



**Republic of Uganda**  
**Uganda Cancer Institute**

**Standard Bidding Document**

**For the**

**Procurement of Supplies**

**OPEN BIDDING**

**Subject of Procurement:** CUSTOMER RELATIONSHIP &  
QUEUE MANAGEMENT SYSTEM  
PHASE ONE

**Procurement Reference Number:** UCI/NCONS/16-17/00059

**Date of Issue:** 10<sup>th</sup> February 2017

## PREFACE

1. This Standard Bidding Document (SBD) has been prepared by the Public Procurement and Disposal of Assets Authority (PPDA) for use by Procuring and Disposing Entities (PDEs) for the procurement of Supplies. The procedures and practices presented in this SBD have been developed to reflect the requirements of the Public Procurement and Disposal of Assets Act, 2003 and the Public Procurement and Disposal of Assets Regulation, 2014 and best international procurement practices.
2. This SBD for the Procurement of Supplies is suitable for use under the Open (International or Domestic) Bidding procurement method with or without pre-qualification. It is also suitable for the Restricted (International or Domestic) Bidding procurement method. The SBD may also be used for procurement under the Direct Procurement method with appropriate modifications to the document.
3. For procurement under the Quotation Procurement Method a simpler SBD has been developed, “the Request for Quotations and Purchase Order”, which is generally more appropriate for this method.
4. This SBD is suitable for lump-sum contracts. The User Guide to this SBD indicates the circumstances in which its use is most appropriate.
5. This SBD provides recommended wording for Technical Compliance Selection (TCS) as the preferred evaluation methodology for Supplies.
6. Before using this SBD, the user should be familiar with the PPDA Act and Regulations and should read the User Guide to this SBD which has been prepared to provide guidance to public officials in the correct use of the Standard Bidding Document (SBD) for Supply as a model for preparing an individual Bidding Document.

PPDA welcomes any feedback or comments from the users of this SBD which will assist in improving this document.

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# Standard Bidding Document

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**REPUBLIC OF UGANDA**  
**UGANDA CANCER INSTITUTE**  
**PROCUREMENT OF CUSTOMER RELATIONSHIP & QUEUE**  
**MANAGEMENT SYSTEM**

**BID NOTICE**

1. **Uganda Cancer Institute** invites sealed bids from eligible bidders for the Purchase of **Customer Relationship & Queue Management System Phase One**

<i>No.</i>	<i>Procurement Reference Number</i>	<i>Subject matter of Procurement</i>	<i>Bid Security</i>
1	UCI/NCONS/2016-2017/00059	Procurement of Customer Relationship & Queue Management System Phase One	6,000,000

2. The Bidding document(s) shall be inspected and issued at **Uganda Cancer Institute Procurement and Disposal Unit P. O. 3935, Kampala**
3. The Bidding Document in English may be purchased by interested bidders on the submission of a written application to the address below at (2) and upon payment of non-refundable fee of Ugx: 100,000 .The payments will be made at Uganda Cancer Institute, Cash Office.
4. The deadline bid submission shall be at 10:00am on **10<sup>th</sup> March 2017**
5. The detailed bid notice is available at the Entity's website at [uci.or.ug](http://uci.or.ug) and at [www.ppda.ug](http://www.ppda.ug)

**Dr. Orem Jackson**  
**Director**

## Standard Invitation to Bidders

### BID NOTICE UNDER OPEN BIDDING

06<sup>th</sup> /02/2017

#### PROCUREMENT OF CUSTOMER RELATIONSHIP & QUEUE MANAGEMENT SYSTEM PHASE ONE

1. The *Uganda Cancer Institute* has allocated/received funds to be used for the acquisition **Customer Relationship & Queue Management System Phase One**
2. The Entity invites sealed bids from eligible bidders for the provision of the above supplies.
3. Bidding will be conducted in accordance with the **Open Domestic** bidding method contained in the Public Procurement and Disposal of Public Assets Act, 2003, and is open to all bidders.
4. Interested eligible bidders may obtain further information and inspect the bidding documents at the address given below at 7(a) from 8:00am to 5:00pm
5. The Bidding documents in English may be purchased by interested bidders on the submission of a written application to the address below at 8(b) and upon payment of a non-refundable fee of Ugx: 100,000. The payment will be made at Uganda Cancer Institute, cash office.
6. Bids must be delivered to the address below at 7(c) at or before **10<sup>th</sup> March 2017 at 10:00AM**. All bids must be accompanied by a bid security of **Ugx 6,000,000** and must be valid until **18<sup>th</sup> July 2017**. Late bids shall be rejected. Bids will be opened in the presence of the bidders' representatives who choose to attend at the address below at 7(d) at **11:00AM on 10<sup>th</sup> March 2017**. There shall be a pre – bid meeting on **21<sup>st</sup> February 2017 at 10:30am at PDU Offices**.
7. (a) Documents may be inspected at: *Uganda Cancer Institute, Procurement and Disposal Unit, Upper Mulago Hill*  
(b) Documents will be issued from: *Uganda Cancer Institute, Procurement and Disposal Unit*  
(c) Bids must be delivered to: *Uganda Cancer Institute, Procurement and Disposal Unit*  
(d) Address of bid opening: *Uganda Cancer Institute, Board Room Upper Mulago*
8. The planned procurement schedule (subject to changes) is as follows:

Activity	Date
a. Publish bid notice	<b>10<sup>th</sup> February 2017</b>
b. Pre-bid meeting where applicable	<b>21<sup>st</sup> February 2017 at 10:00am at PDU offices</b>
c. Bid closing date	<b>10<sup>th</sup> March 2017</b>
d. Evaluation process	<i>(Within 14 working days from bid closing date)</i>
e. Display and communication of best evaluated bidder notice	<i>(Within 10 working days from Contracts Committee award)</i>
f. Contract signature	<i>(After Solicitor General's approval).)</i>

## **Part 1: Section 1      Instructions To Bidders**

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Name: **Dr. Jackson Orem**  
**Director**

## PART 1 – Bidding Procedures

### Section 1: Instructions to Bidders

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## **Section 1: Instructions to Bidders**

### **A. General**

#### **1. Scope of Bid**

- 1.1 The Procuring and Disposing Entity indicated in the Bid Data Sheet (BDS), invites bids for the provision of Supplies and related Services incidental thereto as specified in Section 6, Statement of Requirements. The Instructions to Bidders should be read in conjunction with the BDS. The subject and procurement reference number, and number of lots of this Bidding Document are provided in the BDS.
- 1.2 Throughout these Bidding Documents:
  - (a) the term “in writing” means communicated in written form with proof of receipt;
  - (b) if the context so requires, singular means plural and vice versa; and
  - (c) “day” means working day.
- 1.3 Procurement will be undertaken in compliance with the Public Procurement and Disposal of Public Assets Act, 2003 and Public Procurement and Disposal of Public Assets Regulations, 2014.

#### **2. Source of Funds**

- 2.1 The Procuring and Disposing Entity indicated in the BDS has an approved budget from Government funds towards the cost of the procurement named in the BDS. The Procuring and Disposing Entity intends to use these funds to place a contract for which these Bidding Documents are issued.
- 2.2 Payments will be made directly by the Procuring and Disposing Entity and will be subject in all respects to the terms and conditions of the resulting contract placed by the Procuring and Disposing Entity.

#### **3. Corrupt Practices**

- 3.1 It is the Government of Uganda’s policy to require that Procuring and Disposing Entities, as well as Bidders and Providers observe the highest standards of ethics during procurement and the execution of contracts. In pursuit of this policy, the Government of Uganda;
  - (a) defines, for the purposes of this provision, the terms set forth below as follows:
    - (i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value, to influence the action of a public official in the procurement process or in contract execution; and
    - (ii) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
    - (iii) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence

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- improperly the actions of another party;
- (iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (b) will reject a recommendation for award if it determines that the Bidder recommended for award has engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract;
- (c) will suspend a Provider from engaging in any public procurement proceeding for a stated period of time, if it at any time determines that the Provider has engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Government contract.
- 3.2 Furthermore, Bidders shall be aware of the provision stated in Sub-Clause 3.2 and Sub-Clause 36.1 (g) of the General Conditions of Contract.
- 3.3 In pursuit of the policy defined in Sub-Clause 3.1, the Procuring and Disposing Entity may terminate a contract or be ordered by the Public Procurement and Disposal of Public Assets Appeals Tribunal to cancel a contract if it at any time determines that corrupt, fraudulent, collusive or coercive practices were engaged in by representatives of the Procuring and Disposing Entity or of a Bidder or Provider during the procurement or the execution of that contract.
- 3.4 In pursuit of the policy defined in Sub-clause 3.1, the Government of Uganda requires representatives of both the Procuring and Disposing Entities and of Bidders and Providers to adhere to the relevant codes of ethical conduct. The Code of Ethical Conduct for Bidders and Providers as provided in the bidding forms shall be signed by the Bidder and submitted together with the other bidding forms.
- 3.5 In pursuit of the policy defined in Sub-clause 3.1, the Government of Uganda may suspend a provider from engaging in any public procurement or disposal process for a period determined by the Authority, where the provider is debarred from the procurement processes of an international agency of which Uganda is a member.
- 3.6 Any communications between a Bidder and the Procuring and Disposing Entity related to matters of alleged fraud or corruption must be made in writing and addressed to the Accounting Officer of the Procuring and Disposing Entity.

### 4. Eligible Bidders

- 4.1 A Bidder, and all parties constituting the Bidder, shall meet the following criteria to be eligible to participate in public procurement:
- (a) the bidder has the legal capacity to enter into a contract;
- (b) the bidder is not:
- (i) insolvent;
  - (ii) in receivership;
  - (iii) bankrupt; or
  - (iv) being wound up
- (c) the bidder’s business activities have not been suspended;
- (d) the bidder is not the subject of legal proceedings for any of the

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- circumstances in (b); and
- (e) the bidder has fulfilled his or her obligations to pay taxes and social security contributions.
  - (g) valid Trading License.
- 4.2 A Bidder may be a natural person, private entity, government-owned entity, subject to ITB Sub-Clause 4.6, any combination of them with a formal intent to enter into an agreement or under an existing agreement in the form of a joint venture, consortium, or association. In the case of a joint venture, consortium, or association, all parties shall be jointly and severally liable. For bids submitted by an existing or intended JV, a Power of Attorney from each member of the JV nominating a Representative in the JV and a Power of Attorney from the JV nominating a representative who shall have the authority to conduct all business for and on behalf of any and all the parties of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.
- 4.3 A Bidder, and all parties constituting the Bidder including sub-contractors, shall have the nationality of an eligible country, in accordance with Section 5, Eligible Countries. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country. This criterion shall also apply to the determination of the nationality of proposed subcontractors for any part of the Contract including related services.
- 4.4 A Bidder shall not have a conflict of interest. All Bidders found to be in conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if they:
- (a) have controlling shareholders in common; or
  - (b) receive or have received any direct or indirect subsidy from any of them; or
  - (c) have the same legal representative for purposes of this bid; or
  - (d) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Procuring and Disposing Entity regarding this bidding process; or
  - (e) submit more than one bid in this bidding process, except for alternative offers permitted under ITB Clause 13. However, this does not limit the participation of subcontractors in more than one bid, or as Bidders and subcontractors simultaneously; or
  - (f) participated as a consultant in the preparation of the design or technical specifications of the Supplies and related services that are the subject of the bid.
- 4.5 A firm that is under a declaration of suspension by the Authority in accordance with ITB Clause 3.5, at the date of the deadline for bid submission or thereafter before contract signature, shall be disqualified.
- 4.6 Government-owned enterprises shall be eligible only if they can establish that they are legally and financially autonomous and operate under commercial law.

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- 4.7 Bidders shall provide such evidence of their continued eligibility satisfactory to the Procuring and Disposing Entity, as the Procuring and Disposing Entity shall reasonably request.

### **5. Eligible Supplies and Related Services**

- 5.1 All Supplies and related Services to be supplied under the Contract shall have as their country of origin an eligible country in accordance with Section 5, Eligible Countries.
- 5.2 For purposes of this Clause, the term “Supplies” means goods, raw materials, products, livestock, assets, land, equipment or objects of any kind and description in solid, liquid or gaseous form, or in the form of electricity, or intellectual and proprietary rights as well as works or services incidental to the provision of such supplies where the value of such works or services does not exceed the value of the supplies.
- 5.3 The term “country of origin” means the country where the Supplies have been mined, grown, cultivated, produced, manufactured, or processed, or through manufacture, processing, or assembly, another commercially recognised article results that differs substantially in its basic characteristics from its imported components.
- 5.4 The nationality of the Provider that produces, assembles, distributes, or sells the Supplies shall not determine their origin.
- 5.5 If so required in the BDS, the Bidder shall demonstrate that it has been duly authorised by the Manufacturer of the Supplies to supply, in the Republic of Uganda, the Supplies indicated in its bid.

## **B. Bidding Document**

### **6. Contents of Bidding Document**

- 6.1 The Bidding Document consists of Parts 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any addenda issued in accordance with ITB Clause 8.

#### **PART 1 Bidding Procedures**

- Section 1. Instructions to Bidders (ITB)
- Section 2. Bid Data Sheet (BDS)
- Section 3. Evaluation Methodology and Criteria
- Section 4. Bidding Forms
- Section 5. Eligible Countries

#### **PART 2 Statement of Requirements**

- Section 6. Statement of Requirements

#### **PART 3 Contract**

- Section 7. General Conditions of Contract (GCC) for the Procurement of Supplies
- Section 8. Special Conditions of Contract (SCC)

## **Part 1: Section 1 Instructions To Bidders**

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- Section 9. Contract Forms

- 6.2 The Bid Notice, Pre-qualification Notice or letter of invitation is not part of the Bidding Document.
- 6.3 Bidders who did not obtain the Bidding Document directly from the Procuring and Disposing Entity will be rejected during evaluation. Where a Bidding Document is obtained from the Procuring and Disposing Entity on a Bidder's behalf, the Bidder's name must be registered with the Procuring and Disposing Entity at the time of sale and issue.
- 6.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information or documentation required by the Bidding Document may result in the rejection of the bid.
- 6.5 Where an electronic copy of the bidding document is issued, the paper or hard copy of the bidding document is the original version. In the event of any discrepancy between the two, the hard copy shall prevail.

### **7. Clarification of Bidding Document**

A prospective Bidder requiring any clarification of the Bidding Document shall contact the Procuring and Disposing Entity in writing at the Procuring and Disposing Entity's address indicated in the BDS. The Procuring and Disposing Entity will respond in writing to any request for clarification, provided that such request is received no later than the date indicated in the BDS. The Procuring and Disposing Entity shall forward copies of its response to all Bidders who have acquired the Bidding Document directly from it, including a description of the inquiry but without identifying its source. Should the Procuring and Disposing Entity deem it necessary to amend the Bidding Document as a result of a clarification, it shall do so following the procedure under ITB Clause 8 and Sub-Clause 24.2.

### **8. Amendment of Bidding Document**

- 8.1 At any time prior to the deadline for submission of bids, the Procuring and Disposing Entity may amend the Bidding Document by issuing addenda.
- 8.2 Any addendum issued shall be part of the Bidding Document and shall be communicated in writing to all who have obtained the Bidding Document directly from the Procuring and Disposing Entity.
- 8.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Procuring and Disposing Entity may, at its discretion, extend the deadline for the submission of bids, pursuant to ITB Sub-Clause 24.2.

## **C. Preparation of Bids**

### **9. Cost of Bidding**

- 9.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring and Disposing Entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **10. Language of Bid and Communications**

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- 10.1 The medium of communication shall be in writing unless otherwise specified in the BDS.
- 10.2 The bid, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring and Disposing Entity, shall be written in English unless otherwise specified in the BDS.
- 10.3 Supporting documents and printed literature that are part of the bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the bid, such translation shall govern.

### **11. Documents Comprising the Bid**

The bid shall comprise the following:

- (a) the Bid Submission Sheet and the applicable Price Schedules, in accordance with ITB Clauses 12, 14, and 15;
- (b) a Bid Security or a Bid Securing Declaration, in accordance with ITB Clause 21;
- (c) written confirmation authorising the signatory of the bid to commit the Bidder, in accordance with ITB Clause 22;
- (d) documentary evidence in accordance with ITB Clause 16 establishing the Bidder's eligibility to bid;
- (e) documentary evidence in accordance with ITB Clause 17 establishing that the Supplies and Related Services to be supplied by the Bidder are of eligible origin;
- (f) documentary evidence in accordance with ITB Clauses 18 and 30, that the Supplies and Related Services conform to the Bidding Documents;
- (g) documentary evidence in accordance with ITB Clause 19 establishing the Bidder's qualifications to perform the contract if its bid is accepted;
- (h) The Code of Ethical Conduct for Bidders and Providers in accordance with ITB Clause 3.4; and
- (i) any other document(s) required in the BDS.

### **12. Bid Submission Sheet and Price Schedules**

- 12.1 The Bidder shall submit the Bid Submission Sheet using the form provided in Section 4, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested, which includes:
  - (a) the reference of the Bidding Document and the number of each addenda received;
  - (b) a brief description of the Supplies and Related Services offered;
  - (c) the total bid price;
  - (d) any discounts offered and the methodology for their application;
  - (e) the period of validity of the bid ;

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- (f) a commitment to submit any Performance Security required and the amount;
  - (g) a declaration of nationality of the Bidder;
  - (h) a commitment to adhere to the Code of Ethical Conduct for Bidders and Providers;
  - (i) a declaration that the Bidder, including all parties comprising the Bidder, is not participating, as a Bidder, in more than one bid in this bidding process; except for alternative bids in accordance with ITB Clause 13;
  - (j) confirmation that the Bidder has not been suspended by the Authority;
  - (k) a declaration on gratuities and commissions; and
  - (l) an authorised signature.
- 12.2 The Bidder shall submit the Price Schedule for Supplies and Related Services, using the format provided in Section 4, Bidding Forms. The Price Schedule shall include, as appropriate:
- (a) the item number;
  - (b) a brief description of the Supplies or Related Services to be supplied;
  - (c) their country of origin and percentage of Ugandan or East African Community content;
  - (d) the quantity;
  - (e) the unit prices, with a separate unit price ex-factory and for delivery and incidental costs according to the delivery terms (Incoterms);
  - (f) customs duties and all taxes paid or payable in Uganda;
  - (g) the total price per item;
  - (h) subtotals and totals per Price Schedule; and
  - (i) an authorised signature.

### 13. Alternative Bids

- 13.1 Alternative bids shall not be considered unless otherwise indicated in the BDS.
- 13.2 Where permitted, alternative bids do not need to conform precisely to the Statement of Requirements, but must -
- (a) meet the objectives and/or performance requirements prescribed in the Statement of Requirements;
  - (b) be substantially within any delivery or completion schedule, budget or other performance parameters stated in the solicitation document; and
  - (c) clearly state the benefits of the alternative bid over any solution which conforms precisely to the Statement of Requirements, in terms of technical performance, price, operating costs or any other benefit.
- 13.3 A bidder may submit both a main bid which conforms precisely to the Statement of Requirements and an alternative bid.
- 13.4 Where a bidder submits more than one bid, each bid shall be submitted as a completely separate bid and shall conform to the instructions for preparation and submission of bids in its own right, without any reliance on any other bid. In particular, each bid shall be separately signed, authorised, sealed, labelled and

## Part 1: Section 1 Instructions To Bidders

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submitted in accordance with the instructions for submission of bids and shall be accompanied by a separate Bid Security or Bid Securing Declaration, if so required. Such bids shall be labelled “Main Bid” and “Alternative Bid”.

- 13.5 The evaluation of alternative bids shall use the same methodology, criteria and weights as the evaluation of main bids, except that the detailed technical evaluation shall take into account only the objectives and/or performance requirements prescribed in the Statement of Requirements.

### 14. Bid Prices and Discounts

- 14.1 The prices and discounts quoted by the Bidder in the Bid Submission Sheet and in the Price Schedules shall conform to the requirements specified below.

- 14.2 All items in the Schedule of Supply must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. Items not listed in the Price Schedule shall be assumed to be not included in the bid, and provided that the bid is substantially responsive, the corresponding adjustment shall be applied in accordance with ITB Sub-Clause 31.3.

- 14.3 The price to be quoted in the Bid Submission Sheet, in accordance with ITB Sub-Clause 12.1(c), shall be the total price of the bid, excluding any discounts offered.

- 14.4 The Bidder shall quote any unconditional and conditional discounts and the methodology for their application in the Bid Submission Sheet, in accordance with ITB Sub-Clause 12.1(d) and ITB Sub-Clause 14.8 respectively.

- 14.5 The terms EXW, CIP, and other similar terms shall be governed by the rules prescribed in the edition of Incoterms, published by The International Chamber of Commerce, as specified in the BDS.

- 14.6 Prices quoted on the Price Schedule for Supplies and Related Services, shall be disaggregated, when appropriate as indicated in this sub-clause. This disaggregation shall be solely for the purpose of facilitating the comparison of bids by the Procuring and Disposing Entity. This shall not in any way limit the Procuring and Disposing Entity’s right to contract on any of the terms offered:

- (a) for Supplies;

- (i) the price of the Supplies, quoted CIP or other Incoterm as specified in the BDS;
- (ii) all custom duties, sales tax, and other taxes applicable in Uganda, paid or payable, on the Supplies or on the components and raw materials used in their manufacture or assembly, if the Contract is awarded to the Bidder; and
- (iii) the total price for the item.

- (b) for Related Services;

- (i) the price of the Related Services;
- (ii) all custom duties, sales tax, and other taxes applicable in Uganda, paid or payable, on the Related Services, if the Contract is awarded to the Bidder; and
- (iii) the total price for the item.

- 14.7 Prices quoted by the Bidder shall be fixed during the Bidder’s performance of the Contract and not subject to variation on any account, unless otherwise specified in



## **Part 1: Section 1 Instructions To Bidders**

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the BDS. A bid submitted with an adjustable price quotation shall be treated as non responsive and shall be rejected, pursuant to ITB Clause 30. However, if in accordance with the BDS, prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract, a bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero.

- 14.8 If so indicated in ITB Sub-Clause 1.1, bids are being invited for individual contracts (lots) or for any combination of contracts (packages). Bidders wishing to offer any price reduction for the award of more than one Contract shall specify in their bid the price reductions applicable to each package, or alternatively, to individual Contracts within the package. Price reductions or discounts shall be submitted in accordance with ITB Sub-Clause 14.4, provided the bids for all lots are submitted and opened at the same time.

### **15. Currencies of Bid**

- 15.1 Bid prices shall be quoted in the following currencies:

- (a) for Supplies and Related Services originating in Uganda, the bid prices shall be quoted in the currency of Uganda, unless otherwise specified in the BDS; and
- (b) for Supplies and Related Services originating outside Uganda, or for imported parts or components of Supplies and Related Services originating outside Uganda, the bid prices shall be quoted in the currency of the expense or in the currency of the Bidder's country unless otherwise specified in the BDS.

- 15.2 Alternatively, the Procuring and Disposing Entity may request that prices quoted be expressed in the currency specified in the BDS. If the Bidder wishes to be paid in a currency or a combination of currencies different from the one in which it was requested to express its quotation, it shall as part of its offer:

- (a) indicate its requirement to be paid in other currencies, including the amount in each currency or the percentage of the quoted price corresponding to each currency;
- (b) justify, to the Procuring and Disposing Entity's satisfaction, the requirement to be paid in the currencies requested; and
- (c) utilise the rate of exchange specified by the Procuring and Disposing Entity to express its offer in the currency required by the Procuring and Disposing Entity. The source, date, and type of exchange rate to be used is indicated in the BDS, in accordance with ITB Clause 34, and shall not precede the bid submission deadline by less than twenty one (21) days.

### **16. Documents Establishing the Eligibility of the Bidder**

To establish their eligibility in accordance with ITB Clause 4, Bidders shall complete the eligibility declarations in the Bid Submission Sheet, included in Section 4, Bidding Forms and submit the documents required in Section 3 Evaluation Methodology and Criteria.

### **17. Documents Establishing the Eligibility of Supplies**

- 17.1 To establish the eligibility of the Supplies and Related Services, in accordance with ITB Clause 5, Bidders shall complete the country of origin declarations in the Price Schedule included in Section 4, Bidding Forms.

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- 17.2 Bidders with a current registration with the Authority are not required to submit:
- (a) a copy of the bidder's current trading licence or equivalent;
  - (b) a copy of the bidder's certificate of registration or equivalent;
- but should include details of their Authority registration number in the bid submission sheet.

### **18. Documents Establishing the Conformity of the Supplies**

- 18.1 To establish the conformity of the Supplies and Related Services to the Bidding Documents, the Bidder shall provide as part of its bid the documentary evidence specified in Section 6, Statement of Requirements.
- 18.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed description of the essential technical and performance characteristics of the Supplies and Related Services, demonstrating substantial responsiveness of the Supplies and Related Services to those requirements, and if applicable, a statement of deviations and exceptions to the provisions of the Statement of Requirements.
- 18.3 If so stated in the BDS bidders may be required to submit representative samples of the Supplies being offered and/or be requested to demonstrate the operation of the supplies to the Procuring and Disposing Entity.
- 18.4 Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers specified by the Procuring and Disposing Entity in the Statement of Requirement, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalogue numbers, provided that it demonstrates, to the Procuring and Disposing Entity's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Statement of Requirement.

### **19. Documents Establishing the Qualifications of the Bidder**

To establish its qualifications to perform the Contract, the Bidder shall submit the evidence indicated for each qualification criteria specified in Section 3, Evaluation Methodology and Criteria.

### **20. Period of Validity of Bids**

- 20.1 Bids shall remain valid until the date specified in the BDS. A bid valid for a shorter period shall be rejected by the Procuring and Disposing Entity as non-compliant.
- 20.2 The Procuring and Disposing Entity will make its best effort to complete the procurement process within this period
- 20.3 In exceptional circumstances, prior to the expiration of the bid validity period, the Procuring and Disposing Entity may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security or a Bid Securing Declaration is requested in accordance with ITB Clause 21, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security or being liable for suspension in case of a Bid Securing Declaration. A Bidder granting the request shall not be required or permitted to modify its bid.

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### **21. Bid Security or Bid Securing Declaration**

- 21.1 The Bidder shall furnish as part of its bid, a Bid Security or a Bid-Securing Declaration, if required, as specified in the BDS.
- 21.2 The Bid Security shall be in the amount specified in the BDS and denominated in the currency of Uganda or a freely convertible currency, and shall:
- a) at the bidder's option, be in the form of either a letter of credit, or a bank guarantee, or Bank draft or Cashier's Check from a banking institution;
  - b) be issued by a reputable financial institution selected by the bidder from an eligible country. If the institution issuing the security is located outside the Uganda, it shall have a correspondent financial institution located in Uganda to make it enforceable;
  - c) be substantially in accordance with the form of Bid Security included in Section 4, Bidding Forms;
  - d) be payable promptly upon written demand by the Procuring and Disposing Entity in case the conditions listed in ITB Clause 21.6 are invoked;
  - e) be submitted in its original form - copies will not be accepted.
- 21.3 The Bid Security or Bid Securing Declaration shall be submitted using the appropriate form included in Section 4, Bidding Forms and shall remain valid until the date specified in the BDS.
- 21.4 Any bid not accompanied by a substantially responsive Bid Security or Bid Securing Declaration, if one is required in accordance with ITB Sub-Clause 21.1, shall be rejected by the Procuring and Disposing Entity as non-compliant.
- 21.5 The Bid Security or Bid Securing Declaration of all Bidders shall be returned as promptly as possible once the successful Bidder has signed the Contract and provided the required Performance Security where applicable or upon request by the unsuccessful bidder after publication of the notice of best evaluated bidder.
- 21.6 If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Sheet, except as provided in ITB Sub-Clause 20.2; or
- If the successful Bidder fails to:
- (i) sign the Contract in accordance with ITB Clause 42;
  - (ii) furnish any Performance Security in accordance with ITB Clause 44; or
  - (iii) accept the correction of its bid price pursuant to ITB Sub-Clause 31.5.

The Bid Security may be forfeited or Bid Securing Declaration executed.

### **22. Format and Signing of Bid**

- 22.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB Clause 11 and clearly mark it "ORIGINAL." In addition, the Bidder shall submit copies of the bid, in the number specified in the BDS and clearly mark each of them "COPY." In the event of any discrepancy between the original and the copies, the original shall prevail.
- 22.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorised to sign on behalf of the Bidder. This

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authorisation shall consist of a Power of Attorney which if signed in Uganda shall be registered and if signed outside Uganda, shall be notarized and shall be attached to the bid. The name and position held by each person signing the authorisation must be typed or printed below the signature. All pages of the bid, except for unamended printed literature, shall be signed or initialled by the person signing the bid.

- 22.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialled by the person signing the bid.

### **D. Submission and Opening of Bids**

#### **23 Sealing and Marking of Bids**

23.1 The Bidder shall enclose the original and each copy of the bid, in separate sealed envelopes, duly marking the envelopes as “ORIGINAL” and “COPY.” These envelopes containing the original and the copies shall then be enclosed in one single plain envelope securely sealed in such a manner that opening and resealing cannot be achieved undetected.

23.2 The inner and outer envelopes shall:

- (a) bear the name and address of the Bidder;
- (b) be addressed to the Procuring and Disposing Entity in accordance with ITB Sub-Clause 24.1;
- (c) bear the Procurement Reference number of this bidding process; and
- (d) bear a warning not to open before the time and date for bid opening, in accordance with ITB Sub-Clause 27.1.

23.3 If all envelopes are not sealed and marked as required, the Procuring and Disposing Entity will assume no responsibility for the misplacement or premature opening of the bid.

#### **24 Deadline for Submission of Bids**

24.1 Bids must be received by the Procuring and Disposing Entity at the address and no later than the date and time indicated in the BDS.

24.2 The Procuring and Disposing Entity may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB Clause 8, in which case all rights and obligations of the Procuring and Disposing Entity and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

#### **25 Late Bids**

The Procuring and Disposing Entity shall not consider any bid that arrives after the deadline for submission of bids, in accordance with ITB Clause 24. Any bid received by the Procuring and Disposing Entity after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

#### **26. Withdrawal and Replacement of Bids**

26.1 A Bidder may withdraw or replace its bid after it has been submitted at any time before the deadline for submission of bids by sending a written notice, duly signed by an authorised representative, which shall include a copy of the authorisation in

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accordance with ITB Sub-Clause 22.2. Any corresponding replacement of the bid must accompany the respective written notice. All notices must be:

- (a) submitted in accordance with ITB Clauses 22 and 23 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked “WITHDRAWAL,” or “REPLACEMENT,” and
- (b) received by the Procuring and Disposing Entity prior to the deadline prescribed for submission of bids, in accordance with ITB Clause 24.

26.2 Bids requested to be withdrawn in accordance with ITB Sub-Clause 26.1 shall be returned unopened to the Bidder.

26.3 No bid may be withdrawn or replaced in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Sheet or any extension thereof.

26.4 Bids may only be modified by withdrawal of the original bid and submission of a replacement bid in accordance with ITB Sub-Clause 26.1. Modifications submitted in any other way shall not be taken into account in the evaluation of bids.

### 27. Bid Opening

27.1 The Procuring and Disposing Entity shall conduct the bid opening in the presence of Bidders` designated representatives who choose to attend, at the address, date and time specified in the BDS.

27.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorisation to request the withdrawal and is read out at the bid opening.

All other envelopes including those marked “REPLACEMENT” shall be opened and the relevant details read out. Replacement bids shall be recorded as such on the record of the bid opening.

Only envelopes that are opened and read out at the bid opening shall be considered further.

27.3 All other envelopes shall be opened one at a time, reading out: the name of the Bidder; the bid price, per lot where applicable, including any discounts; the presence of a Bid Security or Bid Securing Declaration, if required; and any other details that the Procuring and Disposing Entity may consider appropriate. Only discounts and alternative offers read out at the bid opening shall be considered for evaluation. No bid shall be rejected at the bid opening except for late bids, in accordance with ITB Sub-Clause 25.1.

27.4 The Procuring and Disposing Entity shall prepare a record of the bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal and/or replacement; the bid price, per lot if applicable, including any discounts; and the presence or absence of a Bid Security Bid Securing Declaration, if one was required. The Bidders` representatives who are present shall be requested to sign the record. The omission of a Bidder`s signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to Bidders upon payment of a fee and displayed on the Procuring and

Disposing Entity's Notice Board within one working day from the date of the bid opening.

### **E. Evaluation of Bids**

#### **28. Confidentiality**

- 28.1 Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until information detailing the Best Evaluated Bidder is communicated to all Bidders.
- 28.2 Any effort by a Bidder to influence the Procuring and Disposing Entity in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.
- 28.3 Notwithstanding ITB Sub-Clause 28.2, from the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Procuring and Disposing Entity on any matter related to the bidding process, it should do so in writing.

#### **29. Clarification of Bids**

To assist in the examination, evaluation, comparison and post-qualification of the bids, the Procuring and Disposing Entity may, at its discretion, ask any Bidder for a clarification of its bid. Any clarification submitted by a Bidder that is not in response to a request by the Procuring and Disposing Entity shall not be considered. The Procuring and Disposing Entity's request for clarification and the response shall be in writing. All requests for clarification shall be copied to all bidders for information purposes. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Procuring and Disposing Entity in the evaluation of the bids, in accordance with ITB Clause 31.4.

#### **30. Compliance and Responsiveness of Bids**

- 30.1 The Procuring and Disposing Entity's determination of a bid's compliance and responsiveness is to be based on the contents of the bid itself.
- 30.2 A substantially compliant and responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. A material deviation is a deviation that-
  - (a) affects in a substantial way, the scope or quality of the supplies or services or the performance of the works to be procured;
  - (b) is inconsistent with the bidding document and which may in a substantial way, limit the rights of the procuring and disposing entity or the obligations of the bidder under the contract;
  - (c) if corrected would unfairly affect the competitive position of the other bidders whose bids are administratively compliant and responsive; or
  - (d) impacts the key factors of a procurement including cost, risk, time and quality and causes -
    - (i) unacceptable time schedules, where it is stated in the bidding document that time is of the essence;

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- (ii) unacceptable alternative technical details, such as design, materials, workmanship, specifications, standards or methodologies; or
- (iii) unacceptable counter-bids with respect to key contract terms and conditions, such as payment terms, price adjustment, liquidated damages, sub-contracting or warranty.

30.3 If a bid is not substantially compliant and responsive to the Bidding Document, it shall be rejected by the Procuring and Disposing Entity and may not subsequently be made compliant and responsive by the Bidder by correction of the material deviation, reservation, or omission.

### **31. Nonconformities, Errors, and Omissions**

31.1 Provided that a bid is substantially compliant and responsive, the Procuring and Disposing Entity may waive any non-conformity or omissions in the bid that does not constitute a material deviation.

31.2 Provided that a bid is substantially compliant and responsive, the Procuring and Disposing Entity may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the bid. Failure of the Bidder to comply with the request may result in the rejection of its bid.

31.3 Provided that a bid is substantially compliant and responsive, the Procuring and Disposing Entity shall rectify nonmaterial nonconformities or omissions. To this effect, the bid price shall be adjusted, for comparison purposes only, to reflect the price of the missing or non-conforming item or component. The cost of any missing items will be added to the bid price using the highest price from other Bids submitted.

31.4 Provided that the bid is substantially compliant and responsive, the Procuring and Disposing Entity shall correct arithmetic errors on the following basis:

- (a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring and Disposing Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

31.5 If the Bidder that submitted the best evaluated bid does not accept the correction of errors, its bid shall be rejected and its Bid Security may be forfeited or Bid Securing Declaration executed.

### **32. Preliminary Examination of Bids – Eligibility and Administrative Compliance**

32.1 The Procuring and Disposing Entity shall examine the legal documentation and other information submitted by Bidders to verify the eligibility of Bidders and

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Supplies and related services in accordance with ITB Clauses 4 and 5.

- 32.2 If after the examination of eligibility, the Procuring and Disposing Entity determines that the Bidder, the Supplies and/or the related Services are not eligible, it shall reject the bid.
- 32.3 The Procuring and Disposing Entity shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 11 have been provided, and to determine the completeness of each document submitted.
- 32.4 The Procuring and Disposing Entity shall confirm that the following documents and information have been provided in the bid. If any of these documents or information is missing, the offer shall be rejected.
- (a) the Bid Submission Sheet, including:
    - (i) a brief description of the Supplies and Related Services offered;
    - (ii) the price of the bid; and
    - (iii) the validity date of the bid;
  - (b) the Price Schedule;
  - (c) written confirmation of authorisation to commit the Bidder; and
  - (d) a Bid Security or Bid Securing Declaration, if applicable.

### **33. Detailed Commercial and Technical Evaluation**

- 33.1 The Procuring and Disposing Entity shall examine the bid to confirm that all terms and conditions specified in the GCC and the SCC have been accepted by the Bidder without any material deviation or reservation.
- 33.2 If, after the examination of the terms and conditions, the Procuring and Disposing Entity determines that the bid is not substantially responsive in accordance with ITB Clause 30, it shall reject the bid.
- 33.3 The Procuring and Disposing Entity shall evaluate the technical aspects of the bid submitted in accordance with ITB Clause 18, to confirm that all requirements specified in Section 6, Statement of Requirements of the Bidding Document have been met without any material deviation or reservation.
- 33.4 If, after the technical evaluation, the Procuring and Disposing Entity determines that the bid is not substantially compliant in accordance with ITB Clause 30, it shall reject the bid.

### **34 Conversion to Single Currency**

For evaluation and comparison purposes, the Procuring and Disposing Entity shall convert all bid prices expressed in amounts in various currencies into a single currency, using the selling exchange rate established by the source and on the date specified in the BDS.

### **35. Margin of Preference**

- 35.1 Unless otherwise specified in the BDS, a margin of preference shall apply. Where a Margin of Preference applies, its application and detail shall be specified in Section 3, Evaluation Methodology and Criteria.



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35.2 For the purpose of granting a margin of domestic preference, bids will be classified in one of two groups, as follows:

- (a) Group A: Goods manufactured in Uganda, for which (i) labour, raw materials, and components from within Uganda account for more than thirty (30) percent of the EXW price; and (ii) the production facility in which they will be produced or manufacture is in Uganda on the date of bid submission.
- (b) Group B: Goods of foreign origin already imported or to be imported by the Purchaser directly or through the Supplier's local agent.

35.3 Bidders claiming eligibility for a Margin of Preference must provide documentary evidence that at least thirty percent of the labour, raw materials and components of the goods originate in Uganda and that the production facility in which the goods are to be assembled or processed is engaged in the manufacturing, assembling or processing of the goods at the time of submission of the bid.

### **36. Financial Comparison of Bids**

36.1 The Procuring and Disposing Entity shall financially evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially compliant and responsive.

36.2 To financially evaluate a bid, the Procuring and Disposing Entity shall only use the criteria and methodologies defined in this Clause and in Section 3, Evaluation Methodology and Criteria. No other criteria or methodology shall be permitted.

36.3 The Procuring and Disposing Entity's financial comparison of bids may require the consideration of factors other than costs, in addition to the bid price quoted in accordance with ITB Clause 14. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Supplies and Related Services. The factors selected, if any, shall be expressed in monetary terms to facilitate comparison of bids, unless otherwise specified in Section 3, Evaluation Methodology and Criteria. The factors to be used and the methodology of application shall be indicated of Section 3, Evaluation Methodology and Criteria.

36.4 To financially compare bids, the Procuring and Disposing Entity shall:

- (a) determine the bid price, taking into account the costs listed of Section 3, Evaluation Methodology and Criteria;
- (b) correct any arithmetic errors in accordance with ITB Sub-Clause 31.4;
- (c) apply any unconditional discounts offered in accordance with ITB Sub-Clause 12.1(d);
- (d) make adjustments for any nonmaterial nonconformities and omissions in accordance with ITB Sub-Clause 31.3;
- (e) apply any non-cost factors in accordance with ITB Sub-Clause 36.3;
- (f) convert all bids to a single currency in accordance with ITB Clause 34;
- (g) apply any margin of preference in accordance with ITB Clause 35;
- (h) determine the total evaluated price of each bid.

### **37. Determination of Best Evaluated Bid(s)**

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The Procuring and Disposing Entity shall compare all substantially compliant and responsive bids to determine the best evaluated bid or bids, in accordance with Section 3, Evaluation Methodology and Criteria.

### **38. Post-qualification of the Bidder**

- 38.1 The Procuring and Disposing Entity shall determine to its satisfaction whether the Bidder that is selected as having submitted the best evaluated bid is qualified to perform the Contract satisfactorily.
- 38.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 19, to clarifications in accordance with ITB Clause 29 and the qualification criteria indicated in Section 3, Evaluation Methodology and Criteria. Factors not included in Section 3 shall not be used in the evaluation of the Bidder's qualification.
- 38.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event the Procuring and Disposing Entity shall proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- 38.4 If pre-qualification has been conducted, no post-qualification will be conducted but pre-qualification information shall be verified.

## **F. Award of Contract**

### **39. Award Procedure**

- 39.1 The Procuring Entity shall issue a Notice of Best Evaluated Bidder within 5 working days after the decision of the contracts committee to award a contract, place such Notice on its notice board for a prescribed period, copy the Notice to all Bidders and to the Authority for publication on its website.
- 39.2 No contract shall be signed within period of ten (10) working days after the date of display of the best evaluated bidder notice..
- 39.3 The Procuring and Disposing Entity shall award the Contract to the Bidder whose offer has been determined to be the best evaluated bid, provided that the Bidder is determined to be qualified to perform the Contract satisfactorily.
- 39.3 Negotiations will only be held in exceptional circumstances as provided for under the PPDA Act.

### **40. Procuring and Disposing Entity's Right to Accept or Reject Any or All Bids**

The Procuring and Disposing Entity reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract signature and issue by the Procuring and Disposing Entity, without thereby incurring any liability to Bidders.

### **41. Procuring and Disposing Entity's Right to Vary Quantities at Time of Award**

- 41.1 At the time the Contract is awarded, the Procuring and Disposing Entity reserves the right to increase or decrease the quantity of Supplies and Related Services originally specified in Section 6, Statement of Requirements, provided this does not exceed the percentages indicated in the BDS, and without any change in the unit prices or

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other terms and conditions of the bid and the Bidding Document.

41.2 Negotiations will only be held in exceptional circumstances.

### **42. Signing and Effectiveness of Contract**

42.1 On expiry of the ten (10) working day period after the display of the Best Evaluated Bidder, and upon approval of the Attorney General where applicable, the Procuring and Disposing Entity shall sign a contract with the successful Bidder.

42.2 Failure by the successful Bidder to sign the contract shall constitute sufficient ground for annulment of the contract award.

42.3 Effectiveness of the contract shall be subject to submission of a satisfactory Performance Security where applicable and any other conditions specified in the Contract.

### **43. Debriefing**

Where a bidder requests information on the reasons for the success or failure of their bid, the Procuring and Disposing Entity shall promptly give the bidder a written debrief after the signing of the contract.

### **44. Performance Security**

44.1 Within twenty-one (21) days of signing of the contract, the successful Bidder shall where applicable, furnish to the Procuring and Disposing Entity a Performance Security in the amount stipulated in the SCC and in the form of on demand Bank Guarantee as stipulated in Section 9, denominated in the type and proportions of currencies of the Contract. The performance security shall be issued by a Bank located in Uganda or a foreign Bank through correspondence with a Bank located in Uganda. On demand insurance bonds with proof of re-insurance, in the format included in Section 9 (contract forms) can be accepted.

### **45. Advance Payment and Security**

45.1 If so stated in the BDS, the Employer will provide an Advance Payment on the Contract Price, subject to a maximum amount, as stated in the BDS. This Payment shall be in the same currencies and proportions as the Contract Payment and shall be made in accordance with the GCC. The performance security shall be issued by a Bank located in Uganda or a foreign Bank through correspondence with a Bank located in Uganda. On demand insurance bonds with proof of re-insurance, in the format included in Section 9 (contract forms) can be accepted.

### **46. Administrative Review**

Bidders may seek an Administrative Review by the Accounting Officer in accordance with the Public Procurement and Disposal of Assets Act, 2003 if they are aggrieved with the decision of the Procuring and Disposing Entity.

## Section 2: Bid Data Sheet

Instructions to Bidders Reference	Data relevant to the ITB
<b>A. General</b>	
<b>ITB 1.1</b>	The Procuring and Disposing Entity is: <b>Uganda Cancer Institute</b>
<b>ITB 1.2</b>	The subject of procurement is: <b>Customer Relationship &amp; Queue Management System Phase One</b>
<b>ITB 1.3</b>	The Procurement Reference number of the Bidding Document is : <b>UCI/NCONS/16-17/000059</b>
<b>ITB 1.4</b>	The number and identification of lots comprising this Bidding Document is: The minimum and maximum number of Lots a Bidder may bid for is: <b>ONE</b>
<b>ITB 5.5</b>	<b>The Bidder shall be required to include with its Bid, documentation from the Manufacturer of the Supplies that the bidder has been duly authorised to supply in Uganda, Transactional Tax Clearance Certificate, evidence of delivery of Similar items backed by signed tax invoices and delivery notes, certificate of completion or installation, recommendation letters from Accounting Officers of institutions where similar items have been delivered and registered Powers of Attorney.</b>
<b>B. Bidding Document</b>	
<b>ITB 6</b>	For clarification purposes only, the Procuring and Disposing Entity's address is: Attention: <b>Director</b> Street Address: <b>Upper Mulago, Hill Road</b> Floor/Room number: <b>N/A</b> Town/City: <b>Kampala</b> P. O. Box No: <b>3935 Kampala</b> Country: <b>Uganda</b> Telephone: <b>+256 414 540 410</b> Facsimile number: <b>+256 414 530 729</b> Electronic mail address: <b>emailus@uci.or.ug</b>
<b>ITB 7</b>	The Procuring and Disposing Entity will respond to any request for clarification provided that such request is received no later than 18 <sup>th</sup> January 2017
<b>C. Preparation of Bids</b>	
<b>ITB 10.1</b>	The medium of communication shall be in writing.
<b>ITB 10.2</b>	The language for the bid is English.
<b>ITB 11 (h)</b>	The Bidder shall submit with its bid the following additional documents: as

## Part 1: Section 2 Bid Data Sheet

Instructions to Bidders Reference	Data relevant to the ITB
	stated in ITB 5.5
<b>ITB 13.1</b>	Alternative Bids shall not be permitted.
<b>ITB 14.5</b>	The Incoterms edition is: 2010
<b>ITB 14.6(a)(i)</b>	For Supplies, the Bidder shall quote prices using the following Incoterms: DDP UCI Stores
<b>ITB 14.7</b>	The prices quoted by the Bidder shall be: fixed
<b>ITB 15.1(a)</b>	For Supplies and Related Services originating in Uganda the currency of the bid shall be: Uganda Shillings
<b>ITB 15.1(b)</b>	For Supplies and Related Services originating outside of Uganda the currency of the bid shall be: Uganda Shillings
<b>ITB 18.3</b>	Bidders shall not provide a representative sample of the Supplies as detailed in Section 6 Statement of Requirements. Bidders shall not provide a demonstration of the use of the supplies during the evaluation process.
<b>ITB 20.1</b>	Bids shall be valid until <b>7<sup>th</sup> August 2017</b>
<b>ITB 21.1</b>	A Bid Security shall be required.
<b>ITB 21.2</b>	The amount and currency of the Bid Security shall be Ugx : 6,000,000
<b>ITB 21.3</b>	The Bid Security shall be valid until <b>7<sup>th</sup> August 2017</b>
<b>ITB 22.1</b>	In addition to the original of the Bid, the number of copies required is:4 Copies
<b>D. Submission and Opening of Bids</b>	
<b>ITB 24.1</b>	For bid submission purposes only, the Procuring and Disposing Entity's address is : Attention: <b>Director</b> Street Address: <b>Upper Mulago, Hill Road</b> Floor/Room number: <b>N/A</b> Town/City: <b>Kampala</b> P. O. Box No: <b>3935 Kampala</b> Country: <b>Uganda</b> Telephone: <b>+256 414 540 410</b> Facsimile number: <b>+256 414 530 729</b> Electronic mail address: <b>emailus@uci.or.ug</b>

## Part 1: Section 2 Bid Data Sheet

Instructions to Bidders Reference	Data relevant to the ITB
	The deadline for bid submission is: <b>10<sup>th</sup> March 2017</b> Time (local time): <b>11:00AM</b>
<b>ITB 27.1</b>	The bid opening shall take place at: Attention: <b>Director</b> Street Address: <b>Upper Mulago, Hill Road</b> Floor/Room number: <b>N/A</b> Town/City: <b>Kampala</b> P. O. Box No: <b>3935 Kampala</b> Country: <b>Uganda</b> Telephone: <b>+256 414 540 410</b> Facsimile number: <b>+256 414 530 729</b> Time and date: <b>11:00Am , 10<sup>th</sup> March 2017</b>
<b>E. Evaluation of Bids</b>	
<b>ITB 34</b>	The currency that shall be used for financial comparison purposes to convert all bid prices expressed in various currencies into a single currency is: The source of exchange rate shall be: Bank of Uganda. The date for the exchange rate shall be: Date of Bid submission Deadline
<b>ITB 35.1</b>	A margin of preference shall not apply.
<b>ITB 35.3</b>	The Bidder shall submit with its bid the following documents to evidence that they qualify for a margin of preference: N/A
<b>F. Award of Contract</b>	
<b>ITB 41.1</b>	The maximum percentage by which quantities may be increased is: N/A The maximum percentage by which quantities may be decreased is: N/A
<b>ITB 45.1</b>	The Advance Payment shall be limited to percent of the Contract Price :N/A

## **Section 3: Evaluation Methodology and Criteria**

**Procurement Reference Number: UCINCONS/16-17/000059**

### **A Evaluation Methodology**

#### **1. Methodology Used**

The evaluation methodology to be used for the evaluation of bids received shall be the Technical Compliance Selection (TCS) methodology.

#### **2. Summary of Methodology**

2.1 The Technical Compliance Selection methodology recommends the lowest priced bid, which is eligible, compliant and substantially responsive to the technical and commercial requirements of the Bidding Document, provided that the Bidder is determined to be qualified to perform the contract satisfactorily.

2.2 The evaluation shall be conducted in three sequential stages –

- (a) a preliminary examination to determine the eligibility of bidders and the administrative compliance of bids received;
- (b) a detailed evaluation to determine the commercial and technical responsiveness of the eligible and compliant bids; and
- (c) a financial comparison to compare costs of the eligible, compliant, responsive bids received and determine the best evaluated bid.

2.3 Failure of a bid at any stage of the evaluation shall prevent further consideration at the next stage of evaluation. Substantial responsiveness shall be considered a pass.

### **B Preliminary Examination Criteria**

#### **3. Eligibility Criteria**

3.1 The eligibility requirements shall be determined for:-

- (a) Eligible Bidders in accordance with ITB Clause 4; and
- (b) Eligible Supplies and Related Services in accordance with ITB Clause 5.

3.2 The documentation required to provide evidence of eligibility shall be:-

- (a) a certificate of registration issued by the Authority for bidders currently registered with the Authority or a copy of the Bidder's Trading licence or equivalent and a copy of the Bidder's Certificate of Registration or equivalent for bidders not currently registered with the Authority;
- (b) a statement in the Bid Submission Sheet that the bidder meets the eligibility criteria stated in ITB 4.1;
- (c) a declaration in the Bid Submission Sheet of nationality of the Bidder;
- (d) a declaration in the Bid Submission Sheet that the Bidder is not under suspension by the Authority;
- (e) fulfilment of obligations to pay taxes and social security contributions in Uganda where applicable.

- 3.3 A Power of Attorney which if signed in Uganda shall be registered; or if signed outside Uganda shall be notarized authorising signature of the bid on behalf of the Bidder.
- 3.4 For a Joint Venture, the documentation in Section 3.2 shall be required for each member of the Joint Venture and the following additional documentation shall be required:
- (a) a certified copy of the Joint Venture Agreement or letter of intent to enter into such an agreement, which is legally binding on all partners, showing that:
    - (i) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;
    - (ii) one of the partners will be nominated as being in charge, and receive instructions for and on behalf of any and all partners of the joint venture; and
    - (iii) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.
  - (b) a Power of Attorney from each member of the JV nominating a Representative in the JV and a Power of Attorney from the JV nominating a representative who shall have the authority to conduct all business for and on behalf of any and all the parties of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.

#### **4. Administrative Compliance Criteria**

The evaluation of Administrative Compliance shall be conducted in accordance with ITB Sub-Clauses 32.3 and 32.4.

### **C Detailed Evaluation Criteria**

#### **5. Commercial Criteria**

The commercial responsiveness of bids shall be evaluated in accordance with ITB Clause 33. The criteria shall be:

- (a) acceptance of the conditions of the proposed contract;
- (b) inclusion of all cost components required such as installation, training, inspection or proving, commissioning, in addition to the price of the supplies;
- (c) acceptable delivery schedule.

#### **6. Technical Criteria**

- 6.1 Technical responsiveness shall be evaluated in accordance with ITB Clause 33.3.
- 6.2 The Statement of Requirements details the minimum technical requirements. Responsiveness is determined by comparison of the specification offered to the specification required in Section 6 and the evaluation is conducted on a pass/fail basis. Substantial responsiveness shall be considered a pass.

### **D Financial Comparison Criteria**

#### **7. Costs to be included in Bid Price**



The financial comparison shall be conducted in accordance with ITB Clause 36. The costs to be included in the bid price bid are:

- (a) the unit and total delivered price based on the delivery terms requested and the quantity specified in Section 6;
- (b) taxes, duties and levies;

**8. Non-cost Factors to be included in Evaluated Price**

The non-cost factors to be included in the evaluated price are:

- (a) Adjustment for deviations in the schedule of payment, if applicable.
- (b) Adjustment for deviations in the delivery schedule, if applicable.

**9. Margin of Preference**

9.1 If the BDS specifies a margin of preference to goods manufactured in Uganda for the purpose of bid comparison, the following procedures will apply:

- (a) The Procuring and Disposing Entity will first review the bids to confirm the appropriateness of the classification, and to identify the bid group classification of each based upon bidders' declaration of origin.
- (b) All evaluated bids in each group will then be compared to determine the lowest evaluated bid of each group. If, as a result of the preceding comparison, the lowest evaluated bid is from Group B it will be further compared with the lowest evaluated bid from Group A, after adding to the evaluated bid price of goods offered in the bid for Group B, for the purpose of further comparison only an amount equal to fifteen (15) percent of the ex-factory/ex-warehouse bid price. The lowest-evaluated bid determined from this last comparison shall be selected for the award.

**10. Determination of Best Evaluated Bid or Bids**

10.1 The bid with the lowest evaluated price, from among those which are eligible, compliant and substantially responsive shall be the best evaluated bid. If this Bidding Document includes more than one lot, the best evaluated bid shall be determined separately for each lot.

10.2 Notwithstanding paragraph 10.1, if this Bidding Document allows Bidders to quote different prices for single lots and for the award to a single Bidder of multiple lots, the Procuring and Disposing Entity shall conduct a further financial comparison to apply any conditional discounts. The bid or bids offering the lowest priced combination of all the lots shall be the best evaluated bid or bids.

**E Post-qualification**

The Procuring and Disposing Entity shall undertake a post qualification on the Best Evaluated Bidder to confirm whether the best evaluated bidder has the capacity and financial resources to execute the procurement.



## **Section 4: Bidding Forms**

### **Table of Forms**

<b>Bid Submission Sheet .....</b>	<b>36</b>
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<b>Bid-Securing Declaration .....</b>	<b>42</b>
<b>Manufacturer's Authorisation .....</b>	<b>43</b>

*[This Bid Submission Sheet should be on the letterhead of the Bidder and should be signed by a person with the proper authority to sign documents that are binding on the Bidder]*

## **Bid Submission Sheet**

Date: *[insert date (as day, month and year) of bid submission]*

Procurement Reference No: *[insert Procurement Reference number]*

To: *[insert complete name of Procuring and Disposing Entity]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Document, including Addenda No.: *[insert the number and issue date of each Addenda]*;
- (b) We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule specified in the Statement of Requirements the following Supplies and Related Services *[insert a brief description of the Supplies and Related Services. Amend wording and attach relevant details if an alternative delivery schedule is proposed]*;
- (c) The total price of our Bid, excluding any discounts offered in item (d) below, is: *[insert the total bid price in words and figures, indicating the various amounts and the respective currencies]*;
- (d) The discounts offered and the methodologies for their application are:  
Unconditional discounts. If our bid is accepted, the following discounts shall apply. *[Specify in detail each discount offered (eg amount/percentage) and the specific item of the Statement of Requirements to which it applies.]*  
Methodology of application of the unconditional discounts. The discounts shall be applied using the following method: *[Specify precisely the method that shall be used to apply the discounts]*;  
Conditional discounts. If our bids for more than one lot are accepted, the following discounts shall apply. *[Specify precisely each discount offered (eg amount/percentage) and the conditions of the discount.]*  
Methodology of application of the conditional discounts. The discounts shall be applied using the following method: *[Specify in detail the method that shall be used to apply the discounts]*;
- (e) Our bid shall be valid until the date specified in ITB Sub-Clause 20.1 and it shall remain binding upon us and may be accepted at any time before that date;
- (f) We, including any subcontractors or providers for any part of the contract resulting from this procurement process, are eligible to participate in public procurement in accordance with ITB Clause 4.1
- (g) We, including any subcontractors or providers for any part of the contract resulting from this procurement process are registered with the Authority. *[Bidders who are not registered or whose subcontractors are not registered should amend the statement to reflect their status]*.
- (h) If our bid is accepted, we commit to obtain a Performance Security in accordance with the Bidding Document in the amount of *[insert amount and currency in words and figures of the performance security]* for the due performance of the Contract;
- (i) We, including any subcontractors or Providers for any part of the contract, have nationals from the following eligible countries *[insert the nationality of the Bidder, including that of all parties that comprise the Bidder, if the Bidder is a Joint Venture consortium or association, and the nationality of each subcontractor]*;

## Part 1: Section 4 Bidding Forms

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- (j) We undertake to abide by the Code of Ethical Conduct for Bidders and Providers during the procurement process and the execution of any resulting contract;
- (k) We are not participating, as Bidders, in more than one bid in this bidding process, other than alternative bids in accordance with the Bidding Document;
- (l) We do not have any conflict of interest and have not participated in the preparation of the original Statement of Requirements for the Procuring and Disposing Entity;
- (m) We, our affiliates or subsidiaries, including any subcontractors or Providers for any part of the contract, have not been suspended by the Public Procurement and Disposal of Public Assets Authority in Uganda from participating in public procurement;
- (n) The following commissions, gratuities, or fees have been paid or are to be paid with respect to the bidding process or execution of the Contract: *[insert complete name of each Recipient, their full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity. If none has been paid or is to be paid, indicate "none."]*

Name of Recipient	Address	Reason	Amount & Currency
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

- (o) We understand that you are not bound to accept the lowest bid or any other bid that you may receive.

Signed: *[signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the bid]*

In the capacity of *[insert legal capacity of person signing the bid]*

Duly authorised to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

**CODE OF ETHICAL CONDUCT IN BUSINESS FOR BIDDERS AND PROVIDERS**

(Under Section 93 of the Public Procurement and Disposal of Public Assets Act, 2003)

**1. Ethical Principles**

Bidders and providers shall at all times-

- (a) maintain integrity and independence in their professional judgement and conduct;
- (b) comply with both the letter and the spirit of-
  - i. the laws of Uganda; and
  - ii. any contract awarded.
- (c) avoid associations with businesses and organisations which are in conflict with this code.

**2. Standards**

Bidders and providers shall-

- (a) strive to provide works, services and supplies of high quality and accept full responsibility for all works, services or supplies provided;
- (b) comply with the professional standards of their industry or of any professional body of which they are members.

**3. Conflict of Interest**

Bidders and providers shall not accept contracts which would constitute a conflict of interest with, any prior or current contract with any procuring and disposing entity. Bidders and providers shall disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

**4. Confidentiality and Accuracy of Information**

- (1) Information given by bidders and providers in the course of procurement processes or the performance of contracts shall be true, fair and not designed to mislead.
- (2) Providers shall respect the confidentiality of information received in the course of performance of a contract and shall not use such information for personal gain.

**5. Gifts and Hospitality**

Bidders and providers shall not offer gifts or hospitality directly or indirectly, to staff of a procuring and disposing entity that might be viewed by others as having an influence on a government procurement decision.

**6. Inducements**

- (1) Bidders and providers shall not offer or give anything of value to influence the action of a public official in the procurement process or in contract execution.
- (2) Bidders and providers shall not ask a public official to do anything which is inconsistent with the Act, Regulations, Guidelines or the Code of Ethical Conduct in Business.

**7. Fraudulent Practices**

Bidders and providers shall not-

- (a) collude with other businesses and organisations with the intention of depriving a procuring and disposing entity of the benefits of free and open competition;
- (b) enter into business arrangements that might prevent the effective operation of fair competition;
- (c) engage in deceptive financial practices, such as bribery, double billing or other improper financial practices;
- (d) misrepresent facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring and Disposing Entity; or utter false documents;
- (e) unlawfully obtain information relating to a procurement process in order to influence the process or execution of a contract to the detriment of the PDE; and



## Part 1: Section 4 Bidding Forms

*[This Price Schedule should be signed by a person with the proper authority to sign documents for the Bidder. It should be included by the Bidder in its bid. The Bidder may reproduce this in landscape format but is responsible for its accurate reproduction].*

### Price Schedule for Supplies and Related Services

Date: *[insert date (as day, month and year) of bid submission]*

Procurement Reference No: *[insert Procurement Reference number]*

Name of Bidder: *[Insert the name of the Bidder]*

1	2	3	4	5	6		7	8	9
Item No.	Supplies or Related Services	Country of origin	Percent of Ugandan origin as a % of the ex-factory price <sup>1</sup>	Quantity (No. of units)	Unit prices <sup>2</sup>		Import Duties, Sales and other taxes per unit <sup>2</sup>	Total Price	
					Ex-factory Ex-warehouse	Delivery and Incidental Costs			
<i>[insert number of item corresponding to Statement of Requirements]</i>	<i>[insert brief description name of Supplies or Related Services]</i>	<i>[insert country of origin of the item]</i>	<i>[if the margin of preference applies, insert percentage of Ugandan origin for this item and include the name and address of the production facility separately below]</i>	<i>[insert number of units of this item to be purchased]</i>	<i>[insert the unit price of this item, in accordance with the Incoterms stated, but excluding all import duties and taxes, paid or payable in Uganda]</i>	<i>[insert the unit price for delivery in accordance with the delivery terms (Incoterms) but excluding all import duties and taxes, paid or payable in Uganda]</i>	<i>[insert all import duties, taxes paid or payable in Uganda on this item]</i>	<i>[insert the total price for this item, which should equate to columns 5x(6+7+8)]</i>	

Signed: *[signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the bid]*

In the capacity of *[insert legal capacity of person signing the bid]*

Duly authorised to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

<sup>1</sup> In accordance with margin of preference ITB Clause 35, if applicable

<sup>2</sup> In accordance with ITB Clauses 14 and 15



## Part 1: Section 4 Bidding Forms

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*[This Bid Security should be on the letterhead of the issuing Financial Institution and should be signed by a person with the proper authority to sign the Bid Security. It should be included by the Bidder in its bid, if so indicated in the BDS].*

### **Bid Security**

Date: *[insert date (as day, month and year) of bid submission]*

Procurement Reference No.: *[insert Procurement Reference number]*

To: *[insert complete name of Procuring and Disposing Entity]*

Whereas *[insert complete name of Bidder]* (hereinafter “the Bidder”) has submitted its bid dated *[insert date (as day, month and year) of bid submission]* for Procurement Reference number *[insert Procurement Reference number]* for the supply of *[insert brief description of the Supplies and Related Services]*, hereinafter called “the bid .”

KNOW ALL PEOPLE by these presents that WE *[insert complete name of institution issuing the Bid Security]*, of *[insert city of domicile and country of nationality]* having our registered office at *[insert full address of the issuing institution]* (hereinafter “the Guarantor”), are bound unto *[insert complete name of the Procuring and Disposing Entity]* (hereinafter “the Procuring and Disposing Entity”) in the sum of *[specify in words and figures the amount and currency of the bid security]*, for which payment well and truly to be made to the aforementioned Procuring and Disposing Entity, the Guarantor binds itself, its successors or assignees by these presents. Sealed with the Common Seal of this Guarantor this *[insert day in numbers]* day of *[insert month]*, *[insert year]*.

THE CONDITIONS of this obligation are the following:

1. If the Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Submission Sheet, except as provided in ITB Sub-Clause 21.2; or
2. If the Bidder, having been notified of the acceptance of its bid by the Procuring and Disposing Entity, during the period of bid validity, fails or refuses to:
  - (a) sign the Contract in accordance with ITB Clause 42; or
  - (b) furnish the Performance Security, in accordance with the ITB Clause 44; or
  - (c) accept the correction of its bid by the Procuring Entity, pursuant to ITB Clause 31;

We undertake to pay the Procuring and Disposing Entity up to the above amount upon receipt of its first written demand, without the Procuring and Disposing Entity having to substantiate its demand, provided that in its demand the Procuring and Disposing Entity states that the amount claimed by it is due to it, owing to the occurrence of one or more of the above conditions, specifying the occurred conditions.

This security shall remain in force up to and including *[Insert date, month and year as per ITB Clause 21.3]* and any demand in respect thereof should be received by the Guarantor no later than the above date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758.

Signed: *[insert signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the Security]* In the capacity of *[insert legal capacity of person signing the Security]* duly authorised to sign the Security for and on behalf of: *[insert complete name of the Financial Institution]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

[Use Bidder's Letterhead]  
[Name of Bidder]  
[Physical Address of Bidder]

## **Bid-Securing Declaration**

Date: *[insert date (as day, month and year)]*

Subject of procurement and Reference No.: *[insert Procurement Reference Number of bidding process]*

To: *[insert complete name of Procuring and Disposing Entity]*

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.
2. I/We accept that we will automatically be suspended for three years by the Authority from being eligible for bidding in any contract with the Government of Uganda, if we are in breach of our obligation(s) under the bid conditions, because we:
  - (a) have withdrawn our bid during the period of bid validity specified by us in the Bid Submission Sheet or
  - (b) having been notified of the acceptance of our bid by the Procuring and Disposing Entity during the period of bid validity fail or refuse to (i) sign the contract, (ii) fail or refuse to furnish the Performance Security in accordance with ITB Clause 43; or (iii) fail or refuse to accept the correction of our bid by the Procuring and Disposing Entity, pursuant to ITB Clause 31;
3. I/We understand this Bid Securing Declaration shall cease to be valid if I/we are not the successful Bidder, upon the earlier of (i) the expiry of the notice of best evaluated bidder or (ii) upon the expiration of the validity of my/our bid on the *[insert bid validity date]*,

Signed: *[insert signature of person whose name and capacity are shown]* In the capacity of *[insert legal capacity of person signing the Bid Securing Declaration]*

Name: *[insert complete name of person signing the Bid Securing Declaration]*

Duly authorized to sign the bid securing declaration for and on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

Corporate Seal (where appropriate)

\*Please delete as appropriate

*[This authorisation should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign such an authorisation. It should be included by the Bidder in its bid, if so indicated in the BDS].*

## **Manufacturer's Authorisation**

Date: *[insert date (as day, month and year) of bid submission]*

Procurement Reference No.: *[insert Procurement Reference Number]*

To: *[insert complete name of Procuring and Disposing Entity]*

WHEREAS *[insert complete name of Manufacturer]*, who are official manufacturers of *[insert type of supplies manufactured]*, having factories at *[insert full address of Manufacturer]*, do hereby authorise *[insert complete name of Bidder]* to submit a bid in relation to the Bidding Document indicated above, the purpose of which is to provide the following Supplies, manufactured by us *[insert name or brief description of the Supplies]*, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 29 of the General Conditions of Contract, with respect to the Supplies offered by the above firm in reply to the Invitation for Bids.

Signed: *[signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the Manufacturer's Authorisation]*

In the capacity of *[insert legal capacity of person signing the Manufacturer's Authorisation]*

Duly authorised to sign the Manufacturer's Authorisation for and on behalf of: *[insert complete name of Manufacturer]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

## **Section 5: Eligible Countries**

**Procurement Reference Number: UCI/SUPLS/16-17/000059**

All countries are eligible except countries subject to the following provisions.

A country shall not be eligible if:

- (a) as a matter of law or official regulation, the Government of Uganda prohibits commercial relations with that country, provided that the Government of Uganda is satisfied that such exclusion does not preclude effective competition for the provision of supplies or related services required; or
- (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Government of Uganda prohibits any import of Supplies from that country or any payments to persons or entities in that country.

## **PART 2 - Statement of Requirements**

### **Section 6: Statement of Requirements**

#### **Contents**

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## 1. List of Supplies and Related Services

Procurement Reference Number: UCI/NCONS/16-17/00059

Item number	Brief of Supplies and Related Services	Description	Unit of Measure
1	Call Center Server Hardware with Operating System and Database		Required UNITS as per the Solution proposed by the Bidders
2	Call Center Software with Reporting ( Historical and Real-Time )		1 (Base Software should support the requested licenses and scalability for future requirements)
3	Customer Relationship Management Software (related to hospitals ): 1. Customization 2. SMS Notification/Alerts 3. Ticketing System and all its necessary features		1 ( with Desired Customization from UCI )
4	Compliance Recording ( Voice Logger )		For all the Agents in the Call Center ( Internal and Incoming/Outgoing External Calls
5	Information Interactive Voice Response System with Multiple Nodes as per the Requirement ( English and Luganda )		1
6	Wall Board Software		1
7	Media Channels of Communication:		
8	Inbound Voice		
9	Licenses:		
	Number of Concurrent Agent Licenses		2
	Number of Concurrent Supervisor Licenses		1
	Number of Administrators		1
	E1 Card (30 Channels)		1
	USB-Noise Cancellation Headsets		2
	Agent Desktops with Operating System		2
	Power Backup (UPS) for the Agent Desktops		2
	Display LED/LCD-32Inches for Wall Board Statistics with Wall Mounting Kit		1
	SMS-GSM Modem		1
	E1 Service with Toll Free Line from one of the Service Provider in Uganda (Preferably from UTL)		1
<b>10</b>	Queue Management System		2
	Free Standing Kiosk with Printer and PC		2
	Master display 32" Minimum LED TV		2
	Controllers with Software		2
	Counter LED Displays with mounting		16
	Central Monitoring Software		1
	Counter teller Notification Terminals		16
	All required Licenses One Time		2
	Printer Consumables for Three Months		2
	Required Cabling and Power Outputs		2
	Installation and setup onsite		2

**NB:**

- The system should provide for prioritization of different issues that callers have.
- The system should have a provision for exporting details of the call including advice through printing.
- The system should be interlinked.
- The proposed Queue-Management System should be scalable.

The attached commodity specific conditions will form an integral part of any resulting contract.

## 2. Delivery and Completion Schedule

Procurement Reference Number: UCI/NCONS/16-17/00059

The delivery or completion period shall commence from the date of contract signature and effectiveness. Refer to the Incoterm in the GCC26 for the interpretation of the delivery period.

Item number	Brief Description of Supplies or Related Services	Delivery/Completion Period <i>(days/wks/mths)</i>	Delivery Point/ Site
OI	<b>CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM PHASE ONE</b>	Within 2 Months	UCI Stores
OII	<b>QUEUE MANAGEMENT SYSTEM</b>	Within 2 Months	UCI Stores



### 3. Specifications and Compliance Sheet

Procurement Reference Number: UCI/NCONS/16-17/00059

Column b states the minimum technical specification of the item(s) required by the Procuring and Disposing Entity.

The Bidder is to complete column c with the technical specification of the item(s) offered and to state “comply” or “not comply” and give details of the areas of non-compliance.

Column d provides the technical literature of the specification offered.

Item No.	Technical Specification required including applicable standards	Compliance of specification offered	Technical literature on specification offered in column c
<i>a</i>	<i>B</i>	<i>c</i>	<i>d</i>
	The Solution architecture should be Dual Server based with One Server for IP Based Switching System and the Second server for Application or the System should be installed on Virtual machines provided by Customer or Partner, Two Separate Servers or Virtual machines is desired to ensure quality of service and performance		
	The System should be able to Support Other Standard IP-PABX through TAPI		
	The System should be able to support Other Standard IP-PABX through CSTA		
	Agent Desktop Should be Windows based GUI		
<b>THIRD PARTY CRM/HOSPITALITY SYSTEM INTEGRATION</b>			
	Propose system should supports Vb6 or VB.NET platform to integrate with product (ActiveX) or http API ( WebAPI ) (This option should be explored in future but the proposed product should support the integration with Hospitality Software in future )		
<b>ALERT MANAGEMENT</b>			
	Proposed system should be able to communicate at the time of Warning, Error, PRI down and Applications stop or running		
	Proposed system should be able to send the notification according to the configured agent status criteria and Skill Parameters and Supervisor should have ability to configure the threshold criteria and when a specific event falls into that category – System should be able to send SMS or Email Alerts to the responsible people		
<b>Item Number 2&amp;3 : Call Center Software with Reporting ( Real-Time and Historical ) &amp; CRM</b>			
	ACD Group: System should have Provision to configure PBX ACD Group for inbound call handling via CTI control.		
	<b>CALL ROUTING:</b>		
	Multiple DNIs Support: Multiple DNIS (800, 888 etc.) numbers can be assigned to a single ACD service		
	ANI/CLI Customizable: ACD system should be able to route a call based on the		

	Automatic Number Identification (ANI) of the caller to the appropriate ACD service the call where need to route.		
	Directed Inward Dialing (DID) Directed Inbound Dialing service should be available which allows a caller to reach a specific agent within the contact center without being queued in an ACD service.		
	Conditional Routing (Customizable): System should provide conditional routing based on the connected inbound call and respective caller's input, call is routed to the respective campaign services like Appointments, Complaints, Enquiries etc.		
	Start and End Time: System should have Provision to set Working hour time to handle incoming calls by the agent and Otherwise it should treat call as Non-working hour call.		
	Inbound Service Days: System should have Provision to set working days in a week and remaining days should be considered as non-working day.		
	<b>IVR Call Flow:</b>		
	Flow and Time Over flow: System should have a provision to define Before and after working hours and the respective call flow should be triggered		
	Blacklisted Flow: System should have a provision to mention the Blacklisted Flow and if Inbound caller's CLI is found to be Blacklisted database then a specific call flow is triggered		
	Agent Popup URL ( System should have provision to define different URL's depending on the below )		
	URL: During working hours. The caller's data information should be presented on a CRM pop up along with the call so that all the details of the caller is shown to the agent.		
	Time Over URL: In non-working hours. Inbound Calls are handled with a different URL		
	Blacklisted URL: During agent login time, if inbound cli is found to be in blacklisted database then a different and defined URL should be popped up on Agent's screen/CRM.		
	Inbound Script: System should have a provision to display the Inbound Script using which when agents are logged in to the Agent Web application, Script tab will display the information about how to speak and handle the Inbound call.		
	Agent Selection Criteria ( Proposed System should have the following call routing criteria and it is a configurable parameter )		
	0-Longest Idle: Callers are routed to the available agent who has been idle for the long time.		
	1-Round Robin:		

	Calls are distributed to agents in order of arrival. The first agent receives a call and then the second agent.		
	2-Skill based: Callers will be connected to the expert agent to meet their needs. The system will compare the Service skill needs of the agent and determine the best-suited agent to deliver the call to. The agent that possesses the most adequate set of skills receives a call first. The rest of the contacts follow the same pattern, passing to agents with lower skill weights when more highly skilled agents are unavailable. If the agents' skills are equal, the goes to according to longest Idle.		
	Agent Login: Agents should be able to use any of the PC and login to any of the extensions registered to the telephony server. Agents Login Credentials should not be locked in with a specific Extension Number.		
	Call Hold: CRM Software should have a provision to put the call on hold.		
	Call Transfer: CRM Software should allow an agent to initiate a call transfer in CRM to within same agent level, higher level, another service, IVR and External.		
	Call Transfer: CRM Software should allow agent transfer the connected call to other person along with the CRM		
	Call Conference: Provision should be given in CRM to involve multiple people in conference.		
	Wrap-up		
	Auto Wrap-up: System should have a provision to close the CRM If the Length of the wrap-up time exceeds the defined duration,  Auto Wrap-up timer should be configurable  System should wrap-up those calls using a configurable disposition codes.		
	Agent Wrap-up: System should provide a provision for Popup CRM closure only when agent invoked close button.		
	Call Gap duration b/w 2 calls: System should have a provision to configure the time Agent can relax between two calls to complete any backend tasks.		
	Call Queue Type		
	Queuing: Inbound calls should be automatically placed on hold (queued) until an agent is available to handle the call.		
	Queue Position Announcement: System should have a provision to handle the queued calls in a first-in-first-out (FIFO) basis by announcing Queue position number.		
	Queue Time Announcement:		

	System should announce the Expected Wait Time to the Queued Caller until an agent is available to assist them .		
	Broadcast Calls in Queue: System should be able to Inform (Broadcast) about how many calls are in queue to the Callers in the Queue.		
	Threshold Queue Call Re-Routing: System should support the following:  No Agent Based  If a service is active, but there are no agents logged into it (or all agents are on break), calls can be rerouted to another available service or to voice mail.		
	Threshold -Queue based: Administrator should be able to provision the maximum number of calls that they want in queue at any point in time. If the maximum threshold is reached, calls should be rerouted to another service or voice mail.		
	Threshold Queue-Wait based: Administrator should be able to set the maximum time that they will allow a caller to wait in queue. If the wait time in queue has reached the maximum time provisioned, calls can be rerouted to another service or voice mail.		
	Missed Call Follow-up		
	Service-DNI: System should be able to follow up the Caller in a pre-defined time If a caller hangs up while in queue by capturing the CLI.		
	Agent-DID: System should be able to connect to a specific agent when it follows up the customer who handed up in the queue by using the Agent DID Feature.		
	Calendar: Provision to set Holiday dates and configure respective play message.		
	Blacklisted Import: Provision to import blacklisted database. Supported file are formats are .xls, .xlsx, .tab, .csv and .dsn.		
	Blacklisted Maintenance: System should have a provision to Maintain (addition, modification, deletion) of blacklisted numbers.		
	Email/SMS Notification: System should have a provision to Send SMS/EMAIL to the spoken Customer or System health status alert to the IT Team		
	Blending: System proposed support Blended Agents where Each Agent should be able to handle both Incoming/outgoing/email/sms transactions with the client.		
	Multi-Service Call: System should have a provision for an agent to handle multiple inbound calls in a single login.		
	<b>AGENT DESKTOP-WINDOWS</b>		
	CRM supports in VB6 Platform		

	Supports in .NET Platform		
	Agent can login to receive calls or logout to come out of it.		
	Agent can reset their own password		
	Agent can move by themselves from one service to another.		
	First data records (leads) are shown as list. Upon selecting one lead, a new CRM pops up along with dialing.		
	Dial button is provisioned to dial entered phone number.		
	Agent can transfer only voice call to another agent.		
	An Agent can transfer the call to other agent along with CRM.		
	In Popped up CRM, provision given for agent to put the call on hold		
	Provisions to get connect to hold call in CRM.		
	Agent CRM can do a conference from 3 parties to many.		
	Provision to disconnect the call.		
	To relax/ attend meeting. Break mode selected to halt temporarily receiving any calls.		
	Service oriented additional CRM are able to access from Service-Maintenance.		
	Feature to instruct dialer, not to route the calls. While agents are using Click to Dial / Preview CRM.		
	Internal Chat facility is available among the logged in users		
	Once agent completed the conversation with customer. They can close the CRM with selected disposition to receive another call by using Close Call		
	Break and logout while agent is on call.		
	CRM should capture the information as below and other information as discussed in later phase <ul style="list-style-type: none"> <li>• Callers CLI</li> <li>• Callers Name</li> <li>• Callers alterative no</li> </ul>		
	<b>SUPERVISOR</b>		
	Provision to change the login password.		
	Different Group of views can be create or Delete. It will show the Real-time statistics as per the view selected. User level access permission can be assign for each group.		
	It shows real time status of agents who are currently logged in to the Active agent application. Graph shows real time statistics of Logged in Agents and their duration (in minutes).		
	Graph shows number of logged in agents and real time status.		
	Graph shows the real time statistics of the extensions in use.		
	It allows users to filter the services to be viewed on the AGENT VIEW SCREEN		
	It allows supervisor to select Modules to be displayed on Agents view screen.		
	It shows a list of status and breaks available for agents in different Color mode		
	If agents are configured for more than one service. Then supervisor can view on the AGENT VIEW SCREEN that show live calls are in top order row with associated Service		

	based on PD Service Filter criteria selected.		
	Supervisor with set privileges can select an action for logged in Agents. Users can select logout action for an Agent to logout		
	Supervisor can terminate an active Agent's session		
	Supervisor can start a break for an agent.		
	Supervisor can send a message to agents		
	Supervisor user can reset the password of Agent login id		
	Supervisor user can move the agent from one service to another without the Dialer admin dependency.		
	Supervisor forcefully cut (barge) into agents call.		
	Supervisor can forcefully take the call from the agent and disconnecting agent from this call.		
	When an Agent is connected with customer call. Supervisor/TL can join with that call and instruct agent to convey as per his/her advice where customer won't be hearing supervisor voice.		
	It shows real time status of dispositions used by the agents to close calls		
	It displays real time status of the dialer's call statistics		
	It shows real time status of total trunks added to a system.		
	It displays real time status of IVR ports that are		
	Configured		
	It shows real time view of list of all active batches under a service and its customizable		
	It shows real time view of total extensions as configured		
	It shows real time statistics of inbound calls for each service and it is customizable		
	Process required reports can be configure along with the new category if require. It can display these reports in a list along with existing reports.		
	Customized Web based report can be configure by adding URL information in supervisor windows application. Thus report can be generated from anywhere.		
	Provision to configure Footer name to append for the generated reports.		
	Login user-level access to each view and report.		
	Supervisor can broadcast News to all the agents.		
	<b>REPORTS</b>		
	<b>ACD</b>		
	Statistics report of ACD handled inbound calls.		
	Generates call details report for ACD calls.		
	Call details report for ACD calls that are Call drop (Abandoned).		
	Disposition Statistics report of ACD Calls that are disposed by agent and IVR.		
	<b>Agent</b>		
	Call report details for Agent fail to attend ACD transferred calls.		
	Agent attended call statistics report along with Login and break duration details.		
	Summary report of Agent disposed calls.		
	Agent statics report for abandoned calls.		

	Agent statics report for wait time.		
	Agent logged in and logged out information history with break details		
	IVR		
	Call detail report for dropped call on IVR		
	Statistics report for IVR handled calls.		
	Disposition statistics report for IVR handled calls.		
	System		
	Call detail report for Dialer handled calls.		
	Call Statistics report for Dialer disposed calls.		
<b>Item Number 4 : Voice Logger</b>			
	Voice Logger Type ( Voice Logger proposed should support all of the below types of recordings but for this requirement, Propose the optimum one )		
	Analog(PSTN): PSTN lines are tapped with T connectors (RJ12) and recorded using analog logger device.		
	Digital Trunk (TDM): PRI lines are tapped with T connectors (RJ45) and use the TDM hardware logger.		
	VOIP(SIP/H323): Software license are used to sniff the packets and record		
	Recording Initiator type (Voice Logger Proposed should support the following )		
	Ring: Recording Should be started from Ringing state		
	Digit: Recording should be started from dial digit based		
	Off-hook: Recording should be started from off-hook state		
	Default ( Following are the default features of the Voice Logger/Compliance Recording )		
	Compression (Format(WAV/ MP3)): Recorded conversation should be compressed in ADPCM wav or MP3 format		
	Name: Voice Logger should have a Provision to set site name.		
	Department: Voice Logger should have a Provision to group number of logger channels into Department		
	File Nomenclature: Voice Logger should have a provision to assign File name based on user requirement.		
	Folder Nomenclature: Voice Logger should have a provision to have Folder name as per our user requirement.		
	Export File Nomenclature: Voice Logger should have a provision so that during backup of recorded files, different file nomenclature can be assigned for different backup files.		
	User Access Management: Voice Logger should have a provision for Multiple users' login with different access permission.		



	<p>Web / Windows UI: Voice Logger should have a provision for the below:</p> <p>Windows and Based Interface supports Retrieval search by Date Range: Recorded files can be retrieved by date range</p>		
	<p>Retrieval search by phone Number: Recorded files can be retrieved by exact phone numbers or part of it</p>		
	<p>Retrieval search by Service DNI: Recorded files can be retrieved according to Service DNI based</p>		
	<p>Retrieval search by Agent: Recorded files can be retrieved by agent name ( with dialer integrated)</p>		
	<p>Retrieval search by Transaction ID: Recorded files can be retrieved by unique transaction id</p>		
	<p>Retrieval search by Agent Tags: Recorded files can be retrieved by user tags captured at the time of recording.</p>		
	<p>Retrieval search by Auditor Tags: Recorded files can be retrieved by Auditor Tags( Quality check by rating)</p>		
	<p>Retrieval Playback: Retrieved files can be played to hear.</p>		
	<b>Disk Management</b>		
	<p>Storage Management: Provision to support from PC hard disk to NAS and SAN</p>		
	<p>Disk space Alert1: Voice Logger should have a provision for Disk space first threshold warning alert</p>		
	<p>Disk space Alert2: Voice Logger should have a provision for Disk space second threshold final alert</p>		
	<p>Disk space Threshold Action: Voice Logger should have a provision of the following feature when it reaches final alert either Recording should be stopped or save in alternate path specified by the Customer</p>		
	<p>Advance ( Voice Logger proposed should support the following advanced features )</p>		
	<p>Extension Mapping: Real-time Extension mapping are done for each recorded call. To map exactly it require CTI/SMDR integrity</p>		
	<p>DNR: Do Not Record (DNR) feature will stop recording the call if its CLI/DNI/Extension is listed as DNR database.</p>		
	<p>Alerts Management: When logger application is stopped running or disks pace reached threshold. Immediate notification can be sending in</p>		



	Email / SMS.		
	QC(Auditor) Management: Provisioned to Rate the recorded files can be done by Qc		
	Redundancy: Supports Secondary Storage system and database redundancy		
	Supervisor		
	Site Monitor: Provisioned to monitor logger channels status, Department wise, Application running status and Disk space utilization		
	Reports: Reports will give the complete call handling details, along with Agent name, extension mapping, Agent Tags and auditor (QC) Tags.		
<b>Item Number 5 : INTERACTIVE VOICE RESPONSE SYSTEM</b>			
	Media Interface Types supported by the IVR as follows: Analog(PSTN)IVR: TDM(ISDN-PRI) IVR: VOIP(SIP)IVR		
	Flow Selection Mode ( IVR Proposed should be able to do the following )		
	DNIs: IVR Flow is selected based on DNI.		
	ANI: IVR Flow is selected based on ANI.		
	IVR Services		
	IVR Time-Bound Service: Ability to Set the working time duration where IVR need to handle the calls.		
	Time Over IVR Service: Ability to configure Pre or Post working hour period so that it is considered as Non-working hours and accordingly IVR Flow should be executed.		
	Black-List IVR Service: If CLI is found to be in black list category. Black list IVR Flow should be handling the call.		
	Proposed IVR Should Support Multiple Languages ( English and Luganda to the Minimum )		
	Proposed IVR should have a feature called as Holiday IVR Service using which a specific IVR Flow will handle calls during holidays.		
	Service Days: Working days are called as Service days should be configurable		
	Change Service: Provision to divert a call to another service should be available.		
	Calendar: Tool to select Holidays list and file to play the message should be available.		
	Dial: To Dial an outbound Call should be available.		
	Disconnect:		

	Hang up the connected call should be possible.		
	Display Variable: During IVR flow trace in log, assigned value to the variable should be read for understanding and troubleshooting.		
	ODBC: Proposed IVR should be able to integrate with different Databases for retrieving the information using Ms SQL and MySQL 3.51/5.1 ODBC		
	FILEIO: File handling operation like Copy, move and Delete should be possible with the proposed IVR.		
	Variable Format Manipulating:  LTRIM, RTRIM, ALLTRIM - Stripping of trailing and leading spaces is removed from a variable value.  UPPERCASE, LOWERCASE, REVERSE-Variable values are converted to either uppercase or lower case. If need read the value, character by character from last to first(LIFO)  All these should be supported by the Proposed IVR.		
	Contact Center Agent Routing: To Get the agent information from CTI to route the inbound call should be available.		
	Get-digits: Requesting the caller to enter the digits through key touch tone (DTMF) should be possible with the Proposed IVR.		
	Termination String: Default '#' (pound) or '~' (tilt) or '*' (asterisk). Also it supports number from 0 to 9. Termination String is used in GETDIGITS to indicate the end of entered digits.		
	Caller Input Lapse Time: Time expiry should be able to set for caller's input.		
	Conditional: IF-ELSE conditional jumping step can be used based on the success or failure state.		
	IVR Disposition: It should have the facility to set Disposition based on IVR call handling scenario		
	Menu: Provision for menu choices. After receiving the input, it should confirm by playing the Right input message or Wrong Input message		
	Multi-branch: It's a multi switch statement method like Case. In a single IVR flow, compares the variable value or conditional expression with the list of available criteria matching and following Goto jump step used to move on to that Step no accordingly.		
	Play: Based on File Type selected, messages should be played. Type like DATE, money, number, string and time		
	Play-tone: Audible tone should be played on the IVR to indicate for the		

	caller to start his activity		
	Prompt: Callers should be instructed to leave message or ask callers to select choices		
	Release agent: Proposed IVR should have a feature to release the existing agent if he doesn't answer the call transferred by the IVR and another Agent is engaged accordingly.		
	Sleep: To pause IVR flow for few milliseconds as and when required or triggered by an event.		
	Substring: To read a subset of a Variable value should be possible.		
	<b>Tool</b>		
	Windows based IVR Designer Tool: Using Flow Designer Tool application, we should be able to design the IVR flow as per our desire ( Future Requirement)		
	Windows based Supervisor Tool: tool is used monitor the IVR flow channels, also trunk status and agent status incase used in Contact Center ( Future Requirement but proposed system should support the following)		
	<b>Integration</b>		
	Database Engine: Integrate with multiple ODBC compliant Database software (Future Requirement but proposed system should support the following )		
	Text to Speech(TTS) Engine: Third party software that converts text to audio speech. ( Future Requirement but proposed system should support the following)		
<b>Item Number 7 &amp;8: MEDIA TYPE</b>			
	Proposed Call Center/CRM System should support all of the below even though the requested channel at the moment is only Inbound Voice Interactive Media: Outbound Voice, Email, Web Chat, Text Message(SMS)		
	Social Media: Facebook, Twitter		
	Default (System should support all of the below with the above channels )		
	AMMD(Automated Media Message Distribution): Receive message from the customer.		
	Unique Message Routing: In Social Media, Removes duplicate message when repeatedly receiving the same message.		
	Message Queue: Gives the number of message waiting to route.		
	Priority Message Routing: In Social Media, Based on keyword criteria in received message, it sets the priority.		
	Agent Message Routing Criteria: Longest Idle, Round Robin and Skilled based		

	Agent Assignment: Agent is allocated to receive and revert by posting message back.		
	Message Attachment: In Social Media, it can receive the message along with attachment like image pictures.		
	Supervisor		
	Message Queue Monitor: Real-Time view of Queue status.		
	Agent Monitor: To view in Real-time agent status.		
<b>BIDDER QUALIFICATION for Call Center/CRM</b>			
	Bidder should provide minimum 4 References in Country (Uganda) of Call Center Deployment and Minimum One should be from the Same Technology (Call Center and CRM) Proposed to UCI and From Government Body in Uganda.		
	Bidder should provide minimum 2 Recommendation letters from Reputable Organizations from Uganda for Successful Implementation of the Call Center and related technology.		
	Bidder should have minimum 4 Human Resources working in Uganda so as to ensure that Support on the Platform is delivered as UCI desired- Please submit the work permits/passport copies/ID Cards of all the Resources		
	Bidder should submit the Manufacturer Authorization Form from the Manufacturer of the Call Center and CRM Software		
<b>QUEUE MANAGEMENT SOLUTION</b>			
<b>Item No</b>	<b>Technical Specification required including applicable standards</b>	<b>Compliance of specification offered</b>	<b>Technical literature on specification offered in column c</b>
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
1	Touch Screen Based Token Dispensing Kiosk System with integrated PC and thermal printer with Cutter. 15" Touch screen Display with freestanding token Dispenser.		
2	Should Support different Selectable services and 64 counters  Support different Selectable services and 64 counters		
3	Multiple Dispensers of Various Types Touch Screen or switch based dispensing Kiosk floor mount.		

4	Master Display as LCD OR LED TV 32" LCD OR LED Display		
5	Managed Split Master Display. Should be configurable for Displaying Multiple Items . Master Display should be able to show promotional videos, images , text along with Token Display.		
6	Multilingual Display and token Printing Different Sizes and Lengths of Thermal Paper should be supported.		
7	Voice Announcement Should support Multilingual Voice announcements		
8	Modular Server browser-Client Based support		
9	Should have BUILT in PC IN Dispensing Kiosk Should support all standard browsers for User access		
10	Built in Digital Signage to support master Display.  Wherever required system has built-in digital signage function. On a LCD screen, in addition to displaying Token Number-counter table, it can display promotional video/images and multilingual scrolling text as configured		
11	Features – Following services should be supported by the Q management system		
A	Multi counter service		
B	Form Based Data collection against each token		
C	Add remarks to each token.		
D	Internal services		
E	Single Click Operation to complete current transaction and call for next token.		
F	Maximum wait and Transaction time at operator console.		
G	Priority Customer		
H	Delay Alerts report to Manager. Manager gets a pop up with a Beeper showing details of a token where in bench mark has exceeded (wait time, transaction time). In reports, all transaction times and waiting times exceeding preset Bench mark times are shown in red.		
I	Facility to Forward Back Tokens		
J	Central Monitoring Software To Monitor and generate different Reports Monthly or when required		

12	Operator Console Display on each Operator screen and should show following information and selection TABS on screen.		
A	Counter Name		
B	Status of Operator		
C	Current Token No.		
D	Service Handled		
E	Elapsed Time		
F	Requested Service		
G	Customer Type		
H	Waiting Customers		
I	Transaction Complete		
J	Defer Tokens		
K	Skipped Tokens		
L	Remark To Token		
M	Customer Information and Details		
13	Operator Operations from System Operator should be able to do following listed operations		
A	Complete and Call next.		
B	Call next token		
C	Transaction completed		
D	Call specific Token.		
E	Auto call Token		
F	Forward to other services		
G	Check token status		
H	Call Skipped Token		

I	Call Deffered Token		
J	Take a Break		
14	Should Print Token Receipt for each Customer and should indicated following details. Thermal Receipt of Each Token to be printed and presented to Customer.		
A	Token Number		
B	Date and Time		
C	Customer Logo		
D	Wait Time		
E	Wait Count		
F	Promotional Text		
15	System should have a manager console and should display following Functions		
A	Total Tokens issued		
B	Notifications		
C	Counter Overview		
D	Services Overview		
E	Counter assignment		
F	Manager summary reports		
16	System Should be able Generate Various reports for analysis purposes		
A	Counter Wise Report		
B	Transaction wise reports.		
C	Service wise reports.		
D	The Solution Must Have been implemented in Africa , Refernce Sites , Case Studies should be available		

The detailed technical evaluation will examine the technical specification of the items offered in column c and determine whether this meets the minimum specification in column b. Bidders must complete column c or the bid will be rejected. **Bidders are required to use column d to include technical literature to support the details provided in column c.**



### 4. Drawings

Procurement Reference Number: UCI/NCONS/16-17/00059

List of related Drawings		
Drawing number	Drawing name	Purpose

## 5. Inspections and Tests

Procurement Reference Number: UCI/NCONS/16-17/00059

<b>List of Inspections and Tests</b>	
Items subject to Inspection and Tests;	
Type of inspection or tests and the standards to be met;	
Location of the inspection or tests;	
Inspection agency;	
Timing of the inspection;	
Notifications or documentation required from the provider;	
Provision of any samples for inspection;	
Cost of the inspection;	
Arrangements and costs for any re-inspection required;	
Any other relevant details.	

## PART 3 - Contract

### Section 7: General Conditions of Contract for the Procurement of Supplies

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## Section 7: General Conditions of Contract for the Procurement of Supplies

### 1. Definitions

The following words and expressions shall have the meanings hereby assigned to them:

- (a) “Completion” means the fulfilment of the Related Services by the Provider in accordance with the terms and conditions set forth in the Contract.
- (b) “Contract” means the Agreement entered into between the Procuring and Disposing Entity and the Provider, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- (c) “Contract Documents” means the documents listed in the Agreement, including any amendments thereto.
- (d) “Contract Price” means the price payable to the Provider as specified in the Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.
- (e) “Day” means working day.
- (f) “Delivery” means the transfer of the Supplies from the Provider to the Procuring and Disposing Entity in accordance with the terms and conditions set forth in the Contract.
- (g) “Eligible Countries” means the countries and territories eligible as listed in the SCC.
- (h) “GCC” means the General Conditions of Contract.
- (i) “Procuring and Disposing Entity” means the entity purchasing the Supplies and Related Services, as specified in the Agreement.
- (j) “Provider” means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Procuring and Disposing Entity and is named as such in the Agreement, and includes the legal successors or permitted assigns of the Provider.
- (k) “Related Services” means the services incidental to the provision of Supplies, such as insurance, installation, training and initial maintenance and other similar obligations of the Provider under the Contract.
- (l) “SCC” means the Special Conditions of Contract.
- (m) “Subcontractor” means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Supplies to be provided or execution of any part of the Related Services is subcontracted by the Provider.
- (n) “Supplies” means goods, raw materials, products, livestock, assets, land, equipment or objects of any kind and description in solid, liquid or gaseous form, or in the form of electricity, or intellectual and proprietary rights as well as works or services incidental to the provision of such supplies where the value of such works or services does not exceed the value of the supplies.
- (o) “The Site,” where applicable, means the place named in the SCC.
- (p) “Tribunal” means the Tribunal established under the Public Procurement and

Disposal of Public Assets Act, 2003.

**2. Contract Documents**

2.1 The documents forming the Contract shall be interpreted in the following order of priority:

- (a) Agreement,
- (b) The Provider's Bid, as amended by any clarifications,
- (c) Special Conditions of Contract,
- (d) General Conditions of Contract,
- (e) Statement of Requirements,
- (f) any other document listed in the SCC as forming part of the Contract.

2.2 Subject to the order of precedence set forth in Sub-Clause 2.1, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

**3. Corrupt Practices**

3.1 It is the Government of Uganda's policy to require that Procuring and Disposing Entities, as well as Bidders and Providers under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the Government of Uganda:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

- (i) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value, to influence the action of a public official in the procurement process or in contract execution; and
- (ii) "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(b) will suspend a firm, either indefinitely or for a stated period of time, from being awarded a Government funded contract if it at any time determines that the firm has engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Government funded Contract.

3.2 The Provider shall permit the Government of Uganda to inspect the Provider's accounts and records relating to the performance of the Provider and to have them audited by auditors appointed by the Government of Uganda, if so required by the Government.

3.3 In pursuit of the policy defined in Sub-Clause 3.1, the Procuring and Disposing Entity may terminate a Contract for Supplies if it at any time determines that corrupt, fraudulent, collusive or coercive practices were engaged in by representatives of the Procuring and Disposing Entity or of a Provider, during the procurement or the execution of that contract, in accordance with GCC 36.1.

**4. Interpretation**

4.1 If the context so requires it, singular means plural and vice versa.

**4.2 Incoterms**

(a) Unless otherwise specified in the SCC, the meaning of any trade term and the rights and obligations of parties there under shall be as prescribed by Incoterms.

(b) EXW, CIP, and other similar terms, shall be governed by the rules prescribed in the edition of Incoterms, published by the International Chamber of Commerce as specified in the SCC.

**4.3 Entire Agreement**

The Contract constitutes the entire agreement between the Procuring and Disposing Entity and the Provider and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.

**4.4 Amendment**

No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorised representative of each party thereto.

**4.5 Non-waiver**

(a) Subject to GCC Sub-Clause 4.5(b) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

(b) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorised representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

**4.6 Severability**

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

**5. Language**

5.1 The Contract as well as all correspondence and documents relating to the Contract exchanged by the Provider and the Procuring and Disposing Entity, shall be written in English unless specified otherwise in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified, in which case, for purposes of interpretation of the Contract, this translation shall govern.

5.2 The Provider shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

**6. Joint Venture, Consortium or Association**

Unless otherwise specified in the SCC, if the Provider is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Procuring and

Disposing Entity for the fulfilment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Procuring and Disposing Entity.

**7. Eligibility**

- 7.1 The Provider and its Subcontractors shall have the nationality of an eligible country. A Provider or Subcontractor shall be deemed to have the nationality of a country if it is a citizen or constituted, incorporated, or registered, and operates in conformity with the provisions of the laws of that country.
- 7.2 All Supplies and Related Services to be supplied under the Contract shall have their origin in Eligible Countries. For the purpose of this Clause, origin means the country where the Supplies have been grown, mined, cultivated, produced, manufactured, or processed, or through manufacture, processing, or assembly, another commercially recognised article results that differs substantially in its basic characteristics from its imported components.

**8. Notices**

- 8.1 Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the SCC. The term “in writing” means communicated in written form with proof of receipt.
- 8.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

**9. Governing Law**

The Contract shall be governed by and interpreted in accordance with the laws of Uganda unless otherwise specified in the SCC.

**10. Settlement of Disputes**

- 10.1 The Procuring and Disposing Entity and the Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 10.2 If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such consultation, either party may require that the dispute be referred for resolution under the Arbitration and Conciliation Act of Uganda Cap 4 or such other formal mechanism specified in the SCC.

**11. Scope of Supply**

- 11.1 The Supplies and Related Services to be provided shall be as specified in the Statement of Requirements.
- 11.2 The Supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Delivery and Completion of the Supplies and Related Services as if such items were expressly mentioned in the Contract.

**12. Delivery and Documents**

Subject to GCC Sub-Clause 33.1, the Delivery of the Supplies and Completion of the

Related Services shall be in accordance with the Delivery and Completion Schedule specified in the Statement of Requirements.

**13. Provider's Responsibilities**

The Provider shall provide all the Supplies and Related Services included in the Scope of Supply in accordance with GCC Clause 11, and the Delivery and Completion Schedule, as per GCC Clause 12.

**14. Procuring and Disposing Entity's Responsibilities**

14.1 Whenever the provision of Supplies and Related Services requires that the Provider obtain permits, approvals, and import and other licenses from local public authorities in Uganda, the Procuring and Disposing Entity shall, if so required by the Provider, make its best effort to assist the Provider in complying with such requirements in a timely and expeditious manner.

14.2 The Procuring and Disposing Entity shall pay all costs involved in the performance of its responsibilities, in accordance with GCC Sub-Clause 14.1.

**15. Contract Price**

15.1 The Contract Price shall be as specified in the Agreement subject to any additions and adjustments thereto, or deductions therefrom, as may be made pursuant to the Contract.

15.2 Prices charged by the Provider for the Supplies delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Provider in its bid, with the exception of any price adjustments authorised in the SCC.

**16. Terms of Payment**

16.1 The Contract Price shall be paid as specified in the SCC.

16.2 The Provider's request for payment shall be made to the Procuring and Disposing Entity in writing, accompanied by invoices describing, as appropriate, the Supplies delivered and Related Services performed, and by the documents submitted pursuant to GCC Clause 12 and upon fulfilment of all the obligations stipulated in the Contract.

16.3 Unless otherwise specified in the SCC, payments shall be made promptly by the Procuring and Disposing Entity, no later than thirty (30) days after submission of an invoice or request for payment by the Provider, and its certification by the Procuring and Disposing Entity. The Procuring and Disposing Entity shall certify or reject such invoices or payment requests within five (5) days from receipt. Where such invoices or payment requests are rejected, the Procuring and Disposing Entity shall advise the Provider of the reasons for rejection.

16.4 The currency or currencies in which payments shall be made to the Provider under this Contract shall be specified in the SCC.

**17. Advance Payment Guarantee**

17.1 Unless otherwise stated in the SCC, where any payment is made in advance of delivery of any Supplies or Related Services, payment of the advance payment shall be made against the provision by the Provider of a bank guarantee or an on demand insurance bond with proof of re-insurance, for the same amount, and shall be valid for the period stated in the SCC.

17.2 Should the advance payment guarantee cease to be valid and the Provider fails to re-validate it, a deduction equal to the amount of the advance payment may be made by



the Procuring and Disposing Entity from future payments due to the Provider under the contract.

- 17.3 If a Contract is terminated for any reason, the guarantee securing the advance may be invoked in order to recover the balance of the advance still owed by the Provider.

**18. Taxes and Duties**

- 18.1 Except as otherwise specifically provided in the SCC, the Provider shall bear and pay all taxes, import duties, and levies imposed on the Provider, by all municipal, state or national government authorities, both within and outside Uganda, in connection with the Supplies and Related Services to be supplied under the Contract.
- 18.2 Notwithstanding GCC Sub-Clause 18.1, and unless otherwise specified in the SCC, the Procuring and Disposing Entity shall bear and promptly pay all taxes, import duties, and levies imposed by law in Uganda on the Supplies and Related Services when such Supplies and Related Services are supplied from and delivered or completed outside Uganda.
- 18.3 If any tax exemptions, reductions, allowances or privileges may be available to the Provider in Uganda, the Procuring and Disposing Entity shall use its best efforts to enable the Provider to benefit from any such tax savings to the maximum allowable extent.
- 18.4 For the purpose of the Contract, it is agreed that the Contract Price specified in the Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) days prior to the date of bid submission in Uganda (called “tax” in this sub-clause). If any tax rates are increased or decreased, a new tax is introduced, an existing tax is abolished, or any change in interpretation or application of any tax occurs in the course of the performance of the Contract, which was or will be assessed on the Provider, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

**19. Performance Security**

- 19.1 If so stated in the SCC, the Provider shall, within twenty-one (21) days of the notification of contract award, provide a Performance Security for the due performance of the Contract in the amount and currency specified in the SCC or in a freely convertible currency acceptable to the Procuring and Disposing Entity.
- 19.2 The proceeds of the Performance Security shall be payable to the Procuring and Disposing Entity as compensation for any loss resulting from the Provider’s failure to complete its obligations under the Contract.
- 19.3 The Performance Security shall be in one of the forms stipulated by the Procuring and Disposing Entity in the SCC, or in another form acceptable to the Procuring and Disposing Entity.
- 19.4 The Performance Security shall be discharged by the Procuring and Disposing Entity and returned to the Provider not later than twenty-eight (28) days following the date of completion of the Provider’s performance obligations under the Contract, including any warranty obligations, unless specified otherwise in the SCC.

**20. Copyright**

The copyright in all drawings, documents, and other materials containing data and information furnished to the Procuring and Disposing Entity by the Provider herein

shall remain vested in the Provider, or, if they are furnished to the Procuring and Disposing Entity directly or through the Provider by any third party, including Providers of materials, the copyright in such materials shall remain vested in such third party.

**21. Confidential Information**

- 21.1 The Procuring and Disposing Entity and the Provider shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the Provider may furnish to its Subcontractor such documents, data, and other information it receives from the Procuring and Disposing Entity to the extent required for the Subcontractor to perform its work under the Contract, in which event the Provider shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Provider under GCC Clause 21.
- 21.2 The Procuring and Disposing Entity shall not use such documents, data, and other information received from the Provider for any purposes unrelated to the contract. Similarly, the Provider shall not use such documents, data, and other information received from the Procuring and Disposing Entity for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- 21.3 The obligation of a party under GCC Sub-Clauses 21.1 and 21.2 above, however, shall not apply to information that:
- (a) the Procuring and Disposing Entity or Provider need to share with any institution participating in the financing of the Contract;
  - (b) now or hereafter enters the public domain through no fault of that party;
  - (c) can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
  - (d) otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- 21.4 The above provisions of GCC Clause 21 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.
- 21.5 The provisions of GCC Clause 21 shall survive completion or termination, for whatever reason, of the Contract.

**22. Subcontracting**

- 22.1 The Provider shall notify the Procuring and Disposing Entity in writing of all subcontracts awarded under the Contract if not already specified in the bid. Subcontracting shall in no event relieve the Provider from any of its obligations, duties, responsibilities, or liability under the Contract.
- 22.2 Subcontracts shall comply with the provisions of GCC Clauses 3 and 7.

**23. Specifications and Standards**

- 23.1 Technical Specifications and Drawings

- (a) The Provider shall ensure that the Supplies and Related Services comply with the technical specifications and other provisions of the Contract.
  - (b) The Provider shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Procuring and Disposing Entity, by giving a notice of such disclaimer to the Procuring and Disposing Entity.
  - (c) The Supplies and Related Services supplied under this Contract shall conform to the standards mentioned in the Statement of Requirements and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Supplies.
- 23.2 Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the Statement of Requirements. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Procuring and Disposing Entity and shall be treated in accordance with GCC Clause 34.

**24. Packing and Documents**

- 24.1 The Provider shall provide such packing of the Supplies as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Supplies' final destination and the absence of heavy handling facilities at all points in transit.
- 24.2 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, including additional requirements, if any, specified in the SCC, and in any other instructions ordered by the Procuring and Disposing Entity.

**25. Insurance**

Unless otherwise specified in the SCC, the Supplies provided under the Contract shall be fully insured, in a freely convertible currency from an eligible country, against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery, in accordance with the applicable Incoterm or in the manner specified in the SCC.

**26. Transportation**

Responsibility for transportation of the Supplies shall be in accordance with the Incoterm specified in the SCC.

**27. Inspections and Tests**

- 27.1 The Provider shall at its own expense and at no cost to the Procuring and Disposing Entity carry out all such tests and/or inspections of the Supplies and Related Services as are specified in the Statement of Requirements.
- 27.2 The inspections and tests may be conducted on the premises of the Provider or its Subcontractor, at point of delivery, and/or at the Supplies' final destination, or in

another place in Uganda as specified in the Statement of Requirements. Subject to GCC Sub-Clause 27.3, if conducted on the premises of the Provider or its Subcontractor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring and Disposing Entity.

- 27.3 The Procuring and Disposing Entity or its designated representative shall be entitled to attend the tests and/or inspections referred to in GCC Sub-Clause 27.2, provided that the Procuring and Disposing Entity bears all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all travelling and board and lodging expenses.
- 27.4 Whenever the Provider is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Procuring and Disposing Entity. The Provider shall obtain from any relevant third party or manufacturer any necessary permission or consent to enable the Procuring and Disposing Entity or its designated representative to attend the test and/or inspection.
- 27.5 The Procuring and Disposing Entity may require the Provider to carry out any test and/or inspection not required by the Contract but deemed necessary to verify that the characteristics and performance of the Supplies comply with the technical specifications codes and standards under the Contract, provided that the Provider's reasonable costs and expenses incurred in the carrying out of such test and/or inspection shall be added to the Contract Price. Further, if such test and/or inspection impedes the progress of manufacturing and/or the Provider's performance of its other obligations under the Contract, due allowance will be made in respect of the Delivery Dates and Completion Dates and the other obligations so affected.
- 27.6 The Provider shall provide the Procuring and Disposing Entity with a report of the results of any such test and/or inspection.
- 27.7 The Procuring and Disposing Entity may reject any Supplies or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Provider shall either rectify or replace such rejected Supplies or parts thereof or make alterations necessary to meet the specifications at no cost to the Procuring and Disposing Entity, and shall repeat the test and/or inspection, at no cost to the Procuring and Disposing Entity, upon giving a notice pursuant to GCC Sub-Clause 27.4.
- 27.8 The Provider agrees that neither the execution of a test and/or inspection of the Supplies or any part thereof, nor the attendance by the Procuring and Disposing Entity or its representative, nor the issue of any report pursuant to GCC Sub-Clause 27.6, shall release the Provider from any warranties or other obligations under the Contract.

## **28. Liquidated Damages**

If so stated in the SCC and except as provided under GCC Clause 33, if the Provider fails to deliver any or all of the Supplies or perform the Related Services within the period specified in the Contract, the Procuring and Disposing Entity may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in the SCC of the Contract Price for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in those SCC. Once the maximum is reached, the Procuring and Disposing Entity may terminate the

Contract pursuant to GCC Clause 36.

**29. Warranty**

- 29.1 The Provider warrants that all the Supplies are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- 29.2 Subject to GCC Sub-Clause 23.1, the Provider further warrants that the Supplies shall be free from defects arising from any act or omission of the Provider or arising from design, materials, and workmanship, under normal use in the conditions prevailing in Uganda.
- 29.3 Unless otherwise specified in the SCC, the warranty shall remain valid for twelve (12) months after the Supplies, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the SCC, or for eighteen (18) months after the date of shipment or loading in the country of origin, whichever period concludes earlier.
- 29.4 The Procuring and Disposing Entity shall give notice to the Provider stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The Procuring and Disposing Entity shall afford all reasonable opportunity for the Provider to inspect such defects.
- 29.5 Upon receipt of such notice, the Provider shall, within two weeks or such other period specified in the SCC, expeditiously repair or replace the defective Supplies or parts thereof, at no cost to the Procuring and Disposing Entity.
- 29.6 If having been notified, the Provider fails to remedy the defect within the period specified in Sub-Clause 29.5, the Procuring and Disposing Entity may proceed to take within a reasonable period such remedial action as may be necessary, at the Provider's risk and expense and without prejudice to any other rights which the Procuring and Disposing Entity may have against the Provider under the Contract.

**30. Patent Indemnity**

- 30.1 The Provider shall, subject to the Procuring and Disposing Entity's compliance with GCC Sub-Clause 30.2, indemnify and hold harmless the Procuring and Disposing Entity and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Procuring and Disposing Entity may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of:

- (a) the installation of the Supplies by the Provider or their use in Uganda or where the Site is located; and
- (b) the sale in any country of the products produced by the Supplies.

Such indemnity shall not cover any use of the Supplies or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Supplies or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Provider, pursuant to the Contract.

- 30.2 If any proceedings are brought or any claim is made against the Procuring and Disposing Entity arising out of the matters referred to in GCC Sub-Clause 30.1, the

Procuring and Disposing Entity shall promptly give the Provider a notice thereof, and the Provider may at its own expense and in the Procuring and Disposing Entity's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

- 30.3 If the Provider fails to notify the Procuring and Disposing Entity within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Procuring and Disposing Entity shall be free to conduct the same on its own behalf.
- 30.4 The Procuring and Disposing Entity shall, at the Provider's request, afford all available assistance to the Provider in conducting such proceedings or claim, and shall be reimbursed by the Provider for all reasonable expenses incurred in so doing.
- 30.5 The Procuring and Disposing Entity shall indemnify and hold harmless the Provider and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Provider may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Procuring and Disposing Entity.

### **31. Limitation of Liability**

Except in cases of gross negligence or wilful misconduct:

- (a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Provider to pay liquidated damages to the Procuring and Disposing Entity; and
- (b) the aggregate liability of the Provider to the Procuring and Disposing Entity, whether under the Contract, in tort, or otherwise, shall not exceed the total contract value or such other amount specified in the SCC, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Provider to indemnify the Procuring and Disposing Entity with respect to patent infringement.

### **32. Change in Laws and Regulations**

Unless otherwise specified in the Contract, if after the date of the Bidding Document, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Uganda or where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Provider has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with GCC Clause 15.

### **33. Force Majeure**

- 33.1 The Provider shall not be liable for forfeiture of its Performance Security, liquidated

damages, 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.

- 33.2 For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the Provider that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Provider. Such events may include, but not be limited to, acts of the Government of Uganda in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 33.3 If a Force Majeure situation arises, the Provider shall promptly notify the Procuring and Disposing Entity in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring and Disposing Entity in writing, the Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **34. Change Orders and Contract Amendments**

- 34.1 The Procuring and Disposing Entity may at any time order the Provider through notice in accordance with GCC Clause 8, to make changes within the general scope of the Contract in any one or more of the following:
- (a) drawings, designs, or specifications, where Supplies to be furnished under the Contract are to be specifically manufactured for the Procuring and Disposing Entity;
  - (b) the method of shipment or packing;
  - (c) the place of delivery; and
  - (d) the Related Services to be provided by the Provider.
- 34.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Provider’s performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery/Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Provider for adjustment under this Clause must be asserted within twenty-eight (28) days from the date of the Provider’s receipt of the Procuring and Disposing Entity’s change order.
- 34.3 Prices to be charged by the Provider for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Provider for similar services.

#### **35. Extensions of Time**

- 35.1 If at any time during performance of the Contract, the Provider or its subcontractors should encounter conditions impeding timely delivery of the Supplies or completion of Related Services pursuant to GCC Clause 12, the Provider shall promptly notify the Procuring and Disposing Entity in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Provider’s notice, the Procuring and Disposing Entity shall evaluate the situation and may at its discretion extend the Provider’s time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.
- 35.2 Except in case of Force Majeure, as provided under GCC Clause 33, a delay by the

Provider in the performance of its Delivery and Completion obligations shall render the Provider liable to the imposition of liquidated damages pursuant to GCC Clause 28, unless an extension of time is agreed upon, pursuant to GCC Sub-Clause 35.1.

**36. Termination**

36.1 The Procuring and Disposing Entity may, by not less than thirty days written notice of termination to the Provider (except in the event listed in paragraph (f) below, for which there shall be a written notice of not less than sixty days), such notice to be given after the occurrence of any of the events specified in GCC Clause 36.1 (a) to (g), terminate the Contract if:

- (a) the Provider fails to remedy a failure in the performance of its obligations within thirty days or within such other period agreed between the Parties in writing;
- (b) the Provider becomes, or if any of the Provider's members becomes, insolvent or bankrupt or enters into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary other than for a reconstruction or amalgamation;
- (c) the Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to GCC Clause 10.2 hereof;
- (d) the Provider submits to the Procuring and Disposing Entity a statement which has a material effect on the rights, obligations or interests of the Procuring and Disposing Entity and which the Procuring and Disposing Entity knows to be false;
- (e) the Provider is unable as the result of Force Majeure, to perform a material portion of the Services for a period of not less than sixty days;
- (f) the Procuring and Disposing Entity, in its sole discretion and for any reason whatsoever, decides to terminate the Contract;
- (g) the Provider, in the judgment of the Procuring and Disposing Entity, has engaged in corrupt, fraudulent, collusive or coercive practices in competing for or in executing the Contract; or
- (h) where the Tribunal directs that a contract should be terminated.

36.2 The Provider may, by not less than thirty days written notice to the Procuring and Disposing Entity, such notice to be given after the occurrence of any of the events specified in GCC Clause 36.2 (a) to (d) terminate the Contract if:

- (a) the Procuring and Disposing Entity is in material breach of its obligations pursuant to the Contract and has not remedied the same within thirty days (or such longer period as the Provider may have subsequently approved in writing) following the receipt by the Procuring and Disposing Entity of the Provider's notice specifying such breach;
- (b) the Provider is unable as the result of Force Majeure, to perform a material portion of the Services for a period of not less than sixty days; or
- (c) the Procuring and Disposing Entity fails to comply with any final decision reached as a result of arbitration pursuant to GCC Clause 10.2 hereof.

36.3 If either Party disputes whether an event specified GCC Clauses 36.1 or GCC Clause 36.2 has occurred, such Party may, within thirty days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to GCC Clause 10.2 and the Contract shall not be terminated on account of such event except



in accordance with the terms of any resulting arbitral award.

**37. Assignment**

Neither the Procuring and Disposing Entity nor the Provider shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.

## Section 8: Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

GCC clause reference	Special Conditions
	The Procurement Reference Number is: <b>UCI/NCONS/16-17/000059</b>
<b>GCC 1(g)</b>	The Eligible Countries are those listed in Section 5 of the Bidding Document.
<b>GCC 1(o)</b>	The Site for delivery of the Supplies is: <b>UCI Stores</b>
<b>GCC 2.1(f)</b>	The other documents forming part of the Contract are: <b>Bid submission form</b> <b>Price schedule</b> <b>Technical Specifications</b> <b>Contracts Committee Decision</b> <b>Solicitor General's Clearance</b>
<b>GCC 4.2 (b)</b>	The version of Incoterms shall be: 2010
<b>GCC 5.1</b>	The language shall be: English.
<b>GCC 6</b>	The individuals or firms in a joint venture, consortium or association shall be jointly and severally liable.
<b>GCC 8.1</b>	For <b>notices</b> , the Procuring and Disposing Entity's address shall be: Attention : <b>Director</b> Street Address: <b>Upper Mulago, Hill Road</b> Floor/Room number: <b>N/A</b> Town/City: <b>Kampala</b> P. O. Box No: <b>3935 Kampala</b> Country: <b>Uganda</b> Telephone: <b>+256 414 540 410</b> Facsimile number: <b>+256 414 530 729</b> Electronic mail address: <b>emailus@uci.or.ug</b> For <b>notices</b> , the Provider's address shall be: Attention: _____ Street Address: _____ Floor/Room number: _____ Town/City: _____ P. O. Box: _____ Country: _____ Telephone: _____ Facsimile number: _____

GCC clause reference	Special Conditions
	Electronic mail address: _____
GCC 9	The Governing law shall be the law of Uganda
GCC 10.2	The formal mechanism for the resolution of disputes shall be the Arbitration and Conciliation Act, 2000 of Uganda.
GCC 12	Date of delivery shall be: Within 2 (Two) Months after Contract Signature The shipping and other documents to be furnished by the Provider are: <b>Delivery Note</b> <b>Tax Invoice</b> <b>User manuals</b> The point of delivery shall be: <b>UCI Stores</b>
GCC 15.2	The price adjustment shall be: N/A
GCC 16.1	The structure of payments shall be: <b>100% after delivery</b>
GCC 16.3	The payment period shall be: <b>within 30 days after the submission of the Invoice and its certification by Uganda Cancer Institute</b>
GCC 16.4	The currency(ies) for payments shall be: <b>Uganda Shillings</b>
GCC 17.1	An advance payment guarantee shall not be required.
GCC 18.1	The Provider shall be responsible for all taxes, import duties and levies imposed on the Provider except for the following: N/A
GCC 18.2	The Procuring and Disposing Entity shall be responsible for all taxes, import duties and levies imposed by law in Uganda on the Supplies except for the following: N/A
GCC 19.1	A Performance Security <b>shall</b> be required. The amount of the Performance Security shall be: <b>10% of the Contract Price</b> The currency shall be: Uganda Shillings
GCC 19.3	The forms of acceptable Performance Securities are: <b>Bank Guarantee</b>
GCC 19.4	Discharge of the Performance Security shall take place: twenty-eight (28) working days following the date of completion of the Provider's performance obligations under the Contract
GCC 24.2	The packing, marking and documentation within and outside the packages shall be: <u>Theatre Equipment for UCI</u>
GCC 25	The insurance coverage shall be required: Where insurance coverage is required, the supplies shall be insured 110% of the total contract value.
GCC 26	The INCOTERMS shall be: DDP UCI Stores

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GCC clause reference	Special Conditions
GCC 28	Liquidated Damages shall/shall not apply. The liquidated damage shall be: 0.5% per week The maximum amount of liquidated damages shall be: 10%
GCC 29.3	The period of validity of the Warranty shall be: <b>Two Years</b>
GCC 29.5	The period within which the Provider shall repair or replace defective supplies shall be: Seven (7) days
GCC 31(b)	The amount of aggregate liability shall be: <b>100% of the contract Value</b>

## **Section 9: Contract Forms**

### **Table of Forms**

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# Agreement

**Procurement Reference No: UCI/NCONS/16-17/00059**

THIS AGREEMENT made the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, between \_\_\_\_\_ of \_\_\_\_\_ (hereinafter “the Procuring and Disposing Entity”), of the one part, and \_\_\_\_\_ of \_\_\_\_\_ (hereinafter “the Provider”), of the other part:

WHEREAS the Procuring and Disposing Entity invited bids for certain Supplies and Related Services, viz., \_\_\_\_\_ and has accepted a Bid by the Provider for the provision of those Supplies and Related Services in the sum of \_\_\_\_\_ (hereinafter “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 Contract referred to.
2. In consideration of the payments to be made by the Procuring and Disposing Entity to the Provider as indicated in this Agreement, the Provider hereby covenants with the Procuring and Disposing Entity to provide the Supplies and Related Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
3. The Procuring and Disposing Entity hereby covenants to pay the Provider in consideration of the provision of the Supplies and Related Services 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 the law specified in the Special Conditions of Contract on the day, month and year indicated above.

Signed by \_\_\_\_\_ (for the Procuring and Disposing Entity)  
Name: \_\_\_\_\_ Position: \_\_\_\_\_

In the presence of:  
Name: \_\_\_\_\_ Position: \_\_\_\_\_

Signed by \_\_\_\_\_ (for the Provider)  
Name: \_\_\_\_\_ Position: \_\_\_\_\_

In the presence of:

Name: \_\_\_\_\_ Position: \_\_\_\_\_

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*[The Performance Security should be on the letterhead of the issuing Financial Institution and should be signed by a person with the proper authority to sign documents that are binding on the Financial Institution]*

## Performance Security

Date: *[insert date (as day, month, and year) of Performance Security]*

Procurement Reference No: *[insert Procurement Reference Number]*

To: *[insert complete name of Procuring and Disposing Entity]*

WHEREAS *[insert name complete of Provider]* (hereinafter “the Provider”) has undertaken, pursuant to Contract No. *[insert number]* dated *[insert day, month and year]* to supply *[brief description of the Supplies and Related Services]* (hereinafter “the Contract”).

AND WHEREAS it has been stipulated by you in the aforementioned Contract that the Provider shall furnish you with a security *[insert type of security]* issued by a reputable guarantor for the sum specified therein as security for compliance with the Provider’s performance obligations in accordance with the Contract.

AND WHEREAS the undersigned *[insert complete name of Guarantor]*, legally domiciled in *[insert complete address of Guarantor]*, (hereinafter the “Guarantor”), have agreed to give the Provider a security:

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

This security is valid until the *[insert number]* day of *[insert month]*, *[insert year]*.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758, except that subparagraph (ii) of Sub-article 20(a) is hereby excluded.

Name: *[insert complete name of person signing the Performance Security]*

In the capacity of *[insert legal capacity of person signing the Performance Security]*

Signed: *[signature of person whose name and capacity are shown above]*

Duly authorised to sign the Performance Security for and on behalf of: *[insert complete name of Financial Institution]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*



*[The Advance Payment Security should be on the letterhead of the issuing Financial Institution and should be signed by a person with the proper authority to sign documents that are binding on the Financial Institution]*

## Advance Payment Security

Date: *[insert date (as day, month, and year) of Payment Security]*

Procurement Reference No.: *[insert Procurement Reference Number]*

To: *[insert complete name of Procuring and Disposing Entity]*

In accordance with the payment provision included in the Contract, in relation to advance payments, *[insert complete name of Provider]* (hereinafter called “the Provider”) shall deposit with the Procuring and Disposing Entity a security consisting of *[indicate type of security]*, to guarantee its proper and faithful performance of the obligations imposed by said Clause of the Contract, in the amount of *[insert currency and amount of guarantee in words and figures]*.

We, the undersigned *[insert complete name of Guarantor]*, legally domiciled in *[insert full address of Guarantor]* (hereinafter “the Guarantor”), as instructed by the Provider, agree unconditionally and irrevocably to guarantee as primary obligor and not as surety merely, the payment to the Procuring and Disposing Entity on its first demand without whatsoever right of objection on our part and without its first claim to the Provider, in the amount not exceeding *[insert currency and amount of guarantee in words and figures]*.

This security shall remain valid and in full effect from the date of the advance payment received by the Provider under the Contract until *[insert day, month and year]*.

Name: *[insert complete name of person signing the Payment Security]*

In the capacity of *[insert legal capacity of person signing the Payment Security]*

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758, except that subparagraph (ii) of Sub-article 20(a) is hereby excluded.

Signed: *[signature of person whose name and capacity are shown above]*

Duly authorised to sign the Payment Security for and on behalf of: *[insert complete name of the Financial Institution]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*