



UNIVERSITY OF NAIROBI

SUPPLY CHAIN MANAGEMENT SERVICES

SERVICE CHARTER

VISION

A Center and Partner for procurement
Excellence and Professionalism

MISSION

Our Mission is to provide user departments, suppliers and stakeholders with world class goods and services that add value by meeting their needs and expectations at the lowest cost possible.

CORE VALUES

Members of staff in Procurement Department will Endeavour to adhere to the following core values

- Consistency and full compliance with Public Procurement Law and Regulations;
- Professionalism in carrying out duties;
- Integrity in dealing with customers the general public;
- Transparency and accountability in all activities;
- Fair play in dealing with users and suppliers;
- Promotion of public confidence in the procurement process,
- Promotion of fair competition in procurement process.
- Achievement of economy and efficiency in the delivery of service.
- Promotion of value for money through effective competition and careful procurement planning.

OUR OBJECTIVES

- To Process requests for goods, services and works of up to Kshs.3,000,000.00 within 30 days.
- To process requests for goods, services and works of above Ksh.3,000,000.00 within 75 days.
- To annually Dispose all unserviceable, obsolete and surplus stores, assets and equipment.

- To comply with the Public Procurement and Disposal Act, 2015 and Regulations 2020.

The charter is a commitment by procurement department to vigorously improve its services to users so that they also in turn become more efficient and effective in their delivery of services.

OVERVIEW

The University procurement is governed by the Public Procurement and Disposal Act and Regulations 2005.

The procurement of goods, works and services Through quotation amounting to Kshs.3,000,000 for goods and service and 5,000,000 for works:

Low value of Ksh 50,000 for goods and services and 100,000 for works is done by the respective Faculties whereas any above that threshold is done by the Tender Office.

The Supply Chain division will do its work diligently, efficiently, impartially and with the highest sense of integrity and honesty.

SUPPLY CHAIN MANAGEMENT SERVICES FUNCTIONS

- a) Maintain and update annually standing lists of registered tenderers required

- by the procuring entity and liaise with the Authority in respect of Authority's register of suppliers and procuring agents;
- b) Prepare, publish and distribute procurement and disposal opportunities including invitations to tender, prequalification documents and invitations for expressions of interest.
- c) Co-ordinate the receiving and opening of tender documents;
- d) Maintain and safeguard procurement and disposal documents and records in accordance with the regulations.
- e) Submit shortlists and lists of prequalified tenderers to the tender committee or procurement committee for approval.
- f) Issue procurement and disposal documents to candidates in accordance with the Act and these Regulations.
- g) Propose the membership of evaluation committee to the accounting officer for approval.
- h) Co-ordinate the evaluation of tenders, quotations and proposals.
- i) Recommend a negotiating team for appointment by the accounting officer where negotiations are allowed by the Act and these Regulations and participate in such negotiations
- j) Prepare and publish notices of award and notices of tender acceptance.
- k) Prepare contract documents in line with the award decision
- l) Prepare and issue rejection and debriefing letters
- m) Prepare contract variations and modifications to documents
- n) Maintain and archive documents and records of
- p) Implement the decisions of the procurement, tender and disposal committees, including co-ordinating all activities of these committees
- q) Act as a secretariat to the tender, procurement and disposal committees
- r) Liaise with the Authority and other bodies on matters relating to procurement and disposal
- s) Prepare and submit to the Authority reports required under the Act, these Regulations and guidelines of the Authority
- t) Monitor contract management by user departments to ensure implementation of contracts in accordance with the terms and conditions of the contracts.
- u) Report any significant departures from the terms and conditions of the contract to the head of the procuring entity
- v) Recommend the delegation of procurement or disposal function to another procuring entity by the head of the procuring entity whenever a need arises
- w) Prepare consolidated procurement and disposal plans
- x) Advise the procuring entity on aggregation of procurement to promote economies of scale
- y) Co-ordinate internal monitoring and evaluation of the supply chain function
- z) Carry out periodic market surveys to inform the placing of orders or adjudication by the relevant award committee.
- aa) Conduct periodic and annual stock taking
- bb) Certify the invoices and payment vouchers to suppliers
- cc) Approve extension of the tender validity period
- dd) Verify that the available stock levels warrant initiating a procurement process
- ee) Carry out any other functions or duties as may be provided under the Act or Procurement Regulations and any other functions that might be stipulated by the Public Procurement Oversight Authority (PPOA).

PROCUREMENT METHODS

1. Open Tender Method

- This is the preferred method in all Public Procurement entities.
- Tender is advertised in at least 3 local dailies.

- Minimum expenditure that requires advertising is ksh.4million for goods and works and Ksh.2million for service.
- Approval for awards is by Tender Committee.

2. Restricted Tender

Used when the following conditions are satisfied:

- a) A competition for contract, because of the complex or specialized nature of the goods, works or services is limited to prequalified contractors.
 - b) The time and cost required to examine and evaluate a large number of tenders would be disproportionate to the value of the goods, works or services to be procured; and
 - c) There are only a few known suppliers of the goods, works or services as may be prescribed in the regulations. Minimum expenditure is Ksh.5million for goods/works/services if prequalified contractors are used.
- Maximum expenditure if tender process expense value for the goods/works/services is disproportionate to goods is Ksh.4million for goods/services/works. Whereas the minimum expenditure is Ksh.1million

for goods/services and Ksh.2million for works.

- Where there are only few known suppliers for the goods/works/services, the maximum level of expenditure is Ksh.4million for goods/services/works and the minimum is Ksh.1million for goods/services and Ksh.2million for works.
- Approval for award is by Tender Committee

3. Direct Procurement Method

The method is used only as long as the purpose is not to avoid competition. Used only if the following conditions are satisfied:

- a) There is only one person who can supply the goods, works or services being procured; and
- b) There is no reasonable alternative or substitute for the goods, works or services.
- c) There is an urgent need for the goods, works or services being procured
- d) Because of the urgency the other available methods of procurement are impractical
- e) The circumstances that give rise to the urgency were not foreseeable and were not the result of dilatory conduct on the part of the procuring entity

4. Request for Quotations

Only used when:

- a) The procurement is for goods that are readily available and for which there is an established market; and
 - b) The estimated value of the goods being procured is less than or equal to the prescribed maximum value for using requests for quotations
- Maximum levels of Expenditure is Ksh.1million for goods and services.
 - Any amount beyond Ksh.500,000/= to be handled by Tender Committee.
 - Maximum level of expenditure for works is Ksh.2million.

5. Request for proposals

- a) The procurement is of services or a combination of goods and services; and
- b) The services to be procured are advisory or otherwise of a predominately intellectual nature.

6. Low Value Items

Maximum level of expenditure is Ksh.30,000/= per procurement per item for goods/services/works

7. Prequalification of Suppliers

- Tenders for prequalification is done for suppliers of common user items.

- The prequalification procedure is similar to open tender process

8. International Open Tender

- Maximum level of expenditure is determined by the funds allocated in the budget for the particular procurement.
- Only used where there will be no effective competition for a procurement unless foreign persons participate.

9. Two-Stage Tendering

(1) A procuring entity may engage in procurement by means of two-stage tendering when, due to complexity and inadequate knowledge on its part or advancements in technology, it is not feasible for the procuring entity to formulate detailed specifications for the goods or works or non-consultancy services in order to obtain the most satisfactory solution to its procurement needs Two-Stage Tendering

(2) The provisions of this section shall apply to twostage tendering proceedings except to the extent those provisions are excluded from in this section and the tendering document shall call upon tenderers to submit, in the first stage of the two-stage tendering proceedings, initial tenders containing their proposals without a tender price.

(3) In the second stage, the procuring entity shall invite tenderers whose tenders were

retained to submit final tenders with prices with respect to a single set of specifications and in formulating those specifications, the procuring entity may modify any aspect, originally set forth in the tendering document.

(4) Any such modification or addition shall be communicated to tenderers in the invitation to submit final tenders and a tenderer not wishing to submit a final tender

may withdraw from the tendering proceedings without forfeiting any tender security that they may have been required to provide.

(5) The final tenders shall be evaluated and compared in order to ascertain the successful tenderer.

(6) The specifications developed under subsection (3) shall meet the requirements specified in this Act.

(7) When developing the specifications, the procuring entity may engage experts.

10. Design Competition

An accounting officer of a procuring entity may use a design competition procedure for the purpose of determining the best architectural, physical planning and any other design scheme, engineering, graphic or any other design scheme for its use.

Condition for use of Design Competitions

(1) In design competitions, a procuring entity shall—
Procedure for

design competition.

(a) invite design proposals through a public advertisement;

(b) ensure the preparation of an invitation sets out the following—

(i) the name and address of the procuring entity;

(ii) the tender number assigned to the procurement proceedings by the procuring entity;

(iii) description of technical and functional needs;

(iv) an explanation of where and when tenders shall be submitted and where and when the tenders will be opened;

(v) a statement that those submitting tenders or their representatives may attend the opening of the design proposals;

(vi) a statement that a copyright or other intellectual property of the top three shall vest in the State.

(2) The evaluation of design proposals shall be undertaken by an evaluation committee established under this Act.

(3) The design process shall be as prescribed in the Regulations.

(4) Prior to publishing an invitation notice, an accounting officer of a procuring entity shall prepare tender documents and appoint as part of *ad hoc* evaluation committee instituted pursuant to this Act at least one independent lay assessor, and technical assessors recommended by the professional regulatory body governing the design competition.

(5) The best three assessed design schemes shall receive as a prize an honorarium as provided for in the internal policies of the procuring entity subject to the guidelines set out in the applicable county or national level or the Regulations to this Act.

(6) In participating in design competitions, all bidders shall undertake to transfer all copyrights, intellectual property rights and patents relating to their designs to the procuring entity.

(7) Upon completion of the design competition, all the submitted design schemes shall become property of the procuring entity.

11. – Force Account

(1) A procuring entity may use force account by making recourse to the state or public officers and using public assets, equipment and labour.

(2) A procuring entity may use force account by making recourse to the state or public officers and using public assets, equipment and labour which are competitive and where

(a) quantities of work involved are small and scattered or in remote locations for which qualified construction firms are unlikely to tender at reasonable price and the quantities of works cannot be defined in advance;

(b) unforeseen and urgent work is required to be carried out without disrupting on-going operations;

(c) the procuring entity is to complete works delayed by the contractor after the written warnings did not yield any tangible results

(3) This method shall only be applied—

(a) with the prior approval of the accounting officer;

(b) within the limit prescribed in Regulations;

(c) where the total cost of procuring the goods, works and non-consultancy services are, at most, set at the prevailing market rate.

(4) The procedure to use force account shall be as prescribed in the Regulations.

12. Electronic Reverse Auction

The Authority may in exceptional circumstances approve a system of electronic reverse auction method of procurement for goods, works or non-consultancy services by a procuring entity.

Reverse Auction.

For an accounting officer of a procuring entity to be qualified to use the reverse auction method it shall possess—

Conditions for use of Reverse Auctions.

(a) a procurement portal;

(b) an appropriate secure software with electronic procurement capabilities and functionalities

approved by the Authority;

In the reverse auction method of procurement— Procedure for Reverse Auction.

(a) a procuring entity shall—

(i) invite all registered suppliers in the specific

category to compete;

(ii) advertise its requirements on its website including the period of time and goods specifications;

(b) the prices of bidders within the prescribed time shall be visible to other bidders without revealing the bidder's identity; and

(c) a pre-qualified supplier shall not revise its bid upwards within the prescribed time.

Subject to the reserve price set by the procuring entity, the successful bid shall be the bid with lowest price at the bid submission deadline.

SUPPLY CHAIN MANAGEMENT SERVICES DEPARTMENT SECTION

- Tender Secretariat/purchasing
- Stores/Supplies
- Clearing and forwarding
- Faculties

CLEARING AND FORWARDING

- All clearing and forwarding of International Procurements are done by central stores through the University appointed Agent.
- The clearing and forwarding are awarded yearly tenders
- For grants and donations, the Clearing/Forwarding personnel in the central stores assist in the facilitation

process of duty exemption, VAT, 1DF and all other GoK taxes.

- Taxes are payable for all the other items and the clearance are done by staff in the central stores.

TENDERS IN PROCESS

- Notices of the ongoing tenders are displayed in our offices
- All payments for tender documents are done in RmG4 Finance Office (Gandhi Wing).

TENDERERS

All tenderers are free to attend the tender opening meeting for the respective tenders.

COMMUNICATION

The procurement department believes that effective communication can be used to positively manage change and to ensure prompt delivery of goods and services. In this regard, the department undertakes to communicate with you as provided in this charter.

- ◆ The department will appreciate a feedback from you on the services rendered.

COMMITMENT

1. The department is committed to serve you with courtesy, honesty, integrity and fairness.
2. We commit ourselves to:
 - ◆ Attend to you within thirty (30) minutes of your visit.
 - ◆ Act on your request within seven (7) days upon receipt of your request to purchase and in the case of Tender at least thirty (30) days after Tender opening.
 - ◆ Treat your request with confidentiality and give it the urgency it deserves.

YOUR RIGHTS

- ◆ Our Services are free.
- ◆ In the event of experiencing any difficulty in obtaining services in the department, please ask to see the procurement manager.

PROCURING DEPARTMENTS

The procuring entities are expected to:-

- ◆ Show respect for the public procurement rules and regulations
- ◆ Contribute ideas and suggestions to improve procurement of resources and services.

PROCUREMENT STAFF

Procurement Department staff undertake to do the following:-

- ◆ Be available at all times, to provide courteous, prompt and efficient service to help both the Internal and External customers.
- ◆ Provide a welcoming environment.
- ◆ Treat all customers equally, fairly and respectfully.
- ◆ Respect confidentiality and privacy of information.

FEEDBACK

Your feedback is very important and if you receive unsatisfactory service or have any complaints or suggestions to make, do not hesitate to contact us as under:

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