



**NAIROBI CITY WATER & SEWERAGE COMPANY LTD.**

KAMPALA RD, P. O. Box 30656-00100, Nairobi, Kenya

Tel: +254 0703 080 000

Email: [info@nairobiwater.co.ke](mailto:info@nairobiwater.co.ke)

[www.nairobiwater.co.ke](http://www.nairobiwater.co.ke)



## **TENDER No. NCWSC/36/2018**

# **SERVICE AND MAINTENANCE OF PRINTERS FOR 3 YEARS IN LOTS**

**December, 2018**

**CLOSING DATE-Friday 4<sup>th</sup> January,  
2019.**

**CLOSING TIME .....12.00 noon**

*Board of Directors:*

*R. M. Nzomo, MBS (Chairman), J. Mwangi (Vice-Chair), J.K. Wanyama, R.Khamati, S.O. Ojanga, M. Mutua,  
G. Mwakanongo, Eng. C. Ogut, Dr. K. Omoke, L. Ouma, P. Arungah, Eng. N. M. Muguna (Ag. Managing Director)*

## SECTION I INVITATION TO BID

### NCWSC/36/2018 - SERVICE AND MAINTENANCE OF PRINTERS 3 YEARS

- 1.1 The Nairobi City Water and Sewerage Company Ltd invites sealed bids from eligible candidates for SERVICE AND MAINTENANCE OF PRINTERS FOR 3 YEARS.
- 1.2 Interested eligible candidates may obtain further information from and inspect the Bid documents at Nairobi City Water and Sewerage Company Ltd, on Kampala Road off Enterprise Road, Industrial Area Nairobi during normal working hours (08:30 – 15:30 local time on Mondays to Fridays except during lunch time from 13:00 to 14:00 hours and public holidays).
- 1.3 A complete set of Bid documents may be obtained by interested candidates from the company's website; [www.nairobiwater.co.ke](http://www.nairobiwater.co.ke). Bidders **MUST** immediately email their name and contact details (company name, cell-phone number and email,) to: [tenders@nairobiwater.co.ke](mailto:tenders@nairobiwater.co.ke) for records, communication of any tender clarifications and addenda
- 1.4 Completed Bid documents are to be enclosed in plain sealed envelopes marked with Bid reference number and be deposited in the Tender Box at Nairobi City Water and Sewerage Company Ltd, on the first floor, Administration Block, at the **Head Office, Kampala Road off Enterprise Road, Nairobi** or be addressed to **Nairobi City Water & Sewerage Company Ltd, Kampala Road, off Enterprise Road, P O Box 30656-00100, Tel 0703 080403, Nairobi, Kenya** so as to be received on or before 12.00pm on **Friday 4th January, 2019**.
- 1.5 Prices quoted should be net inclusive of all taxes and delivery must be in Kenya Shillings and shall remain valid for one hundred and fifty (150) days from the closing date of the Bid.
- 1.6 Bids will be opened immediately thereafter in the presence of the Candidates or their representatives who choose to attend at Nairobi City Water and Sewerage Company Ltd Boardroom, on the first floor, Administration Block, at the **Head Office, Kampala Road off Enterprise Road, Nairobi**
- 1.6 This tender is only open to those who meet the requirements for eligibility
- 1.7 All pages must be serialized by the bidder for each bid submitted

For Managing Director  
**Nairobi City Water & Sewerage Company Ltd**  
**Kampala Road, off Enterprise Road**  
**P O Box 30656-00100-00100**  
**Tel. 254 703 080403**  
**Nairobi, Kenya**  
**E-mail: [tenders@nairobiwater.co.ke](mailto:tenders@nairobiwater.co.ke)**  
**Website: [www.nairobiwater.co.ke](http://www.nairobiwater.co.ke)**

**FORM OF BID**

TO: The Managing Director  
Nairobi City Water and Sewerage Company Ltd  
P. O. Box 30656 00100  
NAIROBI, KENYA

Having examined the bidding documents including Addenda Nos..... [insert numbers], the receipt of which is hereby duly acknowledged, we, the undersigned, offer **SERVICES AND MAINTENANCE OF PRINTERS FOR 3 YEARS** in conformity with the said bidding document for the sum of  
Kes

.....  
.....(words)..... figures]

or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake our Bid if accepted to commence the services in accordance With the delivery schedule specified in the Schedule of Requirements.

We agree to abide by this Bid for a period of 150 days from the date of Bid submission prescribed in the Invitation to Bid and it shall remain binding upon us and may be accepted any time before the expiration of that period.

Unless and until an Agreement is prepared and executed, this Bid together with your written acceptance thereof shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Bid you may receive.

We hereby agree that any errors in our Bid shall be adjusted as defined in the Bid Document in the General Information to Bidders.

Dated this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
(Name \_\_\_\_\_ and Signature) \_\_\_\_\_

In the capacity of \_\_\_\_\_

Duly authorized to sign Bids, for and on behalf of  
\_\_\_\_\_

P. O. Box \_\_\_\_\_

Name of Witness \_\_\_\_\_

Address  
\_\_\_\_\_

**Signature of Witness**

\_\_\_\_\_

## **SECTION II - INSTRUCTIONS TO BIDDERS**

### **2.1 Eligible Bidders**

- 2.1.1 This Invitation for Bids is open to all Bidders eligible as described in the Invitation to Bid. Successful Bidders shall complete the supply of goods by the intended completion date specified in the Schedule of Requirements Section VI.
- 2.1.2 The procuring entity's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the Bid.
- 2.1.3 Bidders shall provide the qualification information statement that the Bidder (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this Invitation for Bids.
- 2.1.4 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices.

### **2.2 Eligible Goods**

- 2.2.1 All goods to be supplied under the contract shall have their origin in eligible source countries.
- 2.2.2 For purposes of this clause, "origin" means the place where the goods are mined, grown, or produced. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components
- 2.2.3 The origin of goods is distinct from the nationality of the Bidder.

### **2.3 Cost of Bidding**

- 2.3.1 The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.
- 2.3.2 All firms found capable of performing the contract satisfactorily in accordance to the set prequalification criteria shall be pre-qualified.

### **2.4. The Bid Document**

- 2.4.1 The Bid document comprises the documents listed below and addenda issued in accordance with clause 2.6 of these instructions to Bidders
  - (i) Invitation to Bid
  - (ii) Instructions to Bidders
  - (iii) General Conditions of Contract
  - (iv) Special Conditions of Contract
  - (v) Schedule of requirements

- (vi) Technical Specifications
- (vii) Bid Form and Price Schedules
- (viii) Contract Form
- (ix) Bank Guarantee for Advance Payment Form
- (x) Confidential Business Questionnaire

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

## 2.5 Clarification of Documents

2.5.1 A prospective Bidder requiring any clarification of the Bid document may notify the Procuring entity in writing or by post at the entity's address indicated in the Invitation to Bid. The Procuring entity will respond in writing to any request for clarification of the Bid documents, which it receives not later than seven (7) days prior to the deadline for the submission of Bids, prescribed by the procuring entity. 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 Bidders that have received the Bid document.

2.5.2 The procuring entity shall reply to any clarifications sought by the Bidder within 3 days of receiving the request to enable the Bidder to make timely submission of its Bid.

## 2.6 Amendment of Documents

2.6.1 At any time prior to the deadline for submission of Bids, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bid documents by amendment.

2.6.2 All prospective candidates that have received the Bid documents will be notified of the amendment in writing or by post and will be binding on them.

2.6.3 In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Procuring entity, at its discretion, may extend the deadline for the submission of Bids.

## 2.7 Language of Bid

2.7.1 The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchange by the Bidder and the Procuring entity, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the Bid, the English translation shall govern.

## 2.8 Documents Comprising of Bid

2.8.1 The Bid prepared by the Bidders shall comprise the following components

- (a) a Bid Form and a Price Schedule completed in accordance with paragraph 2.9, 2.10 and 2.11 below,

- (b) documentary evidence established in accordance with paragraph 2.1.2 that the Bidder is eligible to Bid and is qualified to perform the contract if its Bid is accepted;
- (c) documentary evidence established in accordance with paragraph h2..2.1 that the goods and ancillary services to be supplied by the Bidder are eligible goods and services and conform to the Bid documents; and
- (d) Bid security furnished in accordance with paragraph 2.14

## 2.9 **Bid Forms**

2.9.1 The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the Bid documents, indicating the goods to be supplied, a brief description of the goods, their country of origin, quantity, and prices.

## 2.10 **Bid Prices**

2.10.1 The Bidder shall indicate on the appropriate Price Schedule the unit prices and total Bid price of the goods it proposes to supply under the contract

2.10.2 Prices indicated on the Price Schedule shall include all costs including taxes, insurances and delivery to the premises of the entity.

2.10.3 Prices quoted by the Bid shall be fixed during the Bid's performance of the contract and not subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.22

2.10.4 The validity period of the Bid shall be 150 days from the date of opening of the Bid.

## 2.11 **Bid Currencies**

2.11.1 Prices shall be quoted in Kenya Shillings ONLY unless otherwise specified in the Appendix to Instructions to Bidders.

## 2.12 **Bidders Eligibility and Qualifications**

2.12.1 Pursuant to paragraph 2.1. The Bidder shall furnish, as part of its Bid, Documents establishing the Bidders eligibility to Bid and its qualifications to perform the contract if its Bid is accepted.

2.12.2 The documentary evidence of the Bidders eligibility to Bid shall establish to the Procuring entity's satisfaction that the Bidder, at the time of submission of its Bid, is from an eligible source country as defined under paragraph 2.1

2.12.3 The documentary evidence of the Bidders qualifications to perform the contract if its Bid is accepted shall be established to the Procuring entity's satisfaction;

- (a) that, in the case of a Bidder offering to supply goods under the contract which the Bidder did not manufacture or otherwise produce, the Bidder has been duly authorized by the goods' Manufacturer or producer to supply the goods.
- (b) that the Bidder has the financial, technical, and production capability necessary to perform the contract;
- (c) that, in the case of a Bidder not doing business within Kenya, the Bidder is or will be (if awarded the contract) represented by an Agent in Kenya equipped, and able to carry out the Bidder's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.

## **2.13 Goods Eligibility and Conformity to Bid Documents**

2.13.1 Pursuant to paragraph 2.2 of this section, the Bidder shall furnish, as part of its Bid documents establishing the eligibility and conformity to the Bid documents of all goods which the Bidder proposes to supply under the contract

2.13.2 The documentary evidence of the eligibility of the goods shall consist of a statement in the Price Schedule of the country of origin of the goods and services offered which shall be confirmed by a certificate of origin issued at the time of shipment.

2.13.3 The documentary evidence of conformity of the goods to the Bid documents may be in the form of literature, drawings, and data, and shall consist of: -

- (a) a detailed description of the essential technical and performance characteristic of the goods;
- (b) a list giving full particulars, including available source and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the goods for a period of two (2) years, following commencement of the use of the goods by the Procuring entity; and
- (c) a clause-by-clause commentary on the Procuring entity's Technical Specifications demonstrating substantial responsiveness of the goods and service to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

2.13.4 For purposes of the documentary evidence to be furnished pursuant to paragraph 2.13.3I above, the Bidder shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Procurement entity in its Technical Specifications, are intended to be descriptive only and not restrictive. The Bidder may substitute alternative standards, brand names, and/or catalogue numbers in its Bid, provided that it demonstrates to the Procurement entity's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

## **2.14 Bid Security**

**2.14.1** Bid security shall be the amount stated in the appendix to instruction to tenderers.

## **2.15 Validity of Bids**

- 2.15.1 Bids shall remain valid for 150 days or as specified in the Invitation to Bid after the date of Bid opening prescribed by the Procuring entity, pursuant to paragraph 2.18. A Bid valid for a shorter period shall be rejected by the Procuring entity as non-responsive.
- 2.15.2 In exceptional circumstances, the Procuring entity may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security provided under paragraph 2.14 shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security. A Bidder granting the request will not be required nor permitted to modify its Bid.

## **2.16 Format and Signing of Bid**

- 2.16.1 The Binding entity shall prepare two copies of the Bid, clearly marking each **"ORIGINAL BID"** and **"COPY OF BID,"** as appropriate. In the event of any discrepancy between them, the original shall govern.
- 2.16.2 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid. All pages of the Bid, except for unlamented printed literature, shall be initialed by the person or persons signing the Bid.
- 2.16.3 The Bid shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

## **2.17 Sealing and Marking of Bids**

- 2.17.1 The Bidder shall seal the original and each copy of the Bid in separate envelopes, 3wduly marking the envelopes as **"ORIGINAL"** and **"COPY."** The envelopes shall then be sealed in an outer envelope.
- 2.17.2 The inner and outer envelopes shall:
- (a) be addressed to the Procuring entity at the address given in the Invitation to Bid:
  - (b) bear, Bid number and name in the Invitation for Bids and the words, **"DO NOT OPEN BEFORE," Friday 4th January, 2019.**
- 2.17.3 The inner envelopes shall also indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared "late".
- 2.17.4 If the outer envelope is not sealed and marked as required by paragraph 2.17.2, the Procuring entity will assume no responsibility for the Bid's misplacement or premature opening.

## **2.18 Deadline for Submission of Bids**



**2.18.1** Bids must be received by the Procuring entity at the address specified under paragraph 2.17.2 no later than **12noon- Friday 4th January, 2019**.

2.18.2 The Procuring entity may, at its discretion, extend this deadline for the submission of Bids by amending the Bid documents in accordance with paragraph 2.6, in which case all rights and obligations of the Procuring entity and candidates previously subject to the deadline will therefore be subject to the deadline as extended

## **2.19 Modification and Withdrawal of Bids**

2.19.1 The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Procuring prior to the deadline prescribed for submission of Bids.

2.19.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.17. A withdrawal notice may also be sent by E-mail but followed by a signed confirmation copy, postmarked not later than the deadline for submission of Bids.

2.19.3 No Bid may be modified after the deadline for submission of Bids.

2.19.4 No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its Bid security, pursuant to paragraph 2.14.7

2.19.5 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.19.6 The procuring entity shall give prompt notice of the termination to the Bidders and on request give its reasons for termination within 14 days of receiving the request from any Bidder.

## **2.20 Opening of Bids**

2.20.1 The Procuring entity will open all Bids in the presence of Bidders' representatives who choose to attend, at 12 noon on **Friday 4th January, 2019** and in the location specified in the Invitation to Bid. The Bidders' representatives who are present shall sign a register evidencing their attendance.

2.20.2 The Bidders' names, bid modifications or withdrawals, bid prices, discounts and the presence or absence of requisite Bid security and such other details as the Procuring entity, at its discretion, may consider appropriate, will be announced at the opening.

2.20.3 The Procuring entity will prepare minutes of the Bid opening.

## **2.21 Clarification of Bids**

2.21.1 To assist in the examination, evaluation and comparison of Bids the Procuring entity may, at its discretion, ask the Bidder for a clarification of its Bid. The request for

clarification and the response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered, or permitted.

2.21.2 Any effort by the Bidder to influence the Procuring entity in the Procuring entity's Bid evaluation, Bid comparison or contract award decisions may result in the rejection of the Bidders' Bid.

## **2.22 Preliminary Examination**

2.22.1 The Procuring entity will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.

2.22.2 The tender sum as submitted and read out during the tender opening shall be absolute and final and shall not be the subject of correction, adjustment or amendment in any way by any person or entity.

2.22.3 The Procuring entity may waive any minor informality or non-conformity or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or effect the relative ranking of any Bidder.

2.22.4 Prior to the detailed evaluation, pursuant to paragraph 2.23 the Procuring entity will determine the substantial responsiveness of each Bid to the Bid documents. For purposes of these paragraphs, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bid documents without material deviations. The Procuring entity's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

2.22.5 If a Bid is not substantially responsive, it will be rejected by the Procuring entity and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

2.22.6 The Company reserves the right to waive minor deviations in the evaluation criteria if they do not materially affect the capability of an applicant to perform.

## **2.23 Conversion to Single Currency**

2.23.1 Where other currencies are used, the procuring entity will convert these currencies to Kenya Shillings using the selling exchange rate on the date of Bid closing provided by the Central Bank of Kenya.

## **2.24 Evaluation and Comparison of Bids**

2.24.1 The Procuring entity will evaluate and compare the Bids which have been determined to be substantially responsive, pursuant to paragraph 2.22

2.24.2 The Bid evaluation committee shall evaluate the Bid within 30 days of the validity period from the date of opening the Bid.

2.24.3 A Bidder who gives false information in the Bid 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 Preference**

2.25.1 Preference where allowed in the evaluation of Bids shall not exceed 15%.

## **2.26 Contacting the Procuring entity**

2.26.1 Subject to paragraph 2.21 no Bidder shall contact the Procuring entity on any matter related to its Bid, from the time of the Bid opening to the time the contract is awarded.

2.26.2 Any effort by a Bidder to influence the Procuring entity in its decisions on Bid, evaluation, Bid comparison, or contract award may result in the rejection of the Bidder's Bid.

## **2.27 Award of Contract**

### **(a) Post-qualification**

2.27.1 In the absence of pre-qualification, the Procuring entity will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive Bid is qualified to perform the contract satisfactorily.

2.27.2 The determination will take into account the Bidder financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidders qualifications submitted by the Bidder, pursuant to paragraph 2.12.3 as well as such other information as the Procuring entity deems necessary and appropriate.

2.27.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's Bid, in which event the Procuring entity will proceed to the next lowest evaluated Bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

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

2.27.4 The Procuring entity will award the contract to the successful Bidder(s) whose Bid has been determined to be substantially responsive and has been determined to be the lowest evaluated Bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

### **(c) Procuring entity's Right to Vary quantities**

2.27.5 The Procuring entity reserves the right at the time of contract award to increase or decrease the quantity of goods originally specified in the Schedule of requirements without any change in unit price or other terms and conditions

## **2.28 Procuring entity's Right to Accept or Reject Any or All Bids**

2.28.1 The Procuring entity reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Procuring entity's action

## **2.29 Notification of Award**

- 2.29.1 Prior to the expiration of the period of Bid validity, the Procuring entity will notify the successful Bidder in writing that its Bid has been accepted.
- 2.29.2 The notification of award will constitute the formation of the Contract but will have to wait until the contract is finally signed by both parties
- 2.29.3 Upon the successful Bidder's furnishing of the performance security pursuant to paragraph 2.28, the Procuring entity will promptly notify each unsuccessful Bidder and will discharge its Bid security, pursuant to paragraph 2.14

## **2.30 Signing of Contract**

- 2.30.1 At the same time as the Procuring entity notifies the successful Bidder that its Bid has been accepted, the Procuring entity will send the Bidder the Contract Form provided in the Bid documents, incorporating all agreements between the parties.
- 2.30.2 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.
- 2.30.3 Within fourteen (14) days of receipt of the Contract Form, the successful Bidder shall sign and return it to the Procuring entity.

## **2.31 Performance Security**

- 2.31.1 Performance security shall be ten percent of the contract price.

## **2.32 Corrupt or Fraudulent Practices**

- 2.32.1 The Procuring entity requires that Bidders observe the highest standard of ethics during the procurement process and execution of contracts when used in the present regulations, the following terms are defined as follows;
  - (i) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
  - (ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring entity, and includes collusive practice among Bidder (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Procuring entity of the benefits of free and open competition;
- 2.32.2 The procuring entity will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 2.32.3 Further a Bidder who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

## Appendix to Instructions to Bidders

The following information regarding the particulars of the Bid shall complement supplement or amend the provisions of the instructions to Bidders. Wherever there is a conflict between the provision of the instructions to Bidders and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to Bidders.

INSTRUCTIONS TO BIDDERS REFERENCE	PARTICULARS OF APPENDIX TO INSTRUCTIONS TO BIDS
2.1.1	<p><i>Qualification requirements;</i></p> <ul style="list-style-type: none"> <li>* <i>Be a registered corporate and must show proof of the same</i></li> <li>* <i>Have the relevant trading license(s) in respect of the services to be supplied under this contract and copy of the same must be submitted with this bid.</i></li> <li>* <i>Must have undertaken similar assignments in the last three years. Evidence of this, e.g. testimonial letters from such authority, must be presented with the bid on submission.</i></li> <li>* <i>Have the financial capacity to undertake the assignment and show proof of the same</i></li> </ul>
2.1.3	<i>Pay special attention to the clause and ensure compliance</i>
2.1.4	<i>Pay special attention to the clause and ensure compliance</i>
2.2.1	<i>Bidder shall disclose the country of origin of the equipment.</i>
2.8.1	<i>Pay special attention to the clause and ensure compliance</i>
2.9.1	<i>Pay special attention to the clause and ensure compliance</i>
2.10.3	<p><i>The price shall be fixed for the entire period of the contract.</i></p> <p><i>Other items to be included in the costing and pricing:</i></p>
2.11.1	<i>In Kenya shillings or a freely convertible currency. Conversion Currency for Bid shall be Kenya Shillings. The source of the exchange rate shall be the mean rate of the Central Bank of Kenya on the date of Bid submission deadline.</i>
2.12	<i>Pay special attention to the clause and ensure compliance</i>
2.13	<i>Pay special attention to the clause and ensure compliance.</i>
2.14.2	<i>Bid security of Kes. 100,000.00</i>
2.17	<i>Pay special attention to the clause</i>
2.18.1	<i>Bids must be received by 12.00 noon on <b>Friday 4th January, 2019.</b></i>
2.20.1	<i>Bids shall be opened immediately thereafter receipt on 12.00 noon <b>Friday 4th January, 2019.</b></i>
2.23.1	<i>The source of the exchange rate shall be the mean rate of the Central Bank of Kenya on the date of Bid submission deadline.</i>
2.25	<i>Not applicable</i>
2.27.5	<i>Not applicable</i>
2.29.1	<i>Performance security shall be ten percent of the contract price.</i>
2.30.1	<i>Contract shall be commencing within 14 days after contract signing.</i>
2.4	<p><b>EVALUATION CRITERIA</b></p> <p><b>Preliminary EVALUATION (All Are Mandatory)</b></p> <ul style="list-style-type: none"> <li>i. <i>Bidders shall prepare and submit two copies (marked clearly “ORIGINAL BID” and “COPY BID.</i></li> <li>ii. <i>Offered Valid Bid Security from bank or from an Insurance Company approved by PPRA. The Bid security shall be not less than Kes 100,000/=</i></li> </ul>

	<p>iii. <i>Bid Security Valid for 180 Days from date of Bid Opening.</i></p> <p>iv. <i>Written confirmation on bidder's letter head that the bidder has not been debarred as a supplier, service provider or consultant for goods, services or works in Kenya; and that the bidder is eligible to participate in Procurement and also a statement declaring that if selected, the bidder shall not be involved in corruption.</i></p> <p>v. <i>Copy of Valid Certificate of Incorporation/Registration. For companies, a valid CR12 should also be submitted</i></p> <p>vi. <i>Copy of Current Valid Tax Compliance Certificate.</i></p> <p>vii. <i>Form of Bid duly completed, signed, stamped and witnessed.</i></p> <p>viii. <i>Price Schedule duly completed (Bidders MUST fill on the provided Price Schedule as a Mandatory requirement for Uniformity during Evaluation).</i></p> <p>ix. <i>All alterations if Any must be countersigned by the bidder.</i></p> <p>x. <i>Confidential Business Questionnaire duly filled.</i></p> <p>xi. <i>Attach Copy of Current Valid Certificate of Compliance to N.H.I.F</i></p> <p>xii. <i>Attach Copy of Current Valid Certificate of Compliance to N.S.S.F</i></p> <p>xiii. <i>Submit a written Power of Attorney (or duly fill the form provided in the Bid document)</i></p> <p>xiv. <i>Evidence of Financial Resources (lines/letter of credit) equal or above Ksh.1 Million from a bank or cash in account (Account statement to be certified as true copy by commissioner of oaths)</i>  OR  <i>Audited accounts for the last two years with an annual turnover of Kshs. 5,000, 000 million and above.</i></p> <p>xv. <i>Pagination of the bid document up to the last page including and not limited to attachments, etc.</i></p> <p>xvi. <i>Bidders must Stamp every Page of their document with Official Rubber Stamp for Ownership.</i></p> <p>xvii. <i>Further, the Original Bid Document issued by NCWSC shall be returned as part of the Tender Document. Bidders must submit all the pages of the Bid document as issued without altering the content therein. All required information shall be attached to the Original Tender document and neatly bound. Documents submitted as Loose papers will be rejected at Preliminary evaluation stage and shall not progress to Technical Evaluation Stage</i></p> <p><i>A firm lacking in any of the above details shall be dropped at this stage and shall not be progressed to the Technical Evaluation stage.</i></p> <p><b>Technical evaluation-mandatory</b></p> <p>i. <i>Compliance to all technical specifications</i></p> <p>ii. <i>Submit a copy of your company's manufacturer dealership certificate with the website link directly from the manufacturer for this specific tender stating that the service is authorized for the proposed product.</i></p>
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	<p>iii. <i>Show Proof of similar assignments in value and nature in the last three years. Evidence of this, e.g. award letters, signed contracts testimonial letters or copies of orders.</i></p> <p>iv. <i>Submit the technical qualifications of at least five (3) proposed technical personnel as evidence that they have experience in the provision of support services for the machines by Submitting the academic certificates of the proposed) technical personnel. ( one of the technical personnel to have certificate in repairs of the mentioned printer)</i></p> <p><i>A firm lacking in any of the above details shall be dropped at this stage and shall not be progressed to the financial Evaluation stage.</i></p> <p><b><i>Financial Evaluation:</i></b> <i>The lowest Evaluated bidder shall be awarded the contract</i></p>
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## **SECTION III - GENERAL CONDITIONS OF CONTRACT**

### **3.1 Definitions**

3.1.1 In this Contract, the following terms shall be interpreted as indicated:-

- (a) “The Contract” means the agreement entered into between the Procuring entity and the Bidder, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) “The Contract Price” means the price payable to the Bidder under the Contract for the full and proper performance of its contractual obligations
- (c) “The Goods” means all of the equipment, machinery, and/or other materials, which the Bidder is required to supply to the Procuring entity under the Contract.
- (d) “The Procuring entity” means the organization purchasing the Goods under this Contract.
- (e) “The Bidder” means the individual or firm supplying the Goods under this Contract.

### **3.2 Application**

3.2.1 These General Conditions shall apply in all Contracts made by the Procuring entity for the procurement installation and commissioning of equipment

### **3.3 Country of Origin**

3.3.1 For purposes of this clause, “Origin” means the place where the Goods were mined, grown or produced.

3.3.2 The origin of Goods and Services is distinct from the nationality of the Bidder

### **3.4 Standards**

3.4.1 The services under this Contract shall conform to the standards mentioned in the Technical Specifications.

### **3.5 Use of Contract Documents and Information**

3.5.1 The Bidder shall not, without the Procuring entity’s prior written consent, disclose the Contract, or any provision therefore, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring entity in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract.

3.5.2 The Bidder shall not, without the Procuring entity’s prior written consent, make use of any document or information enumerated in paragraph 3.5.1 above

3.5.3 Any document, other than the Contract itself, enumerated in paragraph 3.5.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the Bidder’s performance under the Contract if so required by the Procuring entity



### **3.6 Patent Rights**

3.6.1 The Bidder shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Procuring entity's country

### **3.7 Performance Security**

3.7.1 Performance security shall be ten percent of the contract price.

### **3.8 Inspection and Tests**

3.8.1 The Company or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications. The Company shall notify the bidder in writing, in a timely manner, of the Company's representatives retained for these purposes.

3.8.2 The inspections and tests may be conducted on the premises of the bidder or its subcontractor(s). If conducted on the premises of the bidder or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Company.

3.8.3 Should any inspected or tested services fail to conform to the Specifications, the Company may reject the services, and the bidder shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to the Company.

### **3.9 Delivery and Documents**

3.9.1 Delivery of the services shall be made by the Bidder in accordance with the terms specified by Procuring entity in its Schedule of Requirements and the Special Conditions of Contract

### **3.10 Payment**

3.10.1 The method and conditions of payment to be made to the Bidder under this Contract shall be specified in Special Conditions of Contract

3.10.2 Payments shall be made promptly by the Procuring entity as specified in the contract

3.10.3 Payment for maintenance shall be made after satisfactory services on quarterly basis , within 30 days from the date of receipt of correct Invoice

### **3.11 Prices**

3.11.1 Prices charged by the Bidder for the services performed under the Contract shall not, with the exception of any price adjustments authorized in Special Conditions of Contract, vary from the prices by the Bidder in its Bid.

3.11.2 Contract price variations shall not be applicable for the first one year (12 months).

3.11.3 Contract price variation shall be as per the provisions of the PPADA 2015.

### **3.12 Assignment**

3.12.1 The Bidder shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring entity's prior written consent

### **3.13 Subcontracts**

3.13.1 The Bidder shall notify the Procuring entity in writing of all subcontracts awarded under this Contract if not already specified in the Bid. Such notification, in the original Bid or later, shall not relieve the Bidder from any liability or obligation under the Contract

### **3.14 Termination for default**

3.14.1 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, terminate this Contract in whole or in part

- (a) if the Bidder fails to deliver any or all of the goods within the periods) specified in the Contract, or within any extension thereof granted by the Procuring entity
- (b) if the Bidder fails to perform any other obligation(s) under the Contract
- (c) if the Bidder, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

3.14.2 In the event the Procuring entity terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, equipment similar to those undelivered, and the Bidder shall be liable to the Procuring entity for any excess costs for such similar goods.

### **3.15 Liquidated Damages**

3.17.1. If the Bidder fails to deliver any or all of the services within the period(s) specified in the contract, the procuring entity shall, without prejudice to its other remedies under the contract, deduct from the contract prices liquidated damages sum equivalent to 0.5% per day of the delivered price of the delayed items up to a maximum deduction of 10% of the delayed services. After this the Bidder may consider termination of the contract.

### **3.16 Resolution of Disputes**

3.16.1 The procuring entity and the Bidder shall make every effort to resolve amicably by direct informal negotiation and disagreement or dispute arising between them under or in connection with the contract

3.16.2 If, after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute, either party may require adjudication in an agreed national or international forum, and/or international arbitration.

**3.17 Language and Law**

3.17.1 The language of the contract and the law governing the contract shall be English language and the Laws of Kenya respectively unless otherwise stated.

**3.18 Force Majeure**

3.18.1 The Bidder shall not be liable for forfeiture of its performance security or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

**SECTION IV - SPECIAL CONDITIONS OF CONTRACT**

- 4.1. Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, between the GCC and the SCC, the provisions of the SCC herein shall prevail over these in the GCC.
- 4.2. Special conditions of contract as relates to the GCC

<b>REFERENCE OF GCC</b>	<b>SPECIAL CONDITIONS OF CONTRACT</b>
3.4.1	<i>See the Technical Specifications.</i>
3.7.1	<i>Performance security shall be ten percent of contract price.</i>
3.8	<i>Bidders are requested to pay special attention to this clause.</i>
3.9	<i>All services under the contract shall be delivered as per the technical specification.</i>
3.12.2	<i>Terms of payment shall be 60 days after certified delivery.</i>
3.12.3	<i>Advance payment not applicable for this contract.</i>
3.13	<i>Prices quoted shall be delivered prices to the respective site indicated in the schedule of requirements. Price variation not allowed for this contract.</i>
3.14	<i>Pay special attention to the clause</i>
3.15	<i>Pay special attention to the clause</i>
3.16.1	<i>Pay special attention to the clause</i>
3.16.2	<i>Pay special attention to the clause</i>

## **SECTION V TECHNICAL SPECIFICATIONS**

### **MAINTENANCE OF HP/XEROX/SAMSUNGS/EPSON AND CONSUMABLES (WITH VALIDITY OF 3 YEARS)**

The vendor will execute a maintenance contract covering all maintenance (parts and Labor) and supplies (excluding paper) for a period equal to the length of the 3 years. The work shall be carried out in IN HQ and all the outer stations. Maintenance agreement pricing will include all maintenance, repairs, parts and consumable Supplies. Any costs excluded from the maintenance cost will be clearly specified.

### **SCOPE OF WORK AND EXPECTED OUTPUT**

The scope of work covers Comprehensive Maintenance of the above printers at the company premises and outer stations .The 'Annual Maintenance Contract' shall be comprehensive in nature and shall, therefore, include essential servicing and repairs/fixing/replacement of all components and. The term 'maintenance' shall also include rectification of all printer hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid printers

#### **Services Required**

1. Quarterly preventative maintenance
2. Repairs on request
3. Supply Maintenance Kit when required
4. Provide replacement printers in critical environment where printers are broken and User cannot wait until the printer is returned
5. Service Provider to provide NCWSC with a list of components/material and prices to be include

**TECHNICAL DETAILS. Must be complied to**

Technical details are as follows: -

<b>No</b>	<b>Descriptions</b>	<b>Complied Yes/No</b>	<b>Bidders Comments</b>
1	The bidder is expected to stock and readily available commonly replaced printer parts and consumable to ensure quick turn-around of repairs(Site visit will be carried out to verify the requirement before awarding the tender		
2	Coverage must be provided from 8:30 A.M. until 5:30 P.M., Monday to Friday		
3	On-site response time should be less than 4 (four) working hours from the moment service request is recorded		
4	The service must include four preventive maintenance (PM) calls per year per printer. The PM Service will be scheduled semi-annually on mutually agreed schedule. The PM Service includes verification of the printer's serial number, test operation of the printer via self-test, printer cleaning, arranging for the maintenance kit and installation, if necessary		
5	<b>The bidder shall provide skilled and qualified personnel to carry out the Maintenance Services and in addition shall have one qualified person positioned to man various NCWSC regions or stations, this person shall have technical qualifications in the related machines.</b>		

No	Descriptions	Complied Yes/No	Bidders Comments
6	All parts supplied by the bidder in providing maintenance services will be new or of 'as new' quality. The new part shall become the property of NCWSC. Any replaced defective parts shall be replaced at the bidders cost.		
7	All the bidders employees or agents shall be covered under workman compensation act and any other Kenyan Law regulations.		
8	The Bidder shall provide an annual schedule of all preventive maintenance and Printers inspections to be carried out prior to commencement of the servicing		
9	The bidder shall maintain a service card for each Printer detailing the Maintenance services carried out and any parts replaced using a suitable format.		
10	The Bidder shall carry out a periodic physical stock take of all the printers under contract and maintain his own inventory of the same.		
11	The Bidder shall provide a replacement machine, of similar configuration or better to the faulty machine, if it cannot be repaired on-site.		
12	The bidder shall maintain records of all service calls placed to him, details /particulars of the fault and repair and where closed, completion time and date.		

No	Descriptions	Complied Yes/No	Bidders Comments
13	The bidder's response time to service calls placed to him shall be less than 4 hours. (Bidder to indicate his response time)		
14	Bidder shall provide a replacement printer if a reported printer's downtime exceeds 36 hours		
15	<p>The preventive maintenance service shall include but not be limited to the following</p> <ul style="list-style-type: none"> <li>• Inspection of all Printers and connections</li> <li>• Routine Office Printers diagnosis test</li> <li>• Cleaning of Printers (as necessary). This will involve blowing all components with a vacuum cleaner or blower, cleaning external surfaces with suitable materials to remove stains, grease or dirt.</li> <li>• Cleaning of Printers and any other attached peripherals such etc.</li> <li>• Lubrication and adjustment where necessary</li> </ul>		





**Note: Currently NCWSC has the following printers in the environment and it is estimated that more printers may be added.**

**Models of Printer in the environment**

**NAIROBI WATER PRINTERS MODEL (HP, EPSON, SAMSUNG, XEROX) 2018**

1	HP LaserJet Pro 400 M401dn	VNC5913124	HQ - Change Management
2	HP LaserJet CP3525DN	CNCTB24GNF	HQ - HR Manager's Office
3	Salaries Tally T6212s	E21E202208	HQ - Payroll Office
4	HP LaserJet M1120n MFP	CNG99BQL93	HQ - Transport
5	HP LaserJet M1120n MFP	CNG99CFRXP	HQ - Transport
6	HP LaserJet Pro 400	CNCH400852	HQ - Finance Director's Office
7	HP-Laser-Jet	CNBW6DC2D9	HQ - Accounts Office
8	HP LaserJet Pro 400	CNCH300900	HQ - Finance Manager's Office
9	Epson LQ 690	LKWY035580	HQ - Cash Office
10	Epson LQ 690	LKWY035748	HQ - Cash Office
11	HP LaserJet CP3525	CNCTB27GBY	HQ - Company Secretary
12	Samsung CLX-9301	Z8D3B1AF10028P	HQ - MD'S OFFICE
13	HP LaserJet Pro 400 color M451dn	CNCH400842	HQ - Stores
14	HP Office jet 7000	MY24911055	HQ - Non-Revenue
15	XEROX	220-2ADVAC	HQ - Non-Revenue
16	HP LaserJet Pro 400 color M451dn	VNC5913123	HQ - ISO
17	HP LaserJet Pro 400 M401dn	VNC5913084	HQ - ICTD'S Office
18	HP LaserJet M1120n MFP	CNG895RP52	HQ - Research & Development
19	HP LaserJet P2015	CNC1738002	HQ - Operations & Maintenance
20	HP LaserJet 1320	CNCJF90247	HQ - Electrical
21	HP LaserJet M1120N MFP	CNG99C7RC3	HQ - Audit Office
22	HP LaserJet M1120N	CNG99C7RBQ	Eastern - Regional Manager Secretary
23	MP 2500 Nashuatec Aficio	M4402108893	Eastern - Finance / Technical
24	EPSON LQ 690	G8GY634601	Eastern - Cashiers
25	EPSON LQ 690	LKXY013649	Eastern - Cashiers
26	HP Color LaserJet CP5525	CNGTDDD0VY	Eastern - Regional Manager
27	HP LaserJet 400	CNHJ5BM09H	Eastern - Customer Care
28	HP LASERJET PRO 400 COLOUR	CNCH300051	Western - Regional Manager
29	HP LASERJET P2015n	CNC1743175	Western - Procurement

30	HP LASERJET M1132 MFP	QDCNG9C9YP	Western - HR & Admin
31	HP LASERJET PRO 400 M401dn	VNC5P21202	Western - Customer Care - Mall
32	HP LASERJET PRO 400 M401dn	VNC3410780	Western - Revenue
33	HP LASERJET M 1120n MFP	CNG99CFRXS	Western - ICT
34	Epson LX 300 +II	G8GY703480	Western - Cashier Plaza
35	Epson LX 300 +II	G8GY735737	Western - Cashier Plaza
36	Epson LQ 690	LKWY034512	Western - Cashier Mall
37	Epson LQ 690		Western - Cashier Mall
38	Epson LQ 690	LKWH014275	Western - Cashier Plaza
39	HP LASERJET P2015n	CNBW67X16M	Western - Customer Care - Mall
40	Epson LX 300 +II	G8GY533521	Western - Cashier Mall
41	Epson LX 300 +II	G8GY532622	Western - Cashier Mall
42	Epson LX 300 +II	G8GY016180	Western - Cashier Plaza
43	HP LaserJet m1522NF	CDN78D1GR6	Southern
44	HP LaserJet Pro MFP400 Series	CND8FDMFY3	Southern
45	HP Laser Jet Pro MFP400 Series	CNDBF1DMG2G	Southern
46	EPSON LQ-690	LKWY0335586	Southern
47	EPSON LQ-690	LKWY0355573	Southern
48	HP LaserJet Pro400MFP	CND8FDMFQ0	Southern
49	Epson LQ690	LKWYO35512	Southern
50	PHOTOCOPIER(AFICIO MP2000	L7006160246	Central - Customer Care
51	HP LaserJet 1200	CNCJB06526	Central - Cashier
52	EPSON LX300+II	G8GY532032	Central - Cashier
53	EPSON LQ 690		Central - Cashier
54	HP LASERJET P2055dn	CN1726503	Central - Supply Chain Office
55	HP LASERJET M1120N MFP	CNG99BQL8H	Central - Coordinator's Office
56	HP LASER JET PRO 400 COLOR	CNCH305390	Central - RMs Office
57	HP LASER JET PR0 400 PCL	VNC3410796	Northern
58	HP LASER JET PR0 400 m401 PCL	CNB2X42568	Northern
59	HP LASER JET PR0 400 m475dn COLOURED	CND8F3D6R9	Northern
60	HP LaserJet 2600n	CNGJ5CJ0CD	Northern
61	HP LaserJet MII20n MFP	CNG99C7RBZ	Northern

62	HP LaserJet 1320	CNC1842783	Northern
63	HP LaserJet m1120n mfp	CNG99C7S21	Kabete
64	EPSON 690	LKWHO12747	Cameo - Cash Office
65	EPSON 690	LKWHO12746	Cameo - Cash Office
66	EPSON 690	LKWHO13479	Cameo - Cash Office
67	EPSON 690	LKWHO13482	Cameo - Cash Office
68	EPSON 690	LKWHO12786	Cameo - Cash Office
69	EPSON 690	LKWHO12753	Cameo - Cash Office
70	EPSON 690	LKWHO12685	Cameo - Cash Office
71	Epson 690	LKWY035508	Cameo - Cash Office
72	HP LaserJet m1120nMFP	CNG99BQL8Q	Cameo
73	HP LaserJet m1120nMFP	CNG99C7S2V	Cameo
74	EPSON LX 300+II	JNWX271658	Cameo
75	EPSON LX 300+II	G8G531988	Cameo
76	EPSON LX 300+II	G8GY427706	Cameo
77	EPSON LX 300+II	G8GY532632	Cameo
78	HP LASERJET 1320	CNMJB36852	Cameo
79	HP LASERJET M1120n	CNG99BQLQV	Cameo
80	HP LASERJET M1120n	CNG99C7S2V	Cameo
81	EPSON LQ 680	JRBY054878	Cameo
82	EPSON LQ 680	JR8YO69599	Cameo
83	EPSON LQ 680	JR8Y068985	Cameo
84	EPSON LX 300+II	G8GY427219	Cameo
85	EPSON LQ 680	G8GY055731	Cameo
86	EPSON LQ 680	JR8Y055724	Cameo
87	HP LASERJET 1320	CNHJ5BM09H	North Eastern - Customer Care
88	HP LASERJET CP5525	CNGTDDD0VY	North Eastern - Regional Manager
89	HP LASERJET M1120N	CNG99C7RBQ	North Eastern -
90	HP COLOR LASER 2550L	CNHNK07138	North Eastern -
91	HP COLOR LASER 2550L	CNHJ07059	North Eastern -
92	EPSON LX 300+ II	G8GY634603	North Eastern - Cashiers
93	EPSON LX 300+ II	G8GY634601	North Eastern - Cashiers
94	EPSON LQ 690	LKXY013649	North Eastern - Cashiers
95	MP 2500 NASHUATEC AFICIO	M4402108893	North Eastern - Finance /Tech
96	HP LASEJET P2015	HP	North Eastern -
97	HP COLORLASERJET	HP	North Eastern -
98	HPLASERJET P2015	HP	North Eastern -
99	HP LASERJET 1536dnf MFP	HP	North Eastern -

100	HP LASERJET P2015	HP	North Eastern -
101	HP LASERJET P2015	CNCHC14101	North Eastern -
102	HP LASERJET 1320	CNBW6DX179	North Eastern -
103	HP LASERJET MFP 1120N	CNG99CFRY2	North Eastern -
104	NASHUTECH	L7006461752	North Eastern -
105	HP LASERJET MFP 1120N	CNG99C7RBK	North Eastern -
106	HP LASERJET MFP 1120N	CNG99BQL8S	North Eastern -
107	HP LaserJet 1320	CNHKH23363	Ruai - HR Office
108	HP LaserJet 1320	CNMJN14497	Ruai - Laboratory Office
109	HP LaserJet P2015	CNBW6CX87F	Ndakaini - HR & Admin
110	HP LaserJet Pro 400	VNC5913079	Ngethu - HR Coordinator's Office
111	HP LaserJet m1522nf	VNTD89HH5N	Sasumua - Registry
112	HP LaserJet p2015	CNBW6DC2D7	Sasumua - HR & Admin
113	HP LaserJet 1320	CNMUS39193	Sasumua - Chemist Office
114	HP LaserJet M1120n MFP	CNG99C7RBQ	Ruiru Dam - HR Office

**N.B. The maintenance contract shall include genuine toners, cartridges, print heads or ribbons as applicable.**

#### **i) PRICE SCHEDULE - MAINTENANCE COST**

NO	DESCRIPTION	PRICE PER ANNUM	UNIT COST	TOTAL YEAR ONE	TOTAL YEAR TWO	TOTAL YEAR THREE
2	HP, EPSON, SAMSUNG, XEROX PRINTERS	114				

#### **ii) PRICE SCHEDULE - CONSUMBALES AND ACCESSORIES**

**The items to be invoiced based on the order basis at the quoted prices for 3 years**

#### **i) PRICE SCHEDULE - CONSUMBALES AND ACCESSORIES**

**The items to be invoiced based on the order basis at the quoted prices for 3 years**

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
1	HP LaserJet Pro 400	Fuser Unit				
		Transfer Roller				
		separation Pad Tray 1				
		Pickup Roller Tray 1				
		Separation Pad Tray 2				
		Pickup Roller Tray 2				
		Transfer Roller				
		Tray 1 Pickup Roller				
		Tray 2 Pickup Roller				
		Tray 2 / 3 Pickup Roller Assembly				
		Tray 2 Separation Pad Holder Assembly				
		Tray 2 / 3 Pickup Roller Assembly				
		Tray 2 Separation Pad Holder Assembly				
		Scanner Assembly				
		Intermediate transfer belt (ITB) repair assembly				
		Formatter ( Main Logic ) Board				
				TONER CF280A		

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
<b>2</b>	<b>HP LASERJET CP3525</b>	Reset Resist Kit				
		Fuser Unit - 110 / 120 Volt				
		Right Door Assembly				
		Secondary Transfer Roller Assembly				
		Secondary Transfer Assembly				
		Intermediate transfer belt (ITB) repair assembly				
		Compression Spring				
		Waste Toner Detect Sensor				
		Tray 2 & 3 Pickup Roller Assembly				
		Tray 2 & 3 Feed / Separation Roller				
		Tray 2 & 3 Pickup Roller				
		Tray 2 & 3 Separation Roller Assembly				
		High Voltage Power Supply Upper PCA (HVPS-T)				
		Front Door Assembly				
		Fuser Drive Unit / Includes Fuser Motor				

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		Toner: CE250A				
		Toner: CE251A				
		Toner: CE252A				
		Toner: CE253A				
<b>3</b>	<b>HP LASEJET M1120N MFP</b>	Spring, Tension				
		Link Ass'y, Right, Scanner				
		Link Ass'y, Left, Scanner				
		Tray Ass'y, Paper Delivery				
		Overlay, Control Panel				
		Formatter Ass'y				
		Scanner, Flatbed				
		Control Panel Ass'y				
		Lid, Flatbed, Scanner				
		Toner: 36A				
4	<b>HP LASEJET 1320</b>	Fuser Assembly				
		Transfer Roller				
		Pickup Roller				
		Separation Pad				
		Fuser Assembly				
		Formatter Board Assembly				



NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		Fuser Film Replacement Sleeve				
		Duplexing Gear Assembly				
		DC Stepper Motor Assembly - Fuser				
		Tray 2 Separation Pad Assembly				
		Toner: 49A				
5	<b>HP LASEJET M1200</b>	Fuser Assembly				
		Pickup Roller				
		Separation Pad				
		Transfer Roller				
		Fuser Assembly				
		Lower Fuser Roller - Right				
		Fuser Pressure Roller				
		Film Replacement Sleeve				
		Toner: CE285A				
6	<b>HP LASEJET 2600</b>	Tray 2 / 3 - Separation Pad Assembly				
		Fuser Assembly				
		Left Side Cam				

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		Formatter Assembly				
		Separation Pad Assembly				
		Formatter Board Assembly				
		Toner: HP 124A Cyan				
		Toner: HP 124A Black				
		Toner: HP 124A Magenta				
		Toner: HP 124A Yellow				
7	<b>HP LASERJET M1522</b>	Fuser Assembly				
		Transfer Roller Assembly				
		Paper Pickup Assembly				
		Stepping Motor				
		Doc Feeder (ADF) Pickup Roller Assembly				
		Fax Module Board Assembly				
		Toner: CB436A				
	<b>HP LaserJet Pro 400 MFP</b>	Fuser Unit				
		Transfer Roller				
		separation Pad Tray 1				

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		Pickup Roller Tray 1				
		Separation Pad Tray 2				
		Pickup Roller Tray 2				
		Transfer Roller				
		Tray 1 Pickup Roller				
		Tray 2 Pickup Roller				
		Tray 2 / 3 Pickup Roller Assembly				
		Tray 2 Separation Pad Holder Assembly				
		Tray 2 / 3 Pickup Roller Assembly				
		Intermediate transfer belt (ITB) repair assembly				
		Tray 2 Separation Pad Holder Assembly				
		Scanner Assembly				
		Formatter ( Main Logic ) Board				
		Toner: CF410A				
		Toner: CF411A				
		Toner: CF412A				
		Toner: CF413A				

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
	<b>Epson LQ-690/680</b>	MOUNTING PLATE,ASSY MOTOR,CR				
		PLATEN SHAFT HOLD				
		TRACTOR/LEFT				
		ROLLER/PAPER LOAD/DRIVEN				
		SHAFT,CR,GUIDE				
		ROLLER,PAPER LOAD,DRIVE				
		HOLDER/RIBBON MASK				
		SHAFT/MOUNT PLATE/CR-3C				
		MOTOR ASSY,PF				
		COMVINATION GEAR/16/16				
		LEVER/PAPER GUIDE/CHANGE				
		PLATEN SHAFT HOLD				
		RIBBON FOR EPSON LQ690				
	<b>EPSON LX-300</b>	Tractor RH				
		Tractor LH				
		Access Cover				

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		HOUSING ASSY.,LOWER				
		SHIELD PLATE,LOWER				
		KNOB;W				
		MOTOR ASSY				
		SHAFT,CR,GUIDE				
		ROLLER,PAPER LOAD,DRIVE				
		HOLDER/RIBBON MASK				
		SHAFT/MOUNT PLATE/CR-3C				
		MOTOR ASSY,PF				
		COMVINATION GEAR/16/16				
		SPUR GEAR 36				
		RIBBON FOR EPSON LX300				
	<b>HP LASERJET P2015</b>	Drive Assembly				
		Fan assembly				
		Duplexer assembly				
		Paper sensor flag				
		Fuser Assembly				
		Gear Assembly				

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		Laser/Scanner assembly				
		Formatter PC board assembly				
		Transfer roller				
		Drives pickup roller				
		Compression spring				
		Toner: Q7553A				
	<b>HP COLOUR LASERJET CP5525</b>	Formatter board				
		Intermediate transfer belt (ITB) repair assembly				
		Paper delivery assembly				
		Fusing drive assembly				
		Fuser Drive unit				
		Main drive assembly				
		Tray pick up roller assembly.				
		Secondary transfer roller assembly				
		Duplexing drive gear plate				
		Interconnect board (ICB) PCA				

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		Fussing motor (M4) assembly				
		Maintenance Kit				
		Assy-Laser Scanner				
		Laser scanner assembly				
		Fusing front guide				
		Toner: CE270A				
		Toner: CE271A				
		Toner: CE272A				
		Toner: CE273A				
	<b>HP LaserJet m1536dnf Mp</b>	Scanner Sub Assembly Hinge				
		Transfer Roller Assembly				
		Separation Pad Assembly				
		Paper Pickup Assembly				
		Fuser Assembly				
		Main drive assembly				
		Drives pickup roller				
		Paper sensor				
		Paper delivery assembly				

NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		Toner: CE278A				
	<b>Samsung CLX-9301</b>	Tray 1 Cover Assy (with 2-1, 2-2)				
		Tray 1 Assembly (with 3-1 ~ 3-6)				
		Paper Tray				
		Frame Assy				
		Reg Transport Assy				
		Main Board (Duplex) Main Board (Non- Duplex)				
		Main Drive Motor Assembly				
		Exit Motor Assembly				
		Power Supply Board (110 Volts) Power Supply Board (220 Volts				
		Duplex Guide Plate (with 14-1 ~ 14-3)				
		Bracket Dummy Control				
		Laser Assembly				
		Fan DC (Main)				
		Gear, Transfer Roll				
		Transfer Roller				



NO	PRINTER MAKE		YEILDS PAGES	UNIT PRICE	16% VAT	TOTAL AMOUNT
		Transfer Roller Bearing, Right (with 24-1 ~ 24-4)				
		Transfer Roller Bearing, Left (with 25-1 ~ 25-3)				
		Cap-M-Gear				
		Gear Assembly				
		Harness, Main Motor				
		Bearing Pick Up				
		Gear Pick Up Cam				
		E-Ring				
		Optional Network Interface Card (NIC) (with 41-1, 41-2)				
		Fan DC (Sub)				
		Toner: CLT- K809S/ELS				
		Toner: CLT- C809S/ELS				
		Toner: CLT- M809S/ELS				
		Toner: CLT- Y809S/ELS				

**SUMMARY**

<b>ITEM</b>	<b>AMOUNT – Kes</b>
Total B/Fwd for maintenance for three years and consumables Inclusive of 16% VAT (to form of bid)	
In Words	

**Name of Bidder.....**

**Physical Address.....**

**Town.....**

**Name of Authorised Representative of Bidder.....**

**Signature.....**

**Date.....**

**Official Stamp/Company Seal**

## SECTION VII - SCHEDULE OF REQUIREMENTS

### 1. **Delivery Program**

- 1.1 Commencement of service shall be **IMMEDIATE** but not later than fourteen (14) days from the date of receipt by the Supplier of the sealed contract documents.
- 1.2 The successful bidder shall sign a Service Level Agreement for maintenance of the equipment for 3 years
- 1.3 The internal documentation shall be agreed by the two parties before commencement of the contract. This is subject to changes from time to time on mutual agreement by the two parties and in accordance to the PPADA 2015 act.

#### *Board of Directors:*

*R. M. Nzomo, MBS (Chairman), J. Mwangi (Vice-Chair), J.K. Wanyama, R.Khamati, S.O. Ojanga, M. Mutua, G. Mwakanongo, Eng. C. Ogut, Dr. K. Omoke, L. Ouma, P. Arungah, Eng. N. M. Muguna (Ag. Managing Director*

***NB:***

- a) Sample documents shall only be for use by the relevant parties (e.g. Banks) as guidelines to fulfill the requirements of the bid.***
- b) Bidders are therefore encouraged to pass the sample documents to the relevant parties and avoid filling them on their own.***

**CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM**

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

You are advised that it is a serious offence to give false information on this form

*Part 1 – General:*

Business Name .....

Location of business premises. ....

Plot No..... Street/Road .....

.....

Postal Address ..... Tel No. .... Fax ..... E mail .....

Nature of Business ,.....

Registration Certificate No. ....

Maximum value of business which you can handle at any one time – Kes. ....

.....

Name of your bankers ..... Branch .....

**Part 2 (a) – Sole Proprietor**

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

Nationality ..... Country of origin .....

- Citizenship details .....
- .....

**Part 2 (b) Partnership**

Given details of partners as follows:

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

**Part 2 (c) – Registered Company**

Private or Public .....

State the nominal and issued capital of company-

Nominal Kes. ....

Issued Kes. ....

Given details of all directors as follows

Name	Nationality	Citizenship Details	Shares
1. ....	.....	.....	.....
2. ....	.....	.....	.....
3. ....	.....	.....	.....
4. ....	.....	.....	.....
5. ....	.....	.....	.....

Date ..... Signature of Candidate .....

- If a Kenya Citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or registration

## BID SECURITY FORM

Whereas ..... [name of the Bidder]  
(hereinafter called "the Bidder") has submitted its Bid dated ..... [date of submission of Bid]  
for the supply and delivery of 1No. Flushing Unit hereinafter called "the Bid")  
..... KNOW ALL PEOPLE by these presents that WE  
..... of ..... having our  
registered office at ..... (hereinafter called "the Bank"), are bound unto .....  
[name of Procuring entity] (hereinafter called "the Procuring entity") in the sum of  
..... for which payment well and truly to be made to the said Procuring  
entity, 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:-

1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring entity during the period of Bid validity:
  - (a) fails or refuses to execute the Contract Form, if required; or
  - (b) fails or refuses to furnish the performance security in accordance with the Instructions to Bidders;

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

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

\_\_\_\_\_  
[signature and seal of the bank]

**FORM OF WRITTEN POWER-OF-ATTORNEY**

The Tenderer shall state here below the name and address of his representative who is authorized to receive on his behalf correspondence in connection with the Tender.

.....  
*(Name of Tenderer's Representative in block letters)*

.....  
*(Address of Tenderer's Representative)*

.....  
*(Signature of Tenderer's Representative)*

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## SERVICE LEVEL AGREEMENT

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the Levels of service which shall be provided by the Bidder to NCWSC. for the duration of this Contract.

All printers installed and covered under AMC the successful bidder shall provide 3 Service Engineer with sufficient spare parts and consumables from 8.00 A.M to 5.00 pm Monday to Fridays

### **Response Time**

The support personnel should be available over phone and is required to be responsible for single Point of contact with the company. On breakdown situations, response time to reach maintenance location for maintenance call by the support personnel should not Exceed 4 hours.

The printer down time should not exceed 36 hours from the time at which the complaint was made. If the down time is more than 36 hours, the bidder shall provide a stand by system. In case the System is not repaired or an alternative system not supplied within the period of 36 hours from the Time of failure report then the first party may choose to get the same repaired by or replaced from Any other agency and the cost and expenditure incurred therein shall be recoverable from the Bidder.

### **System Uptime**

The selected bidder shall ensure 95% uptime for printer equipment's failing which a Penalty as proposed by the NCWSC will be imposed. However, before imposing penalty, the NCWSC Ltd. Will issue a show cause notice in which the details of downtime will be mentioned. It will also include the penalty proposed to be imposed on the bidder. This will computed as number of days in the

Toner replacement orders will be placed by supply chain team. Every effort to deliver toner the same day as ordered should be made. At no time shall Toner delivery exceed 24 hours from the time of order

Signed By the Vendor

Signed by Nairobi Water City Water and Sewerage Company Ltd