



**KENVERSITY COOPERATIVE
SAVINGS AND CREDIT SOCIETY LIMITED**

**P.O. BOX 10263 – 00100
NAIROBI.**

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**TENDER DOCUMENT PROVISION OF DEBT COLLECTION
SERVICES**

DEBT COLLECTION SERVICES

KENV/TNDR/DCS/2025



KIVERSITY COOPERATIVE SAVINGS AND CREDIT SOCIETY LIMITED

CONDITIONS OF TENDERING

Serial No.

Miscellaneous Receipt No.

Date of Receipt Amount in Kshs..

1. DEFINITIONS

The Tenderer is the person who undertakes to supply the goods/services described in the tender documents.

The signatory must be a recognized official of the company and be authorized to sign on its behalf.

2. DOCUMENTS

2.1 The tender will receive a miscellaneous receipt of payment for tender documents. These include the following forms in duplicate:

- (i) **Form of tender**
- (ii) **Conditions of tendering**
- (iii) **Confidential business questionnaire,**

The Tenderer should retain one set for his records and return the other set in accordance with these conditions.

2.2.1 The Tenderer is required to check the number of pages of the document accompanying the **form of Tender**. Should any be missing or any figure indistinct, or should there be doubt about the precise meaning of any item or figure for any reason whatsoever he/she must inform the tender issuing officer at once and have the matter rectified as required before the final date for submission of tenders.

2.2.2 The Tenderer's signature to all documents shall indicate that he/she fully understands their contents and that he/she accepts all the conditions stated or applied therein.

3. SUBMISSION OF TENDERS

3.1.1 Attention is invited to the tender notice. The complete tender documents must be submitted to the address shown on the form of tender in a sealed plain envelope endorsed on the out cover with **Tender for provision of Debt Collection services**. Indication of Tenderer's names/mark should not appear on the envelope.

- 3.1.2 The form of tender must be properly signed in ink, dated and must accompany any other documents concerned with the tender.
- 3.1.3 The tender will not be accepted unless correctly submitted on the approved forms. Tenders for which the appropriate fee has not been paid will not be considered valid. Tender shall be deposited in the Tender box at **Kenversity Sacco Office** not later than the appointed time and date.

4.0 COMMUNICATION

- 4.1.1 There shall be no verbal variations in regard to a tender once submitted. Should an error be made it may be corrected in writing **before the closing date**.
- 4.1.2 All correspondence with the Tenderers will be sent to the address shown on the form of tender by post.

1 Liability

No liability will be admitted nor claim allowed for error in the tender owing to mistakes in those documents, which should have been rectified in the manner, described above.

2 Acceptance

The society reserves the right to accept or reject any tender either wholly or in part and is not bound to accept the lowest or any tender or to give reason for rejection.

3 Successful Tenderers

A letter of acceptance will be sent to the successful Tenderer in respect of the whole or that part of tender, which has been accepted within a validity period of 90 days.

COMPLIANCE WITH GIVEN CONDITIONS

CURRENT TRADE LICENCE NO. _____ EXP. DATE: _____
 V.A.T. REG. NO. _____
 PIN NUMBER: _____
 NAME OF YOUR AUDITORS: _____
 OTHER GOVERNMENT STATUS: _____

COMPANY STAMP

If a Tenderer does not comply in any way with these conditions where necessary, the tender shall be liable to rejection.

Tenderer’s Name -----

Tenderer’s Signature -----

Designation -----

Full address -----

Telephone Number (office) -----

Email -----

Fax -----

Date -----

Official stamp/seal.

Name of the Building ----- Plot No. ----- Door No. -----

Company Rubberstamp ----- Date -----

Telephone number -----

Are you a Kenyan, if not, state your Nationality ----- -

Name and address of your bankers ----- -

Bankers certificate on the Tenderer's Liquidity, suitability, and credit limitation ----- -

Bankers signatory – Manager/Accountant ----- Date ----- -

CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give particulars indicated in Part I and part 2 as is applicable in your type of business. You are advised that false information/particulars will result in automatic disqualification and render the tender void.

Part 1 – General

Business Name -----

Location of business premises -----

Plots number -----Street/Road-----

Postal Address -----

Telephone number -----

Nature of business -----

Registration number -----

Trade license Number ----- Date of Expiry -----

Maximum value of Business you can handle Kshs -----

Name of your bankers -----

Branch/address -----

Part 2 Registered company

Private or Public -----

State the normal and issued capital of the company:

Normal Kshs.....

Issued Kshs.....

Details of the Directors:-

Name	Nationality/citizenship	Shares
1. -----	-----	-----
2. -----	-----	-----
3. -----	-----	-----

Date: ----- Signature of Tenderer -----

Official stamp -----

If Kenyan citizen, indicate under "citizenship Details" whether by birth, nationalization or registration.

In the event of this tender being accepted in part or in full within the stipulated 90 days, I/We agree to supply against an order signed by an authorized officer of the Society and failure to do so will constitute breach of contract.

Tenderer's Name -----

Tenderer's Signature -----

Designation -----

Full address -----

Telephone Number (office) -----

Email -----

Fax -----

Date -----

Official stamp/seal.

Tenderer's name in full ----- Signature -----

Address -----

Telephone number -----

4. GENERAL SCOPE OF SERVICES

The debt collection services shall include: -

- (i) Immediate and direct remittance of all collected monies to Kenversity Sacco.
- (ii) Collection of all outstanding debts.
- (iii) Tracing of debtors and their assets
- (iv) Delivery of bills, invoices and statements and any other correspondence to debtors as and when required
- (v) Undertake collection aided by Kenversity Sacco staff and documents availed with a view to establish outstanding debtors' accounts
- (vi) Visit, demand and follow up debtors to ensure payment
- (vii) Undertake Investigations with a view of filing cases against debtors

5. SPECIFIC SCOPE OF SERVICES

- (i) For administrative purposes, the debt is managed from the Kenversity Sacco Office – Credit Department.
- (ii) Bidders shall be paid **in accordance to the amounts collected and commission quoted.**
- (iii) Kenversity Sacco shall give a list of the Debtors of finalized accounts to the Service provider for collection and recovery of the amounts owed by those debtors to Kenversity Sacco. The

Debtors list where possible shall indicate the full names of the debtor, physical and postal address, account numbers and the amount of debt owed.

(iv) The Service provider shall be required to provide the following as terms of reference – TOR.

1. Tracing of all the handed over debtors.
2. Locate the Debtors and Information needed to succeed in the recoveries.
3. Obtain the Outstanding Information from the Debtors where possible.
4. Setting up and maintaining up the Debtors files.
5. Reporting on a monthly basis on the status of the various Debtors handed over for the collection of Debts as well as the successful collection of the capital amount collected.
6. Provision of a service which is expedient, economical and feasible backed by experience, resources and appropriate technology.
7. Negotiate and manage repayment plans.
8. To conduct a recovery services by collecting and recovering all outstanding monies by means of telephonic as well as written communication.
9. To submit reports regarding the debt position

(v) The Debt management Services that are required from the Tenderer shall include the following:

1. Issuing of reminders to customers of their outstanding Debts, by means of telephone, SMS's, email.
2. Issuing of notices.
3. Handling all logistical matters in terms of the physical visit of defaulters and in this respect the Contractors will at all times employ persons with the relevant qualifications and experience as prescribed by the applicable legislation to undertake this work.
4. Negotiating acceptable payment agreements in accordance with Kenversity Sacco's debt management policy, such arrangements shall apply to all debts, both current and in arrears.
5. Obtaining and maintaining acknowledgement of debts, emolument attachment orders.
6. Follow up on negotiated agreements.
7. Identification of defaulters on negotiated agreements.
8. Preparation of Summons.

(vi) Preparation of reports according to the time frames set out in the table below:-

No	Type of Report:	Time Frame:
1.	Correspondence Handled with the Debtors	Monthly
2.	Final Demands Issued	Monthly
3.	Recommended Write Offs	Annually
4.	Payment Level Statistics	Monthly
5.	Arrears Extract Statistics.	Monthly
6.	Quarterly Reports	Within 30 Days of the end of the quarter
7.	Performance Targets set for the Following Quarter.	Quarterly

(vii) Price schedule for the debt collection services is as follows

NO	RANGE OF AMOUNT COLLECTED (KSH)	RECOVERY TIME FRAME	PERCENTAGE COMMISSION
1.	1 – 300,000	1-2 Months	
2	OVER 300,000 – 500,000	2-3 Months	
3	OVER 500,000	Upto 3 Months	
4	Any amount over kes 1.00 recovered past 3 months where a payment plan has been entered		

NO	Cost	UNIT OF MEASURE	QUANTITY	RATE CHARGED	REMARKS
1	Transport	Lumpsum			
2	Training	Lumpsum			
3	Security	Lumpsum			
4	Skip Tracing & Private Investigation	Lumpsum			

6. TERMS AND CONDITIONS OF PAYMENT

- A. Contract will be for one year from date of signing the agreement.
- B. No payments will be made for amounts collected after the expiry of the contract.
- C. Kenversity Sacco Limited has a right to reject and discontinue the contract if the debt collection firm does not abide by the terms and conditions specified in this form.
- D. The charges should include all statutory obligations i.e. V.A.T.

7. PRICE SCHEDULE

Applicants should indicate their charges as per unit of measure and attach profile showing clear specifications where applicable.

8. REFEREE:

NAME OF COMPANY:.....

ADDRESS:.....

CONTACT PERSON:.....

SIGNATURE:..... DATE:.....

COMPANY STAMP

9. DECLARATION

I/We have completed this form to the best of our knowledge and it is agreed that all responses can be substantiated if requested to do so. I/We understand that any inaccuracy in the information filled herein will be used as a ground for removal or termination of the tender.

Signed and Sealed:

For and on behalf of:-

Positions in the Company

Date:

The following is a list of items/ information that the tenderer must provide as attachments to the tender documents. This information will form part of the tender evaluation for the tenderers.

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/company registration.
3. Valid KRA PIN certificate
4. Filled, signed and stamped confidential business questionnaire.
5. Certified valid VAT certificate
6. Tender security in the right form and amount
7. A valid tax compliance certificate or equivalent.
8. Valid registration certificate with association of debt recovery agent (ADRA)
9. Provide details of three similar projects/ works with contact persons, undertaken under the area of the tender's interest in the last five (5) years.
10. In each of the projects in 4 above, provide reference letters from the firms/ organizations confirming the items/ goods/ services supplied and the performance.
11. Demonstration of financial capability in carrying out the project by submitting audited account for the last three years.
12. Demonstration of a proposed methodology, plan and schedule of implementation of the activity of interest.



TENDER FOR SUPPLIES AND SERVICE PROVISION FOR YEAR 2025

Kenversity Savings and Credit Co-operative Society Limited invites interested and eligible suppliers for supply and service provision for the year 2025 as follows:-

NO	CATEGORY NO.	DESCRIPTION	BIDDER CATEGORY
	TENDERS		
1	KENV/TNDR/PR/2025	PRINTING	ALL BIDDERS
2.	KENV/TNDR/SMS/2025	STAFF MEDICAL SCHEME	ALL BIDDERS
3	KENV/TNDR/FFE/2025	SUPPLY AND SERVICING OF FIRE FIGHTING EQUIPMENT (Must meet requirements of OSHA)	ALL BIDDERS
4	KENV/TNDR/PM/2025	PROFESSIONAL DESIGNERS OF ARTWORK, BRANDING AND SUPPLY OF PROMOTIONAL MATERIALS.	SPECIAL GROUPS

5	KENV/TNDR/SS/2025	SECURITY AND GUARDING SERVICES	ALL BIDDERS
6	KENV/TNDR/BFP/2025	FIRE, BURGLARY AND PERIL INSURANCE	ALL BIDDERS
7	KENV/TNDR/CIT/2025	CASH IN TRANSIT SERVICES	ALL BIDDERS
8	KENV/TNDR/LG/2025	GROUP CREDITORS INSURANCE	ALL BIDDERS
9	KENV/TNDR/GL/2025	GROUP LIFE INSURANCE	ALL BIDDERS
10	KENV/TNDR/MP/2025	MONEY POLICY	ALL BIDDERS
11	KENV/TNDR/FG/2025	FIDELITY GUARANTEE INSURANCE	ALL BIDDERS
12	KENV/TNDR/TCP/2025	INSURANCE FOR TERRORISM, NATURAL CALAMITIES AND POLITICAL VIOLENCE	ALL BIDDERS
13	KENV/TNDR/SNS/2025	SANITARY SERVICES	ALL BIDDERS
14	KENV/TNDR/CS/2025	CLEANING SERVICES (EXTERIOR GLASS WALLS)	ALL BIDDERS
15	KENV/TNDR/DCS/2025	DEBT COLLECTION SERVICES	ALL BIDDERS
16	KENV/TNDR/AUCT/2025	AUCTIONEERING SERVICES	ALL BIDDERS
17	KENV/TNDR/DW/2025	SUPPLY OF CLEAN DRINKING WATER	SPECIAL GROUPS
18	KENV/TNDR/EAS/2025	PROVISION FOR EXTERNAL AUDIT SERVICES	ALL BIDDERS
19	KENV/TNDR/TSD/2025	SUPPLY OF TISSUE PAPER	SPECIAL GROUPS
20	KENV/TNDR/WIBA/2025	WIBA INSURANCE SERVICES	ALL BIDDERS
21	KENV/TNDR/SCS/2025	SERVICING OF CCTV, ACCESS CONTROLS, VOIP,STRUCTURED CABLING SYSTEMS,STRONG ROOM AND SAFE	ALL BIDDERS
	PRE-QUALIFICATION		
1	KENV/PREQ/ICT/2025	PRE-QUALIFICATION FOR SUPPLY OF HARDWARE/SOFTWARE AND ACCESSORIES	ALL BIDDERS
2	KENV/PREQ/MAC/2025	MAINTENANCE AND SERVICING OF AIR CONDITIONERS	ALL BIDDERS
3	KENV/PREQ/SRM/2025	REPAIRS & MAINTAINANCE (PLUMBING,WATER PUMP, SEWER, CARPENTLY, ELECTRICALS AND MASONRY)	ALL BIDDERS
4	KENV/PREQ/TCS/2025	PROVISION OF TAX CONSULTANCY SERVICES	ALL BIDDERS
5	KENV/PREQ/DTM/2025	DATA PROTECTION MANAGEMENT SYSTEM	ALL BIDDERS
6	KENV/PREQ/FAS/2025	PROVISION OF FORENSIC AUDIT SERVICES	ALL BIDDERS
7	KENV/PREQ/TRA/2025	PROVISION OF STAFF TRAINING AND DEVELOPMENT SERVICES	ALL BIDDERS
8	KENV/PREQ/OSHA/2025	PROVISION FOR OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION SERVICES	ALL BIDDERS
9	KENV/PREQ/MVR/2025	PROVISION OF MOTOR VEHICLE REPAIRS AND SPARES	ALL BIDDERS

Tender documents may be obtained from www.kenversity sacco.co.ke and at the society offices at Kenversity Plaza, Kahawa Sukari, off Thika superhighway, Behind Quickmart Supermarket during working hours (8.30a.m. – 4.30p.m. Monday – Friday). Payment of a non-refundable fee 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 **WEDNESDAY, 27th NOVEMBER, 2024 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.kenversity sacco.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.