



**BID CLARIFICATION MATRIX 1**

**TENDER FOR**

**PROVISION OF PAYROLL PROCESSING SERVICES TO TRADEMARK AFRICA (TMA)**

**TENDER NUMBER: PRQ20241320**

**APRIL 2025**

**TRADEMARK AFRICA**

**TENDER TITLE: PROVISION OF PAYROLL PROCESSING SERVICES TO TRADEMARK AFRICA (TMA)**

**TENDER NUMBER: PRQ20241320**

**SECTION 1: QUERIES AND RESPONSES**

This clarification matrix forms an integral part of the tender document and therefore, *must be considered* carefully considered by service providers in preparation and submission of bids.

It is divided into two sections: -

1. Section 1 contains the clarifications to queries raised and requested through the official bidding clarification email address (that is [procurement@trademarkafrica.com](mailto:procurement@trademarkafrica.com) ).
2. Section 2 contains general tips on how to prepare and submit a competitive bid.

All communications must be directed to the procuring entity, Trademark Africa through [procurement@trademarkafrica.com](mailto:procurement@trademarkafrica.com) as provided for in the tender document.

**SECTION 1: QUERIES AND RESPONSES**

These clarifications are for those queries sought by bidders in line with the RFP of the tender document:

Sl. No.	Clause No. as per RFP	Point of Queries	Our Comments / Clarifications required	Clarification Response	Status
1.	ITC 27	Terms of Reference	Do all staff need the Employee Self Service Portal	Yes, all employees would need to access the portal.	Closed
2.	ITC 27	Terms of Reference	Do you require the following modules: Performance appraisal, recruitment, training	No, this shall not be required.	Closed

<b>Sl. No.</b>	<b>Clause No. as per RFP</b>	<b>Point of Queries</b>	<b>Our Comments / Clarifications required</b>	<b>Clarification Response</b>	<b>Status</b>
3.	<b>ITC 27</b>	<b>Terms of Reference</b>	For West Africa- can you specify each country and no. of staff per country	The estimated number of Staff members from West Africa is as follows: Ghana - 10, Cote d'Ivoire - 2, Togo - 1, Benin - 1 and Nigeria – 1.	Closed
4.	<b>ITC 27</b>	<b>Terms of Reference</b>	What is the position, grade and salary scale of the employees per country	This information shall be made available to the winning bidder, this is not a requirement at the bidding stage.	Closed
5.	<b>ITC 27</b>	<b>Packaging, Submission and Delivery of Tenders</b>	Kindly extend the deadline for the submission considering both 18 <sup>th</sup> & 21 <sup>st</sup> April 2025 were public holidays	This has been extended to 2 <sup>nd</sup> May 2025.	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.

**TRADEMARK AFRICA**

**23 APRIL 2025**