



EXPRESSIONS OF INTEREST (EOI)

SELECTION OF AN INDIVIDUAL CONSULTANT - CITIZENS OR LEGAL RESIDENTS OF EAC PARTNER STATES ONLY

CONSULTANCY SERVICES FOR AN EAST AFRICA COMMUNITY (EAC) REGIONAL AUTHORISED ECONOMIC OPERATOR (AEO) EXPERT

EOI NUMBER: PRQ20251491

EOI ISSUE DATE: 14TH JULY 2026

EOI SUBMISSION DATE: 4TH AUGUST 2026 *ON OR BEFORE 1600 HRS (KENYA TIME)*

DESCRIPTION OF SERVICES

CONSULTANCY SERVICES FOR AN EAST AFRICA COMMUNITY (EAC) REGIONAL AUTHORISED ECONOMIC OPERATOR (AEO) EXPERT

BACKGROUND

The East African Community was established under the Treaty signed in 1999 and operationalized in 2000 to advance regional economic, social, and political integration among Kenya, Tanzania, Uganda, Rwanda, Burundi, South Sudan, the Democratic Republic of Congo, and Somalia. The regional integration agenda is anchored on the progressive implementation of the Customs Union, Common Market, Monetary Union, and ultimately the Political Federation. The EAC Customs Union, which became operational in 2005, is guided by the vision of establishing a “World Class Integrated Regional Customs” that facilitates legitimate trade and investment through modern technology, professional customs administration, and application of international best practices.

In line with the World Customs Organization SAFE Framework of Standards and Article 7.7 of the World Trade Organization Trade Facilitation Agreement, the EAC adopted a regional Authorised Economic Operator (AEO) Programme in 2008 to strengthen secure and efficient supply chains across the region. The programme seeks to facilitate legitimate trade by granting compliant and trusted traders simplified customs procedures, expedited clearance, and enhanced predictability in cargo movement, while at the same time strengthening customs control and regional cooperation. The implementation of the AEO Programme also supports EAC Partner States in meeting their international trade facilitation obligations and improving the overall competitiveness of the region.

To further strengthen implementation of the Regional AEO Programme, TradeMark Africa (TMA), a leading African Aid-for-Trade organization supporting regional integration and trade facilitation, is financing a Regional AEO Expert to support the EAC Secretariat. This support is being implemented under the European Union-funded Global Gateway Programme through the Fostering Resilient Exports for Sustainable Horticulture (FRESH) a Northern Corridor initiative, specifically under the Action on “Facilitating Trade and Infrastructure for Agro-logistics and Cool Chain Development along the EAC Corridors.” The Action seeks to transform the Corridors into a modern, green, and digitally enabled trade corridors by addressing infrastructure gaps, logistics inefficiencies, and regulatory barriers affecting regional and international trade, particularly horticultural exports to the European market.

Under Work Package 3 on Trade Facilitation and Regulatory Reforms, TMA is supporting the development of an EAC regional multi-agency AEO framework and simplified AEO MSME eligibility criteria aimed at improving efficiency, transparency, and inclusiveness of trade along the Northern Corridor covering Kenya, Uganda, and Rwanda. The interventions are intended to strengthen collaboration among border agencies, promote digitalization and coordinated border management, and increase participation of Micro, Small and Medium Enterprises (MSMEs), women traders, and smallholder exporters in regional and international trade. These efforts are aligned with the SAFE Framework of Standards 2025, the WCO Study Report on Integration of MSMEs into AEO Programmes, the EAC Vision 2050, and the objectives of the African Continental Free Trade Area in promoting harmonized, secure, and inclusive trade systems across the continent.

OBJECTIVES

General Objectives

To support the effective implementation and operationalisation of a robust and technology enabled EAC Regional AEO Programme aimed at facilitating secure trade, enhancing compliance and improving trade efficiency and supply chain performance across the East African Community Partner States.

Specific objectives

- i. **Strengthen frameworks:** Update and align the EAC AEO Programme with regional policies and international best practices.
- ii. **Implement validated activities on the FRESH programme work plan:** Drive national and regional engagements to develop a multi-agency AEO framework and AEO MSME criteria.
- iii. **Roll out digital platform:** Finalise testing, pilot, and integrate the Regional AEO Digital Platform across Partner States.
- iv. **Build capacity:** Train customs officials, agencies, MSMEs, and private sector champions to enhance programme uptake.
- v. **Engage stakeholders:** Foster inclusive participation, structured coordination, and gender-responsive outreach across the region.
- vi. **Institutionalise structures:** Establish and operationalise the EAC AEO Association and Partner State chapters for sustainability.
- vii. **Monitor and evaluate:** Develop a results-based M&E framework, track indicators, and produce regular progress reports.

RECIPIENT

The Directorate of Customs of the East African Community Secretariat.

SCOPE OF WORK / RESPONSIBILITIES

The Regional AEO expert shall undertake the following responsibilities:

Policy, Programme and Legal Framework Enhancement

- a) Work with Partner States to review and update the operational and benefits criteria of the EAC Regional AEO Programme to enhance effectiveness, consistency and alignment with regional objectives and legal frameworks.
- b) Ensure that the EAC AEO Programme is benchmarked and aligned with international best practices and comparable initiatives, including supporting the development, operationalisation and implementation of Mutual Recognition Arrangements (MRAs) with other regions & Regional Economic Communities (RECs) and coordination with relevant cross border regulatory agencies.

Review, validate and execute the work plan under the FRESH Programme

- a) Support the EAC and selected pilot Partner States (Kenya, Uganda, and Rwanda) to conduct national and regional stakeholder engagements to review implementation of existing AEO programmes, assess

institutional capacity, identify collaboration gaps, and support the development and validation of a regional multi-agency AEO framework with simplified MSME eligibility criteria.

- b) Support the EAC and selected pilot Partner States to build the capacity of MSMEs and relevant public sector stakeholders on existing national AEO programmes and the proposed EAC regional multi-agency AEO framework.
- c) Develop and implement a Regional Training of Trainers (ToT) programme for selected Partner Government agencies and private sector champions in the pilot Partner States to support national rollout, stakeholder sensitisation, and training on the EAC regional multi-agency AEO framework and simplified MSME eligibility criteria.

Regional AEO Digital Platform Rollout and Integration

- a) Lead and support the finalisation of system testing and validation, including functional testing and User Acceptance Testing (UAT), identification and resolution of system gaps and documentation of validation results.
- b) Support the piloting of the Regional AEO Digital Platform in at least one EAC Partner State, including documentation of lessons learned.
- c) Analyse pilot outcomes and develop actionable recommendations covering system enhancements, technical adjustments and process improvements to support full regional rollout across all Partner States.
- d) Ensure integration of the AEO Programme within customs risk management and compliance frameworks, including alignment with targeting and post clearance audit processes.
- e) Develop and / or support the preparation of user manuals, operational guidelines and training materials for customs officials and AEO operators.
- f) Undertake awareness and capacity building activities to promote uptake and effective utilisation of the platform across Partner States.

Capacity Building, Stakeholder Engagement and Communication

- a) Design and implement sensitisation and awareness programmes in key customs locations to strengthen the capacity of customs officers to identify Regional AEO consignments within the Single Customs Territory (SCT) framework.
- b) Enhance understanding of AEO benefits across different operator categories and ensure effective and consistent application of AEO related facilitation measures at points of entry and exit across Partner States.
- c) Facilitate structured engagement with Partner States, National Project Managers, private sector stakeholders and development partners to support coordination, expansion and onboarding of new AEOs and continuous feedback.
- d) Support targeted communication and visibility initiatives to promote the AEO Programme and its benefits across the region, including encouraging inclusive participation of eligible operators.
- e) Facilitate the onboarding, integration and operationalisation of the AEO Programme in Democratic Republic of the Congo, South Sudan and Somalia, through targeted technical support, capacity building and alignment with regional standards;
- f) Promote gender-responsive and inclusive approaches in the design and implementation of the AEO Programme, including targeted outreach and support to women-led and small and medium enterprises (SMEs).

Institutional Strengthening and Sustainability

- a) Engage and coordinate with National Project Managers to finalise the establishment of the EAC AEO Association.
- b) Facilitate the remaining registration formalities of the Association and establishment of its Secretariat and support the operationalisation of Partner States chapters.
- c) Develop and implement a sustainability and capacity transfer plan, including clear transition arrangements, to ensure continuity, ownership and institutionalisation of the AEO Programme beyond the assignment period

Monitoring, Evaluation, Data and Reporting

- a) Develop and operationalise a results-based monitoring and evaluation framework, including clearly defined baseline indicators, targets and key performance indicators (KPIs) aligned with regional trade facilitation outcomes;
- b) Analyse programme data, including trade facilitation, compliance and clearance time indicators, to inform decision making and continuous improvement.
- c) Prepare quarterly, biannually and annual technical and progress reports, including a final report at the end of the assignment outlining achievements, lessons learned and recommendations for scaling up the Programme.
- d) Establish and maintain an up-to-date register of all Regional AEOs and systematically track certification status to ensure timely follow up on expiries and renewals.
- e) Support the identification, documentation and resolution of operational challenges and inconsistencies affecting AEO implementation across Partner States.
- f) Provide administrative and technical support in the preparation and coordination of official communications, documentation and reports and perform any other duties as may be assigned in support of the effective implementation of the AEO Programme.

METHODOLOGY

The assignment will be implemented through a coordinated regional approach led by the AEO Regional expert, working closely with National Project Managers (NPMs) and project teams within Partner States.

In this regard, the Regional AEO expert shall:

- a) Coordinate closely with National Project Managers to ensure timely and high-quality delivery of both national and regional components of the AEO Programme.
- b) Execute validated activities per the FRESH programme workplan.
- c) Provide strategic guidance and technical oversight to national project teams to ensure consistency and alignment with regional objectives.
- d) Deliver targeted technical support to Partner States on specialised aspects of AEO implementation, including systems, compliance and operational processes.
- e) Facilitate regional and national workshops, consultations and training sessions to support effective implementation, stakeholder engagement, and capacity building.
- f) Apply a results based and data driven approach, including continuous monitoring of progress, identification of implementation challenges and development of corrective measures.

- g) Prepare and submit periodic progress reports and a comprehensive end of assignment report outlining achievements, lessons learned and recommendations for sustainability and scale up.

OUTPUTS / DELIVERABLES

The Regional AEO expert is expected to deliver the following:

- a) Operationalisation and automation of key AEO processes, including the effective rollout and utilisation of the Regional AEO Digital Platform across Partner States.
- b) Execute validated activities on the FRESH programme workplan.
- c) Established and fully operational EAC Regional AEO Association, including a functional Secretariat, governance structures and active national chapters across Partner State;
- d) Increased participation in the EAC AEO Programme, demonstrated by a measurable increase in certified AEO operators across Partner States, including onboarding of new Partner States (DRC, South Sudan and Somalia);
- e) Comprehensive benchmarking and comparative report on the EAC AEO Programme and international best practices, including finalization of the EAC - India MRA, with actionable recommendations to strengthen programme alignment and performance.
- f) Functional monitoring and tracking mechanism for Regional AEOs, including an up to date register and system for managing certification, renewals, and compliance.
- g) Final technical report detailing implementation progress, outcomes, lessons learned and recommendations for sustainability, scale up and regional integration.

SUPERVISION AND REPORTS

They will report to the Director of Customs at the EAC Secretariat headquarters and Director of Trade and Customs at TradeMark Africa or their designated representatives.

The consultant will provide scheduled reports (based on an agreed format) to both the Director of Customs at the EAC Secretariat with a copy to TradeMark Africa.

The Consultant is expected to deliver the following:

- (a) Scheduled progress and monthly activity reports to the Director of Customs at the EAC Secretariat and Director of Trade and Customs at TradeMark Africa.
- (b) Quarterly progress reports to the Director Customs

DURATION OF ASSSIGNMENT

While the contract may be renewed annually for up to **three (3) additional years**, subject to **satisfactory performance and the availability of funding**, it is expected that, to the extent practicable, FRESH Programme activities will be completed within the **first two (2) years** of the contract. Any subsequent renewals will be based on the continued need for the services.

REQUIREMENTS

The Regional AEO Expert must have practical experience in implementation of Customs AEO program in the East African region or other Regional Economic Communities and must have a demonstrable strong leadership record

and interpersonal skills, including excellent communication and facilitation abilities. S/he must have proven experience in working with teams.

QUALIFICATION AND WORKING EXPERIENCE

Level of Education required	✓ Essential: Master's Degree or equivalent ✓ Desirable: Post Graduate Qualification or equivalent
Field of Education	✓ Academic discipline Master's in economics, International Trade, International trade Law, Customs Administration, Business Administration, or Regional Integration.
Professional Knowledge	✓ Strong working knowledge of the EAC integration and Customs Union framework, ✓ Demonstrated expertise in international Customs and trade facilitation instruments, particularly the WCO SAFE Framework of Standards and the WTO Trade Facilitation Agreement ✓ Experience supporting Customs modernization and compliance-based facilitation reforms, including risk management and trusted trader approaches. ✓ Strong working knowledge of the EAC integration and Customs Union framework, ✓ Practical knowledge of Customs ICT and digital trade facilitation systems (such as ASYCUDA, National Single Windows, Cargo tracking systems) ✓ Proven ability in multi-stakeholder coordination and capacity building, including engagement with Customs administrations, government agencies, and the private sector. ✓ Relevant professional or project management certifications (e.g. WCO AEO, PMP/PRINCE2) are an added advantage. ✓ Strong training and capacity-building skills, with experience delivering technical workshops or structured training for Customs officials and private sector stakeholders. ✓ Excellent analytical, communication, and report-writing skills, with fluency in English; ✓ Working knowledge of Kiswahili and/or French is an added advantage.
Years of relevant working experience	✓ At least 10 years of relevant professional experience in Customs administrations, Regional Economic Communities, or international development organisations, with a focus on regional trade facilitation and integration. ✓ The consultant must have successfully completed at least two (2) consultancy assignments in Trade and Customs within the past five (5) years. Experience specifically related to the design, implementation, or support of Authorized Economic Operator (AEO) programmes will be considered an added advantage. ✓ The consultant must demonstrate a minimum of five (5) years of progressive professional experience in the design and/or implementation of trade facilitation

	programmes, including initiatives such as the Authorized Economic Operator (AEO) programme, at national, regional, or international level. ✓ Practical demonstrable experience in implementation of Customs AEO program in the East African region or other Regional Economic Communities ✓ Experience in implementation of Customs AEO scheme is an advantage ✓ 5 years as a Project Manager at a regional level will an advantage.
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KEY COMPETENCIES

Behavioral	✓ Good listening and communication skills ✓ Leadership skills ✓ Self-motivated and result driven ✓ Team player with good negotiation skills; ✓ Problem solving and ability to work in a dynamic environment ✓ Sound Judgment/rational decision making even under emergency situations
Technical Skills	✓ Basic Computer knowledge (Standard office Software such as Ms Word, Excel, PowerPoint) ✓ Report writing skills ✓ Analytical and critical evaluation skills are valuable for the position

PLACE OF ASSIGNMENT

The Consultant will be based at a location to be determined preferably Arusha, Tanzania.

ETHICAL CONSIDERATIONS

TradeMark Africa (TMA) places a strong emphasis on ethical considerations in the recruitment of individual Consultants. This commitment involves conducting a transparent, merit-based selection process that adheres to principles of fairness, equal opportunity, and confidentiality. TMA is dedicated to preventing conflicts of interest, upholding anti-corruption measures, and complying with local regulations. Robust whistleblower protection mechanisms and ongoing integrity measures are implemented to ensure ethical standards endure throughout the consultant's coordinators' tenure. Ethical integrity is fundamental to TMA's recruitment process, aligning with its core values of transparency and fairness.

A. Invitation to Express Interest

This Expression of Interest is open only to **citizens or legal residents of the East African Community (EAC) Partner States**. Applicants will be required to provide documentary evidence of citizenship or legal residency as part of their submission.

B. Expression of Interest (Eoi) Requirements

Eois are invited from interested and qualified **individual consultants** with appropriate experience and expertise in undertaking the stated assignment. Interested individual consultants are required to:

- Submit the Eoi written in the **English language**;
- Examine the documents comprising this Eoi in detail and respond appropriately; and,
- Meet the qualification criteria stipulated. Those who do not meet the requirements need not submit an Eoi.

The Eois must remain valid for not less than 120 days from the date of submission. TMA shall endeavour to complete the evaluation and communicate within this period. The Eoi shall be prepared in indelible ink, and it shall contain no interlineations or overwriting, except as necessary to correct errors made by the individual consultant. Any such corrections must be initiated by the person(s) who sign(s) the Eoi.

C. Eoi Submission

Eois will be submitted as follows:

Submission Mode	Details
Soft copy submissions only	Use the email address below for bid submission. Attention: Head of Procurement Email address: <u>procurement@trademarkafrica.com</u> Date: 4TH AUGUST 2026 Time: <u>NOT LATER THAN 1600 HRS (KENYA TIME)</u>

Any Eoi received after the deadline mentioned in C above shall be rejected as a late submission and shall not be considered further. All expenses relating to the preparation and submission of the response to this Eoi including providing any additional information shall be entirely incurred and borne by the individual consultant.

This Eoi does not entail any commitment on the part of TMA, either financial or otherwise. TMA reserves the right to accept or reject any or all Eois without incurring any obligation to inform the affected Consultant/s of the grounds. **All** potential individual consultants shall be informed of the outcome of the Eoi.

D. Responding to this Eoi

Individual consultants will be required to present their Eoi submission in a PDF format responding to the specific requirements of the Eoi as indicated.

E. Further Information and Clarification

All enquiries about this Eoi should be submitted via the email address below:

Particulars	Contact Details
Name:	Attention, Mr. Joe Namwaya Head of Procurement
Email:	<u>procurement@trademarkafrica.com</u>

Particulars	Contact Details
Subject:	CONSULTANCY SERVICES FOR AN EAST AFRICA COMMUNITY (EAC) REGIONAL AUTHORISED ECONOMIC OPERATOR (AEO) EXPERT

Enquiries must only be for the purposes of clarifying the content of this EoI. All enquiries must clearly specify the tender title, number and section being queried.

TMA cannot answer any query relating to this tender seven (7) days or less prior to the submission deadline.

TMA will endeavour to reply within three (3) business days of receipt of the sought clarification(s) to any reasonable request for explanation. It will be at TMA discretion to provide additional information where necessary.

Final clarifications from respondents and TMA responses will be responded to via email procurement@trademarkafrica.com by the Head of Procurement.

F. EoI Evaluation

The EoI shall be evaluated using the criteria below:

- TMA will examine the EoI submissions to determine completeness, general orderliness and sufficiency in responsiveness.
- The EoI qualification will be based on meeting the minimum criteria regarding the individual consultant's legal status, experience, personnel and financial position as applicable.
- TMA reserves the right to accept or reject any or all EoI submissions; and
- Any effort by the individual consultant to influence TMA in the evaluation shall result in the cancellation of their tender.

The evaluation of the individual consultant will be up to a maximum score of 70 marks and is as follows:

N o.	Evaluation Criteria	
	Description	
	<i>At this stage, applicants shall submit their Evidence of citizenship or legal residency in an EAC Partner State (e.g., National ID, Passport, or Residence Permit), Curriculum Vitae (CV) together with a brief Technical Proposal outlining their understanding of the assignment and their proposed approach to its implementation.</i> <i>Applications will first be assessed against the Mandatory Criteria. Only applicants who meet all the mandatory requirements (Pass) will proceed to the technical evaluation under Sections A and B. Applicants who attain a minimum technical score of 70 out of 100 marks will be eligible for shortlisting.</i> <i>Where more than five (5) applicants achieve the minimum qualifying score, only the five (5) highest-scoring applicants will be shortlisted, in rank order, to proceed to the oral interview stage.</i>	
M	Mandatory criteria	PASS/ FAIL
1	Minimum Master's in Economics, International Trade, International Trade Law, Customs Administration, Business Administration, or Regional Integration.	PASS/ FAIL
	<i>- Evidence of academic qualification should be provided</i>	

2	Must be a citizen/resident an EAC country - Documentary evidence MUST be provided	PASS /FAIL
Evaluation Criteria		Max Score (70)
A	Section A : Education, Professional Knowledge and Working Experience	
1	At least 10 years of relevant professional experience in Customs administrations, Regional Economic Communities, or international development organisations, with a focus on regional trade facilitation and integration	10
2	The consultant must have successfully completed at least two (2) consultancy assignments in Trade and Customs within the past five (5) years.	13
	Experience specifically related to the design, implementation, or support of Authorized Economic Operator (AEO) programmes will be considered an added advantage.	
	Either of the evidence required :	
	-List of the 2 or more assignments (with role with corresponding outputs) or	
	-Copy of the Contract / completion certificate / reference letter or	
3	-Supporting documents (at least one per assignment for the 2 assignments)	9
	The consultant must demonstrate a minimum of five (5) years of progressive professional experience in the design and/or implementation of trade facilitation programmes, including initiatives such as the Authorized Economic Operator (AEO) programme, at national, regional, or international level.	
	Evidence required :	
	Detailed CV (clearly showing years of experience) or	
	Description of roles in trade facilitation programmes or	
4	Sample reports or deliverables	3
	Strong working knowledge of the EAC integration and Customs Union framework and demonstrated expertise in international Customs and trade facilitation instruments, particularly the WCO SAFE Framework of Standards and the WTO Trade Facilitation Agreement	
5	Demonstrate experience supporting Customs modernization and compliance-based facilitation reforms, including risk management and trusted trader approaches	5
6	Practical knowledge of Customs ICT and digital trade facilitation systems (such as ASYCUDA, National Single Windows, Cargo tracking systems)	5
7	Relevant professional WCO AEO expert accreditation .	2
	Evidence of accreditation to be provided	
8	Relevant professional or project management certifications (PMP/PRINCE2) are an added advantage	2
9	5 years as a Project Manager at a regional level will an advantage.	5
10	Strong training and capacity-building skills, with experience delivering technical workshops or structured training for Customs officials and private sector stakeholders. And ;	4
	Proven ability in multi-stakeholder coordination and capacity building, including engagement with Customs administrations, government agencies, and the private sector.	
11	Excellent analytical, communication, and report-writing skills, presentations with fluency in English	4
	Evidence: Sample repor to be provided.	
12	Working knowledge of Kiswahili and/or French is an added advantage.	4

1 3	Practical demonstrable experience in implementation of Customs AEO program in the East African region or other Regional Economic Communities	4
	Sub-total Section A	70
B	Section B: Technical Proposal - Adequacy of the Proposed Methodology	Max Score (30)
1	Understanding of Terms of Reference (ToRs) and assignment objectives, including expected outputs	10
2	Provides a clear methodology for implementing the assignment (including analytical approach, data sources, stakeholder engagement, geographic scope, and quality assurance) on how they intend to deliver the assignment	15
3	The Workplan and implementation schedule (linking activities to deliverables, milestones, and timelines) are clear, logical and well sequenced	5
	Sub-total Section B	30
	TOTAL : (Subsection A+B)	100

A maximum of Five (5) applicants who attain a minimum of 70 or more marks out of possible 100 marks shall be shortlisted for the interview stage in the order of the highest scoring, which will comprise of an oral interview.

TERMS AND CONDITIONS OF THIS EOI

1. Acceptance of Terms and Conditions

In submitting a response to this Eoi, the individual consultant is deemed to have accepted the terms and conditions of this and all other sections of this Eoi.

2. No Contract

This Eoi process does not create a binding legal contract or relationship either explicit or implied, between TMA and any individual consultant.

The issue of and response to this Eoi does not create any obligation on TMA to enter into any commitment to procure services specified in this Eoi.

3. Cancellation, Suspension or Change to Eoi

TMA reserves the right in its sole and unfettered discretion to:

- Cancel or suspend this Eoi or vary any of the terms, dates, timings or processes in this Eoi;
- Call and/or re-advertise for responses or revisit any evaluation criteria or process pertaining to this Eoi; and
- Seek clarification about any response.

4. Official Communication

Individual consultants must provide their full contact details for the purpose of making and receiving communications about this Eoi.

5. Assumptions and Interpretations

Individual consultants will document their interpretations, assumptions, and perceived risks they have used in response to this Eoi where they deem necessary.

6. Ownership of Documents

This EoI is the property of TMA and may not be copied or reproduced in any way, other than for the purpose of preparing and submitting responses without the prior written approval of TMA. The submissions to TMA shall be retained by TMA.

7. Conflict of Interest

Individual consultants will ensure that, throughout the evaluation process, TMA is kept informed of any perceived, potential, or real conflicts of interest that should reasonably be brought to the attention of TMA, where such conflicts arise from the interests or duties of the individual consultant.

8. Acceptance of Submissions

TMA shall not accept a submission which does not comply with or fails to provide the information specified in this EoI.

9. Notifications

TMA will notify **all** individual consultants on the outcome of this EoI once the evaluation process has been completed.

10. Confidentiality

The information provided in this EoI and any other information, material or communication released during this EoI process is for the sole purpose of enabling an individual consultant to prepare and present a comprehensive submission.

11. Liability

TMA will not be liable (in contract or tort, including negligence) for any direct or indirect damage, loss, or cost (including legal and lawyer/client costs) to any individual consultants or other person in respect of this process.

12. Costs and Charges

This EoI is issued on the understanding that no charge will be made by the individual consultants for preparation of any EoI submission or any other information that may be supplied.

13. Applicable laws

This EoI and any subsequent decisions, actions, contracts, or outcomes are subject to and governed by the laws of **Kenya**.

14. Evaluation Process

A formal evaluation process will be followed to ensure a fair and transparent assessment of each submission as well as eliminate submissions which do not meet the minimum criteria. The submissions that do meet minimum criteria will be evaluated based on the best fit to the objectives and will be short-listed for participation at the interview stage.

15. Supplier Code of Conduct

All Consultants are required to sign the Supplier Code of Conduct attached separately.

16. Confirmation of Experience Letters / References

References of potential individual consultants that have been given by a current TMA employee shall not be accepted in support of the submission of a bid as part of a procurement process. For the avoidance of doubt, TMA Certificates of Assignment Completion signed by the Head of Procurement are acceptable in support of applications, bids, proposals, or submissions.

17. Eligibility

- a) For the avoidance of doubt, this EoI is **ONLY** open to individual consultants, **(citizens or legal residents of an EAC Partner State)** and not sole proprietors.
- b) Bidders debarred by the World Bank and/or under the Public Procurement Authority (PPA) of the Government of **Kenya** or any of TMA donors or any other international donor agency are barred from bidding.

18. Due diligence

TMA shall conduct a reasonable search of publicly available information to determine whether the partner is suspected of any activity relating to organised crime, including financing or other support. Contracting shall be subject the outcome from the search.

The Individual should submit proof of country of origin together with submissions.

19. Complaints

Any questions, queries, or concerns about the procurement process should be raised directly with the Head of Procurement in the first instance via procurement@trademarkafrica.com, who will address the matters raised. If the matter is not satisfactorily resolved, the complainant is encouraged to write to complaints@trademarkafrica.com.

ANNEX 1 : CURRICULUM VITAE TEMPLATE

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained **attach valid copies of the certificates and testimonials**}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the

assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included}.

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005 - present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hbbb, deputy minister]		

Membership in Professional Associations and list of any Publications made to date:

Language Skills (indicate only languages in which you can work ranking from 1 to 5 for speaking, writing, and reading where 1 is poor and 5 is excellent):

Language	Reading	Writing	Speaking

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts (insert the period)	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks in which the Expert will be involved}	

Individual consultant's contact information: (E-mail: Phone:)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Client.

{Day/month/year}

Name of individual consultant

Signature

Date

Note:

1. Failure by the individual consultant to sign the CV (physically or electronically), may lead to the CV not being considered altogether.
2. Failure to submit copies of certificates and/or accreditation may lead to the CV being invalidated.

ANNEX 2: EMAIL SUBMISSIONS GUIDELINES

Guidelines for Bidders for Bid Submissions via Email

1.1 Bidder Guidance for Emailed Submissions

- a) TradeMark Africa (TMA) will automatically send an email acknowledgment for all applications, bids, proposals and/or submissions received via the email addresses stipulated/specified in the bidding document. If a bidder does not receive an email acknowledgement **IMMEDIATELY** after submitting their applications, bids, proposals and/or submissions, via the email address stipulated in the bidding document, **IMMEDIATELY** contact TMA's Procurement unit using the mobile phone number, **+254 731 884 428**, to confirm whether the applications, bids, proposals and/or submissions were received.
- b) Bidders must not ignore any bounce back email received regarding rejection of an emailed application, bid, proposal and/or submission. If such an email is received, contact TMA's Procurement unit **IMMEDIATELY**.

1.2 Possible Reasons for Emailed Submission Rejection

- a) The email submission exceeded the maximum size of 5 MB;
- b) The subject line matched a known phishing subject line;
- c) The email contained a known phishing Uniform Resource Locator (URL), or the email originated from a server associated with phishing;
- d) The outbound mail server was present on a subscribed blacklist; or
- e) The email contained a virus or malware.

1.3 Remedial Action for Rejected Email Submission Prior to Tender Closing Date & Time

Prior to the tender closing date and time, if a bidder's submission is rejected, the following remedial action should be explored prior to re-submission.

- a) If the collective size of the emailed attachments **exceeds 5 MB**, the bidders should resubmit through multiple emails or may use other modes such ***WeTransfer, Dropbox, or Google drive***. The bidder shall be required to clearly identify how many emails constitute the full submission.
e.g., email **1 of XX**;
- b) If the emailed submission included zipped or executable files, unzip or remove the executable files then resubmit through one or more emails (refer to point 1.3a) above if the files collectively exceed 5 MB);
- c) If the email submission is rejected because of a blacklisted domain, the bidder is required to resend the submission from a different email account from a different domain that is not blacklisted, e.g., Gmail. Please note, this should be done before the stipulated tender submission deadline; and
- d) If the email submission is rejected because of a virus/malware in the email or any of the email attachments, ensure that the virus/malware is removed/cleaned prior to resubmission.

TMA's Procurement unit shall only consider and review cases of undelivered applications, bids, proposals and/or submissions, when it is brought to our attention by the affected bidder/s prior to the tender submission deadline.

Automatic Email Acknowledgement sent from the Procurement and Framework Mailboxes

Dear Sir/Madam,

This is to acknowledge receipt of your email to TradeMark Africa's Procurement mailbox.

Your email will be reviewed, and a response will be provided at the earliest opportunity. We encourage you to visit our website www.trademarkafrica.com/procurement-faqs/ for our procurement guidelines and answers to FAQs.

If you have submitted a bid for an open procurement process, it may take several weeks before you receive any further communication from us.

*The maximum size of each email with attachments should not exceed **5 MB**.*

*Please get in touch with us via the mobile number, **+254 731 884 428**, in case you do not receive an automatic acknowledgement email immediately after submission of your bid.*

For and on behalf of:

Joe Namwaya

Head of Procurement

TradeMark Africa

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