

SPECIFIC PROCUREMENT NOTICE

Request for Bids Information Systems (Design, Supply, and Installation) (Without Prequalification)

PURCHASER	NATIONAL TRANSPORT AND SAFETY AUTHORITY
PROJECT	HORN OF AFRICA GATEWAY DEVELOPMENT PROJECT (HoAGDP)
CONTRACT TITLE	Supply, Delivery, Installation, Commissioning and Support of Customer Relationship Management, Contact Centre, Upgrade of Microsoft Dynamics Enterprise Planning and Big Data Analytics System.
COUNTRY	KENYA
CREDIT NO.	IDA-V0630.
RFB NO.	KE-NTSA-381592-GO-RFB
DATE OF ISSUE	9 th July 2024.

- The Government of Kenya has received financing from the World Bank toward the cost of Horn of Africa Gateway Development Project and intends to apply part of the proceeds toward payments under the contract for Supply, Delivery, Installation, Commissioning and Support of Customer Relationship Management, Contact Centre, Upgrade of Microsoft Dynamics Enterprise Planning and Big Data Analytics System comprising of three (3) Lots as listed below:

Lot No.	Lot Description
1	Supply, Delivery, Installation, and Support of Contact Center, Customer Relationship Management, and IP Telephony System
2	Upgrade and Support of Microsoft Dynamics Enterprise Resources Planning (ERP) System to Latest Version of Microsoft Dynamics 365 Finance and Operations ERP
3	Supply, Delivery, Installation, and Support of Big Data Analytics System

- The National Transport and Safety Authority now invites sealed Bids from eligible Bidders for the Supply, Delivery, Installation, Commissioning and Support of Customer Relationship Management, Contact Centre, Upgrade of Microsoft Dynamics Enterprise Planning and Big Data Analytics System.
- Bidders may bid for one or several contracts (lots), as further defined in the request for bid document. Bidders wishing to offer discounts in case they are awarded more than one contract (Lot) will be allowed to do so, provided those discounts are included in the Letter of Bid.
- Bidding will be conducted through Open National Competitive Procurement using Request for Bids (RFB) as specified in the World Bank's "procurement Regulations for IPF Borrowers, dated July 2016 revised in September 2023 (5th Edition) ["Procurement Regulations"], and is open to all eligible Bidders as defined in the Procurement Regulations.
- Interested eligible Bidders may obtain further information from National Transport and Safety Authority, Attn: Deputy Director Supply Chain Management, procurement@ntsa.go.ke and inspect the bidding document during weekdays (Monday to Friday), excluding public holidays, from 0800 hours to 1700 hours East African local time at the address given below .
- The bidding document in English may be obtained by eligible bidders from our website at <http://www.ntsa.go.ke> or at Public Procurement Information Portal <http://tenders.go.ke>.
- Bids must be delivered into the tender box located on 8th Floor, 316 Upper Hill Chambers on 2nd Ngong Avenue on or before **21st August 2024 at 11:00Hrs East African Local time**. The bids should be clearly marked Supply, Delivery, Installation, Commissioning and Support of Customer Relationship Management, Contact Centre, Upgrade of Microsoft Dynamics Enterprise Planning and Big Data Analytics System '**No. KE-NTSA-381592-GO-RFB**'. Electronic Bidding will not be permitted. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders' designated representatives and anyone who chooses to attend at the address below on **21st August 2024 at 11:00 Hours East African local time**.
- All Bids must be accompanied by a Bid Security as tabulated below:

Lot No	Lot Description	Bid Security Amount in Kenya Shillings
1	Supply, Delivery, Installation, and Support of contact Center, Customer Relationship Management, and IP Telephony System	4,000,000.00
2	Upgrade and Support of Microsoft Dynamics Enterprise Resources Planning (ERP) System to Latest Version of Microsoft Dynamics 365 Finance and Operations ERP.	2,000,000.00
3	Supply, Delivery, Installation, and support of Big Data Analytics System.	2,000,000.00

- The address referred to above is:

National Transport and Safety Authority
Attention: Deputy Director, Supply Chain Management
Address: 316 Upper Hill Chambers 2nd Ngong Avenue
Location: 9th Floor Boardroom
City: Nairobi, Kenya

Email Address: procurement@ntsa.go.ke, dg@ntsa.go.ke