TENDER FREQUENTLY ASKED QUESTIONS

PRE - QUALIFICATION OF SUPPLIERS/CONTRACTORS FOR PROVISION OF GOODS, SERVICES AND WORKS FOR THE PERIOD 2024 – 2025

TENDER NO: AMREF/11/07/2023/016

A. Item category status reads 'pending'.

1. **Question**: Does it mean the category has been submitted?

   Response: Yes, the correct status should read pending. It shows that it is pending evaluation. If your item category reads '**New'** then you are yet to submit it.

B. I am getting an error showing 'Select the correct business unit' when I am trying to complete my profile.

1. **Question**: What could be the issue?

   Response: This means you are logged in to an incorrect business unit. Kindly logout and ensure to select 'KCO' company when logging in to be able to make your submission.

C. I am getting a server error when saving my profile and cannot proceed.

2. **Question**: What could be the issue?

   Response: Kindly ensure that there are no commas in the nominal shares section.

D. My company has only one director but there is a provision of two directors and cannot proceed.

   Response: Kindly enter the same details twice in the directors' section to proceed with the application. This will be verified with the CR12 during the evaluation.

E. I do not see "submit button" on PQ-8 of my profile to submit my application.

   Response: If you are already one of our current suppliers, you will already have an approved account. Kindly just update your profile, upload the required documents, and submit item categories to complete your application.

F. Where do I find my supplier number to make payment?

   Response: Your supplier number is found in the item category section. Once you create a new item category, you will be able to see it.

G. I am getting the error 'You have an Item Category that has not been submitted for approval' when trying to submit my profile.

Response: This means you have an item category that has not been fully submitted. Kindly ensure the status for all item categories reads 'Pending' before submitting your profile.