



THE NAIROBI HOSPITAL

REQUEST FOR PROPOSAL

FOR

**OUTSOURCED TEMPORARY EMPLOYEES SERVICE
PROVIDER**

REFERENCE NO: TNH/RFP/005/002/23/HR

CLOSING DATE: THURSDAY, 25th JULY 2024

CLOSING TIME: 12:00 P.M.

***P. O. Box 30026 - 00100 GPO Nairobi • Kenya • Telephone: + 254
(020) 2 845 000 • E-mail: hosp@nbihosp.org • website:
www.thenairobihosp.org***

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SECTION 1: INVITATION TO TENDER

TENDER NAME: OUTSOURCED TEMPORARY EMPLOYEES SERVICE PROVIDER

TENDER NO: TNH/RFP/005/002/23/HR

The Nairobi Hospital invites sealed bids for RFP in **Outsourced Temporary Employees Service Provider** as per the Terms of Reference.

Complete sets of tender documents can be downloaded from The Nairobi Hospital website; <https://thenairobihosp.org/tenders> by interested bidders upon payment of non-refundable fee of **Kshs. 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 in Admissions 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 must be expressed in Kenya shillings and shall remain valid for a period of 120 days from the closing date of the tender.

You are required to complete the forms provided, attach required and relevant documentation for your proposal and submit them in **2 envelopes** (1-Technical; 1-Financial) clearly marked as below deposit it in the Tender Box in Procurement Office located at Corporate Centre, 2nd Floor on or before **Thursday 25th July, 2024 at 12.00 Noon East African Time.** Addressed to:

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

Electronic bidding will not be permitted. Late tenders will be rejected. Bids will be opened immediately thereafter at the Procurement Boardroom.

SPECIAL NOTES

The bidder is required to understand the Terms of Reference and should he/she find any missing or should the bidder be in doubt of the precise meaning of any items of figures, for any reason whatsoever, he must inform The Nairobi Hospital via email Tenders@nbihosp.org in order that the correct meaning may be decided. All clarification should be received seven (7) days before the date for submission of Tenders.

SECTION II - INSTRUCTIONS TO TENDERERS

2.1 Eligible Tenderers

2.1.1. This RFP is open to all eligible 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;

- (a) Invitation to Tender
- (b) Instructions to Tenderers
- (c) Terms of reference
- (d) Evaluation Criteria
- (e) Standard Forms

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) 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.
- b) Filled Standard forms.

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, pursuant to paragraph 2.22.

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. The tender security provided under paragraph 2.12 shall also be suitably extended. A tenderer may refuse the request without forfeiting its tender security. 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 Bid bound document must be **Tape Bounded** and 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

2.14.1 The tenderer shall seal the copy of the tender and the envelopes shall then be sealed in an 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 Thursday 25th July 2024 at 12.00 p.m.**

2.15.3 If the outer envelope is not sealed and marked as required by paragraph 2.15.2, 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 **Thursday 25th July 2024 at 12.00 p.m.**

2.15.2 The Nairobi Hospital may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 6, 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 no 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. Withdrawal of a tender during this interval may result in the Tenderer’s forfeiture of its tender security, pursuant to paragraph 2.12.7.

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 **Thursday 25th July 2024 at 12.00 p.m.**

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, and its tender security may be forfeited. 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 2.20

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 2.19, 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 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 pursuant to clause 2.29. Simultaneously the other tenderers shall be notified that their tenders have not been successful.

2.24.3 Upon the successful Tenderer's furnishing of the performance security, The Nairobi Hospital will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

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

2.27.1 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.

2.27.2 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;

2.27.3 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: TERMS OF REFERENCE

3.1 Introduction

The Nairobi Hospital was established in 1954 to provide high level medical care. The Hospital has excelled in medical expertise and services provision and has deservedly earned recognition throughout East Africa and beyond as an advanced diagnostic, treatment and referral centre. Expansive investment in latest technology and medical equipment has enabled us establish leadership in medical procedures both in Kenya and outside.

The Hospital takes pride in her highly qualified professionals who deliver the mission every day, translating knowledge and expertise to internationally compliant practices in healthcare provision. Courtesy, consideration and unreserved respect towards patients' privacy, dignity and confidentiality has time and again helped us earn their trust and goodwill. The Hospital's dedicated nursing staff provides professional care within a friendly and comfortable environment, ensuring that being in hospital is a more pleasurable and less anxious time for the patients and their families.

3.2 Corporate Statements

The Hospital's vision is "to be a world class multi-specialty Hospital, delivering exceptional quality and patient safety and outstanding stakeholder experience, whilst achieving sustainable growth".

The Hospital's mission is "To offer patients the best care, using advanced technology in an atmosphere of trust, safety and comfort".

The Hospital's Values are:

1. **Dedication:** We are dedicated to offering patients and their families' efficient service and great value for their money.
2. **Empathy:** We are devoted to providing a warm, friendly and caring environment in which patients can recover.
3. **Inspiration:** We are an organization that inspires our staff to achieve the extraordinary and develop the best careers.
4. **Quality:** We pursue superior performance and quality in all we do, to build and preserve the Hospital's clinical, organizational and financial strength.
5. **Partnerships:** We recognize the value of strong internal and external partnerships to accomplish our goals.

The Hospital's Strategic Pillars are:

1. Outstanding Stakeholder Experience
2. Exceptional Quality and Patient Safety
3. Sustainable Growth

3.3 Scope of Work & Deliverables

The Nairobi Hospital seeks to engage a reputable firm to provide the following specified below:

Overall Objective:

Hiring of Temporary Employees: The selected vendor will be issued a terms of reference for hiring of temporary employees on contractual basis which will include specifying timelines for hire, location of deployment, projected compensation levels, scope of work, number of personnel required, their roles and qualifications and relevant experience.

Specific Objectives:

- a) Preparation of job specification in coordination with TNH for various positions which the Hospital intends to hire.
- b) Providing a pool of qualifying and suitable candidates based on the experience, skill sets, academic qualification as per specifications provided in the Terms of Reference. There should be equity and no discrimination in the pool of candidates supplied.
- c) Facilitating the Hospital, the case may be, for final selection of candidates.
- d) On final selection of the candidate/s, the selected vendor will undertake the process of recruitment which entails, background check especially, previous employer (if any), police verification, medical fitness certificate and provide the complete details to the Hospital, as the case may be.
- e) After recruitment process is complete, the selected vendor will offer appointment to the candidate (to be appointed on the payroll of the vendor) clearly detailing the terms and conditions of appointment, compensation structure, tenure of appointment & issue administrative job descriptions etc.
- f) On acceptance of offer of appointment, the selected vendor will arrange to deploy the candidate to the Hospital for induction on the Hospital policies and placement.
- g) The selected vendor will make it understood to the temporary employee that they are not employees of the Hospital and therefore an employee/employer relationship shall not be deemed to exist.
- h) The selected vendor will be responsible for all remuneration, claims, wages, dues, overtime etc. of its employees in accordance with the statutory laws, regulations and ordinance of Kenya.
- i) The selected vendor will manage the payroll of temporary employees including pay computations, generation of payroll reports, payment distribution to employees and remittance of all statutory deductions, generation and distribution of pay-slips to employees, payments and filing of tax returns, company and employee registration with tax and statutory authorities.
- j) Conduct selected candidate certificate verification & due diligence.
- k) The Hospital shall not have any direct or indirect liability or obligation to pay any charge, claim or wages, dues, overtime and contributions as applicable towards statutory benefits of any of the selected vendor's employee.

- l) The vendor should establish and maintain all proper records required by law. This includes but not limited to leave management records, performance records, disciplinary records and statutory documents.
- m) No payment will be paid in advance by the Hospital to the selected vendor.
- n) The selected vendor will be responsible for payment of statutory and contractual obligations to the hired client employee, as per provisions of law of the land/terms of appointment.
- o) The selected vendor will manage the performance reviews and offer continuous support in setting KPIs, assessing progress and providing feedback to ensure that their employees are meeting the targets set by the Hospital.
- p) The selected vendor will take out an insurance policy with a reputable insurance company against accidents and or losses that may occur during the period of the contract to cover their legal abilities and liabilities thereof as indemnity for any accident and or losses that may arise out of the vendor's negligence. The policy document should be submitted to the Hospital.
- q) The selected vendor will insure against their legal liabilities in respect of accident to and claim from persons in their employee resulting from work whilst on the premises of the Hospital and generally to deal with all the claims of the employees that may arise under the Work Injury Benefit Act of any other stature or law. The policy document should be submitted to the Hospital.
- r) The selected vendor will take out an appropriate medical cover for the temporary employees. The policy documents should be submitted to the Hospital.
- s) The selected vendor will present to the Hospital a report every month on the temporary employees taken per department and any work carried out by the vendor accompanied by an invoice.
- t) The selected vendor will be responsible for the discipline management of their employees. In case of theft incidences, the selected vendor shall investigate the conduct of any of their personnel mentioned or suspected to be involved in a theft incidence after the Hospital has informed the selected vendor of the same. It shall furnish the Hospital with its report within 48 hours and in the event that the Hospital is not satisfied with the report and how the investigations were carried out, the selected vendor shall be vicariously liable to pay an amount equivalent to the property which has been lost.
- u) The selected vendor will have to demonstrate ability to remain up-to-date with the ever changing legal environment of the HR profession, develop policies and make recommendations for implementation by the Hospital.
- v) The selected vendor should list categories of contracts they offer and the terms and entitlements for each category. For example, fixed term, casuals etc.
- w) The selected vendor should cater for the initial uniform costs, pre-employment costs and required medical checkup costs.

SECTION IV: 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.

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 bid document. The mandatory requirements shall include the following:

Table 1: Mandatory Requirement

| No | MANDATORY REQUIREMENT | RESPONSE YES/NO |
|-----|--|--------------------|
| 1. | Copy of Certificate of Incorporation/Certificate of Registration. | |
| 2. | Copy of valid KRA Tax Compliance certificate. | |
| 3. | Copy of CR 12 for issued within the last one year. | |
| 4. | Must provide a copy of Valid Business Trading License relevant to this tender. | |
| 5. | Must attach original receipt as proof of purchase of tender documents | |
| 6. | Confidential business questionnaire filled, signed, and stamped. | |
| 7. | Evidence that the firm is NSSF - compliant (Provide Compliance Certificate issued by NSSF valid as at the Tender Closing Date) | |
| 8. | Evidence that the firm is NHIF-compliant (Provide Compliance Certificate issued by NHIF valid as at the Tender Closing Date) | |
| 9. | Certification from Kenya National Employment Authority | |
| 10. | Must submit copies of 2 audited financial reports (2021 and 2022) certified by audit firm registered by the Institute of Certified Public Accountants (ICPAK). (Attach audit firm registration certificate from ICPAK) (Where there is a provision for more than one Directors, two of them must sign) | |
| 11. | Certified Letter of Compliance issued by Ministry of Labour and showing compliance to labour requirements and in particular compliance to minimum wage and fair labour practices. | |
| 12. | Must possess Workman's Compensation Compliant (WIBA) for employees - Provide a copy of Policy Document | |
| 13. | ENSURE that all pages are sequentially paginated in the format 1, 2, 3 Starting with 1 on top page (<i>see details of pagination and binding on section 2.3.1, 2.3.2 and 2.3.3 instruction to bidders</i>). | |

Note: All the above documents numbered 1 to 12 should be packaged and arranged in that order under the preliminary evaluation criteria section of the tender document.

Table 2: Technical evaluation criteria

| No | Criteria | Assigned weight |
|--------------|---|-----------------|
| 1 | Relevant experience within the last five years in relation to the assignment (minimum 5 years' experience) <ol style="list-style-type: none"> i. Payroll Management (3 points) ii. Recruitment & Selection (3 points) iii. Employee Background Checks (3 points) iv. Training Services (3 points) v. Employee Relations and Industrial Relations (3 points) Provide a profile clearly indicating the years of experience. For each assignment indicate duration and contract amount | 15 |
| 2 | Financial capability <ul style="list-style-type: none"> • Liquidity ratio (2:1)- 5 marks; (1:1) - 2.5 marks • Company's Turnover 20Million - 10marks; 10Million - 5 marks; below 10Million-2.5marks | 15 |
| 3 | Tenderer to submit at least five (5) reference letters of successful outsourced services in specialty areas e.g. Healthcare, hospitality and any other service oriented industry. Attach current reference letters, Local purchase orders or a contract document from at least five organizations, including the contact person(s). NB: The above information will be verified by The Nairobi Hospital. (2 marks for each reference letter) | 10 |
| 4 | Proposed methodology and work plan for the assignment Note: Requests are on need basis <ul style="list-style-type: none"> • Submit proposed methodology for undertaking the assignment-3marks • Submit proposed work plan for undertaking the assignment-3marks • Detail the transition process you would employ if your bid is successful during the changeover process -3marks • Include a detailed description of the implementation plan, data requirements and time frames-3marks • Submit resource continuity plan in place to avail substitute staff (eg in of illness) at no extra cost to the institution-3marks | 15 |
| 5 | Submit evidence of capacity and resources available for the assignment; attach organogram | 5 |
| 6 | Qualifications and experience of key staff for the assignment <ul style="list-style-type: none"> • Senior staff/ Team Leader (1 pax) - 5years and above HR experience with valid professional HRM practicing license. Attach a detailed CV and certificate(s)-4marks • Junior staff (2 pax) - 2 years' relevant experience. Valid IHRM membership, Attach detailed CVs-@3marks each | 10 |
| TOTAL | | 70 |

Firms scoring below 49 marks out of 70 marks will be eliminated at the technical evaluation stage.

FINANCIAL EVALUATION CRITERIA

Financial proposal shall carry 30% of the marks and the score shall be based on the tender prices.

The formulae for determining the Financial Score (Sf) shall be as follows:

$$Sf = 30 \times (FM/F) \text{ where}$$

SF: is the Financial Score,
FM: is the lowest priced financial proposal and
F is the proposal under consideration.

Award criteria

The firm that has achieved the total highest score of out of 100 marks (70-technical; 30-financial) will be considered for negotiation and subsequent award of the tender.

SECTION V: STANDARD DOCUMENTS

PRICE SCHEDULE OF SERVICES

Instructions:

- (1) Please fill in the charges taking into account the Terms of Reference in section 3 (scope of work)

- (2) The tenderer should indicate the costs that are necessary to meet the requirements of The Nairobi Hospital. The price quotation shall include inter alia direct and indirect wages, overheads, cost of materials, vat and all other applicable taxes.

PRICE SCHEDULE SUMMARY

| NO. | ITEM DESCRIPTION | QTY | Management Fee percentage |
|--|--|-----|---------------------------|
| 1 | <i>Management Fee percentage Vat inclusive</i> | Lot | |
| Grand total cost transferred to form of tender inclusive of all taxes and other related charges for the Outsourced Temporary Employees Service Provider | | | |

NB: ALL Prices quoted must be inclusive of VAT

Tenderer's Name (Company):

Signature & Rubber stamp:

Date:

Delivery Period:

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 applied to your type of business. You are advised that it is a serious offence to give false information on this form.

Part 1 General

Business

Name.....

Location of Business

Premises.....

Plot No,Street/Road.....

Postal addressTel No.Email.....

Nature of Business

Registration Certificate No.

Maximum value of business which you can handle at any one time -

Kshs.....

Name of your bankers.....

Branch.....

Part 2 (a) - Sole Proprietor

Your name in full.....Age.....

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

Citizenship details

Part 2 (b) - Partnership

Given details of partners as follows

Name Nationality Citizenship Details Shares

1.

2.

3.

4.

Part 2 (c) - Registered Company

Private or Public

State the nominal and issued capital of company

Nominal Kshs.....

Issued Kshs.....

Given details of all directors as follows:

Name, Nationality, Citizenship & Shares Details.

| NO | NAME | NATIONALITY | CITIZENSHIP | SHARE DETAILS |
|----|------|-------------|-------------|---------------|
| | | | | |
| | | | | |
| | | | | |

Date.....

Signature of Candidate.....