



TERMS OF REFERENCE

EVALUATIVE CASE STUDY FOR A CASH AND VOUCHERS ASSISTANCE LIVELIHOODS RECOVERY PROJECT

July 2021

1. Summary of the Evaluation

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|--|---|
| Purpose | To investigate: i) how the project operates with a view to identifying what aspects of the project are working well or less well and why with a view to suggest necessary adjustments. ii) project effects, in terms of outcomes and impacts on the target population. |
| Partners | Danish Red Cross, Grassroots Economics and Kenya Red Cross Society |
| Project implementation period | 8 months (1 st November 2020 to 15 th August 2021) |
| Expected duration of the evaluation | 15 working days (28 th July to 18 th August 2021) |
| Targeted respondent population | <ul style="list-style-type: none"> - Community members who have directly benefited from the project and non-beneficiaries, and traders - community leaders, - county/sub county stakeholders, - project team (staff and volunteers) both from KRCS and GE |
| Targeted Areas | Mjambere, Manyani and Majaoni villages in Kisauni informal settlements in Mombasa County. |
| Methods | <p>Secondary data from desk and literature reviews</p> <p>Primary data from Interviews with traders, FGDs with beneficiary and non-beneficiary groups of not more than 10 people, Key informant interviews with target staff, leaders and partners.</p> |
| Deliverables | Inception report, draft and final evaluation reports and datasets |
| Evaluation Management Team | KRCS M&E unit representative, KRCS Project Manager from DM Dept, KRCS Innovations Manager, DRC representative, GE representative |

1.0 About Kenya Red Cross Society, KRCS

Kenya Red Cross Society was created by an Act of Parliament in 1965. It is auxiliary to Central and County governments, but maintains an autonomous status which allows it to act at all times in accordance with the Fundamental Principles of Red Cross Red Crescent Movement (RCM). The vision of KRCS is to be a leading humanitarian organization sustainably promoting the well-being, health, and resilience of communities. Within the auxiliary to the National and County Governments, the mission of Kenya Red Cross Society is to facilitate communities to respond to humanitarian emergencies to alleviate human suffering and work with partners to implement innovative community driven programmes that transform lives and enhance resilience.

The mission statement indicates that KRCS will focus its collective capabilities in working with partners to implement innovative community driven programmes that promote their resilience. Innovation and community centered approaches are also part of the core values of KRCS among others like service to humanity, accountability, and inclusivity.

1.1 Project Background

The project under evaluation is one of KRCS interventions to support early livelihoods recovery among most vulnerable communities from the socio-economic effects of COVID-19 pandemic. Kenya reported its COVID-19 index case on 13th march, 2020 and subsequently the Ministry of Health put into place various containment measures including curfew hours, ban on large meetings/gatherings, closure of large market places, closure of learning institutions, wearing of masks in all public places, hygiene practices, a ban on foreign flights, lock down of areas/counties and restriction of movement of people among others to contain the spread of Corona virus in Kenya. Some of the measures have been lifted gradually such as ban on foreign flights and some locked down areas/counties or adjusted for example curfew times. These restrictions led to close down of some companies, factories, hotel industry, eateries and workforce reduction by many organizations and individual employers as well as collapse of micro and small scale traders and subsequent loss of livelihood sources.

The restrictions imposed by the Government through the Ministry of Health in line with WHO guidelines to prevent the spread of COVID-19 have had negative impacts on social and economic well-being of many Kenyans with more effects being felt by the vulnerable populations in urban informal settlements. In most areas of the country, particularly the major cities of Nairobi, Mombasa and Kisumu, which have been hit the hardest by COVID-19, people are concerned about having enough money to buy food, which has become hard to get due to reduced earnings or source of livelihoods.

The containment measures have therefore resulted in far-reaching effects on way of life, loss of business, job losses with an increase in cases of domestic violence out of frustration and loss of jobs, and women bearing the huge burden. Youth, women, children have not been spared and the government line ministries have reported increased teenage pregnancies attributed to stay at home measures. The impact on food security, livelihoods and the ability to meet basic needs for an already vulnerable population is widespread. A survey conducted by Geopoll showed that 36% of Kenyans are accessing credit and loans to soften the economic impact of COVID-19, while 26% are having to tap into their savings¹. The significant decline in household income calls for an urgent need to address to accelerate the crisis recovery. These shocks and disruptions are likely to be felt both in the short and medium term and Kenya's urban poor living in informal settlements, which make up about 56% of Kenya's urban population. Situational analysis showed that approximately 82.7% of Kenyans work in the informal sector with small scale businesses, and low-income households do not have adequate cash flows and savings to sustain loss of income in the coming months.

¹ The Financial Impact of Coronavirus in Sub Saharan Africa, Geopoll (2020)

1.1.1 Project Description

The Government of Kenya supports the use of cash and voucher assistance in helping communities affected by shock and has a well-established social protection and safety nets programs that also use cash transfers. Since the Government's social protection and safety nets are already far constrained, humanitarian actors are encouraged to use existing systems in a bid to support and complement its efforts. The Kenya Red Cross Society has been implementing several COVID-19 response projects through cash transfers reaching to 38,215 households (approximately 191,075 people) majorly in Nairobi and Mombasa informal settlements and few in the ASAL rural areas through MPESA mobile money cash transfers mechanism. The post distribution monitoring reports indicate positive feedback from the communities appreciating the use of cash that has empowered them to make choices on needs and meet most of their basic needs at the peak of difficult times of COVID-19 and its effects.

In November 2019 before COVID-19 outbreak, KRCS in partnership with Danish Red Cross, Norwegian Red Cross and Grassroots Economic Foundation started a vouchers assistance pilot project using Community Inclusion Currencies (CiC) e-vouchers to strengthen resilience of people affected by disaster through increasing trade amongst the community.

In the face of COVID-19, KRCS cascaded its cash and vouchers assistance integrating both mobile money cash transfers and community inclusion currencies as part of improved phase of piloting the use of CiCs in shock to support early livelihoods recovery among affected community. The project is implemented in Kisauni informal settlements in Mombasa to support early livelihoods recovery from the impacts of COVID-19. The Danish RC has provided funding for this project and supporting in the management of the project while Grassroots Economics Foundation is managing the e-platform that supports CiCs as well as providing technical advice on implementation and KRCS team are implementing the project at the community level.

Immediate objective

Livelihoods are protected, and negative coping strategies reduced among vulnerable HHs affected by COVID-19.

Indicator: Percent of target households who increased access to basic needs (food, water, sanitation items, education, transport, health)

Output 1: Vulnerable households affected by COVID-19 have been included into the Community Inclusion Currencies (CiC) to cover their livelihood related needs.

Indicators for output 1:

- i) Number of CiC in circulation by the end of the project - Target 450,000 CiCs
- ii) Percent of people having used CiC two times or more against the enrolled community members (7200 transactions) – Target 80%
- iii) Percent of target communities reporting clear understanding of CiC technology - Target 80%
- iv) Percent of transactions by the vulnerable HHs targeted with CTP have registered 5 transactions or more – Target 50%

Output 2: Vulnerable households have received cash assistance to cover their basic needs.

Indicators for output 2:

- i) Number of vulnerable households (disaggregated by sex, age and diversity) who have received cash assistance. – Target 1,500

- ii) Percent of cash recipients satisfied with the cash transfer process – Target 90%
- iii) Percent of people in target areas not included in the project cash transfers who report understanding of the selection process – Target 80%

Output 3: Effective individual, organizational and system capacity building on community inclusion currency

Indicators for output 3:

- i) Number of KRCS staff and volunteers trained on CIC – Target 15
- ii) Number of KRCS staff and volunteers sensitized on CIC – Target 200
- iii) CIC program quality tool box developed – Target Toolbox developed

1.2. Evaluation Purpose and Scope

Broad Objective:

The main purpose of this evaluation is to assess project’s achievements/successes, identify lessons learned, and recommendations for future actions. This shall be done through determining the extent to which the project was relevant, efficient, effective and sustainable.

The **specific objectives** of the evaluation are:

- 1) To investigate how the project operates with a view to identifying what aspects of the project are working well or poorly and why with a view to suggest necessary adjustments.
- 2) To investigate project effects, in terms of outcomes and impacts, both positive and negative and planned and unplanned on the target population.
- 3) To document lessons learnt through the project cycle to inform future programme design in similar crises and contexts.

1.3. Evaluation Criteria and Key questions

The Evaluation will be based on the questions below. The consultants may expound on each of the components and activities of the programme in order to carry out the objectives of the evaluation.

Relevance:

a. To what extent was the project relevant to the needs of beneficiaries and county and national government priorities?

- To what extent are the programme activities aligned to the real needs of the intended beneficiaries?
- Were cash transfers and CiCs relevant in meeting the project objectives?
- Were any of the activities modified to improve their relevance in meeting the project objectives and what was the effect?
- Were external stakeholders sufficiently involved in the design of activities?
- Were there any areas that could be improved in identifying and implementing the activities better?
- To what extent is the programme relevant to the policies and priorities of the government?
- To what extent did the project promote accountability to the communities we work with?

Efficiency

b. To what extent was the project conducted in an efficient and timely manner?

- Were findings available on a timeline that allowed them to be utilised for decision-making and

improvement of the project?

- Were there any significant delays that could have been foreseen and mitigated?
- Did any changes in project design result in changes in how efficiently the project achieved its objectives?
- To what extent were implementation arrangements adequate in terms of management, coordination and human resources?
- What type of administrative, financial or managerial challenges did the programme face and to what extent has it affected planning and delivery?
- To what extent were the resources made available sufficient for the planned interventions for the programme?
- Were activities done within the budget allocations? If there were any significant variances (over/under expenditure), what caused them?

Effectiveness

c. To what extent has the project achieved its objectives? (the intended impact).

- Are any changes needed in the logic of the project to achieve the impact?
- Was cash delivered safely and spent safely?
- Were any security issues reported as a result of the distribution itself or increased cash on the market?
- Were any recipients disadvantaged by the transfer mechanisms used? Mobile money and CICs?
- Was targeting effective?
- Was airdropping of CICs effective? Are there any necessary changes or improvements?
- What were recipients' views on the use of cash, and CICs in this project?
- What were the views of non-recipients and general community on cash and CICs?
- What complaints and feedback mechanisms were utilized during the project period? How effective were they?
- Did this action meet the objectives and results set out in the project (as outlined in the logical framework)?
- How was the community engaged in the project?
- How can data be used to improve quality programming in CVA using CICs?

d. Impact

To what extent has the project impacted the lives of the targeted project beneficiaries?

- What is the extent to which the project contributed to the intended results?
- What is the extent to which the project contributed to unintended results among beneficiaries and community?
- To what extent have prices changed in the market attributed to the project?
- Have women or marginalized groups been empowered as a result of the CVA project?
- How has the CVA project affected traditional systems of community self-help?
- How has the project influenced local debt and credit markets?
- Which changes are regarded as most significant?

e. Sustainability

- What measures have been put in place to ensure project sustainability?
- To what extent did socio-cultural factors affect uptake of project interventions? What measures were taken to address the same?

f. Lessons learnt and recommendations

1.4 Evaluation Methodology

The consultant will propose a methodology as part of the inception report. It is expected that lead consultant will outline in detail proposed evaluation design and potential risks and challenges for the evaluation and how these will be managed. The Evaluation Management team recommend a mix of both primary and secondary data collection methods.

Kenya Red Cross Society in collaboration with its partners has consistently monitor the project progress through a rapid survey to gather some baseline information, post distribution monitoring, project management meetings, and project visits. As such some amount of data will be available for the evaluation, and should be utilized as appropriate.

The key methods should include, but are not limited to:

1. Review of key program and partners' documents including rapid survey report, routine Post Distribution Monitoring and program progress reports.
2. Interviews with beneficiary and non-beneficiary communities, Interviews with key stakeholders at county and national levels, Key market actors including traders, delivery mechanisms including CIC operators, county and national government officials involved in the program and interviews with key staff members from Kenya Red Cross Society, Danish Red Cross and GE Foundation.
3. Online survey may be used to solicit anonymous feedback from stakeholders.

1.5 Deliverables

The consultant will be expected to provide the following;

At an agreed inception period

- Inception report not more than 15 pages
- Evaluation plan and methodology
- Data collection tools
- Train data collection team, field test the tools

At the end of the evaluation

- Copies of original and cleaned data sets with codebook. The raw data, the database which has been cleaned (both qualitative and quantitative, including original field notes for in-depth interviews and focus group discussions, as well as recorded audio material), should be submitted in soft copy together with the report.
- Evaluation report for Kenya Red Cross Society and other external audience, not more than 30 pages (excluding annexes).
- Condensed version of the evaluation report (2 pages) for dissemination.
- A PowerPoint presentation for dissemination of the findings, recommendations

Of note is that the latter two products will be shared with internal KRCS stakeholders and their funding agencies (Danish RC, GE Foundation) as well as published for external use (CaLP, RCRC Movement etc).

1.6 Accountability and Technical Support

Members comprising of key staff from Kenya Red Cross Society and Danish Red Cross will form an Evaluation Management Team (EMT) whose main role will be oversight of the evaluation work from

inception to approval of the report and payment of the consultant.

Detailed information regarding responsibilities of all involved parties and other finer details on reporting will be included in the contract for this work.

1.7 Work Schedule

The evaluation will be conducted over the period of 20 working days spread continuously, including the desk review, from July to August 2021. The Evaluation Team is expected to prepare an inception work with a work plan that will operationalize the evaluation. In the inception report, understanding of the evaluation questions, methods to be used, limitations or constraints to the evaluation as well as schedules and delivery dates to guide the execution of the evaluation should be detailed. The draft will be reviewed and comments provided by the EMT. The comments received will be considered by the evaluators, who will be expected to submit a revised report, after incorporating all the comments on the draft report. The consultant is expected to provide oral presentation of the final evaluation report to relevant stakeholders organized by Kenya Red Cross Society for feedback and critiquing.

The final evaluation ideally should be shared with all comments incorporated and considered for approval on agreed dates. This work is expected to take not more than 15 working days as follows;

- | | | | |
|------|------------------------------|---|--|
| i) | Inception report | - | 3 days after signing of contract |
| ii) | Field work | - | 7 days maximum |
| iii) | 1 st draft report | - | 5 days before end of evaluation |
| iv) | Final report | - | 2 days before end of evaluation period |

1.8. Location

This is a desk and field assignment. An initial period of desk based secondary data review will be followed by field visits to Kisauni informal settlements focusing in Mjambere, Manyani and Majaoni villages. The field work might go hand in hand with stakeholder's interviews at national level.

1.9. Consultant Profile(s)

- The consultant(s) should have significant experience in cash and voucher assistance programming in emergencies and developmental contexts (above 5 years).
- Advanced academic degree in development, economics or similar relevant fields.
- He/She should have experience in leading evaluations or studies and demonstrable evidence of producing high quality written publications. For this the consultant should have ability to present credible findings derived from evidence and putting conclusions and recommendations supported by the findings. Examples of at least two evaluation reports should be submitted during the face to face interviews.
- Knowledge of humanitarian evaluation methods and techniques with good understanding of data collection, data analysis evaluation methodologies and design and strong qualitative and quantitative research skills is essential.
- Excellent verbal and writing skills (English Language is mandatory).
- Experience working in urban informal/slums settlements in major cities in Kenya is an added value.
- The composition of the consultancy team should be balanced to enable complete coverage of the different aspects of consultancy as set out in the terms of reference, including cross cutting

issues.

- Both the lead consultant and his/her team members must have excellent inter personal skills.

NB. The Lead team should be available during the field work and all meetings that will be called by KRCS

2.0 Intellectual property rights

All documentation related to the assignment will remain the sole and exclusive property of the Kenya Red Cross Society.

2.1. Submission of proposal

The technical and financial proposals should be submitted by **28th July, 2021** at 12noon through email to tenders@redcross.or.ke

The Technical Proposal **MUST** comply with the outline provided in **Annex 1** while the financial proposal shall conform to the template provided in **Annex 2**. Team composition should conform **to Annex 3**

*Bidders should provide a technical and financial proposal in **two separate folders** clearly marked “Technical Proposal” and “Financial Proposal” **and the subject of the email** clearly marked “Tender No. PRF08174 “Call for Consultancy for Evaluative Case Study for CVA project in Mombasa”*

ANNEX 1: TECHNICAL PROPOSAL FOMART

- 1) **Introduction:** description of the firm, the firm’s qualifications and statutory compliance (1 page)
- 2) **Background:** Understanding of the TOR (1 page)
- 3) **Proposed methodology:** Indicate methods to be used for each indicator and highlight any areas where indicators may need adjustment. The targeted respondents should be indicated for each indicator. Proposed detailed questions should be indicated. Detailed sampling procedure needs to be indicated. (Not more than 5 pages)
- 4) **Firms experience** in undertaking assignments of similar nature and experience from the geographical area for other major clients (Table with: Name of organization, name of assignment, duration of assignment (Dates), reference person contacts- Not more than 2 pages)
- 5) **Proposed team** composition (As per annex 3)-1 page
- 6) **Work plan** (Gantt chart of activity and week of implementation)-1 page

ANNEX 2: BUDGET TEMPLATE

| Item | Unit | No of Units | Unit costs | Total Cost (Ksh) |
|---|----------|-------------|------------|------------------|
| Consultancy fee | Per day | | | |
| Office expenses (printing, photocopy, binding, communication costs etc) | Lump sum | | | |
| Grand total | | | | |

The consultant shall only quote for the items above. Prices should be inclusive of 16% Value Added Tax(VAT). KRCS will cater for field expenses.

ANNEX 3: PROPOSED TEAM COMPOSITION TEMPLATE (Team application)

| Name | Highest educational qualification | No of days to be involved | Years of experience relevant to the task | Roles in the assignment |
|------|-----------------------------------|---------------------------|--|-------------------------|
| | | | | |
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ANNEX 4: TENDER EVALUATION CRITERIA

A three-stage evaluation procedure will be used to evaluate all proposals from bidders that meet the Administrative compliance. The total number of points which each bidder may obtain for its proposal is:

- Mandatory Requirements Pass
- Technical Evaluation 60 marks
- Oral presentation 30 marks
- Financial Evaluation 10 marks

1. Mandatory Requirements

The proposal shall be evaluated on the basis of its adherence to the following compulsory requirements, this applies to both local and international firms or individuals.

Applicants will have to be a legal entity registered in Kenya with the right to enter a contractual agreement with KRCS. The applicant must have no history of legal proceedings related to fraud or corruption. The applicant must be a qualified entity (firm/company) with the following documents:

1. Valid Registration,
2. PIN certificate,
3. Tax compliance,
4. Two reports of previous assignments (Soft/PDF copies).

Note: Only applications meeting all the above eligibility requirement will move to the tender evaluation.

2. Evaluation of the Technical Proposal

The technical proposal shall be evaluated on the basis of its responsiveness to the Terms of Reference. Specifically, the following criteria shall apply:

| Evaluation Criteria | Maximum Points | Bidder's score | Remarks |
|---|----------------|----------------|---------|
| Introduction: Compliance to the Terms of Reference, clear description of the firm and its qualifications. | 5 | | |
| Background: Understanding of the project, context and requirements for services | 10 | | |
| Proposed Methodology: The proposed methodology MUST provide an indication of its effectiveness and added value in the proposed assignment. Review the previous reports submitted | 15 | | |
| Firms Experience in undertaking assignments of similar nature and experience from related geographical area for other major clients: Provide a summary and supporting information on overall years of experience, relevant technical expertise, previous experience in ethical clearance and working with disadvantaged population/communities. | 15 | | |
| Proposed Team Composition: <ul style="list-style-type: none"> • Tabulate the team composition to include the general qualifications, suitability for the specific task to be assigned and overall years of relevant experience to the proposed assignment. • The proposed team composition should balance effectively with the necessary skills and competencies required to undertake the proposed assignment. • Lead Consultant Qualifications – should be as per the TOR | 5 | | |
| Work Plan: A Detailed logical, weekly work plan for the assignment MUST be provided. | 10 | | |
| TOTAL SCORE | 60 | | |

Any firm with at least a score of 42 (70%) from the technical evaluation, will proceed and invited for the second stage - oral presentation.

3. Oral presentation

| Criteria | Maximum Points | Bidders Score | Remarks |
|---|----------------|---------------|---------|
| Understanding of the assignment and clarity on the proposed methodology | 15 | | |
| Roadmap is realistic and aligned to the methodology | 10 | | |

| | | | |
|---|-----------|--|--|
| Presentation of: detailed CVs of team to be involved, evidence of legal Compliance (Registration, PIN certificate, tax compliance etc.) and two Sample reports of previous assignments. | 5 | | |
| Total | 30 | | |

For the firm to proceed to the last stage – financial proposal opening and evaluation, the minimum score must be 63 (70%) of the combined technical proposal and the oral presentation.

4. Financial Proposal Evaluation

The Financial Proposal shall be prepared in accordance to **Annex 2**. The maximum number of points (10 points) will be allocated to the lowest financial quotation and the other Financial Proposals will receive points in an inverse proportion according to the below formula:

$$\text{Points for the Financial Proposal being evaluated} = \frac{(\text{Maximum number of points for the financial proposal}) \times (\text{Lowest price})}{\text{Price of proposal being evaluated}}$$

The total financial score will be aggregated from the scores for the realistic and justified financial proposal and the score of the financial quotation.

5. Final Scores and Recommendation

A total score will be aggregated for ONLY the bids that go through the three stages above (Technical, Oral and Financial evaluations). The tender evaluation team shall make a recommendation to award the bidder with the highest total score.

GENERAL INSTRUCTIONS

Please read carefully the method of tender submission and comply accordingly.

1.1.1. KRCS reserves the right to accept or to reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to any Bidder or any obligation to inform the Bidder of the grounds for its action.

1.1.2. Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Organization will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

1.1.3. Clarification of Bidding Document

All correspondence related to the contract shall be made in English. Any clarification sought by the bidder in respect of the consultancy shall be addressed at **least five (5) days** before the deadline for submission of bids, in writing to the Administration Coordinator.

The queries and replies thereto shall then be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged in writing by the prospective bidders.

Enquiries for clarifications should be sent by e-mail to tenders@redcross.or.ke

1.1.4. Amendment of Bidding Document

At any time prior to the deadline for submission of bids, KRCS, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment.

All prospective Bidders that have received the bidding documents will be notified of the amendment in writing, and it will be binding on them. It is therefore important that bidders give the correct details in the format given on page 1 at the time of collecting/receiving the bid document.

To allow prospective Bidders reasonable time to take any amendments into account in preparing their bids, KRCS may at its sole discretion extend the deadline for the submission of bids based on the nature of the amendments.

1.1.5. Deadline for Submission of Bids

Bids should reach tenders@redcross.or.ke on or before 28th July at 11.00 am. Bids received after the above-specified date and time shall not be considered.

Any bid received by KRCS after this deadline will be rejected.

Bidders should provide a technical and financial proposal in two separate folders clearly Marked “**Technical Proposal + Name of consultant**” and “**Financial Proposal + Name of consultant**” both of which should then be sent to tenders@redcross.or.ke with the subject reading “**Tender No. PRF08174: Call for Consultancy for Evaluative Case Study for CVA project in Mombasa**”.

The Proposal should be addressed as indicated above to reach tenders@redcross.or.ke by 28th July 2021 at 11.00 a.m. for the tender to be opened at 12.00 noon:

Any bid received by KRCS after this deadline will be rejected.

All those tenderers who download the document will be required to send a mail to tenders@redcross.or.ke for the purpose of receiving any amendments or additional information and log in details for the tender opening meeting.

1.1.6. Cost Structure and non-escalation

The bidder shall, in their offer (Financial Proposal), detail the proposed costs as per the template provided above.

No price escalation under this contract shall be allowed. KRCS shall not compensate any bidder for costs incurred in the preparation and submission of this RFP, and in any subsequent pre-contract process.

1.1.7. Taxes and Incidental Costs

The prices and rates in the financial offer will be deemed to be inclusive of all taxes and any other incidental costs.

1.1.8. Responsiveness of Proposals

The responsiveness of the proposals to the requirements of this RFP will be determined. A responsive proposal is deemed to contain all documents or information specifically called for in this RFP document. A bid determined not responsive will be rejected by the Organization and may not subsequently be made responsive by the Bidder by correction of the non-conforming item(s).

1.1.9. Currency for Pricing of Tender

All bids in response to this RFP should be expressed in Kenya Shillings. Expressions in other currencies shall not be permitted.

1.1.10. Correction of Errors

Bids determined to be substantially responsive will be checked by KRCS for any arithmetical errors. Errors will be corrected by KRCS as below:

- a. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern, and
- b. where there is a discrepancy between the unit rate and the line total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

The price amount stated in the Bid will be adjusted by KRCS in accordance with the above procedure for the correction of errors.

1.1.11. Evaluation and Comparison of Bids

Technical proposals will be evaluated prior to the evaluation of the financial bids. Financial bids of firms whose technical proposals are found to be non-qualifying in whatever respect may be returned unopened.

1.1.12. 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 KRCS, 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 Bidder and his Contractors.

1.1.13. Corrupt or Fraudulent Practices

KRCS requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

KRCS will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

Further a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating please report any malpractices to complaints@redcross.or.ke