



## **KANO STATE MINISTRY OF PUBLIC PROCUREMENT, PROJECT MONITORING AND EVALUATION**

### **SERVICE LEVEL AGREEMENT**

The Agreement outlines the essential services offered by the Kano State Ministry of Public Procurement, Project Monitoring and Evaluation, along with the standards pledged for delivering these services to the public.

#### **1. Goal and Objectives**

This Service Level Agreement (SLA) defines the services delivered by the Kano State Ministry of Public Procurement, Project Monitoring and Evaluation, along with the standards upheld in service provision. The objectives of this SLA are:

- **Compliance:** Adhere strictly to Kano State's procurement laws and regulations to maintain fairness, competitiveness, and transparency in all procurement activities.
- **Efficiency:** Facilitate the efficient, transparent, and accountable issuance of contract forms, ensuring that all eligible contractors and vendors can access these forms in a timely manner.
- **Service Delivery:** Enhance service delivery by setting clear standards for response times, communication, and stakeholder satisfaction throughout the procurement process.

## 2. Stakeholders

The key stakeholders involved in this SLA include:

- **Kano State Ministry of Public Procurement, Project Monitoring and Evaluation:** Responsible for overseeing procurement processes and ensuring compliance with state laws and regulations.
- **Registered Contractors and Vendors:** Eligible participants in the procurement process who require access to contract forms and related services.
- **Government MDAs:** Ministries, Departments, and Agencies within Kano State involved in procurement activities.
- **General Public:** Beneficiaries of transparent and efficient procurement processes.

## 3. Periodic Review

This SLA will be reviewed annually or as required to ensure its continued relevance and effectiveness. Reviews will consider feedback from stakeholders and any changes in procurement laws, regulations, or operational needs.

#### 4. Scope of Services

S/N	Department Responsible	Service	Cost (NGN)	Beneficiaries	Requirements/Steps/Procedures	Response Timelines	Validity
1	Procurement Department	Issuance of Contract Form	N1,000	Registered Contractors and Vendors	<p>1. Obtain and fill the Contract Form Application at the Kano State Bureau for Public Procurement office or via the official online portal.</p> <p>2 Submit the completed form along with the . required documents, including a valid company registration certificate, tax clearance, proof of previous contract experience, and any other specified documents.</p> <p>3 Make payment of the form fee at . designated banks using the payment code generated by the Bureau or through online payment platforms.</p> <p>4 Present the payment receipt or online . confirmation to the Procurement Department.</p> <p>5 The form is issued after verification of . submitted documents.</p>	3 working days	1 year

## 5. Service Standards

- **Inspection and Verification:** The Procurement Department must verify all submitted documents within one working day of receipt.
- **Form Issuance Time:** The goal is to issue the Contract Form within 3 working days of submission of all required documents.
- **Communication:** Applicants will receive updates on the status of their applications within 24 hours of any changes, including verification and issuance stages.
- **Customer Satisfaction:** The Bureau will aim for a satisfaction rate of 90% or higher based on feedback from contractors and vendors.
- **Compliance Rate:** The Procurement Department should ensure a 100% compliance rate with all applicable procurement laws and regulations.

## 6. Penalties for Non-Compliance

- **For the Procurement Department:** Failure to issue the Contract Form within the agreed timeline without valid reason will result in a formal review and potential disciplinary action as per the Bureau's internal policies.
- **For Contractors/Vendors:** Failure to provide accurate documentation or to follow the application procedure may result in delays or rejection of the application.

- **Dispute Resolution:** Any disputes or grievances related to the SLA will be addressed through the Bureau's Grievance Redress Mechanism, with escalation to the State Ministry of Justice if unresolved within 5 working days.

## 7. Validity and Review

This SLA is valid for one year from the date of signing and will be automatically renewed unless significant changes in the procurement laws or processes necessitate a revision.

### Signatories:

- **Kano State Ministry of Public Procurement, Project Monitoring and Evaluation**

**Representative:**

o Signature: \_\_\_\_\_

o Name: \_\_\_\_\_

o Date: \_\_\_\_\_

**For inquiries or complaints please contact**

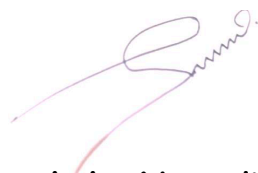
**Office Address:**

Kano State Ministry of Public Procurement, Project Monitoring and Evaluation, Magajin Rumfa Road, Kano between  
8:00 am and 4:00 pm, Monday - Friday, excluding public holidays

**Phone Number:** +2347049099994

[www.procurement.kn.gov.ng](http://www.procurement.kn.gov.ng)

[info@procurement.kn.gov.ng](mailto:info@procurement.kn.gov.ng)



**Hon Shehu Namadi Dala**

**Commissioner, Ministry of Public Procurement, Project Monitoring and Evaluation**

**22<sup>nd</sup> November, 2023**