

# KPPF SUPPLIERS' CHARTER

## Introduction

This Charter has been developed by Kenya Power Pension Fund, known as “the Fund (KPPF),” and is useful in enabling the Fund to identify and take account of the obligations of our external providers of goods and service as signatories of this Charter.

We are in the business of **Provision of pension and other applicable benefits to our members through investment of funds, including support functions in the areas of Finance, Property, ICT, HRM and Procurement.** To actualize our purpose and vision, we require our suppliers who are innovative, proactive and will work with us to realize value for money, minimize costs and meet changing requirements in the provision of their services.

This charter embodies a commitment to quality made by our suppliers, whether implied directly or otherwise, in order to establish a customer-supplier partnership founded on mutual understanding of the needs and constraints of each of the parties.

We envisage that pre-qualified/contracted suppliers will consider or plan to implement quality management in their processes which will support our vision of meeting and exceeding expectations of all stakeholders of the Fund.

## Regulatory Framework and International Standards

The Fund abides by all legal and regulatory requirements relating to activities of the Fund.

The Kenya Bureau of Standards (KEBS) is the National Standards body mandated to guide the formulation and implementation of standards applicable within Kenya, through various accredited organizations. The standard applicable to KPPF is the ISO 9001:2015.

## Our Commitment to Suppliers

In all our engagements, we shall:

- Treat all potential and existing suppliers with courtesy, honesty, integrity, impartiality and objectivity;
- Ensure all tenderers have equal access to information, be open and informative to them throughout the procurement process, including requirements of ISO 9001:2015 Clause 8.4.3;
- Offer meaningful feedback in a timely fashion to our suppliers on the evaluation of their proposals and pre-qualifications, service level agreements engagements, and post-delivery evaluations for continual improvement;
- Carry out all procurement activities with good corporate governance practices and in line with relevant legislation.

This Charter has no legal status but is a general statement of intent of our commitment to our suppliers and conversely of the expectations we have of our suppliers.

## Obligations of Suppliers

We expect that our suppliers will operate on the basis of mutual benefit and with similar high standards as we set ourselves. This Charter shall be shared with suppliers upon acceptance to supply/provide goods/services to the Fund.

Suppliers will be expected to familiarize themselves with this Charter and be aware of their role/actions to quality assurance/standards, and that they:

- Adhere to high standards of integrity, professionalism, co-operation, courtesy, competence and efficiency.
- Read carefully the instructions for bidding/tendering documentation, and comply with the evaluation criteria;
- Be pro-active in suggesting ways to reduce costs or wastage whilst maintaining or improving the quality of their products/services that realize value for money;
- Establish a system of providing early warning of issues and problems in the life-cycle of contracts; effective management of sub-contractors to ensure adherence to quality standards and contract terms
- Should be compliant with the legal and statutory regulations that affect them, and more particularly, for the products/services they provide;
- Deliver goods/provide services as per set out specifications in contract documents/Service Level Agreements(SLAs)

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