



TENDER NO. KMRC/335/2026: PREQUALIFICATION OF FIRMS FOR PROVISION OF TRAVEL MANAGEMENT SERVICES

Release Date: Thursday, 12th February 2026

Last Date for Receipt of bids: Thursday, 26th February 2026 at 11.00 am in Nairobi, GMT+3

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ISSUE OF PREQUALIFICATION DOCUMENT TO PROSPECTIVE BIDDERS

PREQUALIFICATION OF FIRMS FOR PROVISION OF TRAVEL MANAGEMENT SERVICES

This form serves as an acknowledgement of receipt of the tender and participation.

This page is to be completed immediately on downloading/receiving the document and a scan copy e-mailed to procurement@kmrc.co.ke.

Firms that do not register their interest immediately in this manner may not be sent the document addenda should any arise.

Item	Supplier Details
Name of Person	
Organization Name	
Postal Address and Physical location	
Tel No	
Fax No	
Email Address (this e-mail address should be clearly written as communication with bidders shall be through e-mail)	
Signature:	
Date	
Company Stamp	

1. BACKGROUND

The Kenya Mortgage Refinance Company (KMRC) is a non-deposit taking financial institution established in 2018 under the Companies Act 2015. Its mandate is to provide long-term funds to primary mortgage lenders (PMLs) for purposes of increasing availability of affordable home loans to Kenyans. KMRC provides concessional, fixed, long-term finance to the primary lenders who include Banks and Saccos so that they can transfer the same benefits to 'wananchi', making home loans more accessible to especially the moderate to low-income earners in the country.

By increasing the supply of affordable housing finance, KMRC acts as a key lever in the push to increase homeownership in Kenya. Noting that Kenya's mortgage market remains underpenetrated, relative to the potential demand for home ownership, KMRC recognizes the upside potential and the downside risks of facilitating home ownership to the moderate to low-income earners.

KMRC is regulated by the Central Bank of Kenya (CBK), with the Capital Markets Authority (CMA) providing oversight over its bond issuance operations.

More details can be found on the KMRC website: <https://kmrc.co.ke/>.

In furtherance of its mandate, KMRC therefore wishes to engage experienced firms for provision of travel management services.

This document therefore constitutes the formal **PREQUALIFICATION OF FIRMS FOR PROVISION OF TRAVEL MANAGEMENT SERVICES** and is being availed on an open tender basis.

Please read through this document carefully and provide requested information together with all supporting documents.

2. IMPORTANT NOTES TO SUPPLIERS

- a) The purpose of this document is to assist KMRC in the identification and evaluation of potential service provider who may subsequently be shortlisted for the provision of travel management services.
- b) Prospective Service Providers must have experience of offering similar services to financial institutions comparable to KMRC and complexity and must demonstrate the willingness and commitment to meet the criteria as per the questionnaire below.
- c) To facilitate and streamline the evaluation process, bidders are required to submit **certified copies** of all supporting documents requested in the questionnaire. These include, but are not limited to, **audited financial statements, registration documents, statutory compliance certificates, relevant statements, and organizational policies**, as specified.
- d) You may also be asked to clarify your answers or provide more details. Please answer every question. If the question does not apply to you please write N/A; if you don't know the answer, please write N/K.
- e) Failure to complete this questionnaire and/or to provide written answers to any further questions or requests for additional information or requests for clarification will result in the supplier's elimination from further consideration.
- f) Please note that by responding to this questionnaire you accept that all answers provided in this questionnaire **are legally binding** on the service provider and should the need arise, may be used as evidence in any court of law, which has jurisdiction. Further, KMRC reserves the right without further recourse to verify at its own cost the accuracy of any answers provided herein.

- g) All expenses and costs incurred by a respondent in connection with this Prequalification, for preparation and lodging for submission (without limitation) shall be the sole responsibility of the respondent.
- h) Nothing in the Prequalification shall be construed to give rise to contractual obligations with the KMRC.
- i) Without limiting its right at law or otherwise KMRC, may at its absolute discretion, suspend or defer this Prequalification process.
- j) Where necessary and if insufficient space has been provided on the questionnaire for the answers, please provide the answers as supplements on separate sheets.

3. INSTRUCTION TO PROSPECTIVE SERVICE PROVIDERS

- a) Please provide information as requested in this questionnaire. Items that are not applicable should be marked as N/A.
- b) A response will be invalid unless signed and stamped in section 2 Clause 19.
- c) To qualify for consideration, the response must be received by **Procurement Unit**.
- d) Your response shall be addressed to the following address and send via email to procurement@kmrc.co.ke; **on or before the closing date**.

**Chief Executive Officer & MD,
Kenya Mortgage Refinance Company,
UAP Old Mutual Tower, 27th Floor.
P.O. Box 15494 – 00100,
Nairobi, Kenya.**

so as to reach not later than **Thursday, 26th February 2026 at 11.00 am in Nairobi, (GMT+3)**.

The subject of the email shall be **"PREQUALIFICATION OF FIRMS FOR PROVISION OF TRAVEL MANAGEMENT SERVICES."**

- e) Responses should bear the same title as in this document.
- f) **Please collate your response before submitting.**
- g) All correspondence related to the contract shall be made in English. Any clarification sought by the bidder in respect of the project shall be addressed at least **five (5) days** before the deadline for submission of bids, in writing to the Procurement & Logistics Manager.
- h) The **last date for receipt of requests for clarifications** from bidders is Friday, February 20, 2026
- i) The Clarification Template is as follows: -
 - Company Name:
 - Contact Person: (primary Supplier contact)
 - E-mail:
 - Phone:
 - Fax:
 - Document Number/Supplier

No	Date	Section/ Paragraph	Question
1			
2			
(1) Question (s) mailing Date. (2) From the KMRC Document.			

- j) The queries and replies thereto shall then be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged in writing by the prospective bidders.

Enquiries for clarifications should be sent by e-mail to: procurement@kmrc.co.ke;

SECTION 2 – PREQUALIFICATION QUESTIONNAIRE

1. BACKGROUND

KMRC intends to prequalify firms for provision of travel management services. The prospective suppliers should demonstrate capability to fulfill the KMRC's requirements to qualify for this prequalification.

1.1. Objective

KMRC seeks to engage qualified service providers to deliver reliable and efficient air ticketing, visa advisory services, airport transfer services and local transport for its Directors, Management, and Staff. The objective is to ensure seamless travel arrangements that prioritize safety, timeliness, cost-effectiveness, and convenience, while maintaining high standards of professionalism and customer service.

1.2. Nature and Scope of the Tender for Prequalification

1.2.1. KMRC intends to procure, through a pre-qualification process, the services of competent air ticketing service providers who shall:

- Be listed on KMRC's panel of approved service providers for the period 1st April 2026 to 30th May 2029, or for such extended period as may be determined.
- Participate in competitive tendering for the provision of air ticketing services during the period 1st April 2026 to 30th May 2029, through Requests for Proposals (RFPs) and Requests for Quotations (RFQs) issued subsequent to pre-qualification

1.2.2. The scope of services for the provision of travel management shall include, but not be limited to, the following:

- **Air Booking and Ticketing**
 - Execution of daily and routine air bookings and ticket issuance for both domestic and international travel.
 - Provision of flexible options to accommodate last-minute changes, cancellations, and re-bookings.
 - Ensuring competitive pricing and compliance with KMRC's travel policies.
 - Offering multiple payment and settlement options in line with the agreed credit period.
 - Providing timely travel advisories, and post-ticketing support to ensure seamless travel experiences.
- **Airport Transfers**
 - Arrangement of timely airport pick-up and drop-off services for travelers.
 - Coordination of transfers that include waiting periods, ensuring flexibility for delayed flights or extended schedules.
 - Provision of dedicated vehicles on short notice, tailored to client requirements.
 - Assurance of professional drivers and well-maintained vehicles to guarantee safety, reliability and comfort.
- **Individual & Group Travel**
 -
 - Management of individual travel arrangements, ensuring personalized service and attention to client preferences.
 - Coordination of group travel logistics, including multiple passengers, staggered arrivals, and collective transfers.
 - Provision of specialized vehicles for group movements, ensuring efficiency and convenience.

- **Credit & Financial Terms**
 - Delivery of services in line with the defined credit period and agreed financial arrangements.
 - Transparent invoicing and reporting to support client financial management.
 - Flexibility to accommodate corporate billing structures and consolidated statements.
- **Service Standards & Commitments**
 - Responsiveness: Ability to provide vehicles and booking support within short notice.
 - Reliability: Ensuring punctuality for all transfers and accuracy in ticketing.
 - Compliance: Adherence to client travel policies, safety standards, and regulatory requirements.
 - Traveler Support: 24/7 assistance for booking, transfer coordination, and issue resolution.

1.3. Submission of Tender Document

Bidders seeking prequalification for the provision of travel management services shall furnish KMRC with the following information, which will be treated in strict confidence

- a) Company profile, including background, experience, capabilities, processes, and resources.
- b) Evidence of legal registration and relevant professional affiliations.
- c) Financial statements audited for the last two years.
- d) Demonstrated understanding of the assignment's aims and objectives.
- e) Proof of capability and capacity to deliver as per KMRC's tender scope.
- f) Overall organizational structure.
- g) Human resource structure specific to the assignment, including roles, number of personnel, and profiles highlighting academic and professional qualifications, certifications, and relevant experience.
- h) Detailed methodology, approach, and work plan with clear timelines for air ticketing services.
- i) Proposed Service Level Agreement (SLA) for air ticketing services.
- j) Details of IT systems used in service delivery.
- k) Supporting references such as LPOs, Letters of Award, signed contracts, or recommendation letters from at least five comparable clients.
- l) Description of value-adding services relevant to KMRC's environment.
- m) Any other information deemed necessary for prequalification.
- n) Duly signed Prequalification Document

2. PREQUALIFICATION QUESTIONNAIRE

As part of your bid response, you are required to provide KMRC with, among other things, the following essential information, which will be treated with strict confidentiality:

1. Corporate Information

No.	PARTICULARS	RESPONSE [If space is insufficient, please use a separate sheet]
1.1	Full name of your organization:	
1.2	Is your organization. (Please tick one)	
	<ul style="list-style-type: none"> a public limited incorporated company? attach a copy of Certificate of incorporation, including any Certificate of Change of Name, and Memorandum & Articles of Association 	
	<ul style="list-style-type: none"> a public listed company? If yes, please attach a copy of Certificate of incorporation including any Certificate of Change of Name, and Memorandum & Articles of Association 	
	<ul style="list-style-type: none"> a limited incorporated company? If yes, please attach a copy of Certificate of incorporation including any Certificate of Change of Name, and Memorandum & Articles of Association 	
	<ul style="list-style-type: none"> a partnership? If yes, please attach certified copy of the Partnership Deed and business name certificate 	
	<ul style="list-style-type: none"> a sole trader? If yes, please attach a certified copy of the business name certificate 	
	<ul style="list-style-type: none"> other (please specify) 	
1.3	Company Registration number (if this applies)- attach a copy of Certificate of incorporation including any Certificate of Change of Name or relevant certificate from country of incorporation.	
1.4	Date and country of Registration: Is your organization linked on the business registration services (BRS) platform?	
1.5	Full registered physical address of principal place of business: Full postal address of the business: Post Code: (Attach a certificate of change or registered address if any)	
1.6	Registered address if different from the above:	
1.7	Telephone number	
1.8	Fax number:	
1.9	E-mail address:	
1.10	Website address (if any):	
1.11	Company/Partnership/Sole Trader Tax PIN: (Please provide a copy of the PIN Certificate)	

1.12	VAT Registration number: (Please provide a copy of the VAT Certificate and current tax compliance)											
1.13	Period in which you have been in the specific business for which you wish to bid.											
1.14	Certificate from relevant regulatory authority preferably issued in 2024/2025 where applicable.											
1.15	Names of the Shareholders, Directors, and Partners. If a Kenyan company, please provide a Current Companies Form CR 12 issued by the Registrar of Companies showing the directors and shareholders and any encumbrances.											
1.16	Associated/ affiliated companies (if any)											
1.17	Please provide a copy of the latest annual returns, including an interim annual return if any, together with the corresponding filing receipt as filed at the Companies Registry, and a certificate of indebtedness											
1.18	Name of (ultimate) parent/holding company (if this applies):											
1.19	Company number of parent/holding company (if this applies):											
1.20	If a consortium is expressing interest, please give the full name of the other organization. (the proposed consortium partners should also complete this questionnaire in its entirety)											
1.21	Name and contacts of the Legal Representative of the company. Name, Title; Telephone, Fax and Email address.											
1.22	Is the beneficial ownership information up to date? Please provide a BOF 1 or BOF 2 form (if applicable)											
1.23	Contact person within the organization to whom enquiries about this bid should be directed:	<table border="1"> <tr> <td>Name:</td> <td></td> </tr> <tr> <td>Title</td> <td></td> </tr> <tr> <td>Tel:</td> <td></td> </tr> <tr> <td>Fax:</td> <td></td> </tr> <tr> <td>Email:</td> <td></td> </tr> </table>	Name:		Title		Tel:		Fax:		Email:	
Name:												
Title												
Tel:												
Fax:												
Email:												

2. Financial Information

No.	Particulars		
2.1	What was your turnover in the last two years? for year ended --/--/---- for year ended --/--/----
2.2	Has your organization met all its obligations to pay its creditors and staff during the past year? If no, please give details:	Yes / No	
2.3	Have you had any contracts terminated for poor performance in the last three years, or any contracts where damages have been claimed by the contracting authority? If yes, please give details:	Yes / No	
2.4	What is the name and branch of your bankers (who could provide a reference)?	Name:	
		Branch:	

	Telephone Number:	
	Postal Address:	
	Contact Person Name:	
	Contact Person Position/designation	
	Contact E-mail:	
2.5	Provide a copy of the following	
	<ul style="list-style-type: none"> • A copy of your most recent audited financial accounts (for the last two years) 	
	<ul style="list-style-type: none"> • A statement of your turnover, profit & loss (P & L) account and cash flow for the most recent year of trading (for the last two years) 	
	<ul style="list-style-type: none"> • A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position. 	

3. Business Activities

No.	Particulars
3.1	What are the main business activities of your organization? i.e. Manufacturer, Assembler, Distributor, Service Centre, Retailer, (please specify).
3.2	How many staff does your organization currently have? Indicate the number under each category. <ul style="list-style-type: none"> • Technical (Permanent....., Temporary.....) • Semiskilled (Permanent....., Temporary.....)
3.3	Please generally describe the experience and expertise your organization possesses that will enable you to undertake the work effectively and efficiently you are bidding for, as required by KMRC. <ul style="list-style-type: none"> • Attach you company organogram (organization chart) with emphasis on the job you are bidding for. • Attach CV's of key staff
3.4	Please submit a declaration that all staff within your organization that are or will be involved in the project are or will be permitted to work within your organization under the laws of Kenya or the laws of the country in which it is established.

4. Trade References

4.1. Please provide in the table below details of the similar assignment you have undertaken **over the last five (5) years**, or that are relevant to this bid document. Attach relevant contracts/LPOs/reference letters etc.

No	Customer Organization Name	Customer name and number	Contract Reference and brief description	Date contract awarded	Value of businesses transacted: (Kshs/USD/Euro)
1					
2					
3					
4					
5					

5. Certifications, Accreditations and Approvals

- Detail any relevant certifications and accreditations by principals or accreditation bodies and attach copies of such certification. Such certifications may be for your company or for your individual staff as relevant to the work they do and the key skills for the service or goods you propose to supply.

6. Agencies and Partnerships

- Detail any agencies and partnerships that you have that are relevant to the categories of goods and/or services you are interested in supplying.
- List your primary sources of supply for goods that you propose to supply (where applicable).

7. Management Policies

a) Employee Integrity

- How does the firm ensure the integrity of staff? Detail any related policies.
- Are there mechanisms in place, such as whistleblower protection or regular ethics training, to reinforce integrity and ethical behaviour within the organization?

b) Code of Conduct/Ethics

- Does your company have a code of conduct? If so, please attach a copy.
- Indicate if your company subscribes to a professional body with a code of conduct/ethics.

c) Company employment policy

- Does the firm have a documented employment policy? What are key highlights from this policy if in existence?
- Does the policy incorporate elements of diversity, equity, and inclusion (DEI), and how are these principles implemented in practice?

d) Environmental Policy/Green Agenda Policy

- Is your firm ISO 140001 certified or do you have an environmental policy as an organization?
- Are your waste segregated as per different waste streams?
- Do you publish sustainability reports? [Yes/No – If yes, provide link or attachment]
- Which sustainability standards do you follow? [GRI, TCFD, SASB, UNSDGs, etc.]
- Do you measure and report your carbon footprint?
- Do you have energy, water, or waste reduction initiatives?

e) Customer Service

- Does the firm have a documented policy on Customer Service?
- Which position in your firm is responsible for customer service and how is this position supported by other functions?
- Does your firm use any performance management techniques, including customer satisfaction measurements? If so, what are the key parameters?
- Do you have programs supporting local communities or youth/women empowerment?

8. Business Probity and Litigation Management

Please confirm whether any of the following criteria applies to your organization: Note that failure to disclose information relevant to this section may result in your exclusion as a potential KMRC supplier.

No	Particulars	Response
8.1	Is the organization bankrupt or being wound up, having its affairs administered by the court, or have you entered into an arrangement with creditors, suspended business activities or any analogous situation arising from similar proceedings in Kenya or the country in which it is established?	
8.2	Please provide a statement of any material pending or threatened litigation or other legal proceedings where the claim is of a value in excess of USD 20,000.	
8.3	Has any partner, director, shareholder or employee whom you would propose to use to deliver this service been convicted of an offence concerning his professional conduct?	
8.4	Has any partner, director or shareholder been the subject of corruption or fraud investigations by the police, Kenya Anti-Corruption Authority or similar authority in the country in which your organization is established?	
8.6	Has the organization not fulfilled obligations relating to the payment of any statutory deductions or contributions including income tax as required under Kenyan law or the laws of the country in which it is established?	
8.7	Please state if any Director shareholder/ Partner and / or Company Secretary of the Organization is currently employed or has been employed in the past 3 years by KMRC	
8.8	Please state if any Director / Partner and / or Company Secretary of the Organization has a close relative who is employed by KMRC and who is in a position to influence the award of any supply award. A "close relative" refers to spouse, parents, siblings and children	

9. Insurance

Please provide details of your current insurance cover		Value
9.1	Employer's Liability:	
9.2	Public Liability:	
9.3	Professional Insurance Indemnity	
9.4	Other (specify)	

3. DOCUMENTS REQUIRED FOR EVALUATION

(a) Requirements for Evaluation

This order and arrangement shall be considered as the Tender Submission Format. Tenderers shall tick against each item indicating that they have provided it.

No	Description	Tick Where Provided
1.	Certificate of Incorporation/Registration	
2.	Valid Trading License/Regulatory Licence	
3.	Business Permit	
4.	List of all Directors with Percentage of shares held, telephone and their postal address	
5.	Copy of i-tax VAT and PIN Certificate	
6.	Valid Tax Compliance certificate	
7.	Current Form CR 12 as issued by the Registrar of Companies	
8.	Positive/White CRB Report/Certificate	
9.	Certificate from relevant body/association for the Firm	
10.	CVs of Key Staff	
11.	Professional Certifications/ Accreditations for both the firm and staff	
12.	Valid Insurance Covers for premises	
13.	Audited Accounts for the last 2 years	
14.	Completed Company Profile as per supplier prequalification questionnaire	
15.	Organogram/organization chart	
16.	Documentary evidence of physical location - Lease agreements for business premises or proof of premises ownership and security management	
17.	Copies of LPO's, Letters of award/signed contracts/reference letters	
18.	Letter(s) of agency or partnership where applicable	
19.	Management Policies	
20.	Beneficial ownership forms	

(b) Additional Requirements

Attach any relevant catalogues and brochures

(c) Minimum Score to Be Prequalified

Only vendors who successfully complete KMRC's prequalification process and meet all required criteria will be considered prequalified.

4. DECLARATION

Please complete the declaration below and attach this document in it's entirety to your response. Also ensure that you have indicated the areas of interest and that you have answered all questions in the same order and numbering as given in this document.

I/we certify that the information provided in response to this Questionnaire is accurate and complete as at the date set out below.

I/we understand that the provision of false information in response to this Questionnaire could result in the Company being excluded from the list of those who may be invited to tender for a contract with KMRC.

I/we undertake to inform KMRC promptly following any matter which would alter or add to any of the information given in response to this Questionnaire.

I/we make this declaration for and on behalf of the Company.

Signed:

Name:

Position:

Date:

Company stamp

***** END *****