



**THE NAIROBI HOSPITAL**

**REQUEST FOR PROPOSAL**

**FOR**

**PROVISION OF TAXI AND CAR HIRE SERVICES**

**(RE-TENDER)**

**REFERENCE NO: TNH/RFP/005/01/26/OPERATIONS**

**CLOSING DATE: TUESDAY, 10<sup>th</sup> MARCH 2026**

**CLOSING TIME: 12:00 Noon**

***P. O. Box 30026 – 00100 GPO Nairobi ☐ Kenya ☐ Telephone: + 254 (020) 2 845 000 ☐  
Telefax: 254***

***(020) 2728003 ☐***

***e-mail:hosp@nairobihospital.org ☐ website: www.nairobihospital.org***

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**SECTION I: INVITATION TO TENDER**

**TENDER NAME: PROVISION OF PROVISION OF TAXI AND CAR HIRE SERVICES-  
RE-TENDER**

**TENDER NO: TNH/RFP/005/01/26/OPERATIONS**

Nairobi Hospital invites sealed bids from eligible candidates for Provision of Taxi and Car Hire Services at The Nairobi Hospital for 2 years.

Complete sets of tender documents can be downloaded from The Nairobi Hospital website; <https://thenairobihosp.org/tender/> by interested bidders upon payment of non-refundable fee of **Ksh.3,000.00** the payment should be made through **LIPA NA MPESA Paybill Number: 998151 A/C No: Company Name** at the **hospital cashiers desk from 8:30A.M - 4:30 P.M Monday to Friday**

Candidates will then attach the **original receipt** to the tender documents as proof of purchase.

Prices quoted should be net inclusive of all taxes and delivery costs, must be expressed in Kenya shillings and shall remain valid for a period of 120 days from the closing date of the tender.

Completed tender documents for preliminary and technical requirements are to be enclosed in a plain envelope marked with the tender reference number, tender name and addressed to:

**The Chief Executive Officer  
The Nairobi Hospital**

**P.O BOX 30026 - 00100,  
Nairobi, Kenya.**

**Or be deposited in the Tender Box at Nairobi Hospital at the Tender Box at Procurement Office Corporate Services Centre Second Floor to be received on or before Tuesday, 10<sup>TH</sup> MARCH 2026, at 12.00pm.**

Electronic bidding will not be permitted. Late tenders will be rejected.

**Request for Clarifications and Enquiries**

All clarifications required and enquiries regarding this BID, shall be promptly sent via email to; [procurement@nbihosp.org](mailto:procurement@nbihosp.org) with the subject -PROVISION OF PROVISION OF TAXI AND CAR HIRE SERVICES (RE-TENDER)**TENDER NO: TNH/RFP/005/01/26/OPERATIONS**

The request for clarification or additional information **must be received by TNH 7 days before the closing date**. TNH will advise all Bidders of its response to any such requests where appropriate and applicable through the bidder's emails.

## **SECTION II - INSTRUCTIONS TO TENDERERS**

### **2.1. Eligible Tenderers**

2.1.1. This Invitation to tender is open to all tenderers eligible as described in the instructions to tenderers. Successful tenderers shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the tender documents.

2.1.2. Tenderers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

### **2.2. Cost of Tendering**

2.2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and The Nairobi Hospital, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.2.2 The price to be charged for the tender document shall be **Kshs.3,000/=**

2.2.3 Nairobi Hospital shall allow the tenderer to review the tender document free of charge before purchase.

### **2.3. Contents of Tender Documents**

2.3.1. The tender document comprises of the documents listed below

- i. Invitation to tender
- ii. Instructions to tenderers
- iii. Schedule of Requirements
- iv. Details of service
- v. Form of tender
- vi. Price schedules
- vii. Confidential business questionnaire form

2.3.2. The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

## **2.4. Clarification of Documents**

2.4.1 A prospective candidate making inquiries of the tender document may notify Nairobi Hospital in writing or by post, fax or email at the entity's address indicated in the Invitation for tenders. The Nairobi Hospital will respond in writing to any request for clarification of the tender documents, which it receives no later than seven (7) days prior to the deadline for the submission of tenders, prescribed by The Nairobi Hospital. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers who have sought out for clarifications and where need be addendum posted on The Nairobi Hospital Website"

2.4.2. Nairobi Hospital shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender

## **2.5. Amendment of Documents**

2.5.1. At any time prior to the deadline for submission of tenders, The Nairobi Hospital, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

2.5.2. All prospective tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

2.5.3. In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, The Nairobi Hospital, at its discretion, may extend the deadline for the submission of tenders.

## **2.6. Language of Tender**

2.6.1. The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and The Nairobi Hospital, shall be written in English language.

## **2.7. Documents Comprising the Tender**

The tender prepared by the tenderer shall comprise the following components:

- (a) A Tender Form and a Price Schedule completed.

- (b) Documentary evidence established in accordance with Clause 2.11 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted.
- (c) Confidential business questionnaire.

## **2.8. Form of Tender**

2.8.1 The tenderers shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the services to be performed.

## **2.9. Tender Prices**

2.9.1 Prices quoted should be net inclusive of all taxes and must be in Kenya shillings and shall remain valid for 120 days from the closing date of the tender.

2.9.2 The Tenderer shall indicate on the form of tender and the appropriate price schedule the unit price and the total prices of the services it proposes to provide under the contract.

2.9.3 Prices quoted by the tenderer shall remain fixed during the term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

## **2.10. Tender Currencies**

2.10.1 Prices shall be quoted in Kenya Shillings.

## **2.11. Tenderers Eligibility and Qualifications.**

2.11.1 Pursuant to Clause 2.1 the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.

2.11.2 The documentary evidence of the tenderers qualifications to perform the contract if its tender is accepted shall establish to The Nairobi Hospital satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

## **2.12. Validity of Tenders**

2.12.1 Tenders shall remain valid for 120 days or as specified in the invitation to tender after date of tender opening prescribed by The Nairobi Hospital, pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by Nairobi Hospital as nonresponsive.

2.12.2 In exceptional circumstances, The Nairobi Hospital may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A tenderer granting the request will not be required nor permitted to modify its tender.

### **2.13. Format and Signing of Tender**

2.13.1 The tenderer shall prepare one copy of the tender.

2.13.2 The copy of the tender shall be typed or written in indelible ink.

2.13.3 The final bound Bid document must be serially paginated (**All pages in the document from top page (immediately after top cover) to the last page (one before back cover) including table of content, separators, brochures, receipt and any other attachments) in a continuous ascending order from the first page to the last in this format; 1,2,3.....n where n is the last page.**

2.13.4 The document should be clearly arranged with separators and **tape bound. Spiral bound will not be accepted**

### **2.14. Sealing and Marking of Tenders**

2.14. "The tenderer shall seal the copy of the tender in an envelope. The financial proposal shall be sealed in a separate envelope. Both envelopes shall then be placed and sealed within a single outer envelope."

2.14.2 The inner and outer envelopes shall be addressed to:

**The Chief Executive Officer The Nairobi Hospital  
P.O BOX 30026 - 00100,  
Nairobi, Kenya**

**Bear, tender number and name in the invitation to tender and the words: "DO NOT OPEN BEFORE Tuesday 10<sup>TH</sup> MARCH 2026, at 12.00 noon.**

2.14.3 If the outer envelope is not sealed and marked as required by paragraph 2.14, The Nairobi Hospital will assume no responsibility for the tender's misplacement or premature opening.

### **2.15. Deadline for Submission of Tenders**

2.15.1 Tenders must be received by The Nairobi Hospital at the address specified under paragraph 2.15.2 no later than Tuesday 10<sup>TH</sup> MARCH 2026, at 12.00 noon.

2.15.2 The Nairobi Hospital may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents, in which case all rights and obligations of The Nairobi Hospital and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.15.3 Bulky tenders which will not fit in the tender box shall be received by The Nairobi Hospital as provided for in the appendix.

## **2.16. Modification and withdrawal of tenders**

2.16.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tender's is received by The Nairobi Hospital prior to the deadline prescribed for the submission of tenders.

2.16.2 The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.15. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

2.16.3 No tender may be modified after the deadline for submission of tenders.

2.16.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer on the Tender Form.

2.16.5 Nairobi Hospital may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.16.6 Nairobi Hospital shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

## **2.17. Opening of Tenders**

2.17.1 The Nairobi Hospital will open all tenders at The Nairobi Hospital (Procurement Boardroom) on Tuesday 10<sup>TH</sup> MARCH 2026, at 12.00 noon.

2.17.2 Thereafter, The Nairobi Hospital will prepare minutes of the tender opening.

## **2.18. Clarification of tenders**

2.18.1 To assist in the examination, evaluation and comparison of tenders, The Nairobi Hospital may at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in call or writing, and no change in the prices or substance shall be sought, offered, or permitted.

2.18.2 Any effort by the tenderer to influence The Nairobi Hospital in tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers tender. Comparison or contract award decisions may result in the rejection of the tenderers' tender.

## **2.19. Preliminary Examination and Responsiveness**

2.19.1 The Nairobi Hospital will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished whether the documents have been properly paginated, and whether the tenders are generally in order.

2.19.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its tender will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

2.19.3 The Nairobi Hospital may waive any minor informality or nonconformity or irregularity in a tender which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.

2.19.4 Prior to the detailed evaluation, pursuant to paragraph 23, The Nairobi Hospital will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations. The Nairobi Hospital's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.19.5 If a tender is not substantially responsive, it will be rejected by The Nairobi Hospital and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

## **2.20. Conversion to a single currency**

2.20.1 All quoted prices should be in Kenya shillings and inclusive of VAT.

## **2.21. Evaluation and comparison of tenders.**

2.21.1 The Nairobi Hospital will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.19

2.21.2 The comparison shall be of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the services.

2.21.3 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.

2.21.4 To qualify for contract awards, the tenderer shall have the following: -

(a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.

(b) Legal capacity to enter into a contract for procurement

(c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing

(d) Shall not be debarred from participating in public procurement.

## **2.22. Contacting The Nairobi Hospital**

2.22.1 Subject to paragraph 2.18, no tenderer shall contact The Nairobi Hospital on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.22.2 Any effort by a tenderer to influence Nairobi Hospital in its decisions on tender evaluation tender comparison or contract award may result in the rejection of the tenderers tender.

## **2.23. Award of Contract**

### **a) Post qualification**

2.23.1 In the absence of pre-qualification, The Nairobi Hospital will determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.23.2 The determination will take into account the tenderer's financial and technical capabilities. It will be based upon an examination of the documentary

evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.1.2, as well as such other information as The Nairobi Hospital deems necessary and appropriate.

#### **b) Award Criteria**

2.23.3 Subject to paragraph 2.24 The Nairobi Hospital will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

2.23.4 The Nairobi Hospital reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for The Nairobi Hospital's action. If the procuring entity determines that none of the tenderers is responsive; the procuring entity shall notify each tenderer who submitted a tender.

2.23.5 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

#### **2.24. Notification of award**

2.24.1 Prior to the expiration of the period of tender validity, the Procuring entity will notify the successful tenderer in writing that its tender has been accepted.

2.24.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the tenderer and The Nairobi Hospital. Simultaneously the other tenderers shall be notified that their tenders have not been successful.

#### **2.25. Signing of Contract**

2.25.1 At the same time as The Nairobi Hospital notifies the successful tenderer that its tender has been accepted, Nairobi Hospital will simultaneously inform the other tenderers that their tenders have not been successful.

2.25.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to The Nairobi Hospital.

2.25.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

## **2.26. Corrupt or Fraudulent Practices**

2.26.1 The Nairobi Hospital requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.26.2 The Nairobi Hospital will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

2.26.3 Further, a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

### **SECTION III - EVALUATION CRITERIA**

Interested Bidders should note that only those who meet the criteria indicated below as a minimum supported by relevant documents at submission will be considered for further evaluation.

#### **3.1 Tender Evaluation Criteria**

After tender opening, the tenders will be evaluated in 4 stages, namely:

1. Preliminary Evaluation
2. Technical Evaluation
3. Financial Evaluation
4. Due diligence

#### **Stage 1: Preliminary Evaluation**

This stage of evaluation shall involve examination of the mandatory requirements as set out in the Tender Advertisement Notice or Letter of Invitation to Tender and any other requirements stated in the bid document.

Where a bidder fails to submit any of the listed documents/requirements, the bidder shall be automatically disqualified and shall not proceed to the technical evaluation stage.

TNH reserves the right to seek clarification from the bidder regarding submission/nonsubmission of the documents listed below:

#### **Mandatory Requirements Table 1**

	<b>Mandatory Requirements (YES/NO)</b>	<b>Response YES/NO</b>
<b>No.</b>	<b>Particulars</b>	
<b>1.</b>	Copy of Certificate of Incorporation/Certificate of Registration	
<b>2.</b>	Copy of valid KRA Tax Compliance Certificate	
<b>3.</b>	Must provide a copy of Valid business Trading License relevant to this tender	
<b>4.</b>	Must attach original receipt as proof of purchase of tender documents	

5.	Copy of CR 12 issued within the last one year.	
6.	Certificate of accreditation/licensing from the relevant regulatory body	
7.	Duly filled, signed and stamped Form of tender.	
8.	Must submit copies of 2 most recent audited financial reports (not older than 2023 certified by audit firm registered by the Institute of Certified Public Accountants (ICPAK). <b>(Attach audit firm valid annual practicing license from ICPAK) (Where there is a provision for more than one Directors, two of them must sign.)</b>	
9.	Duly filled, signed and stamped Confidential Business Questionnaire.	
10.	ENSURE that all pages are sequentially paginated in the format 1, 2, 3 .... Starting with 1 on top page	
11.	The firm must have a physical address and an administrative office (Attach a current lease agreement from landlord or documents of proof of ownership)	

**Note: All the above documents numbered 1 to 11 should be packaged and arranged in that order under the preliminary evaluation criteria section of the tender document.**

### Stage 2: Technical Evaluation Criteria

Technical evaluation criteria will carry a maximum of 70% of the overall total evaluation score out of 100.

#	Criteria	Score																							
1	Attach National Transport and Safety Authority Certificate	6																							
2	Financial ratios to be derived from audited accounts: <ul style="list-style-type: none"> <li>• Current Ratio (Liquidity)</li> <li>• Net Profit Margin</li> <li>• Debt-to-Equity Ratio</li> </ul> Original or recent letter (dated within 6 months) from a reputable bank confirming good standing and creditworthiness	8																							
3	<b>Fleet Adequacy &amp; Compliance</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Vehicle Type</th> <th>Qty</th> <th>Requirements</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Saloon Cars</td> <td>24</td> <td rowspan="7"> <ul style="list-style-type: none"> <li>• Logbooks or Lease Agreements</li> <li>• PSV Licenses</li> <li>• Valid Insurance Certificates</li> <li>• Not older than 2017</li> </ul> </td> <td>24</td> </tr> <tr> <td>SUVs</td> <td>3</td> <td>3</td> </tr> <tr> <td>Pick-ups</td> <td>1</td> <td>1</td> </tr> <tr> <td>22-33 Seater Buses</td> <td>2</td> <td>2</td> </tr> <tr> <td>Mini Vans (7-14 seater)</td> <td>6</td> <td>6</td> </tr> <tr> <td>Motorcycles</td> <td>2</td> <td>2</td> </tr> </tbody> </table>	Vehicle Type	Qty	Requirements	Marks	Saloon Cars	24	<ul style="list-style-type: none"> <li>• Logbooks or Lease Agreements</li> <li>• PSV Licenses</li> <li>• Valid Insurance Certificates</li> <li>• Not older than 2017</li> </ul>	24	SUVs	3	3	Pick-ups	1	1	22-33 Seater Buses	2	2	Mini Vans (7-14 seater)	6	6	Motorcycles	2	2	38
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3	Provide evidence of a functional vehicle tracking system by attaching a valid contract or system certification showing current and active use for a minimum of 4 vehicles.			5
4	Provide evidence of company experience in taxi and car hire services by attaching copies of contracts and corresponding recommendation letters from at least five (5) major institutional or corporate clients where similar services have been successfully delivered.			5
5	<b>Staff, Qualification and Education</b>			<b>11</b>
	Management (2 staff)	Diploma in Logistics/Transport/Business Min. 5 years' experience	CVs, Degree Certificates, contract	2
	Customer Service (2)	Certificate or Diploma in Customer Service/Hospitality Min. 2 years' experience	CV, Degree/ Diploma Certificate, contract	2
	Drivers (10 minimum)	Valid PSV License, Good Conduct, KCSE Min. 3 years' experience	DLs, PSV badge, Police Clearance and Academic proof	5
	VIP Drivers (2)	Advanced Driving Certification, 5+ years VIP driving experience	Defensive Driving Certificate, CV, Police Clearance, Service Letters	2
6	<b>Attach proof of taxi/car hire services provided outside Nairobi in at least 5 towns within the last 6 months</b>			<b>7</b>
	<b>Requirement</b>	<b>Minimum Evidence Required</b>	<b>Towns to Be Covered</b>	<b>Marks</b>
	Proof of Completed Taxi/Car Hire Jobs Outside Nairobi (within last 6 months)	Attach service orders, trip records, signed delivery notes, or invoices with client stamps for each town	Kisumu, Mombasa, Nakuru, Nanyuki, Machakos + any other 5 towns	5
	Client References from Regional Jobs	Signed reference letters or recommendation emails from clients confirming successful	Same towns as above	2

		service delivery in the listed towns			
7	<b>Service Delivery &amp; Operations</b>				<b>10</b>
	<b>Service Delivery Plan</b>	<b>Detailed proposal showing how daily/emergency needs are met</b>			<b>Marks</b>
	Security	Lost and found SOPs			2
	Booking Procedure	Booking SOPs, booking system & hotline numbers			2
	Complaint Resolution	Complaint log, handling SOPs, response timelines			2
	Billing & Invoicing	Sample invoices, billing SOP, credit terms			2
	Maintenance Schedule	Maintenance logs, preventive schedule, workshop proof			2
8	Grooming and hygiene SOPs and evidence/sample of staff badges.				<b>2</b>
9	Evidence of 24/7 well managed call Centre and evidence of physical office				<b>2</b>
10	Staff welfare				<b>6</b>
	<b>Requirement</b>	<b>Evidence Required</b>			<b>Marks</b>
	PAYE Compliance (August & September 2025)	Copies of PAYE returns/submissions to KRA			3
	SHA & NSSF Compliance	Proof of NHIF and NSSF payments for August & September 2025			3
	<b>TOTAL</b>				<b>100</b>

**NOTE: Only Bidders who Score 70% and above shall be allowed to proceed to the next stage/level of evaluation. I.e. Financial Evaluation. Consequently, Bidders who fail to attain the minimum technical score i.e. 70% shall be disqualified at this stage.**

**The final score will be weighted to 70 marks**

**Financial Evaluation:**

Financial evaluation will be based on the most competitive rates.

**Award Criteria:**

The firm that is determined to be substantially responsive technically and offering the most competitive rates will be eligible to be recommended for award.

**SECTION IV: DESCRIPTION OF SERVICES****4.0 BACKGROUND**

The Nairobi Hospital, a leading healthcare institution in East and Central Africa, is seeking the services of a professional and dependable Taxi and Car Hire provider. The selected service provider will support the Hospital's operational, patient transfer, and administrative mobility needs. This engagement aims to ensure timely, safe, and efficient transport aligned with the Hospital's Strategic Plan (2025-2029) and its unwavering commitment to delivering high-quality healthcare services.

**4.1 SCOPE OF WORK**

Details of requirements are specified below.

1. The Nairobi Hospital (herein referred to as TNH) is in the process of procuring Transport services that cover Taxi, Car Hire, Bus, Pick up and Trucks. The services shall cater for carrying out TNH operations countrywide and shall be offered in Nairobi and its environs.
2. Car Hire Services - Driving of taxis and other car hire vehicles as well as fueling and maintenance of vehicles will be the responsibility of the successful Bidder.
3. Provision of car leasing services for all vehicle categories both short and long term.
4. The service provider shall avail contact details of personnel tasked to handle TNH account as well as working telephone contacts to TNH that are reachable at all times for all categories.
5. TNH may occasionally requires bigger capacity motor vehicles (vans, buses, pickup and trucks) to move staff and goods.
6. Vehicle maintenance and matters registration shall be undertaken by the successful bidder.
7. Services shall be offered upon official communication from TNH. The service provider shall be alerted to provide services by authorized users as and when the need arises.
8. Where waiting charges are applicable on specific assignments, the successful Bidder will ensure the same is indicated on the taxi voucher and clearly communicate the same to the office.
9. The Service provider must clearly state waiting charges (such as per hour) once passenger(s) has/have been dropped off and not from beginning of the trip

10. Bidder must indicate if service charges apply from base to destination back to base or strictly from base to destination.
11. Requests for taxi services shall be on short notice and the service provider must demonstrate proven ability to meet the demand especially for airport transfers.
12. In case of no show at the airport, it is the responsibility of the taxi company to inform TNH staff in-charge of the booking.
13. Before starting the journey, the following must be recorded in the service providers' Taxi Services Order (TSO) or Taxi Voucher
  - i. Date of taxi hire
  - ii. Vehicle registration number
  - iii. Speedometer reading before starting the journey
  - iv. Name and department of the passenger
  - v. Pickup point
  - vi. Destination of the journey
  - vii. At the end of the journey, the mileage covered must be entered in the TSO/Taxi Voucher
  - viii. The duly filled original TSO/Taxi Voucher signed by the user shall be retained by the driver for onward submission to the service provider's office for preparation of an invoice
  - ix. Invoices shall be submitted monthly with a copy of the TSO/Taxi Voucher duly endorsed by the user for settlement
14. All motor vehicles provided shall satisfy all legal requirements and in particular:
  - i. Must have a valid Passenger Service Vehicle (PSV) license
  - ii. Must have fully operational approved seat belts, and speed governor as applicable in transport regulations in force
15. All motor vehicles must have valid applicable insurance cover.
16. Condition of the vehicles. All vehicles shall be:
  - i. Well maintained
  - ii. Clean interior and exterior
  - iii. Must be fitted with tracking devices
  - iv. Accident free
  - v. Relatively new-vehicles not older than 5 years from year of registration in Kenya.
17. Drivers shall:
  - i. Hold a valid driver's license and carry the document during all trips
  - ii. Be highly qualified - safe driver with more than 3 years driving experience
  - iii. Be courteous
  - iv. Be presentable and well groomed.

- v. Have no body odours
  - vi. Avoid engaging on phone calls /chats while enroute.
  - vii. Be well conversant with traffic rules and regulations as well as routes
  - viii. Be literate - able to express themselves in both National languages - Kiswahili and English
  - ix. Possess certificate of good conduct/police clearance certificate from Directorate of Criminal Investigation (available on request by TNH).
18. Contract Period: TNH shall sign a contract with the winning bidder subject to renewal upon satisfactory score on performance evaluation and need for the service.
  19. Vehicles types and availability: The supplier's fleet must comprise saloon vehicles, vans, buses, pickup and truck or otherwise provide evidence that he can provide the vehicles as and when required by TNH.
  20. Vehicles required for travel outside Nairobi should be confirmed at least 24hours before travel. However, those required on a daily basis should be readily available as and when requested.
  21. The Service provider must provide some form of vehicle tracking of which information such as route maps will be availed to TNH on request.
  22. A written notice of thirty (30) days must be given to either party before termination of the agreement for whatever reason.
  23. Investigation of complaints: The service provider shall investigate any complaints from customers and follow up the recovery of any lost items/baggage.
  24. The service provider shall be fully responsible for all services performed by its drivers, and shall for this purpose employ qualified, competent and well-trained drivers who are licensed to perform the services under the Contract.
  25. The service provider shall take all reasonable measures to ensure that its drivers conform to the highest standards of moral and ethical conduct.
  26. TNH shall not be liable for any action, omission, negligence or misconduct of the drivers or subcontractors nor for any insurance coverage which is necessary for the purpose of this contract, nor for any costs, expenses or claims associated with any illness, injury, death or disability of the service provider's drivers in connection with this Contract.
  27. Service Standards; The service provider shall provide courteous, responsive and efficient services at all times to meet TNH's requirements. All telephone calls and emails correspondences shall be answered promptly. The service provider should be accessible at all times (24/7) to facilitate TNH's requirements.
  28. In the event the vehicle breaks down during a trip/journey alternative arrangements will be made by the service provider failure to which TNH shall make alternative transport arrangements for its staff and or guest(s) and deduct the bill from the service provider's monthly invoice.

- 29. Service provider should be able to meet a response time of 20 minutes. In the event a taxi is not available, the service provider must communicate to the office within 10 minutes of the request indicating the expected response time that exceeds 20 minutes.
- 30. The service provider shall provide invoices on a monthly basis. Format of a monthly report consisting of detailed information of trips will be decided prior to contract signing.

**SECTION V - STANDARD FORMS**

**5.1 Confidential Business Questionnaire**

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

**PART 1- GENERAL**

Business Name .....

Location of Business premises.....

Country/Town.....

Postal Address.....

Code ..... Town.....

Tel No.....

E-mail.....

Nature of Business .....

**Part 2 (a) - INDIVIDUALS**

Your Name in full.....

Nationality..... Country of Origin.....

Citizenship details .....

**PART 2 (b) - PARTNERSHIP**

Name	Nationality	Citizenship Details	Shares
1.....			

2.....

3.....

**PART 2 (c) - REGISTERED COMPANY**

Private or Public.....

State the nominal and issue capital of the company.....

Nominal Kshs .....

Issued Kshs .....

Give details of all directors as follows:

<b>Name</b>	<b>Nationality</b>	<b>Citizenship Details</b>	<b>Shares</b>
1. ....			
2. ....			
3. ....			
4. ....			

**5.2 FORM OF TENDER**

THE NAIROBI HOSPITAL  
P.O BOX 30026 - 00100,  
NAIROBI, KENYA.

Dear Sir,

**REF: PROVISION OF TAXI AND CAR HIRE SERVICES**

Having examined the entire Tender documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to Provide Taxi and Car Hire Services with the said Tender document for the sum;

**Tender sum**..... (Words)

**Kshs**..... (Figure)

If our tender is accepted, we agree to enter into a Bond for due performance equivalent to 10% of the contract with the Guarantor described herein. The Guarantor shall be a reputable bank (tier 1), such a guarantor shall be to the approval of the client.

Further, this Tender, together with your written acceptance thereof and your award letter, shall constitute a Contract between us subject to the signing of the contract by both parties.

Our tender is complete, and we have considered our entire obligation on matters necessary for total execution of this contract.

We understand that the lowest or any tender will not necessarily be accepted and that the clients shall not allow any claims we incur in preparing this tender.

**TENDERER**

Signature of Tenderer.....

(Company stamp).....

Name of Tenderer.....

Address of Tenderer.....

Telephone Number (office).....

Mobile.....

E-mail Address.....

**WITNESSED BY:**

Signature of Witness.....

Name of Witness.....

Address of Witness.....

Telephone Number.....

## APPENDIX: PRICE SCHEDULE

### Section 1

Please provide your rates under the following structure:

Vehicle Type	Cost per KM (Within Nairobi)	Cost per KM (Outside Nairobi)
Saloon Car (1300cc - 1800cc)		
Van (7-seater, 9 - seater and 14-seater)		
Alphard		
Executive - provide all available options including hiring		
Bus (33, 45 & 51-seater options)		
Pick-Up		
Coaster Bus (20-seater)		
Canter		
Truck		
Ambulances		
Motorcycle		

Please indicate if any additional fees apply:

- Night service fees
- Waiting time charges
- Minimum trip charges
- Long-distance or inter-county surcharges

### Section 2

Vehicle type	Cost in Ksh per Km inclusive of VAT	Waiting charges per hour
Saloon		
Van		
Bus		

### Section 3

Location	Saloon vehicle		Van		Bus	
	Half day	Full day	Half day	Full day	Half day	Full day
Nairobi						
Machakos						
Limuru						
Naivasha						

Nakuru						
Nanyuki						
Nyeri						
Kiambu town						

**Note:** Upcountry rates will be requested on need basis depending on location.

#### Section 4

Location	Pick-up			Truck		
	Drop Off	Half day	Full day	Drop Off	Half day	Full day
Outpatient centres						
Within Nairobi						
Limuru						
Kiambu town						

#### Section 5

No	Item description	UOM	Quantity Required	Car Hire Charges VAT Inclusive (Self Drive)	Car Hire Charges VAT Inclusive (Charges inclusive provision of Driver)
1	Executive Vehicle Hiring Services on a need basis as a one off. For example:	Days			
	1. Prado		1		
	2. Mercedes		1		
	3. Executive Van		1		