



Kibo Seed Co. Ltd, P.O.BOX 25 Arusha, Tanzania.
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OPEN TENDER

Provision of Pastel Partner Accounting System Support Tender No. **KSCL/TEND/PAST/01/2025-2026**.

Dear Sir/Madam,

INTRODUCTION

Kibo Seed Company Ltd invites qualified service providers to submit proposals for support services for the Pastel Partner Accounting System to ensure uninterrupted, efficient, and effective financial operations.

1. BACKGROUND

Kibo Seed Company is a private Company registered in the United Republic of Tanzania in the agricultural industry and in the Seed Sub sector. The main activities for the Company are carrying out Research, production, processing of seed, sales and marketing activities of seed and other complimentary products.

Our organization uses Pastel Partner (latest version of 19) for:

- General Ledger
- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Inventory Management
- Reporting & Analysis

We require professional support to maintain, optimize, and troubleshoot the system.

2. OBJECTIVES

1. Responsible with maintaining the client's licenses and annual renewals.
2. New installation in client and server.
3. Network troubleshooting.
4. System transfers to the new computer.
5. To perform Year end.
6. Client and Server connectivity.
7. To perform quick assistance of Data Fixing.
8. Configure and connect an alternative server.

9. In house training
10. Refreshers and new staff training
11. Customization of Report Writing
12. Customization of user form and template

3. SCOPE OF WORK

Technical Support

- Onsite and remote support.
- Troubleshooting and resolution of errors.
- Assistance with system upgrades and patches.

User Support & Training

- Conduct staff training sessions.
- Provide manuals and reference materials.
- Support end-users with accounting queries.

Customization & Integration

- Configure the system per organizational processes.
- Integrate with payroll, banking, and inventory systems.

Reporting

- Generate standard and custom financial reports.
- Ensure data accuracy for decision-making.

Maintenance

- Regular system health checks and backups.
- Recommendations for system improvements.

Technical Specifications

Specification	Details
System Expertise	Proven experience with Pastel Partner (latest version of 19)
Support Coverage	Remote and onsite support; response within hours
Certifications	Certified Pastel Partner consultant preferred
Experience	Minimum 3-5 years supporting accounting systems
Reporting & Analytics	Ability to customize financial reports and dashboards
Compliance	Knowledge of local accounting standards and tax regulations
Security	Adherence to data privacy and protection policies
Training	Onsite and virtual training for staff
Backup & Disaster Recovery	Implement and support backup procedures for data integrity

4. EVALUATION CRITERIA

A. Preliminary/Mandatory Criteria

- Company profile indicating Company address, location and contacts.
- Company Registration Certificate.
- Tax compliance certificate/TIN number
- Valid Business License
- Professional registration certificates
- Past experience in supporting accounting software: Submit three (3) evidence for similar provision.
- Key personnel and qualifications: Attach CVs of the key personnels

Note: Bidders failing any of the above will be disqualified at this stage. DO NOT SEND YOUR BID IF ANY OF THESE IS MISSING.

B. Technical Criteria (85%)

Factor	Weight (%)
Experience supporting Pastel Partner or similar systems	20
Availability and response time for support	15
Qualifications of personnel and certifications	15
Proposed methodology for support and maintenance	15
Training and knowledge transfer plan	10
Ability to customize reports and system modules	10

C. Financial Criteria

Overall cost of support services.

Cost-effectiveness relative to proposed deliverables.

Weight of Financial Proposal: 15%

Final Score = Technical Score (85%) + Financial Score (15%)

Terms and Conditions

- Support contract duration: One (1) year.
- Confidentiality of organizational data is mandatory.
- Payment terms:

NOTE:

The tender documents should be prepared in English or Swahili and the quotation should be in Tanzania shillings currency.

5. SUBMISSION INSTRUCTIONS

Tender **MUST** be submitted physically to our offices KIBO SEED COMPANY LIMITED located at Okaseni Street off Arusha – Namanga Road Opposite Dodoma/East Africa By-Pass Road Junction Also, Opposite Petro Africa Ngaramtoni Service Station Arusha, Tanzania.

Tender **MUST** be submitted inside the sealed envelope with the subject outside the envelope
Provision of Pastel Partner Accounting System Support
Tender No. KSCL/TEND/PAST/01/2025-2026.

Tender must be submitted on or before **10th November 2025** not later than **10:00am** in the tender. The opening will be done immediately and representatives are invited to attend.

Kindly note: Late submissions will not be considered.

6. CONFIDENTIALITY

All information shared in this Tender must be treated as confidential

We look forward to receive your proposal.

Thank You

General Manager
Kibo Seed Company Limited
27/10/2025