



**EXPRESSIONS OF INTEREST (EOI)**

**SELECTION OF A TECHNICAL ASSISTANT (T/A) FOR THE PEACEFUL AND RESILIENT UGANDA–DRC BORDERLANDS  
PROJECT**

**EOI NUMBER: PRQ20241473**

**EOI ISSUE DATE: 06<sup>TH</sup> JUNE 2025**

**EOI SUBMISSION DATE: 30/06/2025 *ON OR BEFORE 1600 HRS (KAMPALA TIME)***

## **DESCRIPTION OF SERVICES**

### **TECHNICAL ASSISTANT (T/A) FOR THE PEACEFUL AND RESILIENT UGANDA–DRC BORDERLANDS PROJECT**

#### **1. TradeMark Africa (TMA)**

TradeMark Africa (TMA) is a leading African Aid-for-Trade organisation founded in 2010, with the mission to grow intra-African trade and increase Africa's share in global trade, while helping make trade more pro-poor and environmentally sustainable. TMA operates on a not-for-profit basis and is funded by the Bill and Melinda Gates Foundation, Canada, Denmark, the European Union, Finland, France, Ireland, the Mastercard Foundation, the Netherlands, Norway, the United Kingdom and the United States of America. TMA works closely with regional and continental organisations, national Governments, the private sector, and civil society.

Since its inception, TMA has delivered substantial gains for trade and regional economic integration in East Africa and the Horn of Africa, including a reduction of 16.5% in cargo transit times on the Northern Corridor from Mombasa to Bujumbura, and a reduction of an average of 70% in the time taken to cross selected one stop border posts. TMA works in 14 countries across East and West Africa, Southern Africa and the Horn of Africa.

In 2022, TMA set up a catalytic finance company – Trade Catalyst Africa – that will pilot commercially viable projects for creating trade infrastructure (both physical and digital) as well as increasing access to Trade Finance for Small and Medium Enterprises (SMEs).

Both TCA's and TMA's headquarters are in Nairobi, Kenya. Offices are in: EAC Secretariat - Arusha, Burundi, the Democratic Republic of Congo, Djibouti, Ethiopia, Ghana, Malawi, Rwanda, Somaliland, Tanzania, and Uganda, with operations in Mozambique, South Sudan and Zambia. For more information, please visit [www.trademarkafrica.com](http://www.trademarkafrica.com).

#### **2. About the “Peaceful and Resilient Borderland Project”**

Borderlands in Sub-Saharan Africa are often characterised by livelihood systems, populations, goods and natural and mining resources movements, as well as illegal trafficking, which tend to span beyond national borders. When associated with insecurity, conflict, poverty, marginalisation and isolation from State-provided basic services, they can become an important factor of instability for the entire continent and lead to major forced displacements. This is the case of the Sahel, with the recent expansion of violent extremism into the Littoral states on the Gulf of Guinea, and of Eastern Democratic Republic of Congo (DRC), with the upsurge of armed attacks by non-state armed groups. The Borderlands programme will be implemented in two regional windows corresponding to two different borderlands areas, namely: the Sahel-Atlantic Coast countries window covering the border areas of Guinea, Mali and Senegal; and the Great Lakes window covering the border areas of Uganda and Democratic Republic of Congo (DRC). Specifically in the case of Uganda and DRC border; this intervention will cover the Great Lakes window of the Borderlands programme and will focus on strengthening cross-border cooperation aiming at stabilisation and development in relevant border areas of the Democratic Republic of Congo (DRC) and Uganda with focus on the common cross-border area between the DRC and Uganda. The Action aims at strengthening stabilisation by improving cross-border climate-resilient infrastructure, supporting local and cross-border governance to provide local actors with the capacities and tools necessary to build resilience and strengthen cross-border cooperation, assisting local actors in the provision of security, including conflict prevention, violence reduction and early warning systems, providing job opportunities and fostering empowerment of groups living in vulnerable situations, in particular youth and women. Special attention will be devoted to Internally Displaced Persons (IDPs) and migrants.

This Action will be implemented largely in the border clusters of Bunia and Ariwara. The Bunia Cluster will cover Ntoroko Lake Port, Goli OSBP and Paidha Border in Uganda, and in DRC it will cover Kasenyi port, Tshomia and Mahagi. The Ariwara/Durba Cluster will cover Vurra in Uganda and Aru in DRC. The programme, focuses on promoting economic growth by facilitating movement of goods across borders between Uganda and DRC through:

- i. Cross-Border Trade Management and Integration: The programme is operationalizing One Stop Border Posts between Uganda and DRC through institutional capacity building, establishing Joint Border Committees, and supporting trader associations to facilitate regional trade harmonization.
- ii. Infrastructure Development: Key infrastructure upgrades include constructing cargo and passenger jetties at Ntoroko lake port, rehabilitating the Mahagi bridge, and upgrading the 1.2km Mahagi dirt road with associated drainage and lighting systems.
- iii. Anti-Illicit Trade Measures: The programme is strengthening border surveillance through staff training, equipment provision, mobile testing facilities, and community awareness of trade regulations.
- iv. Youth Employment Programme: Through the Graduate Training Programme, the project provides industry experience and start-up support to unemployed graduates from border communities, including job placements and business capital.

### **3. Objective of the Assignment**

The Technical Assistant will provide technical and programmatic support to the TMA Uganda and DRC Country Programmes, ensuring the effective management, monitoring, and coordination of activities under the EU-funded Uganda–DRC Borderlands Project. Key responsibilities will include:

- i. Reviewing deliverables, tracking project progress, supporting stakeholder engagement, and ensuring compliance with donor requirements.
- ii. Assisting with project documentation, procurement processes, risk mitigation, and quality assurance to ensure efficient, timely project implementation that aligns with TMA standards.
- iii. Undertaking Quality Management (Control and Assurance) of ongoing projects to ensure deliverables meet required standards and are resilient to operational challenges.
- iv. Providing both strategic and technical support in stakeholder engagement and management, ensuring that stakeholder interests and needs are adequately addressed throughout project implementation.

### **4. Scope of Work**

#### **A. Project Implementation and Oversight**

- Draft and review technical and programmatic documentation (e.g., ToRs, inception reports, deliverables) working with technical teams.
- Monitor activity implementation across the four workstreams, ensuring alignment with project objectives and timelines.
- Conduct field visits to assess progress, validate outputs, and gather evidence for reporting.
- Propose solutions to emerging implementation challenges.

#### **B. Stakeholder and Partner Engagement**

- Liaise with project stakeholders, including government agencies, district authorities, the EU, trader associations, and border committees.
- Support the planning, coordination, and documentation of project-related meetings and workshops.
- Track and report on capacity building and training outcomes.

#### C. Reporting and Knowledge Management

- Prepare concise technical field reports, mission summaries, and monthly progress updates in both English and French.
- Draft presentations and project documentation for donor briefings, reporting, and internal reviews.
- Support the dissemination of best practices and lessons learned across TMA teams and partners.

#### D. Programme Delivery Support

- Participate in the Project Implementation Team (PIT) and Project Coordination Committee (PCC) meetings.
- Review relevant project documents, reports, and studies, providing substantive inputs.
- Establish and maintain relationships with key public and private sector stakeholders to ensure efficient project implementation.
- Contribute to the development and review of project results documents and M&E tools, supporting their implementation and use.
- Oversee and coordinate the implementation of outputs assigned to short-term technical assistants.
- Prepare monthly and quarterly progress reports for TMA, donors, and partners.

### 5. Qualifications and Experience

- Undergraduate degree in a relevant field (Economics, Development Studies, International Trade, Public Administration). A master's degree in project planning and management and related field.
- Professional Experience & Project Management Experience: Minimum of 8 years of relevant professional experience for undergraduate degree holders, or 5 years for postgraduate degree holders. At least 5 years of senior-level project management experience, with demonstrated expertise in project ideation, design, management, and delivery. Evidence of at least two completed projects and recommendations from previous employers must be provided. Experience in managing the full project lifecycle, including financial management, risk management, and stakeholder engagement.
- Demonstrated working experience with development partners, donor community, high level government institutions or similar roles, with significant involvement in stakeholder convening, management and relationship building in both public and private sector.
- Demonstrated understanding of trade and development needs in the East African context, particularly in relation to cross-border trade, regional integration, and economic cooperation.
- Proven experience working with private sector and civil society actors to build trade capacity and support trade-related advocacy.
- Experience in project and financial management, including the monitoring, assessment, and evaluation of donor-funded programmes.
- Strong knowledge of national and regional governance systems, including experience engaging with public institutions, border agencies, and local government in Uganda and the DRC.
- Ability to manage multiple workstreams simultaneously with attention to detail and effective time management.
- Excellent interpersonal skills, with the ability to influence, negotiate, and maintain relationships with diverse stakeholders.

- Strong and proven written and verbal communication skills, including the ability to produce high-quality reports, briefing notes, and presentations in both English & French is Mandatory.
- Knowledge and Experience integrating gender and social inclusion into development programming is a significant advantage.
- Fluency in both English and French is mandatory, due to the project's cross-border engagement in Francophone areas of the DRC.
- Additional local languages in both countries will also be an added benefit.

## 6. Management/supervision of the T/A

The T/A will work under the overall guidance of both the Uganda Country Director.

## 7. Duration

- The T/A contract will be for a period of 18 months
- The T/A will work for a minimum of 15 working days and not exceed 20 working days in a month.
- The T/A will be with regular travel to project sites along the Uganda–DRC borders

## 8. Remuneration

- This is a **time-based consultancy contract** with payments made based on agreed **daily rates** and outputs
- Applicable **withholding taxes** will be deducted and a **WHT certificate** issued
- T/A is responsible for **personal insurance, accommodation, and local transport**
- Travel for official missions outside the duty station (e.g. Kampala, Kinshasa and Nairobi) will be covered by TMA in accordance with policy.

## 9. Conflict of Interest

The T/A must have no current or past contractual ties to implementing partners or contractors under the Borderlands Project. TMA reserves the right to terminate the contract if a conflict of interest arises.

## 10. Duty of Care

The T/A must accept full responsibility for their own health, safety, and well-being. Applicants must confirm that:

- They accept full responsibility for duty of care
- They understand project-related risks and have adequate experience of managing them
- They are prepared to uphold these responsibilities throughout the contract duration

## 11. Application and Evaluation

The evaluation will be based on:

- Academic qualifications and relevant experience
- Demonstrated experience managing donor-funded programmes
- Familiarity with Uganda–DRC border dynamics
- knowledge of national and regional governance systems, including experience engaging with public institutions, border agencies, and local government in Uganda and the DRC
- Bilingual capability (English and French are mandatory)

## 12. Budget

The total budget for the 18-month consultancy is in the range of USD 145,000 - 165,000. This amount includes an allocation of USD 15,000 for travel and subsistence costs as well as all applicable Taxes for the contract to be domiciled in Uganda, which will be reimbursed based on actual expenditure.

## 13. Ethical Considerations

TradeMark Africa (TMA) places a strong emphasis on ethical considerations in the recruitment of individual Consultants. This commitment involves conducting a transparent, merit-based selection process that adheres to principles of fairness, equal opportunity, and confidentiality. TMA is dedicated to preventing conflicts of interest, upholding anti-corruption measures, and complying with local regulations. Robust whistleblower protection mechanisms and ongoing integrity measures are implemented to ensure ethical standards endure throughout the consultant's coordinators' tenure. Ethical integrity is fundamental to TMA's recruitment process, aligning with its core values of transparency and fairness.

### A. Invitation to Express Interest

TMA therefore wishes to invite interested individual consultants possessing professional and demonstrable experience in the stated services.

### B. Expression of Interest (Eol) Requirements

Eols are invited from interested and qualified *individual consultants* with appropriate experience and expertise in undertaking the stated assignment. Interested individual consultants are required to:

- Submit the **Primary** Eol in **English** language accompanied by a copy in **French**
- Examine the documents comprising this Eol in detail and respond appropriately; and,
- Meet the qualification criteria stipulated. Those who do not meet the requirements need not submit an Eol.

The Eol must remain valid for not less than 120 days from the date of submission. TMA shall endeavour to complete the evaluation and communicate within this period. The Eol shall be prepared in indelible ink, and it shall contain no interlineations or overwriting, except as necessary to correct errors made by the individual consultant. Any such corrections must be initiated by the person(s) who sign(s) the Eol.

### C. Eol Submission

Eols will be submitted as follows:

Submission Mode	Details
Soft copy submissions only	Use the email address below for bid submission.  Attention: <b>Head of Procurement</b> Email address: <a href="mailto:procurement@trademarkafrica.com">procurement@trademarkafrica.com</a> Submission Date: <b>30<sup>th</sup> June 2025</b> Time: <b>ON OR BEFORE 1600 HRS (KAMPALA TIME)</b>

Any EoI received after the deadline mentioned in C above shall be rejected as a late submission and shall not be considered further. All expenses relating to the preparation and submission of the response to this EoI including providing any additional information shall be entirely incurred and borne by the individual consultant.

This EoI does not entail any commitment on the part of TMA, either financial or otherwise. TMA reserves the right to accept or reject any or all EoIs without incurring any obligation to inform the affected Consultant/s of the grounds.

**All potential individual consultants shall be informed of the outcome of the EoI.**

**D. Responding to this EoI**

Individual consultants will be required to present their EoI submission in a format responding to the specific requirements of the EoI as indicated.

**E. Further Information and Clarification**

All enquiries about this EoI should be submitted via the email address below:

Particulars	Contact Details
<b>Name:</b>	Attention, Mr. Joe Namwaya Head of Procurement
<b>Email:</b>	<a href="mailto:procurement@trademarkafrica.com">procurement@trademarkafrica.com</a>
<b>Subject:</b>	<b>TECHNICAL ASSISTANT (T/A) FOR THE PEACEFUL AND RESILIENT UGANDA–DRC BORDERLANDS PROJECT</b>

**Enquiries must only be for the purposes of clarifying the content of this EoI. All enquiries must clearly specify the tender title, number and section being queried.**

**TMA cannot answer any query relating to this tender seven (7) days or less prior to the submission deadline.**

TMA will endeavour to reply within three (3) business days of receipt of the sought clarification(s) to any reasonable request for explanation. It will be at TMA discretion to provide additional information where necessary.

Final clarifications from respondents and TMA responses will be responded to via email [procurement@trademarkafrica.com](mailto:procurement@trademarkafrica.com) by the Head of Procurement.

**F. EoI Evaluation**

The EoI shall be evaluated using the criteria below:

- TMA will examine the EoI submissions to determine completeness, general orderliness and sufficiency in responsiveness.
- The EoI qualification will be based on meeting the minimum criteria regarding the individual consultant's legal status, experience, personnel and financial position as applicable.
- TMA reserves the right to accept or reject any or all EoI submissions; and

- d) Any effort by the individual consultant to influence TMA in the evaluation shall result in the cancellation of their tender.

The evaluation of the individual consultant will be up to a maximum score of 100 marks and is as follows:

No	CRITERIA	SCORE
1	Academic Qualifications: Undergraduate degree in a relevant field (Economics, Development Studies, International Trade, Public Administration, Business Administration, Project Planning and Management, ). A master's degree in project planning and management and related field. Academic documents must be provided. •	15
2	Professional Experience & Project Management Experience: Minimum of 8 years of professional experience for undergraduate degree holders, or 5 years for postgraduate degree holders. At least 5 years of senior-level project management experience, with demonstrated expertise in project ideation, design, management, and delivery. Evidence of at least two completed projects and recommendations from previous employers must be provided. Experience in managing the full project lifecycle, including financial management, risk management, and stakeholder engagement.	15
3	Experience with Development Partners & Stakeholder Management: Demonstrated working experience with development partners, donor community, high-level government institutions, and/or similar roles with significant involvement in stakeholder management and relationship building. Private Sector and Civil Society Engagement: Proven experience working with private sector and civil society actors to build trade capacity and support trade-related advocacy.	10
4	Knowledge of Trade and Development Needs: Demonstrated understanding of trade and development needs in the East African context, particularly in relation to cross-border trade, regional integration, and economic cooperation. Experience in operationalizing One-Stop Border Posts (OSBPs), streamlining border trade processes, and facilitating regional trade	10
5	Project & Financial Management: Experience in project and financial management, including monitoring, assessment, and evaluation of donor-funded programmes. Strong skills in managing budgets, financial reporting, and ensuring compliance with donor requirements. Experience using project management software to track project progress and ensure efficient resource allocation.	10
6	Knowledge of Governance Systems: Strong knowledge of national and regional governance systems, particularly in Uganda and the DRC, including experience engaging with public institutions, border agencies, and local government. Experience in strengthening institutional capacity for trade facilitation and regulatory compliance.	10
7	Communication Skills: Proven written and verbal communication skills, including the ability to produce high-quality reports, briefing notes, and presentations. Experience presenting to high-level government officials, donors, and private sector stakeholders.	10
8	Gender and Social Inclusion Integration: Knowledge and experience integrating gender and social inclusion into development programming. Proven ability to design and implement gender-responsive programs, especially in cross-border trade and economic development.	10
9	Fluency in English and French: Fluency in both English and French, with additional local languages being an advantage. Ability to communicate effectively with stakeholders across diverse linguistic and cultural contexts.	10
<b>TOTAL</b>		<b>100</b>



*Bidders must provide at least 2 assignments successfully completed citing name of project; referee name and referee/line manager contact for each of the evaluation criteria indicated above.*

**Only applicants that attain a minimum of 70 marks out of 100 marks shall be shortlisted for the interview stage, which will comprise of an oral interview. It will test the candidate's analytical, communication and interpersonal skills.**

## **TERMS AND CONDITIONS OF THIS EOI**

### **1. Acceptance of Terms and Conditions**

In submitting a response to this Eoi, the individual consultant is deemed to have accepted the terms and conditions of this and all other sections of this Eoi.

### **2. No Contract**

This Eoi process does not create a binding legal contract or relationship either explicit or implied, between TMA and any individual consultant.

The issue of and response to this Eoi does not create any obligation on TMA to enter into any commitment to procure services specified in this Eoi.

### **3. Cancellation, Suspension or Change to Eoi**

TMA reserves the right in its sole and unfettered discretion to:

- a) Cancel or suspend this Eoi or vary any of the terms, dates, timings or processes in this Eoi;
- b) Call and/or re-advertise for responses or revisit any evaluation criteria or process pertaining to this Eoi; and
- c) Seek clarification about any response.

### **4. Official Communication**

Individual consultants must provide their full contact details for the purpose of making and receiving communications about this Eoi.

### **5. Assumptions and Interpretations**

Individual consultants will document their interpretations, assumptions, and perceived risks they have used in response to this Eoi where they deem necessary.

### **6. Ownership of Documents**

This Eoi is the property of TMA and may not be copied or reproduced in any way, other than for the purpose of preparing and submitting responses without the prior written approval of TMA. The submissions to TMA shall be retained by TMA.

### **7. Conflict of Interest**

Individual consultants will ensure that, throughout the evaluation process, TMA is kept informed of any perceived, potential, or real conflicts of interest that should reasonably be brought to the attention of TMA, where such conflicts arise from the interests or duties of the individual consultant.

## **8. Acceptance of Submissions**

TMA shall not accept a submission which does not comply with or fails to provide the information specified in this EoI.

## **9. Notifications**

TMA will notify **all** individual consultants on the outcome of this EoI once the evaluation process has been completed.

## **10. Confidentiality**

The information provided in this EoI and any other information, material or communication released during this EoI process is for the sole purpose of enabling an individual consultant to prepare and present a comprehensive submission.

## **11. Liability**

TMA will not be liable (in contract or tort, including negligence) for any direct or indirect damage, loss, or cost (including legal and lawyer/client costs) to any individual consultants or other person in respect of this process.

## **12. Costs and Charges**

This EoI is issued on the understanding that no charge will be made by the individual consultants for preparation of any EoI submission or any other information that may be supplied.

## **13. Applicable laws**

This EoI and any subsequent decisions, actions, contracts, or outcomes are subject to and governed by the laws of ***The republic of Uganda.***

## **14. Evaluation Process**

A formal evaluation process will be followed to ensure a fair and transparent assessment of each submission as well as eliminate submissions which do not meet the minimum criteria. The submissions that do meet minimum criteria will be evaluated based on the best fit to the objectives and will be short-listed for participation at the interview or Request for Proposals (RFP) stage.

## **15. Supplier Code of Conduct**

All Consultants are required to sign the Supplier Code of Conduct attached separately.

## **16. Confirmation of Experience Letters / References**

References of potential individual consultants that have been given by a current TMA employee shall not be accepted in support of the submission of a bid as part of a procurement process. For the avoidance of doubt, TMA Certificates of Assignment Completion signed by the Head of Procurement are acceptable in support of applications, bids, proposals, or submissions.

## **17. Eligibility**

a) For the avoidance of doubt, this EoI is **ONLY** open to individual consultants and not sole proprietors.

- b) Bidders debarred by the World Bank and/or under the Public Procurement Authority (PPA) of the Government of **Uganda** or any of TMA donors or any other international donor agency are barred from bidding.

### 18. Due diligence

TMA shall conduct a reasonable search of publicly available information to determine whether the partner is suspected of any activity relating to organised crime, including financing or other support. Contracting shall be subject the outcome from the search.

The Individual should submit proof of country of origin together with submissions.

### 19. Complaints

Any questions, queries, or concerns about the procurement process should be raised directly with the Head of Procurement in the first instance via [procurement@trademarkafrica.com](mailto:procurement@trademarkafrica.com), who will address the matters raised. If the matter is not satisfactorily resolved, the complainant is encouraged to write to [complaints@trademarkafrica.com](mailto:complaints@trademarkafrica.com).

## ANNEX 1 : CURRICULUM VITAE TEMPLATE

### CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

**Education:** {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained **attach valid copies of the certificates and testimonials**}

**Employment record relevant to the assignment:** {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included}.

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
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[e.g., May 2005 - present]	[e.g., Ministry of ....., advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hbbb, deputy minister]		
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**Membership in Professional Associations and list of any Publications made to date:**

**Language Skills** (*indicate only languages in which you can work ranking from 1 to 5 for speaking, writing, and reading where 1 is poor and 5 is excellent*):

Language	Reading	Writing	Speaking

**Adequacy for the Assignment:**

Detailed Tasks Assigned on Consultant's Team of Experts ( <i>insert the period</i> )	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks in which the Expert will be involved}	

**Individual consultant's contact information:** (E-mail: ..... Phone: .....)

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Client.

{Day/month/year}

Name of individual consultant

Signature

Date

**Note:**

1. Failure by the individual consultant to sign the CV (physically or electronically), may lead to the CV not being considered altogether.
2. Failure to submit copies of certificates and/or accreditation may lead to the CV being invalidated.

**ANNEX 2: EMAIL SUBMISSIONS GUIDELINES**

**Guidelines for Bidders for Bid Submissions via Email**

**1.1 Bidder Guidance for Emailed Submissions**

- a) TradeMark Africa (TMA) will automatically send an email acknowledgment for all applications, bids, proposals and/or submissions received via the email addresses stipulated/specified in the bidding document. If a bidder does not receive an email acknowledgement **IMMEDIATELY** after submitting their applications, bids, proposals and/or submissions, via the email address stipulated in the bidding document, **IMMEDIATELY** contact TMA's Procurement unit using the mobile phone number, **+254 731 884 428**, to confirm whether the applications, bids, proposals and/or submissions were received.
- b) Bidders must not ignore any bounce back email received regarding rejection of an emailed application, bid, proposal and/or submission. If such an email is received, contact TMA's Procurement unit **IMMEDIATELY**.

**1.2 Possible Reasons for Emailed Submission Rejection**

- a) The email submission exceeded the maximum size of 5 MB;
- b) The subject line matched a known phishing subject line;
- c) The email contained a known phishing Uniform Resource Locator (URL), or the email originated from a server associated with phishing;
- d) The outbound mail server was present on a subscribed blacklist; or
- e) The email contained a virus or malware.

**1.3 Remedial Action for Rejected Email Submission Prior to Tender Closing Date & Time**

Prior to the tender closing date and time, if a bidder's submission is rejected, the following remedial action should be explored prior to re-submission.

- a) If the collective size of the emailed attachments **exceeds 5 MB**, the bidders should resubmit through multiple emails or may use other modes such ***WeTransfer, Dropbox, or Google drive***. The bidder shall be required to clearly identify how many emails constitute the full submission.  
e.g., email **1 of XX**;
- b) If the emailed submission included zipped or executable files, unzip or remove the executable files then resubmit through one or more emails (refer to point 1.3a) above if the files collectively exceed 5 MB);
- c) If the email submission is rejected because of a blacklisted domain, the bidder is required to resend the submission from a different email account from a different domain that is not blacklisted, e.g., Gmail. Please note, this should be done before the stipulated tender submission deadline; and
- d) If the email submission is rejected because of a virus/malware in the email or any of the email attachments, ensure that the virus/malware is removed/cleaned prior to resubmission.

**TMA's Procurement unit shall only consider and review cases of undelivered applications, bids, proposals and/or submissions, when it is brought to our attention by the affected bidder/s prior to the tender submission deadline.**

**Automatic Email Acknowledgement sent from the Procurement and Framework Mailboxes**

*Dear Sir/Madam,*

*This is to acknowledge receipt of your email to TradeMark Africa's Procurement mailbox.*

*Your email will be reviewed, and a response will be provided at the earliest opportunity. We encourage you to visit our website [www.trademarkafrica.com/procurement-faqs/](http://www.trademarkafrica.com/procurement-faqs/) for our procurement guidelines and answers to FAQs.*

*If you have submitted a bid for an open procurement process, it may take several weeks before you receive any further communication from us.*

*The maximum size of each email with attachments should not exceed **5 MB**.*

*Please get in touch with us via the mobile number, **+254 731 884 428**, in case you do not receive an automatic acknowledgement email immediately after submission of your bid.*

*For and on behalf of:*

**Joe Namwaya**

*Head of Procurement*

*TradeMark Africa*

*Fidelity Insurance Centre, 2nd Floor, Off Waiyaki Way, Westlands*

*P.O. Box 313, 00606 Nairobi, Kenya*

*Email: [procurement@trademarkafrica.com](mailto:procurement@trademarkafrica.com)*

*[www.trademarkafrica.com](http://www.trademarkafrica.com)*