



**KENYA REINSURANCE CORPORATION ZAMBIA LIMITED**

**KRCZ/2023/010-1**

**MAINTENANCE  
OF  
ICT HARDWARE AND NETWORK**

**DEADLINE: TUESDAY 19<sup>TH</sup> DECEMBER 2023 AT 10:00**

## INVITATION TO TENDER

- 1.1 The Kenya Reinsurance Corporation Zambia Limited invites interested bidders to tender for: -

TENDER NO	DESCRIPTION OF SERVICE	TENDER SUBMISSION FORMAT	ELIGIBILITY
KRCZ/2023/010-1	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 reference** should be deposited in the Tender Box located at the DG Partners, building 3, 1 Chila Road, Kabulonga, Lusaka or be sent to: -

**Managing Director  
Kenya Reinsurance Corporation, Ltd  
P.O. Box 30578  
Lusaka, Zambia**

- 1.4 To be received by **Tuesday 19/12/2023 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 **Zambian Kwacha**, inclusive of Government taxes and should remain valid for a period of 90 days.

### 1.6 TERMS OF REFERENCE AND EVALUATION CRITERIA

Kenya Reinsurance Corporation Zambia Limited is seeking for a firm to carry out maintenance of its Local Area Network, laptops 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 within the subsidiary.

**Table 1**

NO.	LAPTOPS DESCRIPTION	QUANTITY	RATE	TOTAL (VAT INCL)
1.	Lenovo ThinkPad E440	1		
2.	HP ProBook 640 G2	3		
3.	HP ProBook 450 G7	1		
4.	HP ProBook 450 G8 i5	6		
5.	HP ProBook 440 G9	3		
<b>VIDEO CONFERENCING</b>				
6.	Sharp Interactive Smart Board	1		
<b>SWITCH</b>				
7.	CISCO WS-C3650 - 48 PORT	1		
8.	CISCO 2900 Integrated Services Router	1		
<b>ROUTERS</b>				
9.	CISCO2911-SEC/K9 Router	1		
<b>NETWORK CABINETS</b>				
10.	Network cabinets with approximately 50 Network Points.	1		
<b>FIREWALL</b>				
11.	Checkpoint Firewall NGTX 3200	1		
<b>TABLET</b>				
12.	Apple iPad Pro 9.7" 128GB	1		
<b>UPS</b>				
13.	APC Smart UPS SMT 1500	1		
<b>OFFICE PHONES</b>				
14.	CISCO CP7821	10		
15.	CISCO CP7915 Expansion Module	1		
16.	CISCO CP8831 IP Conference Station	1		
17.	CISCO CP8831 IP Conference Station Keypad	1		
18.	CISCO Aironet 1700 series	2		

**NOTE:** Please note that the above list is a tentative list of laptops, and they may be upgraded to newer versions as technology advances. They are also subject to replacements and additions.

**Table 2. Price schedule for highly replicable parts indicative costs/schedule of costs for parts:**

<b>NO</b>	<b>ITEM</b>	<b>DESCRIPTION</b>	<b>PRICE (ZMW) (TAX INCLUSIVE)</b> <i>Give a forecasted weighted average price for the contract period.</i>
1.	UTP patch cords	UTP Cables/Patch Cords (CAT 6) {1 Meter, 2 Meters, 3 Meters, 5 Meters, 10 Meters}	
2.	UTP Cabling, Repair, Replacement	Pulling and terminating of extra Data outlet points Maximum length per point 70 Meters (UTP)	Price should include supply, and installation costs.
3.	Laptop Hard Disks	SSD – 256 GB, 512 GB HDD – 500 GB, 1TB	
4.	Laptop Batteries	For the laptop models named above and newer models that may come.	
5.	Laptop Charger	For the laptop models named above and newer models that may come	
6.	Laptop RAM	4GB, 8GB - DDR 3, DDR 4, Newer versions	
7.	Laptop Keyboard	For the laptop models named above and newer models that may come	
8.	Laptop Screens	For the laptop models named above and newer models that may come	
9.	Laptop Motherboard	For the laptop models named above and newer models that may come	

### **1.8 TECHNICAL EVALUATION**

#### **A. MANDATORY REQUIREMENTS.**

The following shall constitute the evaluation criteria:

<b>1. MANDATORY REQUIREMENTS</b>		
Legal Status	<b>Certificate of Incorporation</b>	MANDATORY
Statutory Compliance	<b>Valid and current tax compliance</b>	MANDATORY
<b>NB: The above statutory requirements must be submitted.</b>		

<b>2. TECHNICAL REQUIREMENTS / EVALUATION</b>		
<b>NO</b>	<b>DESCRIPTION</b>	<b>POINTS</b>
1.	The firm should have undertaken similar network and or hardware projects for at least 2 corporate client sites. Attach relevant evidence SLA's, /project signoffs/project completion certificates or recommendation/reference letters.	<b>10</b>

	<b>5 Marks for each project.</b>	
2.	Staffing Levels (Attach CVs). Relevant professional qualifications in ICT and related fields of the staff who will be involved with this project (attach evidence). <b>At least 2 staff with either a <u>degree</u> or <u>diploma</u> holder in ICT field</b> <b>With over 4 years of relevant experience-----20</b> <b>With over 3 years of relevant experience-----15</b> <b>With over 2 years of relevant experience -----10</b> <b>With over 1 year of relevant experience -----5</b>	<b>20</b>
3.	Duly filled <b>Price schedule for Highly replicable parts Indicative costs. (Table 2)</b>	<b>20</b>
4.	<b>Service Level Agreement (SLA) Provided</b> 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	<b>30</b>
<b>Total scores for Technical</b>		<b>80</b>
<b>Total scores for financial</b>		<b>20</b>

To proceed to Financial Evaluation bidders **MUST** score at least **50 marks out of 80.**

### 1.9 FINANCIAL EVALUATION

**THE MOST COMPETITIVE BIDDER SHALL BE CONSIDERED THE MOST RESPONSIVE.**

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

Technical proposal will carry a weighting of 80% marks and financial proposals will have a weighting of 20% marks.

The formula in determining the financial score is as follows: - (The single currency for the price conversion is ZAMBIAN KWACHA)

$$SF = \frac{FM}{F} \times 100$$

SF = Financial Score

FM = Lowest Financial Proposal

F = Financial Proposal under consideration.

The lowest bid will be given maximum financial score.

## Determining the Financial Score

The formula in determining the financial score is as follows: - (The single currency for the price conversion is Zambian Kwacha)

SF	=	FM/Fx100
SF	=	Financial Score
FM	=	Lowest Financial Proposal
F	=	Financial proposal under consideration.

## 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.

No	Part 1 – General
4.1	Business Name
4.2	Location of Business Premises
4.3	Plot No. .... Street/Road..... Area..... City ..... Postal Address ..... Telephone Numbers ..... Fax Number ..... E-mail Address .....
4.4	Nature of Business
4.5	Registration Certificate No.
4.6	Maximum value of Business which you can handle at any one time. ZMW ..... Name of your Bankers ..... Branch.....
4.7	Confirm credit period extended to your clients
<b>Part 2 (a) – Sole Proprietor</b>	
4.8	Your Name in Full ..... Age ..... Nationality ..... Country of Origin ..... Citizen Details .....
<b>Part 2 (b) – Partnership</b>	

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



4.....	.....
5.....	.....
<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 name of the Kenya Re member and your relationship.</p>
4.14	.....
<p>4.15 Does an Employee, Committee Member, Board Member of Kenya Re sit on 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 Zambia 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> <p>.....</p> <p>.....</p>	
<p>4.19 Are you under a declaration of ineligibility for corrupt and fraudulent Practices?          Yes ..... No.....</p>	

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

.....  
.....  
.....

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.

.....  
.....  
.....

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 authorize Kenya Reinsurance corporation Ltd to seek any other reference concerning my/our company from whatever sources deemed relevant e.g., Company Registrar's Office, Bankers, etc.

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

If a Zambian citizen, indicate under "citizenship details," whether by Birth or Naturalization of registration.

## TENDER FORM

To: Kenya Reinsurance Corporation Zambia Limited,  
DG Office Park, Chila Road, Kabulonga  
P.O Box 30578,  
**Lusaka, Zambia.**

Ladies and/or Gentlemen,

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**

**KRCZ/2023/010-1** in conformity with the said bidding documents for the sum of

\_\_\_\_\_ (amount in words)

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 \_\_\_\_\_ 2023.

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

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

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



## KENYA REINSURANCE CORPORATION LIMITED

### ANTI – CORRUPTION POLICY

Kenya Re has committed itself to “Zero” tolerance on corruption and working with the government and other agencies in tackling the vice. Part of our corporate values is “Integrity”; Kenya Re does not engage in corruption or any form of unethical inducement or payment including facilitation payments and “kickbacks”.

In order to achieve this, Kenya Re is committed to ensure that:

- No form of bribery or corruption is tolerated.
- Strong internal controls to avert any form of corruption are put in place at all times.
- All employees avoid any activities that might lead to or suggest a conflict of interest with the business of the Corporation.
- Employees declare gifts accepted or offered which will be subjected to managerial review.
- A strong corporate governance framework which encompasses accountability, transparency, participation, equality, rule of law, capacity and competence and responsiveness to people’s needs is consistently embraced.
- Immoral behaviour, favouritism, discrimination and nepotism are not tolerated.
- All corruption cases reported by any employee are handled expeditiously and fairly.
- The protection of the identity of persons making corruption disclosures and also take all possible actions to protect individuals subject to unfair or malicious allegations.
- For disciplinary cases, the process as detailed in the HR Policy will be followed.
- Staff are continuously sensitized and trained on matters of ethics and integrity once every year.

This policy document shall be reviewed from time to time at such intervals as management may determine.



**Jadhah 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, measurable 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)).

A handwritten signature in blue ink, appearing to read 'JADIAH MWARANIA'.

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

DATE: 24/08/2020



## 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