	<b>NATIONAL OIL CORPORATION OF KENYA</b>	<b>REF: NOCK/PRC/03(1319)</b> <b>2017-2018</b>
	<b>OPEN INTERNATIONAL TENDER</b> <b>EXPRESSION OF INTEREST (EOI) FOR SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CUSTOMER FEEDBACK SYSTEM</b>	Page 1 of 4

The National Oil Corporation of Kenya (**National Oil**) invites Expression of Interest (EOI) for Supply, Delivery, Installation and Commissioning of a Customer Feedback System.

**Background**

National Oil Corporation of Kenya (NOC) is a State Corporation established under the Ministry of Energy and Petroleum. The National Oil Corporation of Kenya (NOC) is a fully integrated petroleum company participating in all aspects of the petroleum value chain covering the upstream oil and gas exploration, midstream petroleum infrastructure development and downstream marketing of petroleum products.

The Corporation owns and operates bulk storage facilities for Petroleum (Diesel & Petrol) and Liquefied Petroleum Gas (LPG) at its terminal in Nairobi’s industrial area. National Oil has a network of over a hundred service stations spread across the country most of which are run by independent business people or dealers through lease agreements. Apart from the Nairobi Terminal, the Corporation has depots in Mombasa, Kisumu, Nakuru and Eldoret all of which are hosted by the Kenya Pipeline Corporation (KPC). The bulk facilities in these four depots belong to KPC or other companies and are used by National Oil Corporation at an agreed fee.

In order to supply products to its end-users, the service station dealers and other customers buy products from National Oil through the four depots or the Nairobi Terminal depending on the location. Petroleum trucks are used to transport the products from the depots to the final destination; the service stations from where the end users of the products come and buy them. Most of the end users are drive-in motorists and big volume industrial consumers.

The Corporation is in upstream business of the oil and gas industry as well and is mostly involved in oil and gas exploration within the Republic of Kenya. Most of the exploration work is done in remote areas of the country.


In all, the Corporation has just over 200 employees to support its oil marketing and exploration activities.

**Objective of the Assignment.**

In order to improve customer satisfaction at all levels, the Corporation needs to have a seamless customer feedback system in place. The system should make it possible for customers to give feedback at the service stations as well as at the depots. In the same way the employees should also have an opportunity to give feedback to management.

For this reason, National Oil Corporation of Kenya wishes to invite eligible and qualified suppliers to express their interest to Supply, Deliver, Install and Commission a Customer Feedback System.

This request for Expression of Interest seeks to identify and shortlist companies who will be invited to submit detailed bids through request for proposal to perform the above tasks.

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### Requirements.


Interested bidders should provide information in their EOI indicating their suitability to perform the assignment. They should also provide relevant documentary evidence of past similar accomplishments.

To be eligible the firms must meet the following minimum criteria:

- Provide elaborate background and structure of the companies including relevant statutory incorporation/registration documents, physical address and correspondence details. The mandatory statutory documents are:
  - a. Copy of Tax Payer Registration (PIN/VAT),
  - b. Copy of Certificate of Incorporation/Registration
  - c. Valid Tax Compliance Certificate
  - d. Ensure that the tenderers' submission is serialized i.e. with page numbers.
 (Copies of Tax Compliance Certificate, and PIN/VAT certificates to apply to local bidders only).
- Audited financial statements and annual report for the last three (3) years

### Other Requirements

1. Provide evidence of minimum (2) two successfully completed contracts of similar nature within the last five years
2. Demonstrate financial and organizational strength by attaching audited accounts for the last (3) three years
3. Provide company profile with firm's background, physical address, telephone contacts, facilities, organizational structure, directors and key staff to include experience and qualifications, products and services provided
4. If a reseller, provide letter of authorization from the vendor of the proposed solution. This should be demonstrated over a minimum of **one** year or more prior to the date of this tender.
5. Provide reference letters and contact details of 5 (five) corporate clients
6. Demonstrate the ability, capacity and experience to undertake the assignment
7. Provide signed curriculum Vitae of at least 5 key personnel with software and hardware skills relevant to the project. The 5 must have participated in some of the references indicated. In addition must have local staff for after sales support based in Kenya

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**Evaluation Criteria.**

The evaluation criteria below will be used to ascertain the responsiveness of the candidates to the EOI:


No.	EVALUATION CRITERIA FOR THE EOI FOR SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CUSTOMER FEEDBACK SYSTEM	Score
1.	Provide evidence of minimum (2) two successfully completed contracts of similar nature within the last five years	10
2.	Demonstrate financial and organizational strength by attaching audited accounts for the last (3) three years	15
3.	Provide company profile with firm's background, physical address, telephone contacts, facilities, organizational structure, directors and key staff to include experience and qualifications, products and services provided.	10
4.	Provide reference letters and contact details of 5 (five) corporate clients	25
5.	Demonstrate the ability, capacity and experience to undertake the assignment  If a reseller, provide letter of authorization from the vendor of the proposed solution. This should be demonstrated over a minimum of <b>one</b> year or more prior to the date of this EOI.	15
6.	Provide signed curriculum Vitae of at least 5 key personnel with software and hardware skills relevant to the project. The 5 must have participated in some of the references indicated. In addition the bidder must have local staff for after sales support based in Kenya	25
	<b>TOTAL</b>	<b>100</b>

**Total maximum possible points - 100 points**

To be considered responsive, candidates are to score a minimum of 70 % of the total score above (i.e. minimum of 70 out of 100). Those who score the pass mark of 70 % and above will be invited to submit proposals through Requests for Proposals.

**Submission of the EOI**

Expression of Interest should be submitted **as one (1) original hard copy and one digital (electronic pdf format in a CD/USB copy).**

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Expressions of Interest (EOI) in plain sealed envelopes clearly marked “**Expression of Interest for SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF A CUSTOMER FEEDBACK SYSTEM Ref. No. NOCK/PRC/03(1319)2017-2018**” with the instructions “**Do not open before 20<sup>th</sup> December 2017 at 1000hrs (East Africa Time)**”, should be addressed to:

**The Chief Executive Officer  
National Oil Corporation of Kenya  
Kawi House, South C, Red Cross Road,  
Off Popo Road (Behind the Boma Hotel)  
P.O. Box 58567 – 00200, Nairobi**

and deposited in the Tender Box located at the reception area Ground floor, Kawi House, South C, Red Cross Road, off Popo Road (behind the Boma Hotel), during normal working hours on Monday to Friday (0800hrs and 1700hrs East Africa Time), on or before 20<sup>th</sup> December 2017 at 1000hrs East Africa Time.

The Expressions of Interest will be opened soon thereafter at the Meeting Room at National Oil offices-Kawi House, South C, Red Cross Road (Behind the Boma Hotel), Nairobi, in the presence of tenderers and/or their representatives who may wish to attend.

**CHIEF EXECUTIVE OFFICER.**