



**KENYA REINSURANCE CORPORATION LIMITED**

**KRC/2021/037**

**MAINTENANCE**

**OF**

**ICT HARDWARE AND NETWORK**

## INVITATION TO TENDER

1.1 The Kenya Reinsurance Corporation Ltd. invites interested bidders to tender for:-

TENDER NO	DESCRIPTION OF SERVICE	TENDER SUBMISSION FORMAT	ELIGIBILITY
KRC/2021/037	MAINTENANCE OF ICT HARDWARE AND NETWORK	TECHNICAL & FINANCIAL PROPOSALS COMBINED	OPEN TO ALL

1.2 Documents containing technical and financial specifications can be downloaded from our website [www.kenyare.co.ke](http://www.kenyare.co.ke)

1.3 Tender documents **2 Copies** in plain sealed envelopes clearly bearing the correct **tender numbers** should be deposited in the Tender Box located on the 16<sup>th</sup> floor of Reinsurance Plaza Aga Khan Walk NAIROBI or be sent to:-

**Managing Director**  
**Kenya Reinsurance Corporation, Ltd**  
**Reinsurance Plaza, Nairobi**  
**Aga Khan Walk**  
**P.O. Box 30271 - 00100**  
**NAIROBI**

1.4 To be received by **13<sup>TH</sup> APRIL 2021 at 10.00.am**. The tenders will be opened the same day **in** the Corporation's Boardroom. Interested bidders or their representatives are invited to attend the opening sessions.

1.5 Prices quoted should be expressed in **Kenya shillings**, inclusive of Government taxes and should remain valid for a period of 120 days.

## **1.6 TERMS OF REFERENCE**

Kenya Re is seeking for a firm to carry out maintenance of its Local Area Network, laptops and printers for Three (3) years.

The preventive exercise will entail service of the key network resources and allied accessories.

The maintenance assignment will include but not limited to the following scope: -

1. Surface cleaning of ICT equipment and devices using appropriate tools and chemicals.
2. Internal dust removal using appropriate tools.
3. Cleaning and maintenance of movable parts.
4. Preparation of comprehensive service reports to include serial numbers, asset tag number, owner date service was conducted and name and signature of the owner.
5. Onsite Fault diagnosis, resolving and reporting.
6. Supply and install the equipment spare parts as per the request of Kenya Re.
7. Managing all Patch Panels, switches, routers cables, etc. in the Network.
8. Identifying LAN faults and getting them resolved.
9. Installing necessary equipment to connect computers on to the Local Area Network (LAN).
10. Repair and or replace faulty LAN cables.

After each service, all serviced equipment shall be given a service tag showing the date serviced and due date for the next service.

### 1.7 LAPTOPS, PRINTERS AND NETWORK DEVICES DETAILS

The client computers run Windows 10 Pro Operating System. The preventive exercise will entail service of the following laptops and allied accessories. The devices listed in the table below are distributed in all our buildings within Nairobi and Kisumu.

**Table 1**

NO.	LAPTOPS DESCRIPTION	QUANTITY	RATE	TOTAL (VAT INCL)
1.	Lenovo ThinkPad E440	10		
2.	Lenovo G50-80 Notebook	10		
3.	HP PROBOOK 440 G4	57		
4.	HP ProBook 440 G5	36		
5.	HP ProBook 440 G6	10		
6.	HP ProBook 440 G7	10		
7.	HP ProBook 450 G4	20		
8.	HP ProBook 640 G2 Notebook	11		
9.	HP Spectre x360	1		
<b>PRINTERS</b>				
10.	HP Laserjet Pro 400 M401dn	1		
11.	Epson Stylus Photo Px720wd	1		
12.	HP 1020	1		
13.	HP LaserJet 1018	1		
<b>SWITCHES</b>				
14.	WS-C4500X-16SFP	2		
15.	WS-C3650-48PD-S	6		
16.	WS-C3850 - 24 PORT	4		
17.	WS-C3850 - 48 PORT	4		
<b>ROUTERS</b>				
18.	CISCO ISR4351	7		
<b>NETWORK CABINETS</b>				
19.	Network cabinets with approximately 300 Network Points.	8		

**NB:**

1. All services rendered come with 3 months guarantee and in case the customer is not satisfied any repeat jobs are non-payable.
2. Any parts / components / laptops / devices damaged during the service will be solely payable by the contractor responsible for the service.
3. The above list is a tentative list of hardware equipment which is subject to subtractions and additions based on technological advancements and life / age of equipment.

## 1.8 PRICE SCHEDULE FOR HIGHLY REPLICABLE PARTS INDICATIVE COSTS / SCHEDULE OF COSTS FOR PARTS

The table below is a schedule of costs for highly replaceable parts. Bidders must fill the last columns as required. The prices will run for Three (3) years as per contract. Bidders are encouraged to fill competitive market prices for the same.

**Table 2.**

NO	ITEM	DESCRIPTION	GUIDELINE FOR QUOTING	PRICE(KSHS) (VAT INCLUSIVE)
1.	Siemon UTP patch cords	UTP Cables/Patch Cords (CAT 6) <ul style="list-style-type: none"> <li>• 1 Meter</li> <li>• 2 Meters</li> <li>• 3 Meters</li> <li>• 5 Meters</li> <li>• 10 Meters</li> </ul>	Give price per each item listed	
2.	Siemon Fiber patch cords	Fiber Cables/Patch Cords (Multimode) SC - LC, SC - SC, LC - LC <ul style="list-style-type: none"> <li>• 1 Meter</li> <li>• 3 Meters</li> <li>• 5 Meters</li> <li>• 10 Meters</li> </ul>	Give price per each item listed	
3.	UTP Cabling, Repair, Replacement	Pulling and terminating of extra Data outlet points Maximum length per point 80 Meters (UTP)	Price should be all inclusive i.e Tax, Supply and labor and installation and termination per meter inclusive of modules , patch panel ( <b>24 port siemon</b> ).	
4.	Fiber Cabling	Pulling, terminating, Troubleshooting, splicing of fiber networks points Maximum length 100 Meters (Multimode) – 8 core fiber	Price should be all inclusive i.e Tax, Supply and installation and termination. Indicate your price per meter for new cabling, Splicing per core,	
5.	Laptop Hard Disks	a) SSD – 256 GB, 512 GB 1TB b) HDD – 500 GB 1TB	Give price per each item listed for supply and installation.	
6.	Laptop Batteries	For the laptop models named above and newer models that may come	Give an average forecasted weighted average price as per the above list	
7.	Laptop Charger	For the laptop models named above and newer models that may come	Give an average forecasted weighted average price as per the above list	
8.	Laptop RAM	a) DDR 3 - 4GB, 8GB, 16GB b) DDR 4 - 4GB, 8GB, 16GB	Give price per each item listed for supply and installation.	
9.	Laptop Keyboard	For the laptop models named above and newer models that may come	Give a forecasted weighted average price for supply and installation as per the above list as a guide.	
10	Laptop Screens	For the laptop models named above and taking into consideration newer models that may come about.	Give a forecasted weighted average price for supply and installation as per the above list as a guide.	
11	Laptop Motherboard	For the laptop models named above and taking into consideration newer models that may come about	Give a forecasted weighted average price for supply and installation as per the above list as a guide.	

### 1.9 DRAFT SERVICE LEVEL AGREEMENT

The table below a draft SLA (Service Level Agreement) between Kenya Re and the Bidder. It will form part of the contract and final SLA. Bidders must fill the last three columns as required. Please indicate the Response time whether in Weeks, Days or Hours or a combination.

**Table 3.**

SEVERITY LEVEL	DEFINITION	RESPONSE TIME (WEEKS, DAYS, HOURS)	RESPONSIBLE NAME	RESPONSIBLE CONTACT (MOBILE, EMAIL)
Critical	Identifying LAN faults and getting them resolved. Onsite Fault diagnosis, resolving and reporting.			
Urgent	Repair and or replace faulty LAN cables. Installing necessary equipment to connect computers on to the Local Area Network (LAN).			
Important	Normal – Quarterly preventive Maintenance Task. Surface cleaning of ICT equipment and devices using appropriate tools and chemicals. Internal dust removal using appropriate tools. Cleaning and maintenance of movable parts. Managing all Patch Panels, switches, routers cables, etc. in the Network			
Reporting / Informational	Preparation of comprehensive service reports to include serial numbers, asset tag number, owner date service was conducted and name and signature of the owner.			
Repair / Supply and installation	Supply and install the equipment spare parts as per Kenya Re’s requests items as per <b>Table 2.</b>			

## 2.0 EVALUATION CRITERIA.

The following shall constitute the evaluation criteria.

**Table 4**

<b>1. MANDATORY REQUIREMENTS</b>		
LEGAL STATUS	<b>CERTIFICATE OF INCORPORATION</b>	Attach certificate of incorporation
STATUTORY COMPLIANCE	<b>VALID AND CURRENT TAX COMPLIANCE</b>	Attach tax compliance valid as at date of opening of this tender
PROVIDE A SERVICE LEVEL AGREEMENT	The provided SLA should be suitable for the services being sought and the relationship between Kenya Re and the company responding to the RFP. The SLA should be fair and balanced and should adequately protect Kenya Re's interests. The SLA should have <b>lead times and person responsible, Mobile numbers</b> etc for each item line / service include the escalation matrix.	Provide a tentative SLA showing lead times it will take to resolve as per <b>Table 3</b> above.
EDUCATION / COMPETENCE	<ol style="list-style-type: none"> <li>Account manager should have a degree in ICT and or related field.</li> <li>At least <b>two</b> other staff with relevant qualifications in ICT and or related fields who will be involved as team leads throughout with maintenance.</li> </ol>	(Attach evidence CV's together with the relevant Degree / Diploma).
DULLY FILLED PRICE SCHEDULE ( <b>Table 2</b> )	Duly filled <b>Price schedule for Highly replicable parts Indicative costs in Table 2.</b>	Bidders must fill the price schedule in <b>Table 2</b> above with competitive prices.
RELEVANT ICT HARDWARE AND NETWORK EXPERIENCE	The firm should have undertaken similar network and or hardware maintenance for <b>at least 2 corporate client</b> sites. Attach relevant evidence i.e. letters of recommendation / reference letters. The reference letters must have contact information of the client i.e Company name, name of a person, Mobile number, and email address for verification / due diligence.	Attach 2 reference letters.

To proceed to Financial evaluation bidders **MUST** meet all the above requirements.

**2.1**

<b><u>BID PRICE PER QUARTER</u></b>	<b><u>TOTAL FOR THREE YEARS</u></b>
<b>TOTAL INCLUSIVE OF VAT</b>	

**2.2 CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM**

You are requested to give the particulars indicated in Part 1; either part 2(a), 2(b) or 2(c) whichever applies to your type of business and part 3.

You are advised that it is a serious offence to give false information on this form.

<b>No</b>	<b>Part 1 – General</b>
4.1	Business Name
4.2	Location of Business Premises
4.3	Plot No. ....Street/Road.....  Postal Address ..... Telephone Numbers..... Fax Number ..... E-mail Address .....
4.4	Nature of Business
4.5	Registration Certificate No.



4.6	<p>Maximum value of Business which you can handle at any one time.</p> <p>Kshs .....</p> <p>Name of your Bankers.....Branch.....</p>
4.7	<p>Confirm credit period extended your to clients</p>
	<p><b>Part 2 (a) – Sole Proprietor</b></p>
4.8	<p>Your Name in Full .....</p> <p>Age.....</p> <p>Nationality .....</p> <p>Country of Origin.....</p> <p>Citizen Details.....</p> <p>.....</p>
	<p><b>Part 2 (b) – Partnership</b></p>
4.9.	<p>Given details of partnership as follows:-</p> <p><b><u>2b.2</u></b></p> <p>Name..... Nationality.....Citizenship Details..... Share.....</p> <p>1.....</p>

	<p>2.....</p> <p>3.....</p> <p>4.....</p> <p>.....</p>
	<p><b>Part 2 (C) – Registered Company</b></p>
<p>4.10</p>	<p>Private or Public</p> <p>.....</p> <p>.....</p>
<p>4.11</p>	<p>State the Nominal and issued Capital or Company</p> <p>Nominal Kshs .....</p> <p>Issued Kshs .....</p>
<p>4.12</p>	<p>Given details of all Directors as follows:-</p> <p>Name..... Nationality.....Citizenship Details....., Share.....</p> <p>1.....</p> <p>2.....</p> <p>3.....</p> <p>4.....</p> <p>5.....</p>

<b>Part 3 – Eligibility Status</b>	
4.13	<p>Are you related to an Employee, Committee member or Board Members of Kenya Re?            Yes.....No.....</p> <p>If answer in '4.13 is Yes give the relationship.</p>
4.14	<p>.....</p>
<p>4.15 Does an Employee, Committee Member, Board Member of Kenya Re sit in The Board of Directors or Management of your Organization, subsidiaries or Joint Venture?  <b>Yes</b>.....<b>No</b>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	
<p>4.16 If Answer in '4.15' above is <b>Yes</b> give details</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	
<p>4.17 Has your Organization, Subsidiary Joint Venture or Sub-contractor been involved in the past directly or indirectly with a firm or any of its affiliates that have been engaged by Kenya Reinsurance Corporation Ltd to provide consulting services for preparation of design, specifications and other documents to be used for procurement of the goods under this invitation?            Yes.....No.....</p>	
<p>4.18. If answer in '4.17' above is <b>Yes</b> give details</p> <p>.....</p> <p>.....</p>	

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4.19 Are you under a declaration of ineligibility for corrupt and fraudulent Practices? Yes .....  
No.....

4.20 If answer in '4.19' above is **Yes** give details

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4.21 Have you offered or given anything of value to influence the pre-qualification  
Process? Yes .....No.....

4.22 If answer in '4.20' above is Yes give details

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I/We Declare that the information given on this form is correct to the best of My/our knowledge and belief and that I/We Kenya Reinsurance corporation Ltd to seek any other reference concerning my/our company from whatever sources deemed relevant e.g. Company Registrars Office, Bankers etc.

Date.....Signature of Candidate.....

If a Kenyan citizen, indicate under "citizenship Details," whether by Birth, Naturalization of registration.

**TENDER FORM**

To: Kenya Reinsurance Corporation Limited,  
Reinsurance Plaza Nairobi, Taifa Road,  
P.O Box 30271 - 00100,  
**NAIROBI. Kenya.**

Gentlemen and/or Ladies:

Having examined the bidding documents the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Maintenance of ICT Hardware And Network**

**KRC/2021/037** in conformity with the said bidding documents for the sum of

\_\_\_\_\_ VAT Inclusive

or such other sums as may be ascertained in accordance with the Schedule of Rates attached herewith and made part of this Tender.

We undertake, if our Tender is accepted, to deliver the services in accordance with the schedule specified in the Schedule of Assignment.

If our Tender is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Employer.

We agree to abide by this Tender for a period of 90 days from the date fixed for Tender opening under Clause 5 of the Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Tender you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2020.

\_\_\_\_\_  
*[signature]*

\_\_\_\_\_  
*[in the capacity of]*

Duly authorized to sign Tender for and on behalf of \_\_\_\_\_



## KENYA REINSURANCE CORPORATION LTD

# QUALITY POLICY

As a leading Reinsurer in our chosen markets, we commit to:

- Provide risk management solutions that secure the future and create value for stakeholders
- Comply with International Standards as well as Quality Management System (QMS) requirements as outlined in ISO 9001
- Comply with all applicable regulatory and statutory requirements, and any other requirements that may not be statutory/regulatory.

We undertake to realize the above by keeping tabs on our Corporate Performance Objectives:

- Financial performance:** Achieve sustainably robust financial performance to grow stakeholder value
- Business process:** Maintain systems and processes that address business needs and stakeholder interests
- Business development:** Grow and diversify quality portfolios for business sustainability
- Risk management:** Maintain robust risk management initiatives in order to achieve corporate objectives
- People and culture:** Develop human resource capabilities and culture to match the Corporation's performance requirements

Consistent with this policy, specific quality objectives are established at relevant functions and levels within the Corporation. By mutual encouragement, commitment and cooperation through teamwork, all Kenya Re employees will perform their tasks diligently towards the achievement of our quality objectives, and continual improvement of the quality management system.

This policy shall be communicated and understood internally by all employees, and externally by all other stakeholders as well (through our website [www.kenyare.co.ke](http://www.kenyare.co.ke)). It shall be reviewed for continuing suitability taking into account changing Quality Management Systems and other practices.

  
**JADIAH MWARANIA, OGW**  
**MANAGING DIRECTOR**

DATE: 24/08/2020



## **KENYA REINSURANCE CORPORATION LTD**

### **INFORMATION SECURITY POLICY**

It is the policy of the Kenya Reinsurance Corporation (Kenya Re) that information confidentiality, integrity, and availability requirements, needs and expectations of interested parties are identified and that information is protected through a systematic process of risk assessment and risk treatment to satisfy, as appropriate, interested parties and needs of the Corporation in consideration of its mission to provide risk management solutions that secure the future and create value for stakeholders.

To ensure the integration and effective management of information security practices within Kenya Re, an Information Security Management System (ISMS) has been established, implemented, maintained, and shall be continually improved in accordance with the requirements of ISO/IEC 27001. The management system shall be independently audited for conformity at least once annually and results reported to the Managing Director.

As part of this framework, measureable information security objectives shall be established and monitored in the Corporation at all departmental levels. The overall performance of the ISMS shall be reviewed by the Management at planned intervals, and at least once annually or in the event of significant changes to ensure the continuing suitability, adequacy, and effectiveness of the ISMS.

The Corporation is committed to:-

- Establishing, implementing, maintaining, and continually improving the ISMS in accordance with the requirements of ISO/IEC 27001,
- Establishing and reviewing Information Security objectives at all Functions,

- Managing of information security risks through risk assessment and treatment,
- Reviewing the ISMS at planned intervals and in the event of significant changes to ensure its continuing suitability, adequacy, and effectiveness, and
- Providing assurance to interested parties of the Corporation's information security capability and commitment in meeting their requirements and expectations through third party audits.

This policy shall be communicated and understood internally by all employees, and externally by all other stakeholders as well (through our website [www.kenyare.co.ke](http://www.kenyare.co.ke)).



**JADIAH MWARANIA, OGW**

**MANAGING DIRECTOR**

DATE: 24/08/2020





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**JADIAH MWARANIA, OGW**

**MANAGING DIRECTOR**

**DATE:** 24/08/2020