reconciliation	<p>Process separately;</p> <ul style="list-style-type: none"> <li>i) Still room teas and snacks sales</li> <li>ii) Lunch sales</li> <li>iii) Sales extras on bill</li> <li>iv) Office service sales</li> <li>v) Functions</li> </ul>	<p>List of summary total sales and Pax for;</p> <ul style="list-style-type: none"> <li>i) Still room teas and snacks</li> <li>ii) Lunch</li> <li>iii) Sale extras on bill</li> <li>iv) Office service</li> <li>v) Functions</li> </ul>	<p>Summary total sales and Pax report for;</p> <ul style="list-style-type: none"> <li>i) Still room teas and snacks</li> <li>ii) Lunch</li> <li>iii) Sale extras on bill</li> <li>iv) Office service</li> <li>v) Functions</li> </ul>
		<p>Compute separately restaurant sales and office services sales.</p>	<p>List of summaries total sales per outlet for three separate items (Teas &amp; snacks, meals &amp; extras and drinks) indicating the count Pax</p>	<p>Summary of total sales per outlet report indicating Pax</p>
		<p>Compute sales totals per waiter / waitress.</p>	<p>List of sales total summary per waiter / waitress</p>	<p>Sales total summary per waiter / waitress report</p>

		Compute sales totals per outlet.	List of sales total summary per outlet	Sales total summary per outlet report
3	Analyze Sales	Analyse dining sales	List of summaries of each dining teas & snack sales, meals & extras sales, drinks and Pax	Summaries of each dining teas & snack sales, meals & extras sales, drinks and Pax report
		Analyse office services and sales	List of Summaries of each outlet tea & snacks sales, meals and extras sales, drinks and Pax	Summaries of each outlet tea & snacks sales, meals & extras sales, drinks and Pax report.
		Analyse committee services and sales	List of summaries of committee teas & snack sales and Pax	Summaries of committee tea & snacks sales and Pax report.
		Analyse state functions	List of summaries of state function teas & snack sales, meals sales, drinks and Pax	Summaries of state function tea & snacks sales, meals sales, drinks and Pax report.
4	Reporting	Generate, preview and send the authentic report	List of generated, authenticated and sent reports.	Reports generated, authenticated and sent report.

### Production unit Non-Functional Specifications

No	Function	Task	Non-Functional requirement	Report
1	Sales	Orders	System to print three prints	Waiter / waitress, Client and dispatch order report
		Orders	System allows tables reservations for a group	Reserved tables for group clients
		Billing	System allows billing adjustment and order modification authorized by	Bills adjustment, order modification and authorization
		Billing	System allows consolidation of different client bills	Bills consolidation report
		Billing	System to allow client debit on behalf of another client authorization	Different client authorization report

	Billing	System to allow different means of signing i) Digital signing ii) Biometric through portable kit iii) Card and pin swapping or card swapping iv) Manual bill print signing	Bills authorization report
	Billing	System to allow groups sales to have multiple clients who can authorize a bill (e.g. Committee, functions, delegations)	Group sales authorizing client report
	Billing	System to allow supervisor to add comments on open bills for follow up on discrepancies	Supervisor comments on bills report
	Billing	System to allow cash bill settlement	Cash bill settlement report
	Billing	i) System sends instant sms billing alert ii) System sends bulk emails on all clients' bills iii) Cash bill settlement sms alert	i) Sms alerts report ii) Bulk emails sent report iii) Cash bill settlement sms alerts report

## **4.0 Reconciliation Unit (Module 4)**

Reconciliation is a process that involves 10 tasks of analyzing daily sales and cost of production. The process is fully manual; it gives an analysis of all sales per outlet and the cost of production for items used. The output of this process is daily food cost report; signed by reconciliation officer. The catering manager receives the reports, checks the content and satisfies the report by signing.

### **4.0.1 Reconciliation tasks**

There are ten (10) tasks involved in reconciliation as listed below;

- i) Confirm sales prices per item
- ii) Confirm number of items per sale
- iii) Confirm authorizing customer and sale person
- iv) Calculate total sale per outlet
- v) Get a listing of sales records on a sales report
- vi) Generate summarized sales report
- vii) Review daily issues from stores and cost of items issued as on weighted pricing
- viii) Cost all items issues per day and get total cost production
- ix) Generate cost of sales analysis report
- x) Prepare daily food cost report

The daily food cost report is signed and presented to catering manager for checking and sign off.

### **4.0.2 Reconciliation source data**

Reconciliation process data sources include;

- i) Daily sales report
- ii) Weighted prices list
- iii) Stores daily issues report
- iv) Cold room daily issues report
- v) Pre-qualified suppliers list
- vi) Reconciliation previous record



### 4.0.3 Reconciliation cost items

Reconciliation cost items are:

- i) Dry goods
- ii) Bread
- iii) Fruits and vegetables
- iv) Fresh juice

#### **Cold room red meat**

- v) Poultry
- vi) Fish & sea food
- vii) Eggs
- viii) Sausages
- ix) Others

#### **Dairy Products**

- x) Milk
- xi) Butter
- xii) Mala and others

### 4.0.4 Reconciliation sales outlets

Reconciliation sales outlets are as listed below;

- i) Dining hall
- ii) Still room
- iii) Office food & supplies
- iv) CPST
- v) Continental sales
- vi) Complimentary meals
- vii) Staff meals
- viii) Functions (e.g. Budget function, Cocktails)

## 4.0.5 Reconciliation tasks description

The table below gives a brief description of each task in the reconciliation process;

No	Task	Description
1	Confirm sales prices per item	Compare each sale item price with that day menu price list
2	Confirm number of items per sale	Compare each item on sale total cost with quantity sold multiplied by price per item.
3	Confirm authorizing client and sale person	Validate the name of the client against the signed signature with reference from known signature and confirm the waiter / waitress name is indicated.
4	Compute total sale per outlet	Group the sales per outlet and calculate the total sales
5	Process all day orders sales records to one record	Listing day orders per sale as daily sales record Listing day orders per waiter/waitress as daily sales record
6	Generate summarized sales report	Get a summary of total sales per outlet report including the count of customers
7	Review daily issues from stores and cost of items issued using weighted prices	Read through the stores day issues record and confirm price of items issued per issue record (amend price if need be)
8	Compute final cost of all items issues per day and get total cost	Generate a report of all the daily issued items in batches as issued with corresponding pricing based weighted prices
9	Compute cost of sales	Get a record of each item issued, quantity, cost per batch for that day
10	Generate daily food cost report	Get a comparative cost of items versus total sales. Include it as a percentage

#### 4.0.6 Reconciliation System function, tasks and tasks output specifications

The table below outlines all functions, tasks, task output and corresponding report system specifications;

<b>Reconciliation unit Functional Specifications</b>				
<b>No</b>	<b>Function</b>	<b>Task</b>	<b>Task Output</b>	<b>Report</b>
1	(a) Sales	1) Confirm sales prices per item	Pricing discrepancies list	Pricing discrepancy report
		2a) Confirm number of items per sale	i) Sale quantity discrepancies list	i) Sale quantity discrepancies report
		2b) Confirm Pax no. per sale	ii) Pax no. discrepancies list	ii) Pax no. discrepancies report
		3) Confirm authorizing client and sale person	Pending bills not authorized list	Pending bills not authorized report
		4) Compute total sales per outlet	Day sales total per outlet list	Day sales total per outlet report
		5) Process all day orders sales records to one record	i) Cumulative sales per day list ii) Cumulative day sales per waiter/waitress list	i) Cumulative daily sales report ii) Cumulative daily sales per waiter/waitress report
		6) Generate summarized sales report	i) Sales per outlet and covers list ii) Total sales per day list	i) Sales per outlet report ii) Total sales per day report
	(b) Costs	7) Review daily issues from stores and cost of items issued on weighted price	Items issued to production with corresponding prices list	Items issued to production with corresponding prices report
		8) Compute final cost of all items issues per day and total cost	i) Costing of all items issued list ii) Costing of Items issues per outlet list.	i) Costing of all items issued report ii) Costing of Items issues per outlet report
		9) Compute cost of sales 10) Generate daily food cost report vs sales report	i) Cost of day sales list ii) Preview costs vs sales less staff meals	i) Cost of day sales report ii) Efficiency and effectiveness report

2	Report sign off	<ul style="list-style-type: none"> <li>i) Sign off daily food cost report</li> <li>ii) Present it to catering manager</li> </ul>	<ul style="list-style-type: none"> <li>i) Preview daily food cost report comments details</li> <li>ii) Send report to catering manager</li> </ul>	<ul style="list-style-type: none"> <li>i) Comments on daily food cost report</li> <li>ii) Acknowledge receipt report</li> </ul>
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**Reconciliation unit Non-Functional Specifications**

No	Function	Task	Non-Functional requirement	Report
1	Reconciliation a) Sales	1) Confirm sales prices per item	Access to supervisor authorization on price change	Price changes authorization report
		2a) Confirm number of items per sale 2b) Confirm Pax no. per sale	Access to supervisors' comments on number of items and Pax no. to be appended per sale	Supervisors comments per sale report.
		3) Confirm authorizing client and sale person	Access to Supervisor/ Waiter/ Waitress notes on different authorizing client	Discrepancies in authorizing client report
		4) Compute total sales per outlet	<ul style="list-style-type: none"> <li>i) View outlets Inter - lending details</li> <li>ii) View cancelled sales details</li> </ul>	<ul style="list-style-type: none"> <li>i) Outlets Inter – lending report</li> <li>ii) Cancelled order report</li> </ul>
	b) Costs	8) Compute final cost of all items issues per day and total cost	<ul style="list-style-type: none"> <li>i) Access return inwards account</li> <li>ii) Access Issued items remainders</li> </ul>	<ul style="list-style-type: none"> <li>i) Return inwards reports</li> <li>ii) Remainder items report</li> </ul>

## **5.0 The Bar Section (Module 5)**

The unit main service is sale of drinks. In addition, they sell beverages and snacks occasionally.

They receive stock directly from the stores and occasionally snacks from the kitchen. Drinks sales process is similar to the Sales service section. i.e.

- i) Client place order
- ii) Drinks or beverages and snacks are served
- iii) Billing is done
- iv) Client authorize account debit at the end
- v) Client receive billing notification via sms on phone

The clientele includes:

- i) Members of parliament
- ii) Parliamentary service commission staff
- iii) Delegations
- iv) Function guests
- v) Sales and service unit clients
- vi) Others

### **5.0.1 Processes outline in bar unit**

The bar receives beverages and snacks from the kitchen.

The bar as well orders from the stores alcoholic and non-alcoholic drinks as follows.

- i) Requisition of various drinks is made through the stores.
- ii) The drinks are issued.
- iii) The received items from stores update the bar stock.
- iv) Authenticate the clients.
- iv) Items are sold as per clients' orders and customer service offered.
- v) Billing is done
- vi) Client authorize account debit at the end
- vii) Client receive billing notification via sms on phone
- viii) Daily stock taking is done and stock balance recorded.
- ix) The closing stock is confirmed the next day and becomes the opening stock.
- x) Analyse daily sales

## 5.0.2 The bar section function, tasks and tasks output specifications

The table below outlines all functions, tasks, task output and corresponding report system specifications;

<b>The Bar Section Functional Specifications</b>				
<b>No</b>	<b>Function</b>	<b>Task</b>	<b>Task Output</b>	<b>Report</b>
1	Requisition	Request drinks from the store	List of items requested	Requisition items report
2	Order	Request for drinks from the store	List of items ordered	Ordered items report
		Receive drinks from the store	List of items received	Received items report
		Request for snacks & beverage	List of quantity ordered	Quantity ordered report
		Receive for snacks & beverage	List of quantity received	Quantity received report
3	Client authentication	Verify the clients are authorised to be offered services	List of verified clients to be served	Verified clients report
4	Sales and service	Receive clients orders (Drinks, beverage and snacks)	List of ordered items by client	Clients' orders report
		Receive clients' special requests	List of clients' order modifications	Clients' special request report
5	Billing	Process client bill	List of client bill items	Client bill report
		Client authorize account debit	List of clients' authorizations	Client authorizations report
		Client sms and email notification on debit	List of clients' sms notifications List of clients' email notifications	Clients' sms notifications report Clients' email notifications report
6	Stock taking	Physical stock take	List of items and stock levels	Items stock levels report
		Reconcile sales with actual stock	List of items stock levels discrepancy	Stock levels discrepancy report
7	Sales analysis	Analyse days sales	List of items sold	Sales analysis report
8	Report sign off	Sign off daily report and submit to catering manager	i) Preview daily report and comment. ii) Send report to catering manager	i) Comments on daily sales report ii) Acknowledge receipt report

## **6.0 Accounts Unit (Module 6)**

Accounting is a process that involves preparation of settlement of accounts, Payments accounts and cash book.

Settlement summary report is used to prepare members' individual statement that is used to debit their salary accounts to settle their restaurant bills.

The settlement summary report is also used to debit all other clients as groups who include; PSC, Media Houses, Treasury and other authorized clients. Clients pay either in cash or cheque.

Payments Accounts are prepared for payments received from clients and payments done to suppliers.

Cash book accounts are prepared as a summary of all payments & receipts and reconciled with bank statement.

The process gives an analysis of individual member's debit accounts, PSC debit accounts, Media Houses credit accounts, Treasury debit accounts, other debit accounts, Payments made and cash book summary.

### **6.0.1 Processes in accounts**

There are six (6) main processes involved in accounting;

- i) Preparation of settlement report
- ii) Client accounting
- iii) Receive clients' payment and credit clients' accounts
- iv) Credit suppliers' accounts or pay suppliers by cheque
- v) Cash book preparation
- vi) Accounts reconciliation

### **6.0.2 Accounting source data**

Accounting process sources of data include;

- i) Sales records
- ii) Client settlement records
- iii) Authorized clients account records
- iv) Invoices records (supported by L.S.O, Delivery notes, S13 Book for receiving items)
- v) Bank statements records

### 6.0.3 Accounts processes tasks

There are tasks involved in each process as listed below;

- i) Preparation of settlement report;
  - a) Extract clients billing information from daily sales records (Invoice No, Invoice date, Client's name and amount)
  - b) List invoice billing details on settlement summary record.
  
- ii) Client accounting;
  - a) Prepare individual monthly debit statements for sitting and former members.
  - b) Prepare batch monthly debit statements for PSC staff, Committees, Media Houses and Treasury.
  - c) Prepare debit statements for authorized clients.
- iii) Receive clients' payment and credit clients' accounts
  - a) Print a summary of all individual monthly debit statements for sitting members and forward to salaries to debit members' salaries accounts.
  - b) Print a summary of all individual monthly credit statements for former members and forward to accounts to debit former members' prepaid accounts.
  - c) Print debit statements for PSC staff and Treasury for direct payment to the bank.
  - d) Print debit statements for authorized clients and reconcile with payment receipts.
  - e) Receive by-product (showing debit accounts) indicating settlement for each member from salaries.
  - f) Receive bank statement for direct cash payments made and cheques payments.
  
- iv) Credit suppliers accounts or pay suppliers by cheque
  - a) Get invoices records from stores with supporting documents (L.S.O, Delivery notes, S13)
  - b) Prepare payment voucher and have it duly authorized.
  - c) If payment is by cheques write a cheque and have it duly authorized.
  - d) If payment was by cheques record the payment cheque details.
  - e) Acknowledgements of Suppliers payments via signed cheque register or bank statement
  - f) Confirm payments made directly to supplier accounts from on bank statement.



v) Cash book preparation

- i) Prepare a summary of payments transactions which indicate;
  - a) Payment received from clients or paid to suppliers.
  - b) Mode of payment, if cheque record cheque no. and if cash record receipt no.
  - c) Purpose of payment.
  - d) Payments pending from clients or to be paid to suppliers.
- ii) Match each credit account with a debit account to balance the cash book.

vi) Accounts reconciliation

- a) Match batch client's bank payments records with client's credit statements records.
- b) Match supplier's bank payments records with supplier's debit invoices records
- c) Match cash at bank account record with client's payments in cash record, direct deposit record and cheques record.

## 6.0.4 Accounts functions tasks, task output and report

The table below gives a summary of accounts unit system specifications;

No	Function	Task	Task Output	Report Output
1	Preparation of settlement report	Extract clients monthly billing records from credit sales	Monthly pending bills for all clients list	Monthly pending bills for all clients' report
		Process the monthly billing credit records to a settlement summary record per client.	Settlement summary list	
2	Client accounting	Process individual monthly statements for sitting and former members.	Monthly pending bills lists for: i) All members ii) Group clients iii) Authorized clients	Monthly pending bills reports for: i) All members ii) Group clients iii) Authorized clients
		Process batch monthly statements for group clients (PSC staff, Committees, Media Houses and Treasury)		
		Prepare statements for authorized clients.		
3	Debit clients' accounts and Receive clients' payment	Process monthly debit accounts for sitting members, former members, Committees, PSC staff, Treasury and authorized clients and reconcile with payments received.	i) Settled bills clients' accounts list ii) Bills payment received discrepancies list	i) Settled bills clients' accounts report ii) Bills payment received discrepancies report
4	Credit suppliers' accounts / Pay suppliers by cheque	Process suppliers invoices records.	Suppliers' pending payment list	Suppliers' pending payment report
		Process payment voucher.	Processed pending payments list	processed pending payments report
		Process payment cheque.	Processed payments cheques list	Processed payments cheques report
		Pay suppliers by cheque or credit suppliers accounts as per payment method process	Cheques payments list Accounts direct payments list	Cheques and accounts direct payments report
5	Cash book preparation	Match each credit accounts with a debit accounts to balance the cash book.	Double cash book details	Cash book report

6	Accounts reconciliation	Match batch clients' bank payments with client credit statements	Reconciliation details	Reconciliation report
		Match suppliers' bank payments with supplier credit invoices		
		Match cash at bank account with clients' payments in cash, direct deposit and cheques.		

<b>Accounts unit Non-Functional Specifications</b>				
<b>No</b>	<b>Function</b>	<b>Task</b>	<b>Non-Functional requirement</b>	<b>Report</b>
1	Preparation of settlement report	Settlement report process	System allow sales input errors corrections	Input errors correction report
2	Client accounting	Statements processing	System flexibility in creating easy queries for more customized reports	User refined reports
3	Debit clients' accounts and Receive clients' payment	Account settlement process	System accept batch system files upload	Upload input files report
4	Credit suppliers' accounts / Pay suppliers by cheque	Suppliers payment processing	i) System generate bank data files for EFT ii) System facilitate cheque printing	i) Bank data files report ii) Cheques prints report
5	Cash book preparation	Cash book processing	System to allow data extract e.g. executive summary, outlet payments	Cash book extracts reports
6	Accounts reconciliation	Accounts bank payments Statements reconciliation	System to accept bank data input files	Data input files report

## 7.0 Laundry store (Module 7)

This section manages the purchase, issuance and laundry of staff uniform, linen and curtains issued to the catering department. Laundry service is extended to uniform and curtains from other departments. The processes involve capturing of data and maintaining records.

### 7.0.1 Laundry processes

Processes involved in this section are:

1. Purchase and issuance of:

a) Linen;

These items are bought from the National Assembly or Catering fund when the numbers dwindle and are issued directly to the store in the Catering Department. Linen items handled include:

- i) Table cloths, table tops, skirting
- ii) Napkins, hand towels
- iii) Tea cloth
- iv) Curtains, net curtains
- v) Runners
- vi) Carpets

Purchased items are received at the store, the linen is taken to the linen room and collected from there by staff.

b) Staff uniform;

A tailor tasked with making the uniforms takes staff's measurements.

Staff's uniform is delivered to store and issued to respective staff.

A record of this information is captured on a record.

Uniform items handled include:

- i) Skirts, blouses, trousers, shirts
- ii) Apron, dust coats, chef's hat
- iii) Jackets, cardigans
- iv) Suits, blazer suits, waist suits

## 2. Laundry process

### a) Collection of linen and uniform for laundry;

- i) This is a process that takes place daily. Staff bring in their uniform that will be collected for laundry. The details of staff members and laundry items are recorded. Staff members are issued with laundry items collection card.
- ii) The laundry items are counted and recorded before they are taken for laundry.

### b) Laundry of linen and staff uniform;

- i) All items of linen and uniform dispatched for laundry.
- ii) All items of linen and uniform received from the laundry company are recorded.
- iii) The laundry items are cross-checked against the collection records before being accepted.
- iv) The laundry items are collected by respective owners and they acknowledge receipt of the items.

## 3. Billing and payment

- a) The company in charge of laundry services prepares an invoice on a monthly basis charged to catering
- b) Receive monthly laundry bill and process payment. Bill settlement is done by the Parliamentary Service Commission

## 7.0.2 Laundry functions tasks, task output and report

The table below gives a summary of laundry store system specifications;

No	Function	Task	Task Output	Report Output
1.	Issuance of items	i) Receive items	Received items list	Received items report
		ii) Issuance of staff uniform	Issued staff uniform list	Issued staff uniform report
		iii) Issue linen to outlets	Issued linen per outlet list	Issued linen per outlet report
2.	Laundry process a) Dispatch	i) Collection of Laundry item	i) Collection Laundry items list	i) Collection Laundry item report
		ii) Issue laundry collection card	ii) Issued laundry collection cards list	ii) Issued laundry collection card report
		iii) Dispatch laundry items	iii) Dispatched laundry items list	iii) Dispatched laundry items report
	b) Receipt	Confirm items received with items dispatched	i) Received items list ii) Discrepancy list	i) Received items report ii) Discrepancy report
	c) Collection	Issue laundry items	collection laundry items list	Collection laundry items report
3	Billing and payment	Compare received invoice with system dispatch report	Received invoice discrepancy list	Received invoice discrepancy report
		Process payment	Payment items list	Monthly Payment items report

## 8.0 Users Login (Module 8)

The systems users' login module shall have four authentication modes:

i) Biometric login / Card swap and pin login

This is the first level access of main system users who post or authorize transactions in the system and clients who authorize billing. The system shall authenticate the user and client physical presence. The system shall keep audit login logs and give weekly reports on logins, modules accessed and when user logged in. Biometric login supersedes card swap and pin and shall be used when biometric login fails.

The system shall not accept any transaction for a client or a user who has not been authenticated via biometric system or card and pin swap. This shall only be allowed through supervisor authorisation. The users shall be classified as catering staff or clients.

ii) Pin login

This is second level access of main system users who post transactions in the system to be verified anytime they are posting a transaction. The system shall keep audit trail and give daily reports logins on modules accessed.

iii) Username and password login

This is third level access of system users make orders in the system to be identified anytime they are ordering for anything online. The system shall keep track of audit trail and give monthly reports logins on modules and orders placed, amended and cancelled. The users shall be classified as clients, system users and system administrators.

iv) Digital signing /Card and pin /card swap

This is fourth level access of system users authorize billing. The system shall keep audit trail and give monthly reports on bills authorized, amended and cancelled.

## 8.0.1 Login functions tasks, task output and report

The table below gives a summary of login system specifications;

No	Function	Task	Task Output	Report Output
1	Biometric login / Card swap and pin login	i) Biometric user login ii) Biometric Client login iii) Card & pin user login iv) Card & Pin client login	All clients and users' logins list	Biometric login / Card swap and pin login report
2	Pin login	Select user and key in pin	All system users' login list	Pin login system users report
3	Username and password login	i) System users' login ii) Client login iii) Administrators login	All system logins list	Client and system users Username and password login report
4	Digital signing / Card swap / Card and pin	i) Digital signing ii) Card swap signing iii) Card and pin signing	All signings list	Digital signing / Card swap / Card and pin report



### Catering System Minimum Technical Specifications Hardware Requirements

No	Technical Item	Description	Quantity
1	Servers	The high-end processing computers to host the system	2
2	Computers	The computers for accessing the system (Core i7 or above) i) Central system monitoring (Managers office -1) ii) Stores (Front and back office -2) iii) Production (Front and back office - 4) iv) Sales and office services -3 (Supervision, Office dispatch, back office) v) Still room – 2 vi) The Bar - 2 vii) Reconciliation -2 viii) Accounts – 2 ix) Laundry store -1 x) ICT support -1	20
3	Printers	Printers for front and back office (Laser Printer) i) Stores -1 (Black and white) ii) Production – 2 (colour printers) iii) Sales and office services -1 (Black and white) iv) Reconciliation -2 (Black and white) v) Accounts – 1 (Black and white) vi) Laundry store -1 (Black and white)	8
4	Thermal Printers	Orders thermal Printers (Invoices and receipts) i) Production - 3 ii) Sales -17 (Old Restaurant – 4, New Restaurant – 4, Still Room -2, Bar – 2, Continental – 2, CPST -2, Kitchen 1) iii) Standby -2	22
5	Point of Sale	Stations for placing orders (Scratch resistant touch screens) i) Restaurant - 10 (Old Restaurant – 4, New Restaurant – 4, Continental -2) ii) Still Room - 2 iii) The Bar – 2 iv) CPST - 2 v) Kitchen - 1 vi) Standby - 3, Mobile Point of Sales - 6	26
6	Authentication and Digital bills signing devices	Devices to interact with clients for Identification and authentication i) Clients' system identification cards. ii) Fixed Biometric devices. iii) Digital signing / Biometric devices (with card swap slot)	1000 10 15

7	Display Screens	Menu and orders display screens (55 Inches) i) Restaurant - 6 (Old Restaurant – 2, New Restaurant – 2, Continental -2) ii) Still Room area -1, Small Dining -1, New Small Dining -1 iii) Kitchen 3 iv) Standby -1	13
8	Power back ups	Uninterruptable power supply for computers and system devices	50

## Desktop Technical Specifications

	FEATURE	DETAILED SPECIFICATION	Scores
A.	Operating Systems & Applications	Genuine Corporate Windows 10 Pro 64-Bit - OEM	7
		Licensed Office 2016 – OEM	6
B.	Processing	Processor: Intel Core i7, 3.4GHz Quad-Core or higher (7th Gen 8032/3.4 GHz (3.8 GHz turbo)	5
		Processor cache: At least 6MB cache	3
C.	Memory	Main Loaded Memory: Min. 8 GB (installed & usable)/32 GB (Max) - DDR4 SDRAM - non-ECC - PC4-19200 - 2400Mhz	6
		Video RAM: At least 1GB DDR3 dedicated	4
		Memory Slots: 4, Max Support: 32GB	3
D.	Storage	Hard Drives: Minimum 1TB	6
		Hard Drive Speed 7200 rpm	3
		HDD Interface: SATA	3
E.	Ports, Audio & Slots	Front: 1 headset connector; 2 USB 3.1 Gen 1 Back: 1 audio in connector; 1 RJ-45; 1 audio out connector; 1 HDMI DisplayPort; 1 VGA; 4 USB 2.0; 2 USB 3.1 Gen 1; 1 power connector	6
		Audio: External Standard Stereo Speakers (2 pieces)	3
		Slots: 3 PCI Slots	2
F.	Output Devices	LCD/TFT Monitor: 19" inch (State the model)	9
		Graphic Cards: Integrated Intel H61 Express Chipset	2
G.	Optical Drives	SATA SuperMulti DVD+/-RW	3
H.	Input Devices	USB Optical Scroll Mouse	3
		USB Standard Keyboard	3
I.	Media reader	Front: 1 SD 3 card reader	4
J.	Network communications & Power	Network: Integrated 10/100/1000 Gigabit Ethernet LAN	4
		Internal Wireless 802.11b/g network adapter	2
		Power Rating: 100-240V	2
K.	Warranty/ support	3 years parts and labour	2
		Restore Drivers CDs & Other Integrated Chipsets	3
		Attach Original Product Brochure from Manufacturer (Clearly display product model and part number)	6
		<b>Total</b>	<b>100%</b>

### Notes:

- 1) Grading will be based on **maximum score** (if expected feature is provided) or **zero score** (if the expected feature is not provided)
- 2) The successful bidder must score 90% and above in the technical evaluation
- 3) MS Windows 10 Pro and MS Office 2016 **MUST** be Pre-installed and Licence keys & kits be supplied.
- 4) The attached product brochure shall be used to verify specified product specifications.

### Black and White Printer Technical Specifications

	FEATURES	TECHNICAL SPECIFICATIONS	Scores
<b>A</b>	Printer type	Duplex (Automatic) - State Printer Model	8
<b>B</b>	Print	Laser	7
<b>C</b>	Memory Size	Minimum: 256 MB	5
<b>D</b>	Processor	Minimum: 800 MHz	8
<b>E</b>	Print speed,	Up to 33 ppm	4
<b>F</b>	Output	Up to 150 sheets	4
<b>G</b>	Paper tray	Minimum 2	6
<b>H</b>	Warranty	One year	5
<b>I</b>	Print resolution	Up to 1200 x 1200 dpi	10
<b>J</b>	Duty cycle	Up to 50,000 pages (monthly, A4)	7
<b>K</b>	Consumables	i) Toner pricing (State estimated toner cost)	6
		ii) State printout count copies per 1 Pc toner	6
<b>L</b>	Cable	1.5-meter USB Cable and Standard Power Cable	5
<b>M</b>	Network ready	Standard (built-in-Gigabit Ethernet)	8
<b>N</b>	Display	8.89 cm touchscreen control panel, CGD	5
<b>O</b>	Product	Attach Original Product manufacturer brochure	6
		<b>TOTAL</b>	<b>100%</b>

**Notes:**

1. Grading will be based on **maximum score** (if expected specification is provided) or **zero score** (if the expected feature is not provided).
2. The attached product brochure shall be used to verify specified product specifications.
3. The successful bidder must score 90% and above in the technical evaluation.

## Color Printers Technical Specifications

	Features	Technical Specifications	Scores
<b>A</b>	Printer type	Duplex (Automatic) Printing color	8
<b>B</b>	Print technology	Laser	6
<b>C</b>	Memory Size	Minimum: 256 MB DDR, 256 MB NAND Flash	4
<b>D</b>	Processor speed	Minimum: 800 MHz	5
<b>E</b>	Print speed, black and color	Up to 21 ppm	8
	First page out (ready)	Black: As fast as 10 sec (Minimum) Color: As fast as 12 sec (Minimum)	8
<b>F</b>	Output capacity	Up to 100 sheets (10 mm stack height)	4
<b>G</b>	Paper trays	250-sheet input tray; 1-sheet priority tray	6
<b>H</b>	Display	6.85 cm (2.7 in) color graphic screen	5
<b>I</b>	Best Print quality black and color	Up to 600 x 600 dpi	8
<b>J</b>	Print Resolution Technologies	ImageRET 3600	5
<b>K</b>	Duty cycle	Up to 40,000 pages (monthly, A4)	5
<b>L</b>	Cable	1.5-meter USB Cable and Standard Power Cable	4
<b>M</b>	Consumables	i) Toner pricing (State estimated toner cost for a set i.e. black, cyan, magenta & yellow)	4
			2
<b>N</b>	Connectivity	Hi-Speed USB 2.0 port	4
		Mobile printing capability, Wireless Direct Printing and Wi-Fi Direct, Built-in 802.11 b/g/n	4
		Built-in Fast Ethernet 10/100 Base-TX network port	4
<b>O</b>	Product	Attach Original Product manufacturer brochure	6
		<b>TOTAL</b>	<b>100%</b>

**Notes:**

1. Grading will be based on **maximum score** (if expected specification is provided) or **zero score** (if the expected feature is not provided).
2. The attached product brochure shall be used to verify specified product specifications.
3. The successful bidder must score 90% and above in the technical evaluation.

### Ups Technical Specifications

	FEATURES	TECHNICAL SPECIFICATIONS	Score
<b>1</b>	<b>OUTPUT</b>		
	UPS Model	Latest model in the market (State the Ups model) Attach original manufacturer brochure of UPS model	5
	Output Power capacity	Minimum 390-400 watts/650 VA	10
	Max Configuration Power	390-400 watts/650 VA	7
	Nominal Output Voltage	220V-240V	5
	Output Connection	(3) Universal Sockets (Battery Backup power output) (1) IEC Jumpers (Battery Backup)	5
<b>2</b>	<b>INPUT</b>		
	Nominal input Voltage	220V- 240V	5
	Input Frequency	50/60 Hz +/-3hz (Auto Sensing)	5
	Input Connection	IEC-320 C14	5
	Input Voltage range for Main Operation	180 – 260 V	5
	Input Voltage adjustable range for Main Operation	160 - 260	3
	Maximum input current	7.0A	5
<b>3</b>	<b>Batteries &amp; Runtime</b>		
	Battery Type	Maintenance – free sealed lead –acid Battery with suspended electrolytes: Leak proof (1 Battery Module -APCRBC110)	7
	Expected Battery Life (years)	3-5	7
	Typical Recharge time	8 hrs	5
<b>4</b>	<b>Accessories</b>	Detachable 1.8 m IEC power cord	3
<b>5</b>	<b>Environmental</b>	Operating Environment 0 - 40 °C Operating Relative Humidity 0 - 95 %	5
<b>6</b>	<b>Communications &amp; Management</b>		
	Control panel	LED status display with On Line: On Battery: Replace Battery and Overload indicators	5
	Audible Alarm	Alarm when on battery: distinctive low battery alarm: overload continuous tone alarm	3
<b>7</b>	Standard warranty	2 years repair or replace	5

**Notes:**

**Successful bidder must score 90% and above in the technical evaluation**

1. Grading will be based on **maximum score** (if expected specification is provided) or **zero score** (if the expected feature is not provided). **Note** that the Specifications above is minimal requirements.
2. Original Product manufacturer brochure for the quoted product **MUST** be attached **separately**. If the original brochure is not provided or the provided brochure has been edited, **no evaluation** will be done.
3. The **genuine and verified** attached brochure shall be used to verify quotation product specifications.
4. **Successful bidder must provide a sample** for the product quoted **on request** during the evaluation.
5. Failure to provide a sample product within 3 days upon request will lead to **automatic disqualification**.
6. The sample product of the winning bidder shall be retained to benchmark supplied product when delivered.

## Servers Technical Specifications Features Guidelines

No	Features	Features Guidelines
1	Processor manufacture	Intel
2	Processor type	Xeon
3	Processor module	E5 -2600 V Series (2 processors or more)
4	Processor speed	3.5 GHz or superior
5	Processor sockets	2
6	Storage	1TB on RAID 5 configured high speed drives
7	Dimensions	H: 8.73 cm (3.44 in.) x W: 44.40 cm (17.49 in.) x D: 68.40 cm (26.92 in.)
8	Cache	45MB
9	Chipset	Intel C610 series chipset
10	Memory	32 GB or more
11	I/O slots	Up to 7 x PCIe 3.0 plus dedicated PERC slot
12	RAID controllers	Internal controllers: PERC S130 (SW RAID), PERC H330, PERC H730, PERC H730P External HBAs(RAID): PERC H830 External HBAs (non-RAID): 12Gbps SAS HBA (At least one option)
13	Drive bays	Internal hard drive bay and hot-plug backplane: Up to 16 x 2.5" HDD: SAS, SATA, nearline SAS SSD: SAS, SATA or Up to 8 x 3.5" HDD: SAS, SATA, nearline SAS SSD: SAS, SATA
14	Internal storage options	16 x 2.5" – up to 29TB via 1.8TB hot-plug SAS hard drives 8 x 3.5" – up to 64TB via 8 TB hot-plug NL SAS hard drives
15	Network Connectivity	4 x 1GbE or 2 x 10+2GbE, or 4 x 10GbE NDC
16	Power supply	Titanium efficiency 750W AC power supply; 1100W DC power supply; Platinum efficiency 495W, 750W, 1100W AC power supply; (Any one option)
17	Recovery options	ECC memory, hot-plug hard drives, hot-plug redundant cooling, hot-plug redundant power, internal dual SD module, single device data correction (SDDC), spare rank, tool-less chassis, support for high availability clustering and virtualization, proactive systems management alerts, iDRAC8 with Lifecycle Controller
18	Rack support	Ready Rails II sliding rails for tool-less mounting in 4-post racks with square or unthreaded round holes or tooled mounting in 4-post threaded hole racks, with support for optional tool-less cable management arm.
19	Supported operating system	Quoted system operating system and system software
20	Network	4x Gigabit Ports
21	Configurations and support	Server basic deployment configurations, installations and warranty on parts.
22	Power	Redundant supply
23	Fan	Redundant fans

**Note: This is Servers minimum specifications guidelines.**



## EVALUATION CRITERIA

### **A) PRELIMINARY/MANDATORY QUALIFICATION REQUIREMENTS**

- (i) Submit clearly marked **one (1) original** and **a copy** of separate Technical and Financial Bid.
- (ii) Certificate of Incorporation/Registration,
- (iii) Valid Tax Compliance certificate,
- (iv) Availability, Validity, conformity and Sufficiency of the tender security (Bid bond)
- (v) Declaration that that the firm has not been debarred from participating in public procurement proceedings **(Declaration must be commissioned by Commissioner for Oath).**
- (vi) Declaration that the firm is not guilty of any violation of fair employment laws and practices **(Declaration must be commissioned by Magistrate/Commissioner for Oath/Notary Public).**
- (vii) Declaration that the firm has **not been convicted** of corrupt or fraudulent practices and that it **will not engage** in any corrupt or fraudulent practice **(Declaration must be commissioned by Magistrate/Commissioner for Oath/Notary Public).**
- (viii) Declaration that the firm is not insolvent, in receivership or bankrupt **(Declaration must be commissioned by Magistrate/Commissioner for Oath/Notary Public).**

**NB: Those who do not meet any of the above evaluation criteria will be non-responsive and shall not proceed to the next stages of evaluation.**

### **B) FIRM EVALUATION**

- i) Proof of four (4) years of operations as a systems supplier (12 marks)
- ii) Supplied similar systems to a minimum of 3 institutions, evidence by certified L.S.O attached. (15 marks)
- iii) Three (3) Recommendations letters from institutions supplied with similar systems.  
(15marks)
- iv) List of three (3) most valued firms which similar systems were supplied -  
Must include value of business in Kshs., contact person working telephone no and email address for verifying information provided. (12marks)
- v) Implementing personnel qualifications (Attach copies of CVs and testimonials)
  - a) Team leader has ICT related Bachelor Degree from recognized institution  
(5 marks)
  - b) One (1) Technical person with a diploma related to systems. (5 marks)

- c) One (1) Technical person with a diploma related to databases. (5 marks)
- d) One (1) persons certified by a professional body in information systems management or database management (5 marks)
- vi) System implementation approach;
  - a) Workplan (8 marks)
  - b) Schedule of activities and timelines. (8 marks)
- vii) Site survey visit (Sign attendance register) (10 marks)

**NOTE**

**Pass mark is 80% to proceed to next stage**

### C) TECHNICAL EVALUATION

- 1) Evaluation marks will be awarded per system module as listed below.
  - i) Stores and receipt
  - ii) Production
  - iii) Sales
  - iv) The bar
  - v) Reconciliation
  - vi) Accounts
  - vii) Laundry
  - viii) User login
  
- 2) Each module marks will be distributed in two areas.
  - i) System module functional requirement specification 80%
  - ii) System module none - functional requirement specification 20%

#### Notes

- a) *Quoted product overall assessment shall be based on bidder response, supporting documents on quoted system specifications and quoted system brochure.*
- b) *The pass mark for each module shall be 85%*
- c) *The vendor must attain 85% in at least 7 modules to qualify for further evaluation.*

- 3) There shall be system demonstration for each vendor who attain the pass mark of 85% on technical evaluation.

- i) System demonstration shall be mandatory and shall be carried on within 5 working days after date of notification.
- ii) System demonstration notice shall be for only technically qualified vendors.
- iii) The demonstration shall be done to verify the quoted system capability.
- iv) The system demonstration pass mark is 80% on overall assessment of the whole system.
- v) Any vendor who fails to turn up on the agreed date shall automatically be disqualified.

#### Notes

- a) *Demonstration assessment shall be based on bidder quoted system specifications.*
- b) *Failure to do a complete system set up on demonstration will lead to disqualification.*
- c) *Pass mark is 80% to proceed to next stage.*

- 4) Evaluation areas overall marks contribution

No.	Area of assessment	Pass mark score (%)
1	Firm qualification	80
2	Quoted system overall assessment	85
3	System demonstration	80

## 1) Stock and receipt module evaluation criteria

No	Function	Task	Maximum Score
1	Make Order	Capture item or service order request	5
		Manager verify and approve order for process to proceed.	5
2	Receive order items and inspect	Capture delivery note items	5
		Capture confirmed items quantity	5
		Update store stock items	5
		Capture dispatch of non-stock items	10
		Capture stock returns outwards	5
3	Issue stock	Capture request for items from various users directly in system	5
		Issue items to various users directly in system	5
		Capture stock returns inwards	5
4	Invoicing	Capture received invoices details	5
		Verifying invoices	5
5	Stock taking	Capture physical stock items take counts	15
<b>No</b>	<b>Function</b>	<b>Non-functional Tasks</b>	
1	Make Order	Get manager approval on placed order	2
2	Receive order items and inspect	iii) Capture stock returns outwards .....	2 4
		iv) Capture stock bought in cash .....	
3	Issue stock	Capture stock returns inwards	3
		Keep track on pending issue stock requests	3
		Keep track of re-order levels	3
		Keep track of multiple issues on same stock items	3
		<b>Total</b>	

## 2) Production module evaluation criteria

No.	Function	Task	Maximum Score
1	Place weekly orders for menu items that are pre-determined.	i) Capture orders to the stores for menu raw materials (Portioned or not portioned/ processed or not processed)	5
		ii) Generate a menu from stock items issued on	3
		a) Weekly basis.	3
		b) Daily menu	3
		c) Special menu	3
2	Capture day order list	iii) Compare order items with actual items in the stores.	6
		iv) capture alternative orders appropriately	5
3	Receive items ordered from stores	iv) capture alternative orders appropriately	5
		Capture orders on items to be prepared for a day.	4
4	Capture items released to production unit	Verify order delivery (non-stock items)	4
		Acknowledge receipt and update ordered items record (System sign off on receipt)	4
5	Capture food Preparation details	Verify released items as per the menu (System sign off upon release)	4
		i) Blanch items ii) Trim items iii) Portion iv) Peel items v) Add items quantity (Additional items receipt) vi) Shrink items vii) Spill/spoil items	14
6a	Plate portioned food (platters)	Capture served food in plates per order	4
6b	Dispense off food items	i) Receive order from service (Display and printouts)	2
		ii) Relay orders to the production team (acknowledge)	2
		iii) Serve food quantity as per the menu portions and order list. (Capture details)	2
6c	Release order to the service.	i) Receive and verify service order request.	2
		ii) Dispatch order (update received order status)	3
7	Reconcile food items	Reconcile food items ordered from the stores against items utilized during production	10

No	Function	Non-functional Tasks	
		process and number of sales(covers)	
1	Place orders	Consider and confirm pending orders not issued	2
3	Receive orders	Give reminder alerts items below re-order level	3
5	Food Preparation	Give reminder alerts on excessive item addition	3
6a	Plate food	Give reminder alerts on food stock low levels	3
6b	Dispense food	System monitor order queues and priority	3
6c	Release order to the service.	System shows pending orders on queue for longer time	3
7	Reconcile food	Production menu covers list	3
		<b>Total</b>	<b>100</b>

### 3) Sales and services module evaluation criteria

No	Function	Task	Maximum
1	Sales	<b>a) Committee service and sale</b> i) Receive order online ii) Modify or cancel order online	4
		<b>b) Leadership office service order</b> i) Receive order online ii) Modify or cancel order online	4
		<b>c) Reservation order (meals &amp; tables)</b> i) Receive order online ii) Modify or cancel order online	4
		<b>d) State functions order</b> i) Receive order online ii) Modify or cancel order online	4
		<b>e) Office service order</b> i) Point of sale order ii) Modify or cancel order online	4
		<b>f) Still room order</b> i) Point of sale order ii) Modify or cancel order	4
		<b>g) Restaurant walk-in buffet order</b> i) Self-service card swipe order ii) Point of sale service order iii) Merge different orders iv) Modify or cancel order	4
		<b>h) Ala-carte order / table d'hot order</b> Received order through point of sale	1
		Modify orders	1
		Dispatch orders	1
		Offer customer service	1

		<b>Billing</b> i) Process the final bill per client a) Process bill as it is <b>or</b> b) Merge any bills required <b>or</b> c) Transfer bill to different client ii) Submit to client for signing (Electronically or print out) iii) Send sms and email alert on billing iv) Get client approval (Biometric/ card swap and pin / electronic or manual signing only if system fails)	12
2	Reconciliation	Process separately; i) Still room teas and snacks sales ii) Lunch sales iii) Sales extras on bill iv) Office service sales v) Functions	10
		Compute separately restaurant sales and office services sales.	2
		Compute sales totals per waiter.	6
		Compute sales totals per outlet.	3
3	Analyze Sales	Analyse dining sales	2
		Analyse office services and sales	2
		Analyse committee services and sales	2
		Analyse state functions	2
4	Reporting	Generate, preview and send the authentic report	7
<b>No</b>	<b>Function</b>	<b>Non-Functional Task</b>	
1	Sales	System to print three prints	1
		System allow tables reservations for a group	2
		System allow billing adjustment and order modification authorized by supervisor	1
		System allow consolidation of different client bills	1
		System allow client debit on behalf of another and authorization	1
		System to allow different means of signing i) Digital signing ii) Biometric through portable kit iii) Card and pin swapping or card swapping iv) Manual bill print signing	4
		System to allow groups sales to have multiple clients who can authorization a bill (e.g. Committee, functions, delegations)	1
System to allow supervisor add comment on open bills for follow up on discrepancies	1		



		i) System send instant sms billing alert	1
		ii) System send bulk emails on all clients' bills	1
		iii) System send instant sms cash settlement alert	1
		System to allow approved cash bill settlement	5
		<b>Total</b>	<b>100</b>

#### 4) Reconciliation module evaluation criteria

No	Function	Task	Maximum
1	Reconciliation (a) Sales	1) Confirm sales prices per item	5
		2a) Confirm number of items per sale	5
		2b) Confirm Pax no. per sale	5
		3) Confirm authorizing client and sale person	10
		4) Compute total sales per outlet	10
		5) Process day all orders sales records to one	10
		6) Generate summarized sales report	5
	(b) Costs	7) Review daily issues from stores and cost of items issued on weighted price	4
		8) Compute final cost of all items issues per day and total cost	10
		9) Compute cost of sales	5
10) Generate daily food cost report vs sales report		5	
2	Report sign off	i) Sign off daily food cost report	3
		ii) Present it to catering manager via email	3
No	Function	Non-Functional Task	
1	Reconciliation a) Sales	Access to supervisor authorisation on price change	3
		Access to supervisors' comments on number of items and Pax no. to be appended per sale	2
		Access to Supervisor/Waiter/Waitress notes on different authorizing client	3
		i) View outlets Inter - lending details ii) View cancelled sales details	3 3
	b) Costs	i) Access return inwards account	3
		ii) Access Issued items remainders	3
		<b>Total</b>	<b>100</b>

## 5) Bar module evaluation criteria

No	Function	Task	Maximum Score
1	Requisition	Request drinks from the store	10
2	Order	Request for drinks from the store	5
		Receive drinks from the store	5
		Request for snacks & beverage	5
		Receive for snacks & beverage	5
3	Client authentication	Verify the clients are authorised to be offered services	10
4	Sales and service	Receive client's orders (Drinks, beverage and snacks)	5
		Receive clients' special requests	5
5	Billing	Process client bill	5
		Client authorize account debit or settle bill by cash payment	10
		Client sms and email notification on debit	5
6	Stock taking	Physical stock take and input in the system for reconciliation	5
		Reconcile sales with actual stock	10
7	Sales analysis	Analyse days sales	10
8	Report sign off	Sign off daily report and submit to catering manager via email	5
		<b>Total</b>	<b>100</b>

## 6) Accounts module evaluation criteria

No	Function	Task	Maximum Score
1	Preparation of settlement report	Extract clients monthly billing records from credit sales	8
		Process the monthly billing credit records to a settlement summary record per client.	8
2	Client accounting	Process individual monthly statements for sitting and former members.	4
		Process batch monthly statements for group clients (PSC staff, Committees, Media Houses and Treasury)	4
		Prepare statements for authorized clients.	4
3	Debit clients' accounts and Receive	Process monthly debit accounts for sitting members, former members, Committees, PSC staff, Treasury and authorized clients and reconcile with payments received.	8
4	Credit suppliers' accounts / Pay suppliers by cheque	Process suppliers' invoices records.	4
		Process payment vouchers.	4
		Process payment cheques.	4
		Pay suppliers by cheque or credit suppliers accounts as per payment method process	4
5	Cash book preparatio	Match each credit accounts with a debit accounts to balance the cash book.	14
6	Accounts reconciliati on	Match batch clients' bank payments with client credit statements	5
		Match suppliers' bank payments with supplier credit invoices	4
		Match cash at bank account with clients' payments in cash, direct deposit and cheques.	5

<b>No</b>	<b>Function</b>	<b>Non-Functional requirement</b>	<b>Maximum Score</b>
1	Preparation of settlement report	System allow sales input errors corrections	3
2	Client accounting	System flexibility in creating easy queries for more customized reports preparations	3
3	Debit clients' accounts and Receive clients' payment	System accept batch system files upload	2
4	Credit suppliers' accounts / Pay suppliers by cheque	iii) System generate bank data files for EFT iv) System facilitate cheque printing	6
5	Cash book preparation	System to allow data extract e.g. executive summary, outlet payments	3
6	Accounts reconciliation	System to accept bank data input files (csv)	3
		<b>Total</b>	<b>100</b>

## 7) Laundry module evaluation criteria

No	Function	Task	Maximum Score
1.	Issuance of items	i) Receive items to be issued	10
		ii) Issuance of staff uniform	10
		iii) Issue linen to outlets	10
2.	Laundry process	i) Collection of laundry item	15
	a) Dispatch	ii) Issue laundry collection card iii) Dispatch laundry items	
	b) Receipt	Confirm items received with items dispatched	
	c) Collection	Issue laundry items	10
3	Billing and payment	Compare received invoice with system dispatch report	15
		Process payment	15
		<b>Total</b>	<b>100</b>

## 8) Login module evaluation criteria

No	Function	Task	Maximum Score
1	Biometric login / Card swap and pin login	i) Biometric user login	10
		ii) Biometric Client login	10
		iii) Card & pin user login	5
		iv) Card & Pin client login	5
2	Pin login	Select user and key in pin	10
3	Username and password login	i) System users login	5
		ii) Client login	5
		iii) Administrators login	5
4	Digital signing / Card swap / Card and pin	i) Digital signing	10
		ii) Card swap signing	10
		iii) Card and pin signing	5
5	Overall Security Assessment	i) Flexible in changing user login method	10
		ii) Supplementing access methods availed	10
		<b>Total</b>	<b>100</b>

## **FINANCIAL EVALUATION**

In this stage of evaluation bidders **quoted** prices will be analyzed and ranked.

**NB: The tender will be awarded in accordance to clause 2.27 given in the instructions to tenderers section.**

## SECTION VIII - STANDARD FORMS

Notes on the sample Forms

- A. Form of Tender -** The form of tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer. Must be submitted together with the Price Schedule.
- B. Price Schedule-** The form of tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer. Must be submitted together with the Price Schedule.
- C. Confidential Business Questionnaire Form -** This form must be completed by the tenderer and submitted with the tender documents. To be provided in the technical bid.
- D. Tender Security Form -** The tenderer is not required to fill and sign this form.
- E. Manufacturers Authorization Form-**This form must be completed and submitted with the tender documents or a letter to that effect provided. To be provided in the technical bid.
- F. Performance Security Form -**The performance security form should not be completed by the tenderers at the time of tender preparation.
- G. Contract Form -** The Contract Form shall not be completed by the tenderer at the time of submitting the tender. The Contract Form shall be completed after contract award and should incorporate the accepted contract price.



**8.1 FORM OF TENDER**

Date \_\_\_\_\_

Tender No. \_\_\_\_\_

To: \_\_\_\_\_  
[name and address of Commission ]

Gentlemen and/or Ladies:

1) Having examined the tender documents including Addenda Nos. .... [insert numbers]. the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **SUPPLY, DELIVER, INSTALL, TEST, COMMISSION AND MAINTAIN A CATERING MANAGEMENT SYSTEM** as per the specifications in conformity with the said tender documents for the sum of Kenya shillings

.....  
**(Total tender amount in words and figures)**  
or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

- 2) We undertake, if our Tender is accepted, to deliver and configure the tablets in accordance with the delivery schedule specified in the Schedule of Requirements.
- 3) If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to 5% percent of the Contract Price for the due performance of the Contract , in the form prescribed by Commission.
- 4) We agree to abide by this Tender for a period of ..... [number] days from the date fixed for tender opening of the Instructions to tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- 5) This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract, between us subject to signing of the Contract by the parties.
- 6) We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
[signature]

\_\_\_\_\_  
[in the capacity of]

Duly authorized to sign tender for an on behalf of \_\_\_\_\_

## 8.2 - PRICE SCHEDULE FOR GOODS/DELIVERABLES

Item	Description	Country of origin	Quantity	Unit price	Total Price
1	Integrated system software (Complete)				
2	integrated system users software license				
3	Biannual maintenance for system software and system hardware				
4	Database license				
5	System user training				
6	System technical support training				
7	Point of sales - Fixed				
8	Point of sales - Mobile				
9	Users login cards				
10	Display screens				
11	Fixed biometric authentication devices				
12	Digital signing / Biometric devices (with card swap slot)				
13	Thermal printers				
14	Computers				
15	Uninterruptable power supplies				
16	LaserJet printers - Black & White				
17	LaserJet printers - Colour				
18	Servers				
19	Biannual system consumables				
	i)Printer thermal paper rolls				
	ii)Thermal heads				
	iii)Platens				
	iv)Springs				
20	Other Related Costs applicable				
	<b>Total Cost</b>				

Signature of tenderer \_\_\_\_\_

**Note:**

- a) In case of discrepancy between unit price and total, the unit price shall prevail.
- b) The total cost should be inclusive of all applicable taxes and duties.

## 8.3 CONFIDENTIAL BUSINESS QUESTIONNAIRE

*(Must be filled by all applicants or Tenderers' who choose to participate in this tender)*

**Name of Applicant(S)**

You are requested to give the particulars in Part 1 and either Part 2 (a), 2 (b) or 2 (c), whichever applies to your type of business. **Part 2 (d) to part 2(i) must be filled.**

**You are advised that giving wrong or false information on this Form will lead to automatic disqualification/termination of your business proposal at your cost.**

### **Part 1 – General**

Business Name:.....Certificate of  
Incorporation / Registration No. ....Location of business  
premises:

Country .....Physical address .....

Town .....Building.....

Floor.....Plot No. ....

Street / Road .....Postal Address .....

Postal / Country Code.....Telephone No's.....

Fax No's. ....E-mail address .....

Website .....

Contact Person (*Full Names*) ..... Direct / Mobile No's.....

Title ..... Power of Attorney (**Yes / No**)

If **Yes**, attach written document.

Nature of Business (*Indicate whether manufacturer, distributor, etc*)

### **(Applicable to Local Suppliers Only)**

Local Authority Trading License No. .... Expiry Date .....

Value Added Tax

No.....

Value of the largest single assignment you have undertaken to date (**US\$/KShs**)

.....

Was this successfully undertaken? **Yes / No**. ....(If **Yes**, attach reference)

Name (s) of your banker (s) .....

Branches ..... Tel No's. ....

### **Part 2 (a) – Sole Proprietor**

Full names .....

Nationality..... Country of Origin.....

**Part 2 (b) – Partnerships**

Give details of partners as follows:

<u>Full Names</u>	<u>Nationality</u>	<u>Citizenship Details</u>	<u>Shares</u>
1. ....	.....	.....	.....
2. ....	.....	.....	.....
3. ....	.....	.....	.....
4. ....	.....	.....	.....

**Part 2 (c) – Registered Company**

Private or public .....

Company Profile .....(Attach

State the nominal and issued capital of the Company

Nominal KShs .....

Issued KShs .....

List of top ten (10) shareholders and distribution of shareholding in the company.

Give details of all directors as follows:-

<u>Full Names</u>	<u>Nationality</u>	<u>Citizenship Details</u>	<u>Shares</u>
1.....	.....	.....	.....
2.....	.....	.....	.....
3.....	.....	.....	.....
4.....	.....	.....	.....

**Part 2 (d) – Debarment**

I/We declare that I/We have not been debarred from any procurement process and shall not engage in any fraudulent or corrupt acts with regard to this or any other tender by the Commission and any other public or private institutions.

Full Names .....

Signature .....

Dated this .....day of .....2016.

In the capacity of .....

Duly authorized to sign Tender for and on behalf of .....

**Part 2 (e) – Criminal Offence**

I/We, (Name (s) of Director (s)):-

- a) .....
- b) .....
- c) .....

have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of three (3) years preceding the commencement of procurement proceedings.

Signed .....

For and on behalf of M/s .....

In the capacity of .....

Dated this .....day of .....2016.

Suppliers' / Company's Official Rubber Stamp .....

**Part 2 (f) – Conflict of Interest**

I/We, the undersigned state that I / We have no conflict of interest in relation to this assignment:-

- a) .....
- b) .....
- c) .....
- d) .....

For and on behalf of M/s .....

In the capacity of .....

Dated this .....day of .....2016

Suppliers' / Company's Official Rubber Stamp.....

**Part 2 (g) – Interest in the Firm:**

Is there any person/persons in the Parliamentary Service Commission or any other public institution who has interest in the Firm? Yes/No ..... (Delete as necessary) Institution .....

.....  
**(Title)**

.....  
**(Signature)**

.....  
**(Date)**

**Part 2(h) – Experience**

Please list here below similar projects accomplished or companies / clients you have provided with similar services in the last two (2) years.

<u>Company Name</u>	<u>Country</u>	<u>Contract/ Order No.</u>	<u>Value</u>
1.....	.....	.....	.....
2.....	.....	.....	.....
3.....	.....	.....	.....

Contact person (Full Names) .....

E-mail address.....

Cell phone no .....

**Part 2(i) – Declaration**

I / We, the undersigned state and declare that the above information is correct and that I / We give the Parliamentary Service Commission authority to seek any other references concerning my / our company from whatever sources deemed relevant, e.g. Office of the Registrar of Companies, Bankers, etc.

Full names .....

Signature.....

For and on behalf of M/s .....

In the capacity of .....

Dated this .....day of .....2016.

Suppliers' / Company's Official Rubber Stamp .....

## 8.4 TENDER SECURITY FORM

Whereas ..... [name of the tenderer]  
(hereinafter called "the tenderer") has submitted its tender dated .....  
[date of submission of tender] for the supply, installation and commissioning of  
.....[name and/or description of the equipment]  
(hereinafter called "the Tender") ..... KNOW  
ALL PEOPLE by these presents that WE .....  
... of ..... having our registered office at  
..... (hereinafter called "the Bank"), are bound unto .....  
[name of Commission } (hereinafter called "the Commission ") in the sum of  
..... for which payment well and truly to be made to the  
said Commission , the Bank binds itself, its successors, and assigns by these  
presents. Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day  
of \_\_\_\_\_ 20 \_\_\_\_\_.

THE CONDITIONS of this obligation are:-

1. If the tenderer withdraws its Tender during the period of tender validity specified by the tenderer on the Tender Form; or
2. If the tenderer, having been notified of the acceptance of its Tender by the Commission during the period of tender validity: fails or refuses to execute the Contract Form, if required; or fails or refuses to furnish the performance security in accordance with the Instructions to tenderers;

We undertake to pay to the Commission up to the above amount upon receipt of its first written demand, without the Commission having to substantiate its demand, provided that in its demand the Commission will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This tender guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

\_\_\_\_\_  
[Signature of the bank]

(Amend accordingly if provided by Insurance Company)

## 8.5 MANUFACTURER'S AUTHORIZATION FORM

To *[name of the Commission ]* .....

WHEREAS .....*[ name of the manufacturer]* who are established and reputable manufacturers of ..... *[name and/or description of the goods]* having factories at ..... *[address of factory]* do hereby authorize ..... *[name and address of Agent]* to submit a tender, and subsequently negotiate and sign the Contract with you against tender No. .... *[reference of the Tender]* for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Tenders.

---

*[signature for and on behalf of manufacturer]*

*Note:* This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent.



## 8.6 CONTRACT FORM

THIS AGREEMENT made the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_ between ..... [*name of Procurement entity*] of ..... [*country of Procurement entity*] (hereinafter called "the Commission ) of the one part and ..... [*name of tenderer*] of ..... [*city and country of tenderer*] (hereinafter called "the tenderer") of the other part;

WHEREAS the Commission invited tenders for certain goods ] and has accepted a tender by the tenderer for the supply of those goods in the sum of ..... [*contract price in words and figures*] (hereinafter called "the Contract Price).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to:
2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:
  - a) The bid document by the successful tenderer
  - b) The Tender Form and the Price Schedule submitted by the tenderer
  - c) The Schedule of Requirements
  - d) The Technical Specifications
  - e) The General Conditions of Contract
  - f) The Special Conditions of contract; and
  - g) The Commission Notification of Award
  - h) The Bidder's letter of acceptance
  - i) Acceptable Performance Security
3. In consideration of the payments to be made by the Commission to the tenderer as hereinafter mentioned, the tender hereby covenants with the Commission to provide the goods and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Commission hereby covenants to pay the tenderer in consideration of the provisions of the goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Commission  
Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the tenderer in the  
presence of \_\_\_\_\_

## 8.7 PERFORMANCE SECURITY FORM

To .....  
[name of Commission ]

WHEREAS ..... [name of tenderer] (hereinafter called "the tenderer") has undertaken , in pursuance of Contract No. \_\_\_\_\_  
\_\_\_\_\_ [reference number of the contract] dated \_\_\_\_\_ 20 \_\_\_\_\_  
to supply ..... [description of goods]  
(hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the tenderer shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Tenderer's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the tenderer a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the tenderer, up to a total of ..... [amount of the guarantee in words and figure] and we undertake to pay you, upon your first written demand declaring the tenderer to be in default under the Contract and without cavil or argument, any sum or sums within the limits of ..... [amount of guarantee] as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

Signed and seal of the Guarantors

\_\_\_\_\_  
[name of bank or financial institution]

\_\_\_\_\_  
[address]

\_\_\_\_\_  
[date]

**8.8 SAMPLE DRAFT LETTER OF NOTIFICATION OF AWARD**

**REPUBLIC OF KENYA**



**PARLIAMENT OF KENYA  
THE SENATE**

**REFERENCE:**

**DATE**

**M/S  
P. O. Box  
Nairobi**

Dear

**RE: TENDER NO. PSC/008/2018-2019 SUPPLY, DELIVERY, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF A CATERING MANAGEMENT SYSTEM**

We are pleased to inform you that your bid dated ..... for the Supply and delivery of the ..... as per the specifications at a Total Cost of **Kenya Shillings** -----only is hereby accepted.

The contract documents are in the course of preparation and you will be called to sign them after fourteen (14) days have elapsed from the date of this letter.

The Commission hereby appoints the ..... as the Project Co-ordinator for this assignment and you are requested to make arrangements to contact the Project Co-coordinator on all matters to do with this contract.

Yours faithfully,

**CLERK OF THE SENATE/SECRETARY, PARLIAMENTARY SERVICE COMMISSION**