

UNITED STATES INTERNATIONAL UNIVERSITY - AFRICA



REQUEST FOR PROPOSAL DOCUMENT

**Request for Proposal (RFP) for Provision of Supply, Installation,
Configuration and Maintenance of Point-of-Sale (POS) System, Ref
No: - USIU-A/SMC/RFP/1/BT/POS/2025-2026**

RFP Response Submission Deadline: 12th February, 2026 at 12:00 p.m.

United States International University-Africa,
P.O. Box 14634- 00800,
Nairobi, Kenya.
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Date: 30th January, 2026

Request for Proposal (RFP) for Provision of Supply, Installation, Configuration and Maintenance of Point-of-Sale (POS) System – Ref No: - USIU/SMC/RFP/1/BT/POS/2025-2026

1.0 Introduction

USIU-Africa invites qualified firms to submit quotations for the supply, installation, configuration, and maintenance of a Point-of-Sale (POS) system for the University Brand Store. The system should enhance customer experience, support real-time inventory management, and integrate seamlessly with existing financial systems

2.0 Scope of Work and Services

The selected firm will be required to provide:

- i. A fully functional POS solution including:
- ii. Hardware (POS terminals, receipt printers, barcode scanners)
- iii. Software licenses
- iv. System configuration and implementation
- v. Staff training on system usage
- vi. Warranty and post-implementation support
- vii. Integration with university finance and ERP platforms
- viii. Customer service support
- ix. Data backup and security features compliant with institutional policies

3.0 Deliverables

- Detailed delivery & installation schedule
- User and technical documentation
- Training plan & execution
- Service Level Agreement (SLA)
- Customer service contact person

4.0 Features of required POS System

The POS system must include the following functionalities and any other additions

a). Sales Management

- Multiple payment methods (card (USIU-Africa card, visa card, mobile money)
- Quick checkout interface
- Discounts, promotions, and refunds handling
- Multi-user accounts with role-based access

b). Inventory & Stock Control

- Real-time inventory updates
- Low-stock alerts
- Stock transfers and audits
- Product categorization and SKU management

- Stock performance (most selling and so on)

c). Reporting & Analytics

- Daily sales summary and reconciliation
- Exportable reports (Excel/PDF)
- Customizable dashboard
- Monthly stock reports
- Discount/promotion reports

d). Security & Compliance

- Data encryption and secure user access
- Compliance with local tax obligations

e). Other

- Student and staff ID integration (loyalty/discount options)
- Scalability for future expansion (multi-location readiness)

5.0 Proposal Preparation, Submission, Receipt and Opening of Proposals

Please submit one original proposal in a plain envelope, sealed and clearly marked **“REQUEST FOR PROPOSAL (RFP) FOR PROVISION OF SUPPLY, INSTALLATION, CONFIGURATION AND MAINTENANCE OF POINT-OF-SALE (POS) SYSTEM – REF NO: - USIUA/SMC/RFP/1/BT/POS/2025-2026**

” And addressed to:

Procurement Department,
United States International University- Africa,
Off Thika Road, Kasarani,
P.O. Box 14634 - 00800,
NAIROBI.

The sealed and marked plain outer envelope should be deposited in the TENDER BOX available at the **University Administration Block, Reception area, Ground Floor** So as to be received on or before **12th February, 2026 at 12:00 p.m.**

The Proposals shall be opened immediately thereafter in the presence of the firms who choose to witness the opening (or their representatives), on the same date and time at the Library Conference Boardroom-USIU-Africa.

The original proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the person(s) authorized to sign the proposals.

6.0 Clarification and Amendment of RFP Documents

- (a) Any invited firm may request a clarification on any section of the RFP document. The request for clarification must be sent via email to: procurement@usiu.ac.ke; with a copy to pr@usiu.ac.ke and ionacha@usiu.ac.ke

- (b) The University will respond via email to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all the invited firms who intend to submit proposals.
- (c) At any time before the submission of proposals, the University may for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, to all the invited firms and will be binding.
- (d) The University may at its discretion extend the deadline for the submission of proposals.

7.0 Preparation of Proposals

- a. The firm's proposal shall be written in English.
- b. In preparing the Proposal, the firm is expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.
- c. The Proposal shall include the following information:
- (i) A brief description of the firm's organization and an outline of experience with assignments of a similar nature. The duration of the assignment, contract amount and the firm's involvement.
 - (ii) Any comments or suggestions on the deliverables, a list of services and facilities to be provided by the University.
 - (iii) A description of the methodology and work plan to be followed in performing the assignment.
 - (iv) The firm must list all costs associated with the assignment.
 - (v) The firm shall express the price of their services in Kenya Shillings.
 - (vi) The Proposal must remain valid for 90 days after the submission date.
 - (vii) Any additional information.

8.0 Evaluation of Proposals

The submitted proposals shall be evaluated on the basis of their responsiveness to the deliverables, applying the evaluation criteria as follows:

TECHNICAL EVALUATION RESPONSE FORM

CRITERIA		Maximum Points	Score
PHASE ONE – PRELIMINARY EXAMINATION			
1	Mandatory/ Statutory Requirements		
	i. Attach the profile of the firm ii. Attach a Certificate of Incorporation/Certificate of Registration iii. Attach a of PIN & VAT Certificates iv. Attach a valid Tax Compliance Certificate v. Valid Business Permit. vi. CR12 form Only firms meeting the mandatory criteria will advance to phase two	Failure to submit all the documents required shall lead to rejection of the proposal	

PHASE TWO – TECHNICAL EVALUATION		Maximum	
2	System Features & Features		
a	Ability to process sales, returns, discounts, and promotions	5	
b	Ability to track stock and inventory accurately	5	
c	Availability of clear sales and stock reports	5	
d	Ability for different staff to have different access levels	5	
e	Ability to continue selling during internet or system downtime	5	
3	System Reliability & Speed		
a	System works consistently without frequent breakdowns	5	
b	Speed of processing sales transactions and link to our	5	
c	Guaranteed system uptime and stability	5	
4	Ease of Use & Learning		
a	System is easy to understand and operate	5	
b	New staff can learn the system quickly	5	
c	Minimal training required to use the system effectively	5	
d	System is easy to understand and operate	5	
5	Technical Support & Assistance		
a	Availability of local or accessible support	5	
b	Speed of response when issues are reported	5	
c	Ongoing maintenance and system updates	5	
6	System Integration & Growth		
a	Ability to work with existing systems (ERP, accounting, payments)	5	
b	Ability to support future expansion (more users, online sale platform)	5	
7	Vendor Experience & Reputation		
a	Experience supplying POS systems to similar businesses	5	
b	Recommendation letters from past clients	5	
c	Clear and transparent pricing	5	
	TOTAL	100	

Each responsive proposal will be assigned a technical score. Firms must attain a technical score of 70% and above to be considered for further evaluation

9.0 Evaluation of Financial Proposals

9.1 The University will determine whether the Financial Proposals are complete (i.e. whether the firm has costed all the items of indicated in Proposal and correct any computational errors).

The cost of any unpriced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.

9.2 The formulae for determining the Financial Score (Sf) shall, be as follows: -
 $Sf = 100 \times FM/F$ where Sf is the financial score; FM is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T=the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; $T + p = 1$). The combined technical and financial score, S, is calculated as follows: - $S = St \times T \% + Sf \times P \%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

9.3 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.

10.0 Negotiations

Negotiations will be held at the University. The aim of such negotiations shall be to reach agreement on all issues and sign a contract.

11.0 Award of Contract

11.1 The Contract will be awarded after negotiations are concluded. Thereafter, the University will promptly notify other firms that they were unsuccessful

11.2 The selected firm is expected to commence the assignment on the date specified.

11.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award.

11.4 The University may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

11.5 To qualify for contract awards, the tenderer shall have the following:

- (a) Necessary qualifications, capability, experience, services, equipment and facilities to provide the service being procured.
- (b) Legal capacity to enter into a contract for procurement.
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- (d) Shall not be debarred from participating in public procurement.

12.0 Contract Period

The initial contract will be for a period of one (1) year, renewable based on performance.

13.0 Confidentiality

Information relating to evaluation of proposals and recommendations concerning **awards shall not be disclosed to the firms who submitted the proposals nor to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the Contract.**

14.0 Corrupt or Fraudulent Practices

- 14.1** The University requires that the firms observe the highest standards of ethics during the selection and award of the contract, and during the performance of the assignment.
- 14.2** The University will reject a proposal or withdraw an award if it determines that any firm recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.