

RESPONSES TO REQUEST FOR CLARIFICATION ON THE TENDER FOR PSPS

S/No.	Area	Tender Doc Page	No./Clause	Information Required	Questions raised	Ministry of Labour & Social Protection Clarification
1.	Section V: Evaluation Criteria Table 1: Preliminary evaluation criteria	25	7	Evidence of Compliance to MOH COVID -19 guidelines and Protocols	<i>In what form is the evidence and kindly give examples that are acceptable?</i>	Tenderers are required to show evidence of compliance by indicating measures put in place to adhere to the COVID 19 guidelines
2.	Table 2: Other Mandatory Requirements	26	7	Financial Capacity PSPs must provide a bank guarantee of Kes. 50 million	<i>a. Is this amount [Kes. 50 Million] / certificate required at the tender document submission stage or b. Is it required at the award / contracting stage?</i>	The Kshs. 50,000,000 is a Performance guarantee required at the contracting stage.
3.	Responsibility of the PSP (the Agent)	39	6.4.2.3	The list of geographical locations (up to sub-location level) in each zone along with the number of beneficiaries therein will be availed to the PSPs by the Ministry.	<i>We are requesting the Ministry provides the list of pay points in relation to the number of beneficiaries at this stage of the bidding process, to enable us provide you with a better view of our serviced network</i>	This is a request for the Bidder to provide information on their Coverage (Branches and Agents) plus their GPS Locations.
4.	Price Schedule of Services	54	Column No.2 [Description]	Rate of commission for: Kshs. 500-4000 Kshs. 4001-8000 Kshs. 8001-12000 Etc..	<i>What do these bands represent: i. Number of transactions [served] in the various zones? Or ii. Value as in payout [in Kenya shillings] to beneficiary? iii. Any other representation?</i>	Payment of commissions will be according to tariffs /bands for the Values /Amounts to be received by a beneficiary
5.	Tender Submission deadline	10	2.16		<i>Request for extension of submission deadline</i>	The tender submission deadline has been extended by 14 days from 15 th April,

						2021 to 29 th April, 2021 at 1100hrs East African Times.
6.	Sample Product Design	31	Description of Services: clause 6.1.3.1	Sample Product Design	<i>At what stage will the PSPs be required to provide sample product design, T&C, and CBK proof application mentioned on page 31 of the RFP?</i>	The sample product design, T&C and CBK proof application mentioned are required at the bidding stage.
7.	Tender Security and Performance guarantee		9 and 15		<i>Is the Tenderer expected to execute both Tender security form and performance security form at the bidding stage?</i>	The Tender Security of Kshs. 5,000,000 is required at the bidding stage; whereas the Performance Security of Kshs. 50,000,000 is required at the contracting stage. The banks are not allowed to guarantee themselves in both cases
8.	Compliance with COVID-19 Guidelines and Protocols			Evidence of Compliance with COVID-19 Guidelines and Protocols	<i>What form of evidence should a tenderer provide in relation to compliance to COVID-19 guidelines and protocols?</i>	The tenderers are required to provide evidence in terms measures they have put in place to ensure compliance with COVID _19 protocols. These can inform of circulars to staff and general public, pictures among others
9.	Mandatory forms required at tendering/bidding stage		55 to 61	Mandatory forms required at tendering/bidding stage	<i>Which forms are mandatory at the tendering/bidding stage?</i>	Tenderers are advised to refer to the Instructions to Tenderers and the appendix to Instructions to Tenderers