



TENDER NO. KMRC/336/2026: PROVISION OF COMPREHENSIVE CLEANING & FUMIGATION SERVICES

Release Date: Wednesday, 25th February 2026

Last Date for Receipt of bids: Wednesday, 11th March 2026 at 11.00 am in Nairobi, GMT+3

ISSUE OF RFP DOCUMENT TO PROSPECTIVE BIDDERS

PROVISION OF COMPREHENSIVE CLEANING AND FUMIGATION 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 RFP addenda should arise.

Table 1: Registration of Interest to Participate

Item	Service provider Details
Name of Person:	
Organization Name:	
Postal Address:	
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:	

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DEFINITIONS

For purposes of this document, the following definitions shall apply:

- KMRC:** Kenya Mortgage Refinance Company
- Bid:** The Quotation or Response to this RFP submitted by prospective Service providers for fulfilment of the Contract.
- Service provider:** The Company awarded the task of Provision of consultancy services as described in this document
- Contract:** Provision of services that are described in this document, which will contribute towards meeting the objective of the Request for Proposal (RFP).

SECTION 1 – REQUEST FOR PROPOSALS

1.1. 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 Request for Proposals (RFP) for Provision of Comprehensive cleaning and fumigation services and is being availed on a restricted tender basis.

1.2. Background and Objectives

The objective of this tender is to identify a professional cleaning company to provide cleaning and fumigation services.

1.3. Format of RFP Response and Other Information for Bidders

The overall summary information regarding the **Provision of Comprehensive Cleaning and Fumigation Services** given in section 2 – Scope of Work. The bidder shall include in their offer any additional services considered necessary for the successful implementation of their proposal.

1.3.1. Proposals from bidders should be submitted in two distinct parts, namely **Technical proposal** and **financial proposal** and these should be in two separate emails, marked:

**"TENDER NO. KMRC/336/2026: PROVISION OF COMPREHENSIVE CLEANING AND FUMIGATION SERVICES"
DO NOT OPEN BEFORE "Wednesday, 11th March 2026 at 11.00 am**

The two separate emails should be clearly marked "**Technical Proposal**", and "**Financial Proposal**", respectively, and should bear the name of the Bidder.

The bid documents shall be addressed to the following address and send via email to procurement@kmrc.co.ke; **on or before the deadline for submission of bids.**

**Chief Executive Officer,
Kenya Mortgage Refinance Company,
P.O. Box 15494 – 00100,
Nairobi, Kenya.**

1.3.2. The Technical Proposal should contain the following:

Bidders, willing to be considered for **Provision of Comprehensive Cleaning and Fumigation Services** are expected to furnish the KMRC with among others the following vital information, which will be treated in strict confidence by the KMRC.

- Provide a company profile including a brief background of the firm, experience, capabilities, processes and resources
 - Overall organisation structure of the firm.
 - Provide a duly filled Tender Compliance Certificate in the prescribed format – ANNEXURE 5
 - Provide Certificate of Registration/Incorporation.
 - Provide a valid Tax Compliance Certificate from KRA
 - Evidence of physical address – copies of title deeds, utility bill, lease agreements, rent agreement or any other relevant document
 - Must attach current certificate of compliance from NSSF for the current period 2025/26
 - Must attach current certificate of compliance from SHA for the current period 2025/26
 - Provide a certificate of workman's compensation
 - Submit a Certificate of public liability insurance for its employees
 - Certificate from relevant regulatory authority (where applicable)
 - Kenya Bureau of Standards certifications, Manufacturers Authorization /or equivalent (where applicable).
 - Submit fully filled attached Mandatory **Service provider Questionnaire** – ANNEXURE 2.
 - Submit letters of introduction or LSOs awarded, as cleaning services providers, from at least five (5) organizations preferably from similar size and nature as KMRC
 - Operational Plan for carrying out the assignment detailing the number of Employees to be deployed, level of supervision, materials and equipment to be used (provide proof of ownership), reporting time etc.
 - Must submit at least one (1) CV for the proposed supervisor(s) who should have at least two (2) years of relevant work experience and qualification.
 - Must provide evidence of compliance with the Government minimum wage rate for the current year (2026).
 - Submit current certificates of good conduct for at least two (2) proposed personnel.
 - Must fill in the litigation form in the format provided.
 - Declaration that the firm shall use only environmentally friendly cleaning detergents and materials.
 - Evidence of exemplary performance in provision of these services from clients they have offered services to for the last three years, firm should not have been reprimanded of poor performance during the period.
- This RFP document duly signed, attaching:
- Audited financial statements of the company submitting the RFP bid, for the last two years;
 - Shortlisted service providers may be invited to make presentations of their proposed methodologies
 - Any other information/documents which may be considered necessary or useful for this RFP.

1.3.3. Employees to be Deployed

The service provider is required to deploy employees who can communicate in either English or Kiswahili.

1.3.3.1. Vetting

The successful contractor should have thorough knowledge of employees' background and must provide certificate of good conduct, copies of ID and insurance certificates for its employees before engagement.

KMRC may after scrutinizing the documents and the qualification and competence of the personnel to be deployed, reserves the right to recommend for replacement of the personnel before or during the period of the performance of the contract.

1.3.3.2. Adequate Personnel

The contractor should have adequate reserve employees for replacement in case of unsatisfactory performance, sickness, absence or any other reason.

1.3.4 The Financial proposal shall clearly indicate the total cost of carrying out the cleaning services. The PRICE SCHEDULE is annexed in Annex 1.

- The Financial Proposal should include a breakdown of the costing for carrying out the assignment including **rate per man day, number of cleaners and the period etc.**
- The Service provider shall ensure that the prices are fixed during the Original Contract Period.
- All costs associated with the cleaning and fumigation services shall be included in the financial proposal.
- Reimbursable costs should be clearly indicated and included as part of the financial proposal where applicable.
- The cost should be inclusive of applicable taxes, duties, fees, levies and other charges imposed under the law on the consultants.

1.3.5 **Soft Copies** for each proposal may be provided in the standard Microsoft Office suite of Programs or Adobe Reader and delivered together with hard copy of the tender.

1.3.6 Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission. KMRC will make its best efforts to arrive at a decision within this period.

1.3.7 Assuming that the Contract will be satisfactorily concluded, the bidders shall be expected to commence the assignment after the final agreement is reached.

1.3.8 The contracting arrangements shall define clearly the responsibilities and the services to be provided by each firm in the case of a joint venture.

1.3.9 KMRC reserves the right to accept or to reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to any Bidder or any obligation to inform the Bidder of the grounds for its action.

The vendor's terms and conditions will not form part of any contract with KMRC in relation to this tender.

Canvassing is prohibited and will lead to automatic disqualification.

1.3.10 Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and KMRC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

1.3.11 Clarification of Bidding Document

- i. All correspondence related to the contract shall be made in English.
- ii. Should there be any doubt or uncertainty, the Bidder shall seek clarification in writing addressed to the Procurement Manager through e-mail to: procurement@kmrc.co.ke.
- iii. **Bidders are advised to make their own arrangements to visit the site and verify sizes of the various areas to determine the scope of services before quoting for the services (Bidders are highly encouraged to visit, not mandatory though). This will only be allowed from Wednesday, 04th March 2026 from 08:00 am -to 4: 00 pm**
- iv. Any clarification sought by the bidder in respect of the RFP shall be addressed at least **five (5) days** before the deadline for submission of bids, in writing to the Procurement Manager through the same mail.
- v. It is the responsibility of the Bidder to obtain any further information required to complete this RFP.

- vi. Any clarification requests and their associated response will be circulated to all Bidders.
- vii. The last date for receipt of requests for clarifications from bidders is **Wednesday, 04th March 2026**
- viii. The Request for Clarification Template is as follows: -

<ul style="list-style-type: none"> • Company Name: • Contact Person: (primary Service provider contact) • E-mail: • Phone: • Fax: • Document Number/Service provider: 			
No	Date	Section / Paragraph (2)	Question
1			
2			
3			
(1) Question(s) mailing Date. (2) From KMRC Document.			

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 (using the format above) to:
procurement@kmrc.co.ke

1.3.12 Amendment of Bidding Document

At any time prior to the deadline for submission of bids, KMRC, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment.

All prospective Bidders that have received the bidding documents will be notified of the amendment in writing, and it will be binding on them. It is therefore important that bidders give the correct details in the format given on page 1 at the time of collecting/receiving the RFP document.

To allow prospective Bidders reasonable time to take any amendments into account in preparing their bids, KMRC may at its sole discretion extend the deadline for the submission of bids based on the nature of the amendments.

1.3.13 Deadline for Submission of Bids

Bids should be addressed to the Chief Executive Officer and sent for receipt on or before **Wednesday, 11th March 2026 at 11.00 am**. Any bid received by KMRC after this deadline will be rejected.

Those submitting tenders or their representatives may attend the tender opening event on the date and time scheduled.

1.3.14 Responsiveness of Proposals

The responsiveness of the proposals to the requirements of this RFP will be determined. A responsive proposal is deemed to contain all documents or information specifically called for in this RFP document. A bid determined not responsive will be rejected by KMRC and may not subsequently be made responsive by the Bidder by correction of the non-conforming item(s).

1.3.15 Bid Evaluation and Comparison of Bids

1.3.15.1 Technical proposal will be evaluated based on the following general areas and bids comparison

- Technical proposal requirements on section 1.3.3 and Section 2.
- Firm's general experience in the field of assignment
- Relevant references from previous assignments as per Annex 1.
- Understanding of the aims and objectives
- Proposed methodology and work plan
- The qualifications and relevant experience of the personnel to this assignment
- Overall value proposition

All tender responses will be evaluated in two phases: -

- Preliminary and detailed technical evaluation that will determine administrative compliance and technical compliance and support responsiveness of the vendor.
- Financial evaluation to consider pricing competitiveness and the financial capability of the vendors.

Once the bids are opened, bid evaluation will commence. In the event that KMRC may need to visit client site, bidders will be notified in writing. KMRC may also make surprise unannounced visits to the bidders' offices to verify any information contained in the bid document. All visits are at the discretion of the KMRC. Bidders may also be called upon to make brief and short presentations and /or demos on their assignment before a panel constituted by the KMRC.

1.3.15.2 Financial proposals will be evaluated on the basis of cost, lead-time and payment terms if not specified in this document.

1.3.16 Buyers Rights

KMRC reserves the right to reject any or all RFP without giving any reasons and it has no obligation to accept any offer made. KMRC also reserves the right to keep its selection and selection criteria confidential. KMRC reserves the right to award the tender in part or in whole to either a single bidder or split the award to multiple bidders in the final award. Bids not strictly adhering to RFP conditions may not be considered by KMRC whose decision on the matter shall be final.

SECTION 2 – TERMS OF REFERENCE & SCOPE OF WORK

2.1 Preamble

KMRC is seeking a professional cleaning company to provide cleaning services for the period of one year renewable subject to successful performance

2.3 Scope of Work

KMRC Offices are located on **27th Floor, UAP OLD Mutual Towers, Nairobi**. The offices have both closed and open working areas where partitions are of glass with glazed aluminium casement, gypsum walling and laminated boards in some areas.

Office floors have a mixture of carpets and floorboards. Floors on the open working areas occupied by workstations and corridors have a mixture of floorboards and tiles.

The floor has: -

- Three (3) carpeted meeting rooms - One main boardroom and two small staff meeting.
- Four (4) carpeted Offices
- Tiled kitchen, breakout area, mother's Room and storage Rooms
- Washrooms with tiled floors - The CEO's Office only
- Washrooms and Lift lobby area with tiles and floorboards (covered by the landlord)
- One carpeted executive lounge
- Open Plan Space
- The total Office Area is 7, 600 square feet

Details of Services to be offered are as follows: -

2.3.1. Office Cleaning

NO.	ITEM DESCRIPTION
	27TH FLOOR
1.	Three (3) carpeted conference rooms and two (2) Offices <ul style="list-style-type: none">• Vacuum cleaning daily• Shampooing once every quarter or as need arises• Removal of stains when necessary
2	CEO's Office Carpeted areas <ul style="list-style-type: none">▪ Daily sweeping▪ Vacuum cleaning twice weekly▪ Shampooing once every quarter OR as need arises▪ Removal of stains when necessary
3	CEO's Office Washroom <ul style="list-style-type: none">• Daily cleaning and scrubbing of:<ul style="list-style-type: none">○ Washroom floor○ Walls○ Sink○ Toilet bowl and seat• Disinfecting all hand-touch surfaces (taps, door handles, flush handles)• Ensuring the washroom is clean, hygienic, and dry at all times

4	<p>Chairman's Office – Carpeted Areas</p> <ul style="list-style-type: none"> • Daily sweeping • Vacuum cleaning twice weekly • Shampooing once every quarter or as need arises • Removal of stains when necessary
5	<p>Other offices- Carpets and Floorboards</p> <p>i) Carpeted areas</p> <ul style="list-style-type: none"> • Vacuum cleaning twice weekly • Shampooing once every quarter or as need arises • Removal of stains when necessary • Daily sweeping <p>ii) Areas with floorboards</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent • Machine scrubbing and polishing weekly • Store and registry to be cleaned and arranged once a week
6	<p>Open working areas. Tiles and floorboards.</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent • Machine scrubbing and polishing weekly
7	<p>Waiting Room/lounge -Carpets and Floorboards</p> <p>i) Carpeted areas</p> <ul style="list-style-type: none"> • Vacuum cleaning daily • Shampooing once every quarter or as need arises • Removal of stains when necessary <p>ii) Areas with floorboards</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent • Machine scrubbing and polishing weekly

ITEM DESCRIPTION	
8	<p>Reception Area - Tiles and Floorboards</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent • Machine scrubbing and polishing weekly
9	<p>Tiled Kitchen Area with sink</p> <p>i) Floors</p> <ul style="list-style-type: none"> • Daily sweeping and mopping using necessary detergent • Machine scrubbing and polishing weekly • Stripping & polishing quarterly weekly <p>ii) Sink</p> <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials • Disinfecting twice daily including all hand touch facilities

10	<p>Washrooms: Tiled floor, Toilet, & hand-washing basins.</p> <ul style="list-style-type: none"> • Hand wash basins (ceramic) (1 No.) • Scrubbing with brush twice daily using necessary detergent and material • Disinfecting twice daily including all hand touch facilities • Daily cleaning of floors & machine scrubbing at least four times a day OR “as and when required” whichever is most appropriate for the reigning circumstances using necessary detergent and materials. • Polishing & stripping on weekly basis. • Ensuring that floors are always dry. <p>Sinks, toilet bowls, & seat bidets:</p> <ul style="list-style-type: none"> • Scrubbing with brush twice daily using necessary detergent and materials. • Disinfecting twice daily including all hand touch facilities. • Flush all soap dispensing units once weekly. • Cisterns to be cleaned once a month with due care. • Door handles, push plates (main doors/cubicles) to be cleaned daily and disinfected twice weekly. • Any System failure causing leakage/spillage of water in any of the areas to be reported to the caretaker immediately.
NO.	ITEM DESCRIPTION
11	<p>Partition walls and ceilings</p> <ul style="list-style-type: none"> • Wipe with detergent to remove all marks and stains, remove cobwebs and wipe all fire extinguishers
12	<p>Windows, Window Latches, Grilles and Vertical blinds</p> <ul style="list-style-type: none"> • Accessible windows are dusted once daily and cleaned weekly. • Latches are cleaned daily; Grilles dusted daily and cleaned weekly. • Vertical Blinds are to be dusted regularly, or as agreed with Management. • Water dispenser, fridge, TVs and microwaves to be cleaned regularly or as agreed with management
13	<p>Furniture – desks & tables</p> <ul style="list-style-type: none"> • Dusting and damp wiping once daily • Polishing of tables & desks once daily • Dusting and damp wiping telephones & computers once daily • Disinfecting telephone handset once weekly
14	<p>Emptying of wastepaper baskets and watering of potted plants/Flowers.</p> <ul style="list-style-type: none"> • To be done daily
OTHER SERVICES	
15	Cleaning of glass partitions, glazed aluminium casement, gypsum walling and acoustic ceilings
16	Provision of fumigation and pest control services on quarterly basis
17	Cleaning of Vertical Blinds on a quarterly basis or as agreed with Management.
18	Cleaning and watering of plants; maintaining office plants by keeping them clean, well-watered and ensuring healthy and vibrant foliage

2.4. Personnel and References

The cleaning and fumigation proposal should demonstrate relevant competency and expertise and at a minimum should provide the following:

The deployed employees should be able to communicate in either English or Kiswahili.

2.4.1. Vetting

The successful service provider should have thorough knowledge of employees' background and must provide certificate of good conduct, copies of ID and insurance certificates for its employees before engagement.

KMRC shall after scrutinizing the documents and the qualification and competence of the personnel to be deployed, reserves the right to recommend for replacement of the personnel before or during the period of the performance of the contract.

2.4.2. Adequate Personnel

The service provider should have adequate reserve employees for replacement in case of unsatisfactory performance, sickness, absence or any other reason.

2.5 Time Schedule

The Contract will run for a period of two year (s) with effect from the date of the contract signing, which may be renewable by mutual consent of both parties subject to satisfactory performance.

2.7 Fees

The Financial proposal shall clearly indicate the total cost of carrying out the cleaning and fumigation services. The PRICE SCHEDULE is annexed in Annex 1.

The costs should be in **Kenya shillings** inclusive of all taxes; clearly stating Man/Day rates where appropriate.

All applicable taxes must be clearly stipulated and separated from the base costs and should be valid for a minimum of 90 days.

2.8 Previous Experience Required of Prospecting service provider

The prospective service provider should have done similar work for financial institution nationally, in the Regional and/or internationally.

The information should be provided in tabular format as below:

Cleaning Services

No	Customer Organization (name)	Customer contact name and phone number	Contract reference and brief description:	Date contract awarded	Number of Cleaners	Contract Amount (KES)
1						
2						
3						
4						
5						

Fumigation Services

No	Customer Organization (name)	Customer contact name and phone number	Contract reference and brief description:	Date contract awarded	Number of Outlets Served	Contract Amount (KES)
1						
2						
3						
4						
5						

2.9 Overall Responsibility

- a) The Bidder is obliged to work closely with the KMRC's staff, act within its own authority, and abide by directives issued by the KMRC that are consistent with the terms of the Contract.
- b) The Bidder will abide by the job safety measures and will indemnify the KMRC from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold KMRC responsible or obligated.
- c) The Bidder is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors.
- d) The Bidder shall appoint an experienced counterpart resource to handle this requirement for the duration of the Contract. KMRC may also demand a replacement for the manager if it is not satisfied with the manager's work or for any other reason.
- e) The Bidder shall take the lead role and be jointly responsible with KMRC for producing a finalized project plan and schedule, including identification of all major milestones and specific resources that KMRC is required to provide.
- f) The Bidder will not disclose KMRC's information it has access to, during the course of the Consultancy, to any other third parties without the prior written authorization of KMRC. This clause shall survive the expiry or earlier termination of the contract

2.10 Delivery

Delivery and performance of the Services shall be made by the successful Bidder in accordance with the time schedule as per Proposal and subsequent Agreement.

2.11 Delayed Delivery by the Consultant

If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify KMRC in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, KMRC shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

2.12 Bid Effectiveness

It is a condition of KMRC that the bidder guarantees the sufficiency, and effectiveness of the consultancy proposed to meet the KMRC's requirements as outlined in this document. KMRC will hold the bidder solely responsible for the accuracy and completeness of information supplied in response to this tender. KMRC will hold the bidder responsible for the completeness of the consultancy proposed and that were the bidder to be awarded the tender, they would implement the consultancy without any additional requirements from KMRC.

2.13 Payment Terms

KMRC will NOT make any payments in advance. It will issue an LSO for all the services ordered. The LSO will be paid within 30 days after successful delivery, and acceptance of the services being rendered.

KMRC will not accept partial deliveries and neither will it make partial payments. Payment for services will only be made once the full scope of service has been successfully provided.

2.14 Staffing

The Service provider will provide the relevant project team to be engaged for offering the services and tools to carry out all the required work under this tender. At least one lead Audit expert and a back-up person are required in the technical areas. A project/account manager is also required to coordinate and report on the project's progress throughout the contract period.

2.15 Responsibility as an Independent Contractor

The service provider agrees to take overall responsibility for any services rendered; regardless of whether third parties are engaged or the service himself carries them out.

SECTION 3 – GENERAL CONDITIONS OF CONTRACT

3.1 Introduction

Specific terms of contract shall be discussed with the bidder whose proposal will be accepted by the KMRC. The resulting contract shall include but not be limited to the general terms of contract as stated below from 3.2 to 3.14.

3.2 Award of Contract

Following the opening and evaluation of proposals, KMRC will award the Contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid. KMRC will communicate to the selected bidder its intention to finalize the draft conditions of engagement submitted earlier with his proposals.

After agreement has been reached, the successful Bidder shall be invited for signing of the Contract to be prepared by the KMRC in consultation with the Bidder.

3.3 Application of General Conditions of Contract

These General Conditions (sections 3.2 to 3.14) shall apply to the extent that they are not superseded by provisions in other parts of the Contract that shall be signed.

3.4 Bid Validity Period

Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission.

3.5 Performance Security

- 3.5.1 KMRC **may** at its discretion require **the successful bidder** to furnish it with Performance Security in the amount specified in the accepted Bid.
- 3.5.2 The Performance Security shall be in the form of a bank guarantee issued by a commercial bank operating in Kenya and shall be in a format prescribed by the KMRC. The performance guarantee shall be submitted within 10 days of notification of award.
- 3.5.3 The proceeds of the Performance Security shall be payable to the Kenya Mortgage Refinance Company plc as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.

The Performance Security will be discharged by the Company not later than two months following the date of completion of Bidder's performance obligations, and the KMRC's acceptance of the final report as specified in the contract.

3.6 Delays in the Bidder's Performance

- 3.6.1 Delivery and performance of the provision of external audit services shall be made by the successful Bidder in accordance with the time schedule as per Agreement.
- 3.6.2 If at any time during the performance of the Contract the Bidder encounters conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify KMRC in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, KMRC shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

- 3.6.3 Except in the case of "force majeure" as provided in Clause 3.13, a delay by the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of liquidated damages pursuant to Clause 3.7.

3.7 Liquidated damages for delay

The contract resulting from this RFP shall incorporate suitable provisions for the payment of liquidated damages by the bidders in case of delays in performance of contract.

3.8 Governing Language

The Contract shall be written in the English Language. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall also be in English.

3.9 Applicable Law

This agreement arising out of this RFP shall be governed by and construed in accordance with the laws of Kenya and the parties submit to the exclusive jurisdiction of the Kenyan Courts.

3.10 Bidder's Obligations

- 3.10.1 The Bidder is obliged to work closely with the KMRC's staff, act within its own authority, and abide by directives issued by the KMRC that are consistent with the terms of the Contract.
- 3.10.2 The Bidder will abide by the job safety measures and will indemnify the KMRC from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold KMRC responsible or obligated.
- 3.10.3 The Bidder is responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanors.
- 3.10.4 The Bidder will not disclose the KMRC's information it has access to, during the course of the work, to any other third parties without the prior written authorization of KMRC. This clause shall survive the expiry or earlier termination of the contract.

3.11 KMRC's Obligations

In addition to providing Bidder with such information as may be required by the bidder, KMRC shall,

- (a) Provide the Bidder with specific and detailed relevant information
- (b) In general, provide all relevant information and access to KMRC's premises.

3.12 Confidentiality

The parties undertake on behalf of themselves and their employees, agents and permitted subcontractors that they will keep confidential and will not use for their own purposes (other than fulfilling their obligations under the contemplated contract) nor without the prior written consent of the other disclose to any third party any information of a confidential nature relating to the other (including, without limitation, any trade secrets, confidential or proprietary technical information, trading and financial details and any other information of commercial value) which may become known to them under or in connection with the contemplated contract. The terms of this Clause 2.15 shall survive the expiry or earlier termination of the contract.

3.13 Force Majeure

- (a) Neither Bidder nor KMRC shall be liable for failure to meet contractual obligations due to Force Majeure.

- (b) Force Majeure impediment is taken to mean unforeseen events, which occur after signing the contract with the successful bidder, including but not limited to strikes, blockade, war, mobilization, revolution or riots, natural disaster, acts of God, refusal of license by Authorities or other stipulations or restrictions by authorities, in so far as such an event prevents or delays the contractual party from fulfilling its obligations, without its being able to prevent or remove the impediment at reasonable cost.
- (c) The party involved in a case of Force Majeure shall immediately take reasonable steps to limit consequence of such an event.
- (d) The party who wishes to plead Force Majeure is under obligation to inform in writing the other party without delay of the event, of the time it began and its probable duration. The moment of cessation of the event shall also be reported in writing.
- (e) The party who has pleaded for a Force Majeure event is under obligation, when requested, to prove its effect on the fulfilling of the contemplated contract.

SECTION 4 – ANNEXURES

ANNEX 1: PRICE SCHEDULE

1. Consolidated Costs

No.	ITEM DESCRIPTION	MONTHLY CHARGES (KSHS.)- VAT Incl	TOTALS FOR 12 MONTHS (KSHS.)
1.	Provision of Cleaning Services		
	16% VAT		
	Total Consolidated Costs (KSHS.)		

No.	ITEM DESCRIPTION	QUARTERLY CHARGES (KSHS.) – VAT Incl	TOTALS FOR 12 MONTHS (KSHS.)
1	Provision of fumigation and pest control services on quarterly basis		
2	Provision of window blinds on quarterly basis		

2. Detailed Breakdown

	Category of Service	Unit of Measure	Unit Rate(VAT Inclusive)
1	Cleaning Services	Cleaner Wages	
		Cost of Material	
		Admin. Overheads Incl.	
		Profit margin	
2	Carpet Cleaning	Per Sq. Ft	
3	Cleaning of Window blinds	per set of 21 pieces	
4	Cleaning of Fabric Chair-	Per piece	
5	Cleaning of Leather Chair	Per piece	
6	Cleaning of Sofa Sets	Per piece	

ANNEX 2: REFERENCES

References of similar services for organizations similar in the financial Sector are preferred: -

	Prior Services Performed for:	Response
1	Company Name	
	Date of Contract	
	Number of Cleaners	
	Contract Amount (KES)	
	Work done	
	Year work done	
	Person contact at the company	
	Telephone and Email of the person contact	
2	Company Name	
	Date of Contract	
	Number of Cleaners	
	Contract Amount (KES)	
	Work done	
	Year work done	
	Person contact at the company	
	Telephone and Email of the person contact	
3	Company Name	
	Date of Contract	
	Number of Cleaners	
	Contract Amount (KES)	
	Work done	
	Year work done	
	Person contact at the company	
	Telephone and Email of the person contact	
4	Company Name	
	Date of Contract	
	Number of Cleaners	
	Contract Amount (KES)	
	Work done	
	Year work done	
	Person contact at the company	
	Telephone and Email of the person contact	
5	Company Name	
	Date of Contract	
	Number of Cleaners	
	Contract Amount (KES)	
	Work done	
	Year work done	
	Person contact at the company	
	Telephone and Email of the person contact	

ANNEX 3: SERVICE PROVIDER QUESTIONNAIRE

Bidders, willing to be considered for the tender for **Provision of Cleaning and Fumigation Services** are expected to furnish KMRC with among others the following vital information, which will be treated in strict confidence by KMRC.

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"> <li data-bbox="715 674 1177 920">• a public limited incorporated company? attach a copy of Certificate of incorporation, including any Certificate of Change of Name, and Memorandum & Articles of Association <li data-bbox="715 920 1177 1182">• 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 <li data-bbox="715 1182 1177 1444">• 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 <li data-bbox="715 1444 1177 1608">• a partnership? If yes, please attach certified copy of the Partnership Deed and business name certificate <li data-bbox="715 1608 1177 1727">• a sole trader? If yes, please attach a certified copy of the business name certificate <li data-bbox="715 1727 1177 1776">• 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?	Yes / No	
	If no, please give details:		
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?	Yes / No	
	If yes, please give details:		
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 14001 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)	

10.0 Documents Required

The following documents should be attached.

No.	Name of Document	Indicate if included (yes / no)
1	Copy of Certificate of Registration/Incorporation	
2	Copy of Certificate of a valid Tax Compliance	
3	Copy of compliance certificate from NSSF for the current period (2020/2021)	
4	Copy of compliance certificate from SHA (2025/2026)	

5	Copy of workman's compensation certificate	
6	Public Liability Insurance for employees	
7	Certificate from relevant regulatory authority (where applicable	
8	Kenya Bureau of Standards certifications, Manufacturers Authorization /or equivalent (where applicable).	
9	Dully filled Mandatory confidential business questionnaire	
10	<p>Other documentation</p> <ul style="list-style-type: none"> • Letters of introduction as cleaning services provider, from at least five (5) clients • Operational plan as prescribed • CV of the proposed supervisor • Evidence of payment of approved Government minimum wage to its employees • Certificate of good conduct of at least 2 proposed personnel. • Declaration that the firm shall use only environmentally friendly cleaning detergents and materials. • Evidence of exemplary performance in provision of these services from clients they have offered services to for the last three years, firm should not have been reprimanded of poor performance during the period. 	

ANNEX 4: PERFORMANCE SECURITY FORM (FORMAT)

Know all men by these presents that we:

1.

(Full name & address in block letters) PRINCIPAL

2.

(Full name & address in block letters) SURETY

are held firmly bound, jointly and in severally, unto Kenya Mortgage Refinance Company plc in the principal sum of Kshs.

for which payment well and truly to be made we bind ourselves firmly by these presents.

The condition of the above obligations being that should the said <name of Bidder>

fulfill his /their obligation/s under an agreement entered between the Kenya Mortgage Refinance Company plc, and themselves in respect of <<the requirement>>

for Kenya Mortgage Refinance Company plc during the period ending

and not incur cancellation of the agreement for any cause whatsoever then the above obligation to be null and void; otherwise to remain in full force and effect. The validity of this guarantee expires on

which is two months beyond the contract period (i.e. after submission and acceptance by KMRC of final report).

.....
PRINCIPAL (Signature).....

Principal's Stamp

SURETY (Signature).....

SURETY's Stamp.....

Nairobi this of two thousand and

(The following words should be inserted in the signatory's own handwriting)

"Good for the sum* of US Dollars"

(*sum to be specified in words & figures)

ANNEX 5 : CERTIFICATE OF COMPLIANCE

All Service providers should sign the certificate of compliance below and return it together with this tender document.

We _____ have read this tender document and agree with the terms and conditions stipulated therein.

Signature of tenderer -----

Date.....

Company Stamp/Seal.

***** END *****