



THE NAIROBI HOSPITAL

REQUEST FOR PROPOSAL

FOR

**PROVISION OF SECURITY GUARDING SERVICES 2024-
2027.**

REFERENCE NO: TNH/RFP/012/24/SECURITY

CLOSING DATE: MONDAY 30TH SEPTEMBER 2024

CLOSING TIME: 12.00 P.M.

Table of Contents

SECTION 1: INVITATION TO BIDDER 3

SECTION 2: INSTRUCTIONS TO BIDDERS 5

SECTION 3: TERMS OF REFERENCE 16

SECTION 4: EVALUATION CRITERIA 23

SECTION 5: STANDARD FORMS 27

SECTION 1: INVITATION TO BIDDER

The Nairobi Hospital invites proposals from firms with a proven track record in the **Provision of Security Guarding Services 2024 - 2027** as per the Terms of Reference.

A complete set of RFP document can be downloaded from The Nairobi Hospital website; <https://thenairobihosp.org/> by interested bidders; upon payment of a 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 pm Monday to Friday**.

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

The financial proposal should be net inclusive of all taxes and must be expressed in Kenya shillings and shall remain valid for 120 days from the closing date of the RFP, well indicated and tabulated where applicable.

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) marked as below;

TECHNICAL PROPOSAL - PROVISION OF SECURITY GUARDING SERVICES 2024 - 2027. TNH/RFP/012/24/SECURITY

FINANCIAL PROPOSAL - PROVISION OF SECURITY GUARDING SERVICES 2024 - 2027. TNH/RFP/012/24/SECURITY

Completed RFP documents (technical and financial proposals), are to be enclosed in a plain envelope marked with the RFP reference number and RFP name and addressed to:

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

And be deposited in the tender box **at Procurement Office Corporate Services Centre 2nd Floor**, to be received on or before **Monday 30th September 2024 at 12:00 p.m.**

Late RFPs will be rejected.

Request for Clarifications and Enquiries

All clarifications required and inquiries regarding this bid shall be promptly sent via email to; tenders@nbihosp.org with the subject - **PROVISION OF SECURITY GUARDING SERVICES 2024 - 2027. TNH/RFP/012/24/SECURITY**

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

SECTION 2: INSTRUCTIONS TO BIDDERS

2.1. Eligible Tenderers

- 2.1.1.** This Invitation to RFP is open to all service providers eligible as described in the instructions to tenderers. Successful tenderer shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the RFP document.
- 2.1.2.** Service providers involved in corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2. Cost of RFP

- 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 RFP Document

- 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 Document

- 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 Document

- 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

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

- a) Completely filled price schedule.
- 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) 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. Tender Security

2.12.1. The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Invitation to tender.

2.12.2. The tender security shall be **Kshs. 5,000,000.00**

2.12.3. The tender security is required to protect The Nairobi Hospital against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.12.7.

2.12.4. The tender security shall be denominated in a Kenya Shillings and shall be in form of a bank guarantee **from a TIER 1 bank**.

2.12.5. Any tender not secured in accordance with paragraph 2.12.1 and 2.12.4 will be rejected by Nairobi Hospital as non-responsive, pursuant to paragraph 2.20

2.12.6. Unsuccessful tenderer's security will be discharged or returned as promptly as possible, but not later than thirty (30) days after the expiration of the period of tender validity prescribed by The Nairobi Hospital.

2.12.7. The successful tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.29, and furnishing the performance security, pursuant to paragraph 2.30.

2.12.8. The tender security may be forfeited:

- a) If a tenderer withdraws its tender during the period of tender validity specified by The Nairobi Hospital on the Tender Form; or
- b) In the case of a successful tenderer, if the tenderer fails:
 - i. To sign the contract.
 - ii. To furnish performance security.
- c) If the tenderer rejects, correction of an error in the tender.

2.13. Validity of Tenders

- 2.13.1. 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.
- 2.13.2. 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.

2.14. Format and Signing of Tender

- 2.14.1. The tenderer shall prepare **one copy** of the tender.
- 2.14.2. The copy of the tender shall be typed or written in indelible ink.
- 2.14.3. The final Bid bound document must be **Tape Bound** 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*).
- 2.14.4. The document should be clearly arranged with **SEPARATORS AND TAPE BOUND. SPIRAL BOUND WILL NOT BE ACCEPTED.**

2.15. Sealing and Marking of Tenders

- 2.15.1. The tenderer shall seal the copy of the tender and the envelopes shall then be sealed in an outer envelope.
- 2.15.2. 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 Monday 30th September, 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.

2.16. Deadline for Submission of Tenders

2.16.1. Tenders must be received by The Nairobi Hospital at the address specified under paragraph 2.15.2 no later than **Monday 30th September, 2024 at 12.00 p.m.**

2.16.2. 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.

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

2.17. Modification and withdrawal of tenders

2.17.1. 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.

2.17.2. 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.

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

2.17.4. 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.

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

2.17.6. 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.

2.18. Opening of Tenders

2.18.1. The Nairobi Hospital will open all tenders at its discretion.

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

2.19. Clarification of tenders

2.19.1. 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.

2.19.2. 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.

2.20. Preliminary Examination and Responsiveness

2.20.1. 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.

2.20.2. 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.

2.20.3. 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.

2.20.4. 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.

2.20.5. 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.

2.21. Conversion to a single currency

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

2.22. Evaluation and comparison of tenders

2.22.1. The Nairobi Hospital will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20

2.22.2. 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.

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

2.22.4. 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.

2.23. Contacting The Nairobi Hospital

2.23.1. 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.

2.23.2. 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.

2.24. Award of Contract

(a) Post qualification

2.24.1. 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.

2.24.2. 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 tenderer's 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

2.24.3. 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.

2.24.4. 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.

2.24.5. 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.

2.25. Notification of award

2.25.1. 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.

2.25.2. 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.

2.25.3. 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.

2.26. Signing of Contract

2.26.1. 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.

2.26.2. 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.

2.26.3. 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.

2.27. Performance Security

2.27.1. Within thirty (30) days of the receipt of notification of award from The Nairobi Hospital, the successful tenderer shall furnish the performance security equivalent to 10% of the contract amount.

2.27.2. Failure of the successful tenderer to comply shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event The Nairobi Hospital may make the award to the next lowest evaluated or call for new tenders.

2.28. Corrupt or Fraudulent Practices

2.28.1. The Nairobi Hospital requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts.

2.28.2. 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.

SECTION 3: TERMS OF REFERENCE

3.1. Scope of work

The scope of this assignment will be provision of security guarding services for The Nairobi Hospital - Main hospital, East wing and its 6 branches: Galleria, Gigiri, Roselyn, Capital Centre, Southfield and Kiambu.

3.2. Requirements

- (i) The prospective firms' ability to respond to emergencies with standby back up vehicle.
- (ii) Sound guard uniform replenishment, issuance of PPE and working tools.
- (iii) Adequate guarding training on first aid, fire safety, customer service, pedestrian and vehicle traffic control.
- (iv) Prospective firms with insurance covering the risks of its activities.
- (v) Regular refresher training for guards
- (vi) Countrywide presence to handle outpatient centers and outreach events.
- (vii) Regular supervision of the guards with structured supervisory teams.
- (viii) Sound customer complaint investigations methodology and report writing.
- (ix) Good history of compliance with statutory requirement e.g. NSSF, NHIF, LABOUR e.t.c.
- (x) Ability to change guards on customer request on short notice, deploy guards on temporary work order on short notice and provide armed police VIP guarding on short notice.
- (xi) Ability to liaise with customer to ensure guards deployed meet the Nairobi Hospital standards (KCSE certificate or over, certificate of good conduct, medically fit etc.)
- (xii) Availability of trained dog-handlers and ownership of trained dogs and (attach proof of ownership/veterinary documents and training certificates of dog handlers).

3.3. Job role – Guards

To effectively guard the clinics against any security breaches ensuring that law and order prevails at all times.

3.4. Professional Qualification – Guards

- (i) KCSE Mean grade of C- and above is desirable.
- (ii) A minimum of 1 (one) year experience from health institution or equivalent is an added advantage
- (iii) Fluent in both English and Kiswahili languages.
- (iv) Original Valid National ID card or Passport.
- (v) Current (Valid) Certificate of Good Conduct.
- (vi) Medically and physically fit.
- (vii) At least 24 years old.

3.5. Critical accountabilities and expected deliverables

- (i) Effective and timely deployment of guards.
- (ii) Quick response and resolution of security emergencies arising at posts.
- (iii) Discipline and integrity of guards.
- (iv) Effective customer service (both internal and external customers).
- (v) Maintenance of proper documentation: OB registers and any other records.
- (vi) Turn Around Time for TWO (Temporary Work Orders).
- (vii) Effective Post Order Implementations.
- (viii) Effective supervision of guards.
- (ix) Proper visitors screening.
- (x) Continuous training and education of guards on fire safety, security issues and customer care.
- (xi) Proper physical appearance and kitting of guards.

3.6. Service Specification Details

3.6.1 Safeguarding and protecting The Nairobi Hospital's personnel, tenants, properties; materials and equipment from unauthorized use, loss, theft, trespassing, espionage and sabotage and also protect any and all non-Hospital property located

at hospital's premises. This shall include patrolling premises, site buildings and motor vehicle parking lots by vehicle or by foot as required providing continuous surveillance. While patrolling, check all designated gates, doors and windows and if found unlocked or open, notify the shift supervisor and close and lock gates, doors and windows. Also turn off unnecessary lights and perform other security related activities necessary to meet overall security requirements.

3.6.2 Ensure that all the regulations of The Nairobi Hospital affecting the security and safety of property in guarded premises are carried out. A copy of regulations shall be given to the winning contractor together with other contract documents.

3.6.3 Any interference to the perimeter protection of the premises to be identified and reported to The Nairobi Hospital Security immediately.

3.6.4 All visitors and customers to The Nairobi Hospital premises to be courteously received assisted and directed.

3.6.5 Detain any person committing or with reasonable cause is suspected to be in the act of committing a cognizable offence.

3.6.6 Shall prevent the occurrence of fires, explosions and other catastrophes by close observation of the buildings, machinery, building plants, vehicles, electrical equipment and personnel to identify unsafe conditions, procedures or activities.

3.6.7 Pay attention to all water, steam, gas and electrical installations to detect breakdown and wastage and to take immediate action necessary in the interest of safety and security.

3.6.8 Ensure that fire-fighting equipment remain in designated locations and are not interfered with. In addition ensure that the right firefighting equipment is used to extinguish fire.

3.6.9 Search and record all vehicles visiting the Hospital and verify gate-passes issued to visitors.

3.6.10 Implement the contractor's right to search employees, visitors and tenants and their vehicles to ensure that no Nairobi Hospital property is taken from the premises without relevant authority or entry of suspicious equipment and materials.

- 3.6.11 Ensure that before Nairobi Hospital property is removed, due process is followed & relevant authorization is sought.
- 3.6.12 Maintain an occurrence book to record daily occurrences of security interest by management and other persons concerned.
- 3.6.13 Regulate movement and control of motor vehicles entering and leaving the Hospital's premises and control parking of vehicles and storage of motorcycles and bicycles.
- 3.6.14 Regulate human traffic in all Nairobi Hospital stations offices and customers access to respective service counters in an orderly manner without delay.
- 3.6.15 Monitor movement of goods in and out of stores.
- 3.6.16 The successful bidder shall be liable for any loss suffered by The Nairobi Hospital caused by the contractor's employees.
- 3.6.17 The successful bidder shall be able to send a quick response and backup crew to the Hospital's premises at a short notice as and when emergencies occur.
- 3.6.18 The successful bidders shall be required to have and or to install own guards monitoring system that is semi or fully automated.
- 3.6.19 The successful bidder shall be required to have permanent guards provided with Radio communication and Metal detectors.
- 3.6.20 The successful bidder shall supply guards with high integrity, well-groomed and presentable in full uniforms and shall avail guard's salary structure as a proof that personnel are well paid and properly taken care of.
- 3.6.21 The success full bidder shall be forwarding weekly, monthly, quarter yearly and annual security reports to the head of security covering all stations where services are provided.
- 3.6.22 The successful bidder shall supply all copies of original documents as well as the certificates of good conduct of all security guards before deployment.
- 3.6.23 Annually, the successful bidder shall be updating the above files (#22) as well as all the certificates of good conduct for the guards deployed in the hospital.

- 3.6.24 To perform guarding duties in conjunction and in consultation with the Hospital's security officers, police, civil protection organizations, fire brigade and other similar organizations.
- 3.6.25 To recognize and act promptly and positively to emergency situations within the area of deployment, to recognize and report any threats, risks or any hazard in and against Hospital installations and Human Resources.
- 3.6.26 To provide operational support to employees of the Hospital and customers in meeting their overall goals, objectives and standards.
- 3.6.27 To refer any controversial matters to the Hospital's security officers or in absence, any company employee present and to report all matters of significance to the said during the course of your duties as soon as they occur.
- 3.6.28 To adhere to the norms and regulations established by the Hospital and the government in technical, administrative, economic and industrial relations.
- 3.6.29 To carry out security duties by ensuring maximum customer care, both internal and external.
- 3.6.30 To safeguard and control all security risk keys in your custody at all times whose loss or compromise must be reported immediately.
- 3.6.31 Guards must report on duty 15 minutes before change over time. They should not leave place of duty assigned to you until otherwise relieved or on reasonable course or pursuing a suspect.
- 3.6.32 To handover/takeover any equipment, keys, materials or any resource in your possession or control or supplied to you by the company by virtue of your duty in the Hospital, whenever absent or off duty due to sickness, leave or away on any other course.
- 3.6.33 The successful bidder will be required to familiarize with Hospital emergency codes on key areas of interest, like Child abduction, Fire Safety, Workplace Violence, HEICS (Hospital Emergency Incident Command System) etc.

3.7. Expected Standard operating procedures (SOPs)

The duties of the guards shall include, but are not limited to:

- 3.7.1 Observe punctuality to work reporting at 0600hrs for Day Shift and 1800hrs for Night Shift unless otherwise stated in the contract.
- 3.7.2 Man sites/posts at all times and hand/take over duties properly.
- 3.7.3 Maintain law and order in the clinic/site.
- 3.7.4 Complete (during their shift) a Daily/Night Shift Report detailing incidents, ad-hoc visitors and repairs/construction works carried out at the Hospital and OPCs. At the completion of their shift, they must sign off the Occurrence Books (OB) which they should submit to the Guarding Company Site Supervisor for co-signing.
- 3.7.5 On daily basis, the Occurrence Book (OB) must be presented to the Security Officers or OPC Manager or his/her designee for inspection and counter-signing.
- 3.7.6 Promptly call the Security Control Room ext. or to report any emergencies and or to provide a situation report for the site.
- 3.7.7 Restrict access to authorized persons for various sections in the Hospital and OPCs.
- 3.7.8 Rapidly respond to and contain emergency situations in the Hospital and OPCs.
- 3.7.9 Detect, deter, record and report promptly any security breaches in the Hospital to Security Officers or OPCs Managers or his/her designee and his/her company supervisor for action.
- 3.7.10 Verify gate passes and movement of goods in and out of the clinic; ensuring that the same is duly authorized by the Security Officers, OPC Manager or designee. This must be booked in the Occurrence Book (OB).
- 3.7.11 Guide and provide direction to Hospital/OPC patients and or visitors.
- 3.7.12 Respond rapidly to emergencies including fire outbreak at the assigned Departments or OPC.
- 3.7.13 Patrol the premise to detect, deter and report breaches of security for quick action and arrest and handover law breakers to Hospital's security officer.
- 3.7.14 Properly manage parking lots ensuring that all vehicles are properly parked, secured and parking slots suitably utilized where applicable.
- 3.7.15 Help in the execution of safety and security policies, plans and procedures.

- 3.7.16 All incoming / outgoing bags are to be checked.
- 3.7.17 The night shift Security Officer (SO) should check and book any staff who wants to get in the office after normal working hours and report to The Nairobi Hospital's Control Room.
- 3.7.18 Carry out personal interaction with the site personnel to understand any security concerns and assist where possible. These concerns should be passed on to the
- 3.7.19 Hospital where the guard is unable to assist.
- 3.7.20 Report potential safety or maintenance issues to the Hospital or party responsible as required.
- 3.7.21 Follow opening/closing procedures for the Hospital/OPC and record appropriately in the Occurrence Book (OB).
- 3.7.22 Undertake high-visibility roving patrols of the streets, perimeter of site, and assets of the site so as to have a visible presence to discourage vandalism or unauthorized entry into the hospital.
- 3.7.23 All guards to be well kempt and dressed well in official uniforms; no guard shall work at the site without full official uniform.
- 3.7.24 All patients, staff and visitors should be handled in a polite and professional manner.

3.8 Duration of the Assignment

This service contract is estimated to last approximately **two years**, subject to satisfactory performance.

SECTION 4: EVALUATION CRITERIA

4.1 Preliminary Evaluation

A preliminary evaluation shall determine whether the bidder meets the requirements and has submitted all mandatory documents. 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 the submission/non-submission of the documents listed below:

No	MANDATORY REQUIREMENT	RESPONSE YES/NO
1.	Copy of Certificate of Incorporation/Certificate of Registration	
2.	Copy of valid KRA Tax Compliance certificate.	
3.	Must submit current CR12 from the Registrar of Companies (generated within the last 12 months) or copies of identification cards for Sole Proprietors/Partnerships. <i>(Must Specify the shareholding)</i>	
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.	Must provide tender security from a TIER 1 bank amounting to Kshs. 5,000,000.00 <i>(attach ORIGINAL letter from bank)</i>	
7.	Certificate of registration from Private Security Regulatory Authority	
8.	Certificate of security training issued by Private Security Regulatory Authority	
9.	Proof of Registration with professional body within the industry e.g. Kenya Security Industry Association (KSIA) or Protective Security Industry Association (PSIA).	
10.	Must be ISO certified (ISO 9001: 2015) <i>(attach ISO certification)</i>	
11.	Valid NHIF Compliance Certificate	
12.	Valid NSSF Compliance Certificate	
13.	Provide the following insurance policies to adequately cover any unfortunate or unforeseen circumstances. <ul style="list-style-type: none"> • Fidelity insurance • 3rd. party liability • WIBA Insurance cover will caution the Nairobi Hospital against loss and damage by service provider.	
14.	Letter from the Ministry/Department of Labour confirming compliance to the minimum wage rates	
15.	Proof of submission for vetting to Private Security Regulatory Authority (PSRA).	

No	MANDATORY REQUIREMENT	RESPONSE YES/NO
16.	The company profile with a brief history about the company/ organization including senior management structure, affiliations and similar services provided, contact details and physical address.	
17.	Duly filled, signed and stamped Confidential Business Questionnaire.	
18.	Duly filled, signed and stamped Form of tender.	
19.	Must submit copies of 2 most recent audited financial reports (not older than 2021 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.)	
20.	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 3.3.1 and 3.3.2 instruction to bidders).</i>	

Note: All the above documents numbered 1 to 20 should be packaged and arranged in that order under the preliminary evaluation criteria section of the RFP document.

4.2 Technical Criteria:

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

No.	Description	Score
1.	Certified List of at least five (5) bluechip organizations (clients) and their recommendation letters. (2 marks each). In the letter the contracting organization must give a rating on your performance based on a scale of 1-10 (1 being the lowest and 10 being the highest). For bidders who have provided services to The Nairobi Hospital during the last 2 years a recommendation or rating by the Nairobi Hospital must be among the three.	10
2.	Machinery, Tools & Equipment: <ul style="list-style-type: none"> • At least seven (5) operational Motor vehicles and three (3) Motor cycles (attach proof of Ownership or lease) - 1 mark Each • At least 24 HF/VHF two-way Radio communication equipment owned by the firm with a dedicated control room (Must prove existence of radio network with central command. Indicate the number of radios in each site (Attach copies of Receipts/Tools inventory indicating proof of) - 7 marks • Availability of Backup systems and ability to respond on timely basis. The bidder should state clearly the position or locality of the backup (attach proof of log book and frequency allocation) - 8 marks 	20

No.	Description	Score
3.	Professional qualifications and experience (attach certified CVs, copies of certificates and responsibilities.) Operations Manager; <ul style="list-style-type: none"> • Graduate in Security Management or security related discipline - 4 marks • Diploma in Security Management or security related discipline - 2 marks • More than 10years'experience and evidence of having served at a rank above Chief Inspector of Police or Captain in the Armed Forces and with a honorably discharged. (attach evidence) - 3 marks • Have Certificate of good conduct (attach a copy) - 3 marks • Trained in Radio Communication, Dogs handling, fire-fighting, terrorism and bomb threat procedures, first aid, customer service and competence in the use of computers. Any of them. (attach evidence) - 3 marks 	15
	Supervisory staff – at least five with certificate in security related field – 1 mark each.	5
	Other security staff – at least ten with KCSE Certificate – 0.5 mark each.	5
4.	Provide relevant documentation to demonstrate that your employees' salaries are as per or above Government minimum wage guidelines (GMWG). Attach Certified 3 month's copy of the payroll for permanently employed staff members for each of the three different categories of staff provided in number 3.	10
5.	Indicate current number of guards in employment and attach copies of NSSF and NHIF contributions for the last 2 months. Up to a maximum of 10 (0.5 mark each) (The staff members must be in the payroll provided)	5
6.	Certificates of good Conduct – Provide copies of certificates of good conduct for at least 10 staff members 0.5 mark each up to a maximum of 10 (The staff members must be in the payroll provided)	5
7.	Availability and ownership of at least 5 trained dogs and kennels in their premises (Attach a copy of current dog vaccinations certificate) - 1 Mark Each	5
8.	Kitting: All guards must be fully equipped with the right tools of their trade as follows: Uniforms (Men/ladies in Uniform for Night Guard) - indicate the details and frequency of uniforms provided to guards.	5
9.	The firm must provide proof of Insurance policy (WIBA) for employees and Contractual liability insurance policy cover. (Attach certified copies of the policies).	10
10.	Must provide evidence of availability of training (attach MOU with a training school accredited by Private Security Regulatory Authority and its certificate of accreditation as a private security training Institution from PSRA. Attach training certificate of at least ten (10) guards issued by PSRA. (0.5 mark each)	5
	TOTAL	100

NB: Only bidders who will attain a threshold score of 70% and above in the technical evaluation will be considered technically responsive and subjected to financial evaluation.

4.3 Financial Evaluation Criteria

Bidders scoring less than 70% in the technical evaluation stage and whose technical proposal fails to meet any of the mandatory criteria will not be recommended to proceed to the financial evaluation stage.

The financial proposal shall carry 30% of the marks, and the score shall be based on the R.F.P. prices.

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

$$\mathbf{SF = 30 X (FM/F) \text{ Where}}$$

SF: is the Financial Score,

FM: is the lowest-priced financial proposal and

F: is the proposal under consideration.

Combined technical and financial scores:

The following formula shall be used:

$$\mathbf{T.S (70\%) + F.S (30\%) = T.T.S (100\%)}$$

T.S. = Technical Score (as evaluated above)

F.S. = Financial Score (as evaluated above)

T.T.S. = Total Score

$$\text{Total Score (TTS) = Technical Score (TS) + Financial Score (FS)}$$

Award criteria

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

SECTION 5: STANDARD FORMS

5.1 TENDER SECURITY

WHEREAS (Hereinafter called “the Tenderer”) has submitted his tender dated for the service of (Name of Contract)

KNOW ALL PEOPLE by these presents that WE having our registered office at (Hereinafter called “the Bank”), are bound unto (Hereinafter called “the Employer”) in the sum of Kshs..... for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents sealed with the Common Seal of the said Bank this Day of..... 20.....

THE CONDITIONS of this obligation are:

If after tender opening the tenderer withdraws his tender during the period of tender validity specified in the instructions to tenderers or

If the tenderer, having been notified of the acceptance of his tender by the Employer during the period of tender validity:

- (a) Fails or refuses to execute the form of Agreement in accordance with the Instructions to Tenderers, if required; or
- (b) Fails or refuses to furnish the Performance Security, in accordance with the Instructions to Tenderers.

We undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the said date.

[Date]

[Signature of the Bank]

[Witness]

[Seal]

5.2 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
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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:

Name	Nationality	Citizenship Details	Shares
1.			
2.			
3.			
4.			

5.3 PRICE SCHEDULE OF PROVISION OF SECURITY GUARDING SERVICES.

Instructions:

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

- (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 transport, cost of materials, VAT and all other applicable taxes.

Format of the Price Schedule should be as follows and should be filled:

Tenderers should carefully read and understand the Section 3 (Terms of Reference) and include any other cost items under the categories above they feel should be separately priced. Otherwise, costs of all other services to be provided shall be deemed to have been included under the Provision of Security Guarding Services.

PRICE SCHEDULE SUMMARY

NO.	PARTICULARS	NO	COST PER MONTH (KSHS.)
1.	Guards	149	
2.	Dog And Handler	1	
3.	Site Commander	2	
4.	Supervisor	3	
5.	Customer Care	12	
TOTAL COST PER MONTH			

SUMMARY

NO.	DESCRIPTION	TOTAL COST PER YEAR (KSHS.)
1.	Provision of Security Guarding Services as specified. Tenderers should take into account the scope of works in Section Three	
TOTAL COST FOR THE THREE YEARS		
Signature and Stamp of tenderer Name Sign Date..... Bidder Stamp		

Note: In case of discrepancy between unit price and total, the unit price shall prevail

5.4 FORM OF TENDER

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

Dear Sir,

REF: PROVISION OF SECURITY GUARDING SERVICES 2024 - 2027.

Having examined the entire Tender documents the receipt of which is hereby duly acknowledged, we the undersigned, offer to provide Security Guarding Services under this tender in conformity 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.....