



## **EXPRESSIONS OF INTEREST (EOI)**

### **SELECTION OF A TECHNICAL ASSISTANT (T/A) TO SUPPORT THE IMPLEMENTATION OF TRADE AND TRANSPORT IMPROVEMENT PROJECT– TRADE FACILITATION COMPONENT**

**EOI NUMBER: PRQ20241688**

**EOI ISSUE DATE: 17<sup>TH</sup> JUNE 2025**

**EOI SUBMISSION DATE: 7<sup>TH</sup> AUGUST 2025 ON OR BEFORE 12:00. P.M (TANZANIA TIME)**

## DESCRIPTION OF SERVICES

### **TECHNICAL ASSISTANT (T/A) TO SUPPORT THE IMPLEMENTATION OF TRADE AND TRANSPORT IMPROVEMENT PROJECT– TRADE FACILITATION COMPONENT**

#### **1. INTRODUCTION**

##### **1.1 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).

##### **1.2 Background**

The Port of Dar es Salaam is a critical gateway for Tanzania's trade and for countries along the Central and Dar Corridors, facilitating the movement of goods regionally and internationally. However, challenges such as inefficiency in cargo handling, delays in clearance processes, Non-Tariff Barriers (NTBs), and inefficient coordination among customs and other border agencies have led to increased time and costs for goods clearance and transport.

To address these issues, the European Union is funding a 4-year Trade and Transport Improvement Project to be implemented in partnership with four organizations: the Port of Antwerp, TradeMark Africa, UN Habitat, and Enabel under three pillars as follows:

Pillar 1: Port Operations Improvement – led by the Port of Antwerp

Pillar 2: Trade Facilitation – led by TradeMark Africa

Pillar 3: E-Mobility Solutions – led by UN-Habitat

Enabel: Overall Project Management

TradeMark Africa (TMA) is implementing Pillar 2 – Trade Facilitation. This pillar focuses on enhancing port and corridor efficiency through targeted interventions aimed at reducing clearance time and logistics costs, thereby boosting trade competitiveness and economic growth.

A key focus of Pillar 2 is to support digitization and integration of trade and customs systems. Efforts include linking Tanzania's Electronic Cargo Tracking System with the broader East African Community (EAC) Regional ECTS, integrating the Electronic Certificates of Origin sharing system with the regional one, among others. Despite progress in regional trade agreements, these gaps in systems interoperability continue to hinder efficient border clearance. These interventions are essential for smooth information exchange among customs agencies, traders, and other stakeholders, helping to operationalize regional commitments such as the EAC Customs Union.

Additionally, Pillar 2 targets the elimination of NTBs and specific constraints affecting clearance of strategic goods such as perishables, which suffer from a lack of dedicated infrastructure and institutional frameworks. Automation of processes, installation of smart gates, implementation of the Authorized Economic Operator (AEO) scheme and enhanced stakeholder dialogue through National Monitoring Committees and sectoral platforms are also critical components designed to improve trade facilitation outcomes.

### **1.3. Rationale for the Assignment**

Efficient trade facilitation is vital for reducing the cost and time involved in moving goods through the Port of Dar es Salaam and along Tanzania's key trade corridors. The complexity of the existing challenges including fragmented systems, NTBs, and infrastructure gaps, requires dedicated technical support to coordinate interventions, monitor progress, and provide strategic guidance.

The implementation of Pillar 2 activities involves a wide range of technical and coordination tasks that require dedicated support. With multiple stakeholders, interagency policy dimensions, and time-sensitive reforms, particularly around NTB elimination, system integration, and stakeholder engagement, there is a need for a Technical Expert to provide hands-on support in managing day-to-day activities, tracking progress, and ensuring alignment with national and regional trade facilitation priorities. This role will be instrumental in supporting the Programme Manager to maintain momentum, ensure timely follow-up, and consolidate technical inputs across interventions.

The Technical Assistant will also contribute to risk management, effective communication, and sustainability planning, areas that are essential for the success of the project. Through effective risk management, supporting structured dialogue platforms, and ensuring lessons are documented and shared, the consultant will help strengthen the overall delivery framework.

It is against this background that TradeMark Africa (TMA), with support from the European Union, is seeking the services of an experienced Trade Facilitation Expert under the terms of a Technical Assistant (TA) to support in the delivery of Trade and Transport Improvement Project's Pillar 2 – Trade Facilitation Component.

## **2. GENERAL OBJECTIVE**

The objective of this assignment is to provide technical assistance in the implementation of the project, working closely with the programme manager – Trade Facilitation and relevant stakeholders in the implementation, coordination, and monitoring of interventions under Pillar 2. The consultant will contribute

to effective delivery of programme outputs by offering technical and operational support, ensuring alignment with national trade facilitation strategies and regional commitments as per the project scope.

### **SPECIFIC OBJECTIVES**

- i. To support the technical implementation of trade facilitation interventions under Pillar 2, including NTB resolution, system enhancements, and process improvements at the Port of Dar es Salaam and along the trade corridors.
- ii. To coordinate and facilitate stakeholder engagements, including sectoral dialogues, technical meetings, and public-private platforms, ensuring that programme activities align with national trade facilitation priorities and regional commitments.
- iii. To provide monitoring, reporting, and technical backstopping support to the Programme Manager – Trade Facilitation, by tracking implementation progress, compiling technical inputs and deliverables, and identifying opportunities and challenges in achieving programme results.
- iv. To strengthen communication by supporting the development of technical briefs, stakeholder updates, and programme visibility materials that communicate progress, lessons, and outcomes of Pillar 2 interventions to relevant audiences.
- v. To contribute to risk identification and mitigation by monitoring implementation risks and supporting updates to the project’s risk register with actionable mitigation measures.
- vi. To promote sustainability and institutional ownership by embedding practical transition strategies into interventions, supporting capacity building of implementing partners, and aligning activities with existing national systems and long-term trade facilitation goals.

### **3. SCOPE OF WORK**

The consultant will support the implementation of the Trade Facilitation component by undertaking the following tasks:

#### **A. Technical Support and Coordination**

- Support the roll-out of trade facilitation interventions as per the approved action document.
- Coordinate with implementing partners, government agencies, private sector, and regional bodies to ensure timely execution of activities.
- Assist in stakeholder engagement processes, including preparation of technical presentations and facilitation of working group meetings where applicable.
- Collaborate with technical experts under Pillars 1 and 3 to ensure cohesive delivery and alignment of trade facilitation and port operational improvements.
- Provide strategic capacity strengthening to relevant stakeholders in dialogue and advocacy efforts, including but not limited to the National Monitoring Committee (NMC), sectoral platforms, and other committees specified in the project.

Where necessary, provide support in conducting technical assessments to inform and guide advocacy initiatives.

#### **B. Monitoring, Evaluation, and Reporting**

1. Track implementation progress against the agreed work plan and results framework.

2. Prepare technical and progress reports for internal use and donor reporting, including policy briefs and advocacy notes for high level decision making.
3. Document lessons learned and provided recommendations for improvement.

### **C. Knowledge and Policy Support**

- Support analysis of bottlenecks related to customs clearance, NTBs, inspections, and inter-agency coordination at the port and borders.
- Prepare and deliver a structured capacity building plan for key government and private sector stakeholders on trade facilitation tools, advocacy, and regional protocols.
- Contribute to knowledge sharing products (case studies, briefs, etc.) on trade facilitation.

## **4. DELIVERABLES**

The following deliverables are expected:

<b>Deliverable</b>	<b>Timeline</b>
1. Inception report with clearly defined workplan and milestones.	Within 2 weeks of contract signing
2. Monthly and quarterly project progress reports, providing updates on key achievements, challenges, and recommendations for mitigation.	Ongoing
3. Periodic high quality technical reports on key subjects as agreed in programme implementation.	Quarterly
4. Detailed report capturing key issues raised, NTBs identified, decisions made, and follow-up actions agreed during sectoral dialogues convened to address port-related NTBs.	After each sectoral dialogue
5. A continuously updated action matrix tracking NTBs raised in dialogues, their resolution status, responsible institutions, and follow-up status. Designed as a live tool to support ongoing dialogue and advocacy.	Updated quarterly
6. Project sustainability and handover plan	In the first quarter of the assignment
7. Final report including outcomes, lessons learned, and recommendations	End of assignment

## **5. DURATION**

The assignments will be for a period of three and a half (3.5) years with annual contract renewal upon good performance and funds availability.

## **6. REPORTING**

The consultant will report to the Programme Manager – Trade Facilitation and work in close coordination with the TMA Tanzania Country Programme. The duty station for this assignment will be at the designated project office in Dar es Salaam.

## 7. QUALIFICATIONS AND EXPERIENCE

- i. Advanced degree in International Trade, Economics, Public Policy, Development Studies or related fields.
- ii. At least 7 years of professional experience in trade facilitation, customs, regional trade policy, or related areas.
- iii. Proven experience supporting trade and logistics programmes, preferably in East Africa.
- iv. Strong experience in both Public-Private and Private-Private Dialogues
- v. Familiarity with regional trade protocols, NTB mechanisms, and port operations.
- vi. Demonstrable experience engaging government agencies, private sector stakeholders, and regional economic bodies.
- vii. A good understanding of the Project Management Cycle from start to finish (PCM).
- viii. Proficiency in MS Office applications and use of social media and e-platforms for knowledge sharing.
- ix. Experience in data collection/survey administration, data analysis, and use of results management information systems to aid monitoring of projects.
- x. Strong stakeholder engagement and coordination skills.
- xi. Experience working with EU funded projects will be an added advantage

## 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**.

## 9. CONFLICT OF INTEREST

TMA reserves the right to terminate the contract if a conflict of interest arises.

## 10. BUDGET

The total budget for the whole period of the consultancy is in the range of USD 95,000 – 100,000.00 inclusive of all applicable taxes.

## 11. 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 Eol in **English** language
- 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: <b><u><a href="mailto:procurement@trademarkafrica.com">procurement@trademarkafrica.com</a></u></b> Submission Date: <b>7<sup>th</sup> August 2025</b> Time: <b>on or before 12:00. P.M (Tanzania Time)</b>

Any Eol 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 Eol including providing any additional information shall be entirely incurred and borne by the individual consultant.

This Eol 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 Eols 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 Eol.

### D. Responding to this Eol

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

#### E. Further Information and Clarification

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

Particulars	Contact Details
Name:	Attention, Mr. Joe Namwaya Head of Procurement
Email:	<a href="mailto:procurement@trademarkafrica.com">procurement@trademarkafrica.com</a>
Subject:	<b>TECHNICAL ASSISTANT (T/A) TO SUPPORT THE IMPLEMENTATION OF TRADE AND TRANSPORT IMPROVEMENT PROJECT– TRADE FACILITATION COMPONENT</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
- Any effort by the individual consultant to influence TMA in the evaluation shall result in the cancellation of their tender.

#### EVALUATION CRITERIA

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

	CRITERON	Score (100)
<b>A</b>	<b>General Experience</b>	<b>(15 Marks)</b>
i	At least 7 years of professional experience in trade facilitation, customs, regional trade policy, or related areas.	15
<b>B</b>	<b>Specific Experience</b>	<b>(60 Marks)</b>



ii	Good understanding of regional trade protocols, NTB mechanisms, and port operations.	10
iii	Proven experience supporting trade and logistics programmes, preferably in East Africa.	10
iv	Demonstrable experience engaging government agencies, donor communities, private sector stakeholders, and regional economic bodies.	10
v	A good understanding of the Project Management Cycle from start to finish (PCM).	10
vi	Experience in data collection/survey administration, data analysis, and use of results management information systems to aid monitoring of projects.	10
vii	Demonstrated experience in stakeholder coordination	5
viii	Experience working with EU funded projects	5
<b>C</b>	<b>Methodological Approach</b>	<b>(15 Marks)</b>
ix	Present a clear and logical approach to executing the assignment, including how the consultant will provide technical support, coordinate stakeholders, contribute to monitoring and reporting, and ensure sustainability. Should show how the consultant will remain responsive to a dynamic operating environment.	15
<b>D</b>	<b>Academic Qualifications</b>	<b>(10 Marks)</b>
ix	Advanced degree in International Trade, Economics, Public Policy, or related fields.	10
	<b>TOTAL</b>	<b><u>100</u></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 top 5 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 Eol, the individual consultant is deemed to have accepted the terms and conditions of this and all other sections of this Eol.

### **2. No Contract**

This Eol 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 Eol does not create any obligation on TMA to enter into any commitment to procure services specified in this Eol.

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

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

- a) Cancel or suspend this Eol or vary any of the terms, dates, timings or processes in this Eol;

- b) Call and/or re-advertise for responses or revisit any evaluation criteria or process pertaining to this Eol; 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 Eol.

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

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

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

This Eol 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 Eol.

#### **9. Notifications**

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

#### **10. Confidentiality**

The information provided in this Eol and any other information, material or communication released during this Eol 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 Eol is issued on the understanding that no charge will be made by the individual consultants for preparation of any Eol 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 Tanzania*.

### **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 **Tanzania** 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)**

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

**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**}

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**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}.

<b>Period</b>	<b>Employing organization and your title/position. Contact info for references</b>	<b>Country</b>	<b>Summary of activities performed relevant to the Assignment</b>
[e.g., May 2005 - present]	[e.g., Ministry of ....., advisor/consultant to...  For references: Tel...../e-mail.....; Mr. Hbbb, deputy minister]		

**Membership in Professional Associations and list of any Publications made to date:**

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**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):**

<b>Language</b>	<b>Reading</b>	<b>Writing</b>	<b>Speaking</b>
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**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

The email submission exceeded the maximum size of 5 MB;

- a) The subject line matched a known phishing subject line;
- b) The email contained a known phishing Uniform Resource Locator (URL), or the email originated from a server associated with phishing;
- c) The outbound mail server was present on a subscribed blacklist; or
- d) 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)*