



**BID CLARIFICATION MATRIX**

**TENDER FOR**

**DEVELOPMENT OF A SINGLE WINDOW BUSINESS ENVIRONMENT REFORMS MANAGEMENT  
SYSTEM (BERMS) AND BUSINESS ANALYTICS/ INTELLIGENCE TOOLS**

**TENDER NUMBER: PRQ20240882**

**JANUARY 2025**

**TRADEMARK AFRICA**

**DEVELOPMENT OF A SINGLE WINDOW BUSINESS ENVIRONMENT REFORMS MANAGEMENT SYSTEM (BERMS) AND BUSINESS ANALYTICS/ INTELLIGENCE TOOLS. - [Tender Number: PRQ20240882]**

**SECTION 1: QUERIES AND RESPONSES**

This section contains queries requested by bidders and responses provided against each in relation to **Development of a Single Window Business Environment Reforms Management System (BERMS) And Business Analytics/ Intelligence Tools [Tender Number: PRQ20240882]**. All queries must be submitted to [procurement@trademarkafrica.com](mailto:procurement@trademarkafrica.com) ONLY. TMA shall not answer any query relating to this tender seven days or less prior to the submission deadline.

<b>S/No.</b>	<b>Clause No. as per IFB</b>	<b>Point of Enquiry</b>	<b>Clarifications Required</b>	<b>Response</b>	<b>Status (closed, open or pending)</b>
<b>1.</b>	<b>Part D Financial Proposal</b>	<b>Financial Proposal</b>	Are you expecting a fixed cost proposal or just our daily fee rates for the financials?	<b>Please bid as per the template provided in the tender document. The cost should have all expenses and should clearly state total amount exclusive of tax, Tax amount and Total amount Inclusive of tax.</b>	<b>Closed</b>
<b>2.</b>	<b>RFP</b>	<b>Timelines</b>	Are we right to assume that you are expecting the project to be delivered within 8 months, and expecting another year of maintenance agreement included within our financial proposal?	<b>You're expected to deliver the project in an 8-month period. Thereafter, Maintenance of the BERMS &amp; BI Analytical Tools platforms to be done for a period of 6 months as per deliverables' schedule.</b>	<b>Closed</b>
<b>3.</b>	<b>RFP</b>	<b>Experience</b>	In terms of experience evidence, in cases where reference letters might be delayed, would you	<b>It would be prudent to observe this Clause in the RFP- "Confirmation of Experience Letter / References-References of potential Consultants</b>	<b>Closed</b>

			consider contact details for referees as well?	which have been given by a current TMA employee shall not be accepted in support of a submission of a Proposal as part of a procurement process. For the avoidance of doubt, only TMA's confirmation of experience letter / references signed by the Head of Procurement are acceptable in support of applications, bids, proposals, or submissions. This provision of experience letter will promote level & fair playing field amongst all bidders.	
4.	RFP	Submission Deadline	Can we please confirm that the deadline is Feb 3 <sup>rd</sup> ? there seems to be a different date on the website (20 <sup>th</sup> Feb).	The submission deadline is 03 February 2025 at 11:00am Kenyan Time.	Closed
5.	RFP	Country of Origin	We understand that you expect the firm to be established in Kenya, are we allowed to source specific expertise from other geographies such as Mauritius or India and perform the work with a mix of onsite/off site involvement?	This is allowable provided they meet the criteria	Closed

## **SECTION 2: TIPS ON HOW TO PREPARE AND SUBMIT A COMPETITIVE BID**

### **1. Administrative: -**

- 1.1 Correct language (with translation/s where different language is used);
- 1.2 Timelines complied with;
- 1.3 Full response to tender requirements;
- 1.4 Attachment of required documents as per the bid instructions such as:
  - 1.4.1 Registration certificate/s;
  - 1.4.2 Tax compliance/ registration;
  - 1.4.3 Professional registrations such as that for engineers, architects, environmentalists, accountants, supply chain experts, etc, etc;
  - 1.4.4 Power of attorney; and
  - 1.4.5 Audited accounts for the years requested.
- 1.5 Accurate sealing/ naming of bids envelopes; and
- 1.6 Timely submissions (no last minute rush!).

### **2. Technical: -**

- 2.1 Very good methodology:
  - 2.1.1 Good work-plan.
  - 2.1.2 Understanding of TORs.
- 2.2 Evidenced based experience;
- 2.3 Excellent proposed team of experts/ personnel;
- 2.4 Compliant structure of bid;
- 2.5 Signed CVs of proposed experts/ personnel alongside declaration by individual of her/ his CV not being used by any other firm within the same bid especially where cross-biding is barred;
- 2.6 Keen attention on high/ important technical requirements/ qualifications areas & scoring more;
- 2.7 Quality assurance of the bid;
- 2.8 Well arranged, titled and easy to read proposal;
- 2.9 Defined jargon where used;
- 2.10 Demonstrated creativity and uniqueness of the technical bid;

### **3. Financial: -**

- 3.1 Inclusion of taxes when advised to.
- 3.2 Fair pricing.
- 3.3 Signed submission form/s.

### **4. Post-award: -**

- 4.1 Positive due diligence.
- 4.2 Accurate bid information.
- 4.3 Good performance (quality, cost, quantity, etc) on award of contract.

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