REQUEST FOR PROPOSAL

TITLE: PROVISION OF A CHANNEL MANAGER FOR QONA SACCO LIMITED

The content of this document is strictly confidential. You are authorized to use this document only in preparing a response to Qona Sacco Limited Request for Proposal.

It is forbidden to make copies of this document without the express written permission of the Requestor. The content remains the property of Qona Sacco Limited. This document, together with all such copies, should be returned to the Requestor together with your Proposal. Should you decide not to submit a Proposal, this document should be returned to the Requester, not later than the closing date.

Only the Suppliers invited to respond to this RFP will be allowed to submit a response to this RFP. Any unsolicited responses will be immediately disqualified.

Details of the Requestor:

David Mungai
QONA SACCO LIMITED
P.O BOX 2392, Westlands
County: Nairobi
Locality: Westlands
Street: Waiyaki Way
Building: Goodman Plaza

E-mail address: dmmungai@qonasacco.com

SUPPLIER RFP DOCUMENT RECEIPT AND RESPONSE CONFIRMATION

The Suppliers must as confirmation of receipt of the RFP document and their intention to respond to the RFP, supply the following information to the Requestor, within **2 (two) working days** from date of issue of this document. Failure to submit a response in this regard ("Response Confirmation") may result in your company being disqualified from responding to the RFP:

Company Name :

Company Registration No :

Company VAT Registration No:

Contact Person Name :

Contact Person Mobile No :

Contact Person E-Mail Add :

Signature:

Name :

Designation :

Date:

(Once completed this confirmation page must be e-mailed to the Requestor and all supporting documents e.g. VAT registration, company registration, etc. must be submitted with your response to the RFP)

FORM OF TENDER
To: Qona Sacco Limited

From:
(Print Supplier Name)

Dear Sir/Madam,

Having read through and examined the RFP document supplied, we offer to supply the products and services, as detailed in the RFP.

We confirm that this price covers all activities associated with the supply and installation of the products, including but not limited to the supply of all required Transport/Shipping, Duties and Taxes, Planning, Installation Activities. We confirm that Qona Sacco Limited will incur no additional costs whatsoever over and above these amounts specified in this RFP response.

We undertake to hold this offer open for acceptance for a period of 90 (ninety) days from the closing date. We further undertake that upon final acceptance of our offer; we will commence with delivery when required to do so by Qona Sacco Limited after signing a mutually acceptable agreement.

We also undertake to take out the necessary forward cover from the day acceptance of our offer has been communicated to us.

Moreover, we agree that until a formal signed Agreement document have been prepared and executed governed by the terms and conditions set out in this Request for Quotation, this Form of Tender, together with a written acceptance from Qona Sacco Limited shall not constitute a binding agreement between the parties.

We understand that you are not bound to accept the lowest or any offer and that we must bear all costs, which we have incurred in connection with preparing and submitting a response to this RFP.

We further agree that we shall abide by Qona Sacco's standard terms and conditions as stipulated in paragraph 1.18.

We hereby undertake for the period during which this RFP remains open for acceptance not to divulge to any persons, other than the Requestor, any information relating to the submission of this RFP or the details therein except where such is necessary for the submission of a response to this RFP.

Signed		**Date**	
Name of signatory			
Designation			
For and on behalf of:	Supplier Name		
	Cell No		
	E-mail address		

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COMMERCIAL AND PRICING

1. THE REQUEST

1.1 Invitation

The Supplier is hereby invited to submit a proposal to Qona Sacco Limited as provided for in the Scope of Work and related documentation.

Qona Sacco Limited will use this Proposal as a basis for a decision regarding the successful Supplier.

Accepted	Not Accepted

1.2 RFP Closing Date

The closing time and date for written Proposals is on th**e 29TH of October 2026, 1700hrs** (East Africa Time), by which time your Proposal must be submitted as per the email communication.

For attention the Requestor.

Qona Sacco Limited shall be entitled to reject any Proposal received after the due date and time.

1.3 Validity Period

The Supplier's response/shall be valid for at least a period of 90 (ninety) days from the closing date, until the last working day on the 90th (ninetieth) day. If Qona Sacco Limited by the 90th (ninetieth) day has not made an award decision, the Supplier must confirm by e-mail on the expiry of its offer validity to the Requestor the extension period of its Proposal validity. Failure by the Supplier to do so will automatically extend the validity of its existing Proposal on a month - to - month basis until an award has been made by Qona Sacco Limited.

Accepted	Not Accepted

1.4 Disclosure of reasons

Qona Sacco Limited reserves the right not to disclose any information to third parties relating to the award of this RFP.

Accepted	Not Accepted

1.5 Proposal compliance

You are specifically required, in your Proposal, to respond in writing to each of the points of Sections 1 and 2 of this RFP, in the same sequence and with retention of this numbering system. Your responses could consist of "Accepted" or "Not Accepted", together with an associated or supporting statement where appropriate.

You are also required, in your Proposal, to respond in writing to each of the points of all paragraphs of this RFP, in the sequence and with retention of the numbering system.

Accepted	Not Accepted

1.6 Format of Proposal

You are requested to submit your Proposal as follows:

- COMMERCIAL: Commercial, pricing and all related supporting documentation.
- TECHNICAL: Technical requirements as per Section 2 and all related supporting documentation.

This must be provided on a separate file only allowing access to the requestor and alternative contacts provided.

Accepted	Not Accepted

Suppliers are required to complete all the applicable forms contained in this RFP and to furnish all further information called for in this RFP and to supply product specifications if applicable etc.

1.7 Language

You are requested to submit your proposal in English.

Accepted	Not Accepted

1.8 Completeness of Proposal

You are expected to provide Qona Sacco Limited an accurate and complete Proposal as requested in more detail hereunder. Should you find the said requests incomplete or ambiguous, then the onus rests upon you to obtain clarification from the Requestor.

Qona Sacco Limited will require that any omissions by you or mistakes on your part in this regard are rectified within a time scale agreed to by the Requestor.

Accepted	Not Accepted

1.9 RFP Responses

Qona Sacco Limited is not under any obligation to search for clarification through additional or unformatted information submitted as a supplement to the formatted response. Where conflicting information is contained, Qona Sacco Limited at its discretion may either request clarification or may consider the bid unresponsive.

Accepted	Not Accepted

1.10 Misrepresentation

Qona Sacco Limited in its decision-making process, will to a large extent, be reliant upon the information supplied by you. Should it be found that aspects of such information are incomplete, untrue or misleading, Qona Sacco Limited reserves the right to terminate your response from further evaluations and/or negotiations.

Accepted	Not Accepted

1.11 RFP Official Contact

Upon release of this RFP, all Supplier communications concerning this RFP must be directed to the Requestor (see page 1). Unauthorised contact regarding this RFP with employees or appointed agents of Qona Sacco Limited may result in your disqualification. Any oral communications will be considered unofficial and non-binding to Qona Sacco Limited. You are to rely only on written statements issued by the RFP Requestor and yourselves. Any questions/queries regarding the RFP process or the content thereof must be submitted on e-mail to the RFP requester by no later than **22ND October 2026**, **1700hrs (EAT)**. All supplier questions will be consolidated and a response compiled by Qona Sacco Limited and released to all suppliers.

Accepted	Not Accepted

1.12 Confidentiality

The Bidder shall treat the existence and contents of this RFP, and all information made available in relation to this RFP, as confidential and shall only use the same for the purpose for which it was provided.

The Bidder shall not publish or disclose the same or any particulars thereof to any third party without the written permission of Qona Sacco Limited unless it is to Bidder's Contractors for assistance in preparation of this Tender. In any case, the same confidentiality must be entered into between the Bidder and his Contractors.

On notification that Qona Sacco Limited has not accepted a Bid, or on receipt of a written request, the Bidder shall securely destroy all copies of this document and shall confirm the destruction to Qona Sacco Limited in writing to the Procurement Contact.

The Bidder shall remain bound by these obligations of confidentiality and use, and the Bidder's stated intention to submit a bid upon receipt of this RFP shall be deemed to be acceptance of such obligations.

Accepted	Not Accepted

1.13 Publicity Communications

Publicity of any form with regard to this tender will be controlled by Qona Sacco Limited and any publicity communications intended to be made by a Supplier/s relating to this tender must be approved by a duly authorised representative of Qona Sacco Limited in writing prior to a Supplier making any publicity communications during the tender process or after the announcement of the award. Failure by Suppliers to comply herewith shall lead its response being disqualified from further participation and further consideration in the process and/or contractual discussions and/or future tenders.

Accepted	Not Accepted

1.14 Influencing

Please note that any attempts at influencing Qona Sacco's decision-making process shall lead to your immediate disqualification.

Accepted	Not Accepted

1.15 Costs and Selection

All costs incurred by the Bidder in preparing the Proposal response and providing any additional information to the RFP, shall be borne by the bidder. The issuance of this RFP does not obligate Qona Sacco Limited to accept any of the resulting Proposals. Qona Sacco Limited makes no commitments, implied or otherwise, that this RFP process will result in a business transaction with one or more of the Suppliers.

Accepted	Not Accepted

1.16 Evaluation Criteria

The following high level evaluation criteria will be utilised to evaluate the Supplier responses, but may not be limited thereto:

No.	Evaluation Criteria
1	Technical Requirements compliance
2	Commercial & Pricing
3	Compliance to Risk Assessment
4	Overall value proposition

1.17 Termination

Qona Sacco Limited reserves the right to terminate this RFP or any part thereof, for its sole convenience at any point in time.

Accepted	Not Accepted

1.18 Works

No ordering of equipment or work will commence unless a mutually acceptable agreement has been entered into between the parties and an official Purchase Order has been issued by Qona Sacco Limited to the successful supplier.

Accepted	Not Accepted

1.19 Qona Sacco's Commercial Terms and Conditions

This RFP will be governed by the below Qona Sacco's terms and conditions; suppliers are to indicate their level of compliance with these commercial terms and conditions:

Accepted	Not Accepted

1.20 Payment Terms

Please be advised for the purposes of this tender that the terms of payment shall be as indicated in the Commercial Terms section of the Commercial BoM template. Please indicate your level of compliance as provided.

1.21 Currency

All locally based suppliers (those with registered offices in Kenya) shall, in all cases, quote their prices in Kenya Shillings and payments shall be made in Kenya Shillings.

Accepted	Not Accepted

1.22 Taxes

All prices must be exclusive of Value added Tax (VAT), but subject to Withholding tax, where applicable. Qona Sacco Limited shall deduct and pay to the Kenya Revenue Authority withholding tax payable on payments to be made to the Supplier at such rate as may be prescribed by the Kenya Government from time to time.

Upon such deduction Qona Sacco Limited shall within a maximum of sixty (60) days from such deduction present the supplier with a Withholding Tax Certificate in such form as may be prescribed by the Kenya Revenue Authority from time to time. The applicable withholding tax rate shall be dependent on the country of origin of the Supplier and service provided.

Accepted	Not Accepted

2. SUPPLIER SPECIFIC QUESTIONS

2.1 Supplier Localisation

2.1.1 Are you a locally registered company in Kenya?

Yes	No	Comments

2.1.2 If not a locally registered company, please confirm whether you will be registering as a local business in future and provide your plan and timelines to do so?

Yes	No

2.1.3 Are you BBBEE compliant? *(BBB-EE is only Applicable to South African Suppliers)*

Yes	No

2.2 Service Provisioning and Account Management

2.2.1 Please describe your proposed account management structure for this requirement should you be successful.

2.2.2 What contingency plans do you have in case of resource problems (staff, equipment, raw products suppliers, sub-contractors, resale products, etc.) on the Qona Sacco requirement?

3. PRICING PROPOSAL

3.1 Pricing

3.1.1 The pricing provided must be fixed and firm for a period of 24 (twelve) months from the date of award of this RFP.

Accepted	Not Accepted

3.1.2 Qona Sacco Limited shall not be liable for any loss, resulting from (a) fluctuation(s) in currency exchange rate from date of the Supplier quote/proposal with specific reference to paragraphs 1.3.

Accepted	Not Accepted

3.1.3 The pricing proposal must be supplied in terms of the pricing template provided by Qona Sacco Limited, separately attached.

Any cost not catered for in Qona Sacco's pricing model above should be indicated in the Commercial BoM document and clearly indicated as additional items.

Accepted	Not Accepted

3.1.4 All amounts reflected in your pricing proposal are deemed to be inclusive of VAT and all other applicable taxes.

Accepted	Not Accepted

3.1.5 No additional cost over and above the cost specified will be payable by Qona Sacco unless mutually agreed upon by the Parties.

Accepted	Not Accepted

3.1.6 Costs incurred due to the supplier's failure to identify the need for such costs in the proposal will be borne by the supplier.

Accepted	Not Accepted

Evaluation Process

Proposals from bidders should be submitted in the commercial bill of material provided as the Commercial Proposal.

i. The Commercial proposal shall clearly indicate the total cost of the service as detailed in the Commercial BoM.
ii. In addition to proving the Technical and Commercial requirements, Qona DT Sacco recommends that the organization attaches the below documents:

- Company Profile detailing the firm's background, ownership structure, products, services, and organizational capacity.
- Certificate of Incorporation or Business Registration Certificate.
- Valid Tax Compliance Certificate.
- Relevant licenses, certifications, and authorizations required to provide the proposed solution.
- Audited Financial Statements for the last 2 (2) years.
- Company PIN/VAT Registration Certificate.
- At least three (3) reference projects of similar nature completed within the last five (5) years, including client contacts. (Award lettters, Purchase Orders can be provided as well)
- Curriculum Vitae (CVs) of key project personnel proposed for the assignment.

- Manufacturer or vendor authorization letters where applicable.
- Evidence of technical partnerships, certifications, or accreditation relating to the proposed solution.
- Signed declaration confirming the accuracy of the information provided and the vendor's commitment to deliver the project.

Commercial proposals will be evaluated on the basis of:

a. Cost
b. Delivery timelines.
c. Bidder’s adherence to applicable commercial terms.
d. Overall Value Proposition.

END