



**KENVERSITY COOPERATIVE  
SAVINGS AND CREDIT SOCIETY LIMITED**

**P.O. BOX 10263 – 00100  
NAIROBI.**

**TELEPHONE: 020 8002371, 020 8002372, 0715-114454**

**EMAIL: [info@kenversitysacco.co.ke](mailto:info@kenversitysacco.co.ke)  
[www.kenversitysacco.co.ke](http://www.kenversitysacco.co.ke)**

**TENDER DOCUMENT**

**PREQUALIFICATION – ESTABLISHMENT OF  
A CALL CENTER**

**KENV/PREQ/CC/2022**

## A. CONDITIONS OF TENDERING

### **1.0 DEFINITIONS**

In these conditions and the documents to which they relate the word 'TENDERER' shall be deemed to include two or more persons and the singular words 'HER/HIM' may also have the meaning of their respective plurals.

### **2.0 METHOD OF SUBMISSION**

Duly completed Prequalification documents **MUST** be enclosed in plain sealed envelopes clearly marked "**PRE-QUALIFICATION FOR ESTABLISHMENT OF A CALL CENTER**"

The prequalification documents should be completed in every respect in ink and signed by the Tenderer.

### **3.0 FINAL DATE**

- i. The tender, together with all relevant documents (including a copy of the fee receipt) must be placed in the Tender Box as indicated in the advertisement.
- ii. A tender **MUST** be delivered by hand and deposited in Kenversity Office Tender's Box together with all relevant documents to reach the society not later than the time and date stipulated in the advertisement.
- iii. Any tender received after the time and the date stipulated in the advertisement will be disqualified.

### **4.0 ACCEPTANCE**

The society shall not be bound to accept the lowest bidder or any tender, and reserves the right to accept or reject any tender in part or whole and does not bind itself to give reasons for its action.

### **5.0 SUCCESSFUL TENDERER**

The Society shall notify the successful Tenderer in writing by issuing in duplicate, a letter of acceptance of his tender in part or whole. The Tenderer will be required to sign and return a copy of the letter within 21 days from the date of the letter, failing of which the offer will be treated as un-accepted and may then be given to the next Tenderer without notice.

## **6.0 COMMUNICATION**

Every notice to be given to a Tenderer may be posted to the Tenderer's address given in his tender and such posting shall be deemed good service of such notice.

- (i) The Tenderer is required to check the number of papers in the Tender documents. Should he, the Tenderer, find any papers missing or any figure for any reason whatsoever, he must inform the Society at once and have the matter rectified as required before the final date for the submission of tenders.
- (ii) The Tenderer's signature on the tender documents shall be taken to mean that he fully understands their contents and he/she accepts all the conditions expressed or implied.
- (iii) The Tenderer is required to complete particulars on the form provided in the last page of this document. Should he/she fail to give or give untrue information, the Tenderer may be disqualified.

## **7.0 LIABILITY**

No liability will be admitted nor claim allowed for any error in the tender owing to mistakes in these documents, which should have been rectified in the manner described above. If the Tenderer does not comply in every way with those conditions his tender shall be liable to rejection.

## **8.0 REGISTRATION OF TENDERER**

1. Name of company/firm: \_\_\_\_\_
2. Address: \_\_\_\_\_
3. Fax no: \_\_\_\_\_
4. Tel: \_\_\_\_\_
5. E-mail address: \_\_\_\_\_
6. Town: \_\_\_\_\_
7. Street: \_\_\_\_\_
8. Name of building: \_\_\_\_\_
9. Room/office: \_\_\_\_\_
10. Other/branches: \_\_\_\_\_
11. Nature of business: \_\_\_\_\_

12. Banker: \_\_\_\_\_

13. Have you ever supplied goods/services to Kenversity Sacco ltd?

Yes

no

**9.0 STATUTORY OBLIGATIONS**

1. Current trade license no: \_\_\_\_\_ exp. Date: \_\_\_\_\_

2. Pin no: \_\_\_\_\_

3. V.a.t. Registration no. \_\_\_\_\_

4. Certificate of incorporation no: \_\_\_\_\_

5. Other government levy status: (i.e.) – tax compliance certificate

---

---

State if company is subject to bankruptcy proceedings

---



## 12.0 ITEMS TO BE PROCURED

<b>ESTABLISHMENT OF CALL CENTER ITEMS - YEAR 2022</b>			
<b>NO</b>	<b>DESCRIPTION</b>	<b>UNIT</b>	<b>AVAILABLE?</b>
			<b>(YES/NO)</b>
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			

***Specify below:-***

Software and Hardware requirements for 2 users  
 Remote access of Call Users after working hours  
 Integration with the current ERP

NB: Please forward any other items that you offer and is an essential requirement for the above establishment as an attachment to this document for information purposes.

**13. The following is a list of items/ information that the tenderer must provide as attachments to the tender documents**

1. Company profile (company history, contacts, services, affiliations, certified copies of original documents defining constitutional or legal status, principal place of doing business of the company/ firm including valid business licenses)
2. Certificate of incorporation/registration.
3. A PIN certificate or equivalent.
4. Provide details of three similar projects/ works with contact persons, undertaken under the area of the tender's interest in the last two (2) years.
5. In each of the projects in 4 above, provide reference letters from the firms/ organizations confirming the items/ goods/ services supplied and the performance.
6. Demonstration of financial capability in carrying out the project by submitting audited account for the last three (3) years.
7. Demonstration of a proposed methodology, plan and schedule of implementation of the activity of interest.

## TENDER FOR SUPPLIES AND SERVICE PROVISION FOR YEAR 2022

Kenversity Savings and Credit Co-operative Society Limited invites interested and eligible suppliers for supply and service provision for the year 2022 as follows:-

NO	CATEGORY NO.	DESCRIPTION	BIDDER CATEGORY
<b>TENDERS</b>			
1.	KENV/TNDR/BMS/2022	BOARD MEDICAL SCHEME	ALL BIDDERS
2.	KENV/TNDR/SMS/2022	STAFF MEDICAL SCHEME	ALL BIDDERS
3.	KENV/TNDR/PR/2022	PRINTING	ALL BIDDERS
4.	KENV/TNDR/ST/2022	SUPPLY OF STATIONERY	SPECIAL GROUPS
5.	KENV/TNDR/FFE/2022	SUPPLY AND SERVICING OF FIRE FIGHTING EQUIPMENT (Must be approved by County Government of Kiambu).	ALL BIDDERS
6.	KENV/TNDR/PM/2022	PROFESSIONAL DESIGNERS OF ARTWORK, BRANDING AND SUPPLY OF PROMOTIONAL MATERIALS.	SPECIAL GROUPS
7.	KENV/TNDR/SS/2022	SECURITY AND GUARDING SERVICES	ALL BIDDERS
8.	KENV/TNDR/BFP/2022	FIRE, BURGLARY AND PERIL INSURANCE	ALL BIDDERS
9.	KENV/TNDR/CIT/2022	CASH IN TRANSIT SERVICES	ALL BIDDERS
10.	KENV/TNDR/LG/2022	GROUP CREDITORS INSURANCE	ALL BIDDERS
11.	KENV/TNDR/GL/2022	GROUP LIFE INSURANCE	ALL BIDDERS
12.	KENV/TNDR/MP/2022	MONEY POLICY	ALL BIDDERS
13.	KENV/TNDR/FG/2022	FIDELITY GUARANTEE INSURANCE	ALL BIDDERS
14.	KENV/TNDR/TCP/2022	INSURANCE FOR TERRORISM, NATURAL CALAMITIES AND POLITICAL VIOLENCE	ALL BIDDERS
15.	KENV/TNDR/SNS/2022	SANITARY AND FUMIGATION SERVICES	ALL BIDDERS
16.	KENV/TNDR/CS/2022	CLEANING SERVICES (EXTERIOR GLASS WALLS)	ALL BIDDERS
17.	KENV/TNDR/DCS/2022	DEBT COLLECTION SERVICES	ALL BIDDERS
18.	KENV/TNDR/AUCT/2022	AUCTIONEERING SERVICES	ALL BIDDERS
19.	KENV/TNDR/DW/2022	SUPPLY OF CLEAN DRINKING WATER	SPECIAL GROUPS
20.	KENV/TNDR/TSD/2022	SUPPLY OF TISSUE PAPER	SPECIAL GROUPS
21.	KENV/TNDR/SCS/2022	SERVICING OF CCTV, ACCESS CONTROLS, VOIP AND STRUCTURED CABLING SYSTEMS	ALL BIDDERS
22.	KENV/TNDR/MCL/2022	MICRO CREDIT LOANS INSURANCE	ALL BIDDERS
23.	KENV/TNDR/GENS/2022	SERVICING OF THE GENERATOR (PERKINS)	ALL BIDDERS
24.	KENV/TNDR/MAC/2022	MAINTENANCE AND SERVICING OF AIR CONDITIONERS	ALL BIDDERS
<b>PRE-QUALIFICATION</b>			
1.	KENV/PREQ/ICT/2022	PRE-QUALIFICATION FOR SUPPLY OF HARDWARE/SOFTWARE AND ACCESSORIES	ALL BIDDERS
2.	KENV/PREQ/ISA/2022	ICT SYSTEM AUDIT	ALL BIDDERS
3.	KENV/PREQ/VGM/2022	HOSTING OF VIRTUAL GENERAL MEETINGS	ALL BIDDERS
4.	KENV/PREQ/LS/2022	LEGAL SERVICES	ALL BIDDERS
5.	KENV/PREQ/SRM/2022	REPAIRS & MAINTAINANCE (PLUMBING, SEWER, CARPENTRY AND ELECTRICALS)	ALL BIDDERS
6.	KENV/PREQ/SFE/2022	SUPPLY OF OFFICE FURNITURE, FITTINGS AND EQUIPMENT	ALL BIDDERS
7.	KENV/PREQ/CC/2022	SUPPLY AND ESTABLISHMENT OF A CALL CENTRE	ALL BIDDERS

Tender documents may be obtained from [www.kenversitysacco.co.ke](http://www.kenversitysacco.co.ke) and at the society offices at Kenversity Plaza, Kahawa Sukari, off Thika superhighway, during working hours (8.30a.m. – 4.00p.m. Monday – Friday). Payment of a non-refundable fee of Kshs.1,000/- for each category payable in cash or bankers cheque to the Society shall apply before closure of the tendering period.

Completed documents in plain sealed envelopes clearly marked "Tender for Supplies with Category code" be addressed as below and deposited in the tender box at the Society office latest **THURSDAY, 16<sup>th</sup> DECEMBER, 2021 12.00 noon** and thereafter, the same shall be opened after closure in the presence of those who may wish to witness.

**The Chief Executive Officer,  
Kenversity SACCO Limited,  
P.O. Box 10263 – 00100,  
NAIROBI.  
[www.kenversitysacco.co.ke](http://www.kenversitysacco.co.ke)**

**The Society reserves the RIGHT to accept or reject any application, either in whole or in part and is not bound to give reasons for its action.**