



Kenya Power

**TENDER NO.KP1/9AA-2/OT/57/ADM/16-17 FOR PROVISION OF SERVICE AND
MAINTENANCE CONTRACTS FOR SECURITY SYSTEMS COMPANYWIDE**

DATE OF TENDER DOCUMENT FEBRUARY, 2017

**ALL TENDERERS ARE ADVISED TO READ CAREFULLY THIS TENDER
DOCUMENT IN ITS ENTIRETY BEFORE MAKING ANY BID**

TENDER DOCUMENT FOR SERVICES

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SECTION I - INVITATION TO TENDER

DATE: FEBRUARY, 2017

TENDER NO.KP1/9AA-2/OT/57/ADM/16-17 FOR PROVISION OF SERVICE AND MAINTENANCE OF SECURITY SYSTEMS

1.1 The Kenya Power & Lighting Company Limited hereinafter referred to KPLC invites bids from eligible Tenderers for PROVISION OF SERVICE AND MAINTENANCE OF SECURITY SYSTEMS. Interested eligible Tenderers may obtain further information from the General Manager- Supply Chain, The Kenya Power & Lighting Company Ltd at Stima Plaza, 3rd Floor, Kolobot Road, P.O. Box 30099 – 00100 Nairobi, Kenya.

1.2 **Obtaining tender documents.**

1.2.1 Tender documents detailing the requirements may be obtained from the KPLC E-Procurement Portal .

1.2.2 Prospective bidders may also download the tender document from KPLC's website (www.kplc.co.ke) free of charge.

1.3 **Submission of Tender documents**

Completed Tenders are to be submitted in electronic format on the KPLC's E-procurement portal on the due date and time published on the portal. Tenderers are required to visit the portal from time to time for revised closing dates and addendums. The Tender is to be submitted **ONLINE** on or before the submission date and time indicated on the **KPLC tendering portal so as to be received before on or before 25th April, 2017.**

1.4 **Prices**

Prices quoted should be inclusive of all taxes and delivery costs to the required site (where applicable) and must be in Kenya Shillings or a freely convertible currency in Kenya and shall remain valid for One Hundred and Twenty (120) days from the closing date of the tender.

Please note that prices indicated on the KPLC tendering portal should be exclusive of VAT.

1.5 **Opening of submitted Tenders**

Tenders will be opened promptly thereafter in the presence of the Tenderer's or their representatives who choose to attend in KPLC Auditorium at Stima Plaza, Kolobot Road, Parklands, Nairobi

1.6 Pre-bid meeting

There will be a Mandatory pre-bid meeting to be held at different KPLC's premises. The schedule of the pre-bid /site visit is detailed in the Instructions to Tenderers in **appendix to instructions to tenderers.**

SECTION II - TENDER SUBMISSION CHECKLIST

Tender Submission Format

Bidders are advised to clearly label their documents while uploading on the portal.

No.	Item	Tick Where Provided
1	Tender Security – Bank Guarantee or Letters of Credit (issued by Banks Licensed by the Central Bank of Kenya), Guarantee by a deposit taking Microfinance Institution, Sacco Society, the Youth Enterprise Development Fund or the Women Enterprise Fund.	
2	Declaration Form	
3	Duly completed Tender Form	
4	Copy of Company or Firm’s Registration Certificate	
5*	Copy of PIN Certificate	
6*	Copy of Valid Tax Compliance Certificate	
7	Confidential Business Questionnaire (CBQ)	
8*	Certificate of Confirmation of Directors and Shareholding (C.R. 12) or equivalent (for foreign tenderers)	
11	Valid and current ISO Certificates	
12	Catalogues where applicable.	
13	Duly completed Schedule of Service.	
14	Names with full contact as well as physical addresses of previous customers of similar goods and reference letters from at least four (4) previous customers	
15	Statement on Deviations	
16	Price Schedule(s)	
17	Schedule of requirements duly filled indicating services offered	
18	Manufacturer’s authorization on software and spare parts.	
19	Certifications on security systems training.	
20	<ul style="list-style-type: none"> i) National Construction Authority-NCA Registrations certificate on Electrical and ICT on either category 1, 2, 3 or 4. ii) National Construction Authority-NCA Registration certificate on building on either category 1,2,3,4,or 5) iii) Communication Authority of Kenya registration certificate on CAK. 	

21	Audited Financial Statements. The audited financial statements required must be those that are reported within eighteen (18) calendar months of the date of the tender document. (For companies or firms that are registered or incorporated within the last one calendar year of the Date of the Tender Document, they should submit certified copies of bank statements covering a period of at least six months prior to the date of the tender document. The copies should be certified by the Bank issuing the statements. The certification should be original).	
22	Any other document or item required by the Tender Document. (The Tenderer shall specify such other documents or items it has submitted)	

***NOTES TO TENDERERS**

1. Valid Tax Compliance Certificate shall be one issued by the relevant tax authorities and valid for at least up to the tender closing date. All Kenyan registered Tenderers must provide a valid Tax Compliance Certificate.
2. All Kenyan registered Tenderers must provide the Personal Identification Number Certificate (PIN Certificate).

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SECTION III - INSTRUCTIONS TO TENDERERS (ITT)

3.1 Definitions

In this tender, unless the context or express provision otherwise requires: -

- a) *Any reference to any Act shall include any statutory extension, amendment, modification, re-amendment or replacement of such Act and any rule, regulation or order made there-under.*
- b) *“Date of Tender Document” shall be the **start date** specified on the KPLC tendering portal.*
- c) *“Day” means calendar day and “month” means calendar month.*
- d) *“KEBS” wherever appearing means the Kenya Bureau of Standards or its successor(s) and assign(s) where the context so admits.*
- e) *“KENAS” wherever appearing means the Kenya National Accreditation Service or its successor(s) and assign(s) where the context so admits*
- f) *“PPRA” wherever appearing means The Public Procurement Regulatory Authority or its successor(s) and assign(s) where the context so admits.*
- g) *Reference to “the tender” or the “Tender Document” includes its appendices and documents mentioned hereunder and any reference to this tender or to any other document includes a reference to the other document as varied supplemented and/or replaced in any manner from time to time.*
- h) *“The Procuring Entity” means The Kenya Power and Lighting Company Limited or its successor(s) and assign(s) where the context so admits (hereinafter abbreviated as KPLC).*
- i) *“The Tenderer” means the person(s) submitting its Tender for the supply, installation and commissioning (where applicable) of the goods in response to the Invitation to Tender.*
- j) *Where there are two or more persons included in the expression the “Tenderer”, any act or default or omission by the Tenderer shall be deemed to be an act, default or omission by any one or more of such persons.*
- k) *Words importing the masculine gender only, include the feminine gender or (as the case may be) the neutral gender.*
- l) *Words importing the singular number only include the plural number and vice-versa and where there are two or more persons included in the expression the “Tenderer” the covenants, agreements and obligations expressed to be made or performed by the Tenderer shall be deemed to be made or performed by such persons jointly and severally.*

- m) *KPLC’s “authorised person” shall mean its MD & CEO who is designated by the PPAD Act 2015 to exercise such power, authority or discretion as is required under the tender and any contract arising therefrom, or such other KPLC staff delegated with such authority.*
- n) *Citizen contractors-means a person/firm wholly owned and controlled by person(s) who are citizens of Kenya.*
- o) *Local contractors- a firm shall be qualified as a local contractor if it is registered in Kenya.*

3.2 Eligible Tenderers

3.2.1 A tenderer is eligible to bid for this contract only if the tenderer satisfies the following criteria—

- (a) the tenderer has the legal capacity to enter into a contract for procurement or asset disposal;
 - (b) the tenderer is not insolvent, in receivership, bankrupt or in the process of being wound up;
 - (c) the tenderer, if a member of a regulated profession, has satisfied all the professional requirements;
 - (d) the tenderer and his or her sub-contractor, if any, is not debarred;
 - (e) the tenderer has fulfilled tax obligations;
 - (f) the tenderer has not been convicted of corrupt or fraudulent practices;
 - and
 - (g) is not guilty of any serious violation of fair employment laws and practices.
- h) The tenderer is eligible as per section 55 (5) and 59 of the (Public Procurement and Asset Disposal (PPAD) Act 2015.

In addition, this Invitation to Tender is open to all Tenderers eligible as described in the **Appendix to Instructions to Tenderers.**

Successful Tenderers shall supply the services in accordance with this tender and the ensuing contract.

3.2.2 In addition the tenderer shall be considered ineligible to bid, where in case of a corporation, private company, partnership or other body, the tenderer, their spouse, child or sub-contractor has substantial or controlling interest and is found to be in contravention of the provisions of section 3.2.1 above.

3.2.5 Despite the provisions of section 3.2.1, a tenderer having a substantial or controlling interest shall be eligible to bid where—

- (a) such tenderer has declared any conflict of interest; and
- (b) performance and price competition for that good, work or service is

not available or can only be sourced from that tenderer.

- 3.2.6 For the purposes of this paragraph, any relative i.e. spouse(s) and child(ren) of any person mentioned in sub-paragraph 3.2.1 is also ineligible to participate in the tender. In addition, a Cabinet Secretary shall include the President, Deputy President or the Attorney General of GoK.
- 3.2.7 Tenderers shall provide the qualification information statement that the Tenderer (including 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 KPLC 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 to Tender.
- 3.2.8 Tenderers shall be under declarations as prescribed at Section XIII.

3.3 Joint Venture

- 3.3.1 Tenders submitted by a joint venture of two or more firms, as partners shall comply with the following requirements: -
- a) the Tender Form and in case of a successful tender, the Contract Agreement Form, shall be signed so as to be legally binding on all partners of the joint venture.
 - b) one of the partners shall be nominated as being lead contractor, and this authorization shall be evidenced by submitting a Power of Attorney signed by legally authorized signatories of all the partners.
 - c) The Power of Attorney which shall accompany the tender, shall be granted by the authorized signatories of all the partners as follows:-
 - (i) for local bidders, before a Commissioner of Oaths or a Notary Public or Magistrate of the Kenyan Judiciary.
 - (ii) for a foreign bidder, before a Notary Public, or the equivalent of a Notary Public, and in this regard the bidder shall provide satisfactory proof of such equivalence.
 - d) the lead contractor shall be authorized to incur liability and receive instructions for and on behalf of any and all the partners of the joint venture and the entire execution of the contract including payment shall be done exclusively with the lead contractor.
- 3.3.2 All partners of the joint venture shall be liable jointly and severally for the execution of the contract in accordance with the contract terms, and a relevant statement to this effect shall be included in the authorization mentioned in paragraph 3.3.1 (b) above as well as in the Form of Tender and the Contract Agreement Form (in case of the accepted tender).
- 3.3.3 A copy of the agreement entered into by the joint venture partners shall be submitted with the tender.

3.4 Cost of Tendering

- 3.4.1 The Tenderer shall bear all costs associated with the preparation and submission of its Tender, and KPLC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

3.5 Contents of the Tender Document

- 3.5.1 The Tender Document comprises the documents listed below and Addendum (where applicable) issued in accordance with paragraph 3.7 of these Instructions to Tenderers: -

- a) *Invitation to Tender*
- b) *Tender Submission Checklist*
- c) *Instructions to Tenderers*
- d) *Appendix to Instructions to Tenderers*
- e) *Schedule of Requirements*
- f) *Project Implementation Schedule*
- g) *Price Schedule for Services*
- h) *Evaluation Criteria*
- i) *General Conditions of Contract*
- j) *Special Conditions of Contract*
- k) *Tender Form*
- l) *Confidential Business Questionnaire Form*
- m) *Tender Security Form*
- n) *Manufacturer's Authorization Form*
- o) *Manufacturer's Warranty*
- p) *Declaration Form*
- q) *Contract Form*
- r) *Performance Security Form*
- s) *Details of Service*
 - (i.) *General Requirements*
 - (ii.) *Specific Details of Services*
 - (iii) *Service Level Agreement*

- 3.5.2 The Tenderer is expected to examine all instructions, forms, provisions, terms and specifications in the Tender Document. Failure to furnish all information required by the Tender Document or to submit a tender not substantially responsive to the Tender Document in every respect will be at the Tenderer's risk and may result in the rejection of its Tender.

- 3.5.3 All recipients of the documents for the proposed Contract for the purpose of submitting a tender (*whether they submit a tender or not*) shall treat the details of the documents as “Private and Confidential”.

3.6 Clarification of Documents

A prospective Tenderer requiring any clarification of the Tender Document may notify the General Manager Supply Chain in writing and ensure receipt is acknowledged at KPLC’s Physical address indicated on the Tender Document. KPLC will respond in writing to any request for clarification of the Tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of Tenders, prescribed by KPLC. Written copies of KPLC’s response (*including an explanation of the query but without identifying the source of inquiry*) will be published and accessible to all prospective Tenderers on the KPLC’s tendering portal.

3.7 Amendment of Documents

- 3.7.1 At any time prior to the deadline for submission of Tenders, KPLC, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer, may modify the tender documents by amendment.
- 3.7.2 All prospective Tenderers that have registered in the portal for the Tender will be notified of the amendment(s) (*hereinafter referred to or otherwise known as addendum*) in writing and will be binding on them.
- 3.7.3 In order to allow prospective Tenderers reasonable time in which to take the amendment into account in preparing their Tenders, KPLC, at its discretion, may extend the deadline for the submission of Tenders.

3.8 Language of Tender

The Tender prepared by the Tenderer, as well as all correspondence and documents relating to the tender, exchanged between the Tenderer and KPLC, shall be written in English language. Any printed literature furnished by the Tenderer written in any other language shall be accompanied by an accurate English translation of the relevant passages, in which case, for purposes of interpretation of the Tender, the English translation shall govern. The English translation shall be on the Tenderer’s letterhead and shall be signed by the duly authorized signatory signing the Tender and stamped with the Tenderer’s stamp.

3.9 Documents Comprising the Tender

The Tender prepared and submitted by the Tenderers shall include but not be limited to all the following components: -

- a) *Declaration Form, Tender Form and a Price Schedule completed in compliance with paragraphs 3.2, 3.10, 3.11 and 3.12.*
- b) *Documentary evidence established in accordance with paragraph 3.13 that the Tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted.*
- c) *Documentary evidence established in accordance with paragraph 3.14 that the services and any ancillary thereto to be provided by the Tenderer conform to the tender documents, and,*
- d) *Tender Security furnished in accordance with paragraph 3.17*
- e) *A detailed list of previous customers as prescribed for similar services on tender and their contact addresses shall be submitted with the Tender for the purpose of reference, or for evaluation where the Details of Service so dictate.*
- f) *And all other documents indicated in Section II (Tender Submission Checklist)*

3.10 Tender Form

The Tenderer shall complete and sign the Tender Form and all other documents furnished in the Tender Document, indicating the services to be performed, a brief description of the services, quantity (where applicable), and prices amongst other information required.

3.11 Tender Prices

- 3.11.1 The Tenderer shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total tender price of the services it proposes to provide under the contract.
- 3.11.2 Prices indicated on the Price Schedule shall be of all costs for the services including insurances, duties, Value Added Tax (V.A.T) and other taxes payable. No other basis shall be accepted for evaluation, award or otherwise.
- 3.11.3 Tender prices to be submitted (quoted) by the Tenderer shall remain fixed for the contract duration.
- 3.11.4 A price that is derived by a disclosed incorporation or usage of an international accepted standard formula shall be acceptable within the meaning of this paragraph.

3.12 Tender Currencies

- 3.12.1 For services that the Tenderer will provide from within or outside Kenya, the prices shall be quoted in Kenya Shillings, or in another freely convertible currency in Kenya. The currency quoted must be indicated clearly on the Price Schedule of Services.
- 3.12.2 The exchange rate to be used for currency conversion shall be the Central Bank of Kenya selling rate prevailing on the Tender closing date. *(Please visit the Central Bank of Kenya website).*

3.13 Tenderer's Eligibility and Qualifications

3.13.1 Pursuant to paragraph 3.2, the Tenderer shall furnish, as part of its Tender, documents establishing the Tenderer's eligibility to tender and its qualifications to perform the contract if its Tender is accepted.

3.13.2 The documentary evidence of the Tenderer's qualifications to perform the contract if its Tender is accepted shall be established to KPLC's satisfaction –

- a) *that, in the case of a Tenderer offering to perform the services under the contract which the Tenderer is not the Principal, the Tenderer has been duly authorized by the Manufacturer, Principal or Producer to provide the services. The authorization shall strictly be in the form and content as prescribed in the Manufacturer's or Principal's Authorization Form in the Tender Document*
- b) *that the Tenderer has the financial capability necessary to perform the contract. The Tenderer shall be required to provide the documents as specified in the Appendix to Instructions to Tenderers including a current Tax Compliance Certificate issued by the relevant tax authorities.*
- c) *that the Tenderer has the technical and production capability necessary to perform the contract.*
- d) *that, in the case of a Tenderer not doing business within Kenya, the Tenderer is or will be (if awarded the contract) represented by an agent in Kenya equipped, and able to carry out the Tenderer's maintenance, repair, spare parts and stocking obligations prescribed in the Conditions of Contract and or in the Details of Service.*
- e) *that the Tenderer is duly registered and is a current member of a recognized body or institution accredited and or pertaining to that service.*

3.13.3 The Tenderer will furnish KPLC with a copy of the accreditation or recognition certificate as applicable. KPLC reserves the right to subject the certificate to authentication.

3.13.4 Tenderers with a record of unsatisfactory or default in performance obligations in any contract shall not be considered for evaluation or award. For the avoidance of doubt, this shall include any Tenderer with unresolved case(s) in its obligations for more than two (2) months in any contract.

3.14 Conformity of Services to Tender Documents

3.14.1 The Tenderer shall furnish, as part of its tender, documents establishing the conformity to the Tender Document of all services that the Tenderer proposes to perform under the contract.

3.14.2 The documentary evidence of conformity of the services to the Tender Document may be in the form of literature, drawings, and data, and shall (where applicable) consist of: -

- a) *a detailed description of the essential technical and performance characteristics of the services whether in catalogues, drawings or otherwise,*
- b) *a list giving full particulars, including available source and current prices of spare parts, special tools and other incidental apparatus necessary for the proper and continuing performance of the services for a minimum period of two (2) years following commencement of the provision of the services to KPLC, and,*
- c) *duly completed Statement of Compliance to KPLC's Details of Service demonstrating substantial responsiveness of the service to those Details or, a statement of deviations and exceptions to the provisions of the Details of Service.*

3.14.3 For purposes of the documentary and other evidence to be furnished pursuant to subparagraphs 3.14.1, 3.14.2 and paragraph 3.15, the Tenderer shall note that standards for workmanship, material, and equipment, designated by KPLC in its Details of Service are intended to be descriptive only and not restrictive. The Tenderer may adopt higher standards in its Tender, provided that it demonstrates to KPLC's satisfaction that the substitutions ensure substantial equivalence to those designated in the Details of Service.

3.15 Demonstration(s), Inspection(s) and Test(s)

3.15.1 Where required in the tender, all Tenderers shall demonstrate ability of performance of the required service in conformity with the Details of Services.

3.15.2 KPLC or its representative(s) shall have the right to inspect/ test the Tenderer's capacity, equipment, premises, and to confirm their conformity to the tender requirements. This shall include the quality management system. KPLC's representative(s) retained for these purposes shall provide appropriate identification at the time of such inspection/ test.

3.15.3 KPLC shall meet its own costs of the inspection/ test. Where conducted on the premises of the Tenderer(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to KPLC.

3.15.4 Demonstration, Inspection/ Test Report(s) shall be completed upon conclusion of the inspection/ tests. This Report will be considered at time of evaluation and or award.

3.16 Warranty

3.16.1 Where required in the Tender, all Tenderers must also provide a Warranty that services to be rendered in the Tenderer's bid have no defect arising from manufacture, materials or workmanship or from any act or omission of the Tenderer that may develop under normal use or application of the services under the conditions obtaining in Kenya.

3.16.2 This warranty will remain valid for the period indicated in the special conditions of contract after the services, or any portion thereof as the case may be, have been rendered.

3.17 Tender Security

- 3.17.1 The Tenderer shall furnish, as part of its Tender, a tender security for the amount specified in the Appendix to Instructions to Tenderers.
- 3.17.2 The tender security shall be either one or a combination of the following:-
- a) an original Bank Guarantee that is strictly in the form and content as prescribed in the Tender Security Form (Bank Guarantee) in the Tender Document.
 - b) For Local bidders, Standby Letters of Credit (LC). All costs, expenses and charges levied by all banks party to the LC shall be prepaid/borne by the Tenderer. The LC must contain all the mandatory conditions of payment to KPLC as prescribed in the Tender Security (Letters of Credit) provided in the Tender Document.
 - c) For Foreign bidders, Standby Letters of Credit (LC) confirmed by a bank in Kenya. All costs, expenses and charges levied by all banks party to the LC including confirmation charges shall be prepaid/borne by the Tenderer. The LC must contain all the mandatory conditions of payment to KPLC as prescribed in the Tender Security (Letters of Credit) provided in the Tender Document.
 - d) An original Guarantee by a deposit taking Microfinance Institution, Sacco Society, Youth Enterprise Development Fund or the Women Enterprise Fund, that is strictly in the form and content as prescribed in the Tender Security Form
- 3.17.3 The tender security is required to protect KPLC against the risk of the Tenderer's conduct which would warrant the security's forfeiture pursuant to paragraph 3.17.10.
- 3.17.4 The Tender Security shall be denominated in Kenya Shillings or in another freely convertible currency in Kenya. A Tender Security in form of a Bank Guarantee or a Standby Letter of Credit issued on behalf of local bidders, should be from a commercial bank licensed by the Central Bank of Kenya. A Tender Security in form of a Standby Letter of Credit issued on behalf of foreign bidders by foreign banks, should be confirmed by a commercial bank licensed by the Central Bank of Kenya.
- 3.17.5 The Tender Security shall be valid for thirty (30) days beyond the validity of the tender.
- 3.17.6 KPLC shall seek authentication of the Tender Security from the issuing bank. It is the responsibility of the Tenderer to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed five (5) days from the date of KPLC's query. Should there be no conclusive response by the bank within this period, such Tenderer's Tender Security may be deemed as invalid and the bid rejected.
- 3.17.7 Any Tender not secured in accordance with this paragraph will be rejected by KPLC as non-responsive, pursuant to paragraph 3.26.

- 3.17.8 The unsuccessful Tenderer's Tender Security will be released as promptly as possible, in any of the following circumstances: -
- a) *the procurement proceedings are terminated*
 - b) *KPLC determines that none of the submitted Tenders is responsive*
 - c) *a contract for the procurement is entered into.*
- 3.17.9 The successful Tenderer's Tender Security will be released upon the successful Tenderer's signing the contract, pursuant to paragraph 3.39 and furnishing an authentic Performance Security, pursuant to paragraph 3.40.
- 3.17.10 The Tender Security shall be forfeited –
- a) *if the Tenderer withdraws its Tender after the deadline for submitting Tenders but before the expiry of the period during which the Tenders must remain valid*
 - b) *if the Tenderer fails to enter into a written contract in accordance with paragraph 3.39*
 - c) *if the successful Tenderer fails to furnish the performance security in accordance with paragraph 3.40*
 - d) *if the Tenderer fails to extend the validity of the tender security where KPLC has extended the tender validity period in accordance with paragraph 3.18.*

3.18 Validity of Tenders

- 3.18.1 Tenders shall remain valid for one hundred and twenty (120) days after the date of tender opening as specified in the Invitation to Tender or as otherwise may be prescribed by KPLC, pursuant to paragraph 3.23. A Tender that is valid for a shorter period shall be rejected by KPLC as non-responsive.
- 3.18.2 In exceptional circumstances, KPLC may extend the Tender validity period. The extension shall be made in writing. The tender security provided under paragraph 3.17 shall also be extended. A Tenderer shall not be required nor permitted to modify its tender during the extended period

3.19 Alternative Offers

Only main offers shall be considered, as alternative offers are not acceptable.

3.20 Preparation and Signing of the Tender

- 3.20.1 The Tender shall be typed or written in indelible ink. It shall be signed by the Tenderer or a person or persons duly authorized to bind the Tenderer to the contract.
- 3.20.2 The authorization shall be indicated by a written Power of Attorney granted by the Tenderer to the authorized person before any of the following persons:-
- a) *For local Tenderers, a Commissioner of Oaths or a Notary Public or a Magistrate of the Kenyan Judiciary.*

b) For foreign Tenderers, a Notary Public in the country of the Tenderer.

In either case above, the Power of Attorney shall accompany the Tender.

- 3.20.3 All pages of the Tender, including un-amended printed literature, shall be initialled by the person or persons signing the Tender and serially numbered.
- 3.20.4 The Tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the Tenderer, in which case such corrections shall be initialed by the person or persons signing the Tender.
- 3.20.5 KPLC will assume no responsibility whatsoever for the Tenderer's failure to comply with or observe the entire contents of this paragraph 3.20.
- 3.20.6 Any Tender not prepared and signed in accordance with this paragraph may be rejected by KPLC as non-responsive, pursuant to paragraph 3.26.

3.21 Deadline for Submission of Tenders

- 3.21.1 Tenders must be received by KPLC by the date and time specified in KPLC's tendering portal in PDF form.
- 3.21.2 KPLC may, at its discretion, extend this deadline for submission of Tenders by amending the tender documents in accordance with paragraph 3.7, in which case all rights and obligations of KPLC and the Tenderer previously subject to the initial deadline, will therefore be subject to the deadline as extended.

3.22 Modification and Withdrawal of Tenders

- 3.22.1 The Tenderer may modify or withdraw its Tender after it has submitted, provided that the modification, including substitution or withdrawal of the Tender is received by KPLC prior to the deadline prescribed for submission of tenders.
- 3.22.2 No Tender may be modified after the deadline for submission of Tenders.
- 3.22.3 No Tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period during which the Tender must remain valid except where KPLC extends the initial validity period. Any withdrawal of a Tender during this interval shall result in forfeiture of the Tenderer's Tender Security except where KPLC extends the initial validity period.

3.23 Opening of Tenders

- 3.23.1 KPLC shall open all Tenders promptly at the date and time specified in the KPLC tendering portal and at the location specified in the Invitation to Tender or as may otherwise be indicated.
- 3.23.2 The Tenderer's names, tender modifications or withdrawals, the presence or absence of requisite Tender Security and such other details as KPLC, at its discretion, may consider appropriate, will be announced at the opening.
- 3.23.3 At the Tender opening, tender prices, discounts, and such other details as KPLC, at its discretion, may consider appropriate will be read out.

- 3.23.4 The Tenderers or their representatives may attend the opening and those present shall sign a register evidencing their attendance.

3.24 Process to be Confidential

- 3.24.1 After the opening of tenders, information relating to the examination,

clarification, evaluation and comparisons of tenders and recommendations arising therefrom shall not be disclosed to a Tenderer or other person(s) not officially concerned with such process until conclusion of that process.

- 3.24.2 Conclusion of that process shall be deemed to have occurred, at the latest, by the date and time KPLC notifies the successful bidder(s). In any event, official disclosure by KPLC of any information upon conclusion of that process may only be to the unsuccessful bidders and may contain only the information permissible by law in summary form.
- 3.24.3 Any effort by a Tenderer to influence KPLC or any of its staff members in the process of examination, evaluation and comparison of tenders and information or decisions concerning the Tender may result in the disqualification of the Tenderer.

3.25 Clarification of Tenders and Contacting KPLC

- 3.25.1 To assist in the examination, evaluation and comparison of Tenders KPLC may, at its discretion, ask the Tenderer for a clarification of its Tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Tender shall be sought, offered, or permitted.
- 3.25.2 The Tenderer is required to provide timely clarification or substantiation of the information that is essential for effective evaluation of its qualifications. It is the responsibility of the Tenderer to provide in writing the clarification or substantiation which should reach KPLC within five (5) days from the date of KPLC's query. Such writing may include by electronic mail, facsimile or postal mail. Should there be no conclusive response within this period, it shall result in the Tenderer's disqualification.
- 3.25.3 Save as is provided in this paragraph and paragraph 3.22 above, no Tenderer shall contact KPLC on any matter related to its Tender, from the time of the tender opening to the time the successful Tenderer is announced.
- 3.25.4 Any effort by a Tenderer to influence KPLC in its decisions on tender evaluation, tender comparison, tender recommendation(s) or signing of Agreement may result in the disqualification of the Tenderer.

3.26 Preliminary Evaluation and Responsiveness

- 3.26.1 Prior to the detailed Technical and Financial evaluation, KPLC will determine the substantial responsiveness of each Tender. For purposes of this tender, a substantially

responsive Tender is one that conforms to the requirements of Preliminary Evaluation. KPLC's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.

- 3.26.2 KPLC will examine the Tenders to determine whether they conform to the Preliminary Evaluation Criteria set out in Section VI Evaluation Criteria.
- 3.26.3 Notwithstanding the contents of the foregoing sub-paragraphs, if a Tender is not substantially responsive, it will be rejected at the earliest stage of evaluation by KPLC and cannot subsequently be made responsive by the Tenderer by correction of any non-conformity.

3.27 Minor Deviations, Errors or Oversights

- 3.27.1 KPLC may waive any minor deviation in a Tender that does not materially depart from the requirements of the goods and or services set out in the Tender Document.
- 3.27.2 Such minor deviation -
 - 3.27.2.1 shall be quantified to the extent possible,*
 - 3.27.2.2 shall be taken into account in the evaluation process, and,*
 - 3.27.2.3 shall be applied uniformly and consistently to all qualified Tenders duly received by KPLC.*
- 3.27.3 KPLC may waive errors and oversights that can be corrected without affecting the substance of the Tender.

3.28 Technical Evaluation and Comparison of Tenders

- 3.28.1 KPLC will further evaluate and compare the Tenders that have been determined to be substantially responsive, in compliance to the Details of Services set out in the Tender Document and as per the prescribed Evaluation Criteria.
- 3.28.2 The Operational Plan is a critical aspect of the Tender. KPLC requires that the Services shall be performed at the time specified in the Schedule of Requirements. KPLC's evaluation of a tender will also take into account the Operational Plan proposed in the Tender. Tenderers offering to perform longer than KPLC's required delivery time will be treated as non-responsive and rejected.

3.29 Financial Evaluation

- 3.29.1 The financial evaluation and comparison shall be as set out in the Summary of Evaluation Process. The comparison shall be
 - a) of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the Services.
 - b) deviations in Payment Schedule from that specified in the Special Conditions of Contract
- 3.29.2 Where other currencies are used, KPLC will convert those currencies to the

same currency using the selling exchange rate ruling on the date of tender closing provided by the Central Bank of Kenya.

3.30 Preferences

- 3.30.1 In the evaluation of tenders, exclusive preference shall firstly be given to citizen contractors where the amount of the tender as evaluated is below Ksh. 500 Million in respect of works, goods and services.
- 3.30.2 Where a person is entitled to more than one preference scheme, the scheme with the highest advantage to the person shall be applied.
- 3.30.3 For purposes of this paragraph the Tenderer shall submit with its Tender, a valid copy of certificate of Confirmation of Directorships and Shareholding issued **and signed** by either the Registrar of Companies or Registrar of Business Names. This certificate must not be more than three (3) months old from the Date of the Tender Document. Kenya Power reserves the right to subject the certificate to authentication.

3.31 Debarment of a Tenderer

A Tenderer who gives false information in the Tender 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.

3.32 Confirmation of Qualification for Award

- 3.32.1 KPLC may confirm to its satisfaction whether the Tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.
- 3.32.2 The confirmation will take into account the Tenderer's financial, technical, and performance capabilities. It will be based upon an examination of the documentary evidence of the Tenderer's qualifications submitted by the Tenderer, pursuant to paragraph 3.13 as well as confirmation of such other information as KPLC deems necessary and appropriate. This may include factory, office and other facilities inspection and audits.
- 3.32.3 An affirmative confirmation will be a prerequisite for award of the contract to the Tenderer. A negative confirmation will result in rejection of the Tenderer's Tender, in which event KPLC will proceed to the next lowest evaluated responsive tender to make a similar confirmation of that Tenderer's capabilities to perform satisfactorily.

3.33 Award of Contract

- 3.33.1 KPLC will award the contract to the successful Tenderer whose Tender has been determined to be substantially responsive, compliant with the evaluation criteria and has been determined to be the lowest evaluated tender, and further, where deemed necessary, that the Tenderer is confirmed to be qualified to perform the contract satisfactorily.
- 3.33.2 Award will be done as indicated in the Appendix to Instructions to Tenderers.

.34 Termination of Procurement Proceedings

- 3.34.1 KPLC may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 3.34.2 KPLC shall give prompt notice of the termination to the Tenderers, and, on request from any Tenderer, give its reasons for termination within fourteen (14) days of such request.

3.35 Notification of Award

- 3.35.1 Prior to the expiration of the period of tender validity, KPLC shall notify the successful Tenderer in writing that its Tender has been accepted.
- 3.35.2 The notification of award shall not constitute the formation of the contract until one is finally signed by both parties.
- 3.35.3 Simultaneously, and without prejudice to the contents of paragraph 3.25, on issuance of Notification of Award to the successful Tenderer, KPLC shall notify each unsuccessful Tenderer.
- 3.38.4 A notification of the tender outcome does not reduce the validity period for any tender security whether the Tenderer is successful or not, except where such tender security is officially released to the Bank and/or the Tenderer and such Bank discharged of all its obligations by KPLC prior to the expiry of its stated validity period.

3.36 Signing of Contract

- 3.36.1 At the same time as KPLC notifies the successful Tenderer that its Tender has been accepted, KPLC will send the Tenderer the Contract Agreement provided in the Tender Document together with any other necessary documents incorporating all agreements between the Parties.
- 3.36.2 Within fourteen (14) days of the date of notification of award, the successful Tenderer shall only sign the Contract Form and all the documents specified in that Form and return them to KPLC within that period of fourteen (14) days.
- 3.36.3 KPLC shall sign and date the Contract in the period between not earlier than fourteen (14) days from the date of notification of contract award. Further, KPLC shall not sign the contract until and unless the authentic performance security is received in accordance with paragraph 3.36.
- 3.36.4 Failure of the successful Tenderer to sign the Contract, the award shall be annulled and its tender security forfeited in which event KPLC shall notify the next lowest evaluated Tenderer that its Tender has been accepted.
- 3.36.5 Paragraph 3.33 together with the provisions of this paragraph 3.35 will apply with necessary modifications with respect to the Tenderer notified under sub-paragraph 3.35.3.

3.37 Performance Security

- 3.37.1 Within fourteen (14) days of the date of notification of award from KPLC, the successful Tenderer shall furnish KPLC with a Performance Security which shall be either one or a combination of the following:
- a) an original Bank Guarantee that is strictly in the form and content as prescribed in the Performance Security Form (Bank Guarantee) in the Tender Document.
 - b) For Local bidders, Standby Letters of Credit (LC). All costs, expenses and charges levied by all banks party to the LC shall be prepaid/borne by the Tenderer. The LC must contain all the mandatory conditions of payment to KPLC as prescribed in the Tender Security (Letters of Credit) provided in the Tender Document.
 - c) For Foreign bidders, Standby Letters of Credit (LC) confirmed by a bank in Kenya. All costs, expenses and charges levied by all banks party to the LC including confirmation charges shall be prepaid/borne by the Tenderer. The LC must contain all the mandatory conditions of payment to KPLC as prescribed in the Tender Security (Letters of Credit) provided in the Tender Document.
- 3.37.2 The Performance Security shall be issued by a commercial bank licensed by the Central Bank of Kenya. The bank must be located in Kenya.
- 3.37.3 The Performance Security shall be the sum of ten percent (10%) of the contract value. It shall be in the currency of the contract price.
- 3.37.4 KPLC shall seek authentication of the Performance Security from the issuing bank. It is the responsibility of the successful Tenderer to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed three (3) days from the date of KPLC's query. Should there be no conclusive response by the Bank within this period, such successful Tenderer's Performance Security may be deemed as invalid.
- 3.37.5 Failure of the successful Tenderer to furnish an authentic Performance Security, the award shall be annulled and the Tender Security forfeited, in which event KPLC may notify the next lowest evaluated Tenderer that its Tender has been accepted.
- 3.37.6 Paragraph 3.35, 3.36 together with the provisions of this paragraph 3.37 will apply with necessary modifications, and as far as circumstances permit, with respect to the Tenderer notified under sub-paragraph 3.37.5.

3.38 Corrupt or Fraudulent Practices

- 3.38.1 KPLC requires that Tenderers 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: -
- a) *“Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of public official in the procurement process or in contract execution;*

- b) *“Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of KPLC, and includes collusive practice among Tenderers (prior to or after Tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive KPLC of the benefits of free and open competition.*
3. 38.2 KPLC will nullify its notification of award if it determines that the Tenderer recommended has engaged in corrupt or fraudulent practices in competing for the contract in question.
3. 38.3 Further, a Tenderer 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 TENDERERS

The following information regarding the particulars of the tender shall complement and or amend the provisions of the Instructions to Tenderers *hereinafter abbreviated as ITT*. Wherever there is a conflict between the provisions of the ITT and the Appendix, the provisions of the Appendix herein shall prevail over those of the ITT.

No.	ITT Reference Clause	Particulars of Appendix
1.	3.2.1 Eligible Tenderers	<i>Kenyan Registered Companies Only with Local shareholding of at least 30%.</i>
2.	3.9 (e) Documents Comprising the Tender – List of Previous Customers	<i>The Tenderer shall submit at least four (4) names with full contact as well as physical addresses of previous customers of similar services and letters from the previous customers confirming completion of the contracts on schedule.</i>
3.	3.13.2 (b) Documentary evidence of financial capability	<i>The audited financial statements required must be those that are reported within eighteen (18) calendar months of the date of the tender document. (For companies or firms that are registered or incorporated within the last one calendar year of the Date of the Tender Document, they should submit certified copies of bank statements covering a period of at least six months prior to the date of the tender document. The copies should be certified by the Bank issuing the statements. The certification should be original).</i>
5.	3.13.2 (c) and (d) Documents of evidence of eligibility	<i>Share Holding List of Directors - CR12</i>
6.	3.13.2 (e) Tenderer's membership of a recognized or accredited institution.	<i>Membership of an institution relevant to the service.</i>
7.	3.14.2 (a) Catalogues, Brochures, Manufacturer's/ Principal's Drawings	<i>Catalogues and brochures are mandatory.</i>
8.	3.17.1 Tender Security	<i>Tender Security shall be a fixed amount of Kenya Shillings 500,000/-.</i>

10.	3.36.2 Mode of Award of Contract	<i>Lowest Evaluated Bidder per lot. Each lot is separate and independent</i>			
11.	Pre-bid site visits/meetings	<i>Pre-bid site meetings and visits will take place concurrently for all categories (1,2,3 and 4) as follows:</i>			
		Region	Pre-bid site visits dates	Pre-bid meeting venue	Pre-bid meeting date
		<i>Nairobi</i>	<i>Week 1 From 27th Feb, 2017</i>	<i>Stima Plaza 10:00am</i>	<i>27th Feb, to 3rd March, 2017</i>
		<i>Mt Kenya</i>	<i>Week 2 From 6th March, 2017</i>	<i>Thika office</i>	<i>6th to 10th March, 2017</i>
		<i>West Kenya</i>	<i>Week 3 From 13th March, 2017</i>	<i>Kericho Depot</i>	<i>13th to 17th March, 2017</i>
		<i>Central and North Rift</i>	<i>Week 4 From 20th March, 2017</i>	<i>Suswa Substation</i>	<i>20th to 24th March, 2017</i>
		<i>Coast</i>	<i>Week 5 From 27th March, 2017</i>	<i>Electricity House Mombasa</i>	<i>27th to 31st March, 2017</i>

NOTE: The schedule and time for site visits will be agreed upon during the pre-bid meetings.

SECTION IV- CATEGORY 1-SCHEDULE OF REQUIREMENTS CCTV SYSTEMS

A) SCHEDULE OF EQUIPMENT AND SITES TO BE MAINTAINED CATEGORY 1: CCTV

a) Schedule of Equipment to be maintained Category 1: CCTV

The Schedule of Equipment has been prepared in general terms to identify the equipment covered by the Maintenance Agreement. Those items not identified but which are clearly required for the operation of the CCTV system shall be included within the Maintenance Agreement.

These items should be listed here individually.

A1 (a) Schedule of Equipment to be maintained Category 1: CCTV

NO.	EQUIPMENT
1	DVR and associated devices and accessories
2	NVR and associated devices and accessories
3	Video Encoders
4	External Cameras (IP and analogue
5	Internal cameras(IP and analogue
6	Power supplies, Adaptors,Ups and batteries–various types and ratings
7	Surge and Voltage protectors
8	Cables ,connectors and associated accessories
9	Video monitors
10	Conduits ,mini-trunkin and other cable duct lines
11	Video management PC’s and associated Equipment /accessories.
12	Network Switches and associated network devices and accessories.
13	Video Baluns
	List others if omitted.

b) Schedule of Sites to be serviced and maintained.

NB: All CCTV systems are managed or are intended to be managed via Existing GENETIC Unified Security Management Software. Bidders Must Demonstrate ability, authorization and certification on **GENETIC**.

A1 (b) Schedule of Sites to be serviced and maintained Category 1: CCTV

Item No.	Description	Location	Type of systems	Model	No of Cameras	Status
Nairobi Region						
1.	Stima Plaza	Parklands-Nairobi	Analoque and IP-based	ACTI(IP) TOPICA-(Analogue)		Working
2.	Electricity house Nairobi	Harambee Avenue-Nairobi	IP-Based	ACTI		working
3.	Isiolo Road bulk stores and workshop	Isiolo road-Nairobi	Analoque	HIK-Vision		working
4.	Likoni Road	Likoni Road-Nairobi	Analoque	AEBEL		working
5.	Jogoo Road Pay office	Jogoo road-Nairobi	Analoque	LILIN		working
6.	Sarit Centre pay point	Westlands-Nairobi	Analoque	check		Check and record
7.	Dandora S/S	Kangundo road-Nairobi	IP	Arecont Vision and Pelco		Check and record
8.	Embakasi 220 S/S	Mombasa Road-Nairobi	IP	Arecont Vision and Pelco		Check and record
9.	National Control Centre Juja	Dandora-Nairob	IP	Arecont Vision and Pelco		Check and record

10.	Cathedral sub station	Harambee Avenue-Nairobi	Analogue	check		Check and record
Rift Valley: Central and North Rift						
11.	Lanet depot	Lanet-Nakuru	IP	Arecont Vision and Pelco		Working but need some replacement
12.	Makutano	Nakuru-Eldoret Road	IP	Arecont Vision and Pelco		Working but need some replacement
13.	Suswa sub-station	Naivasha	IP	Arecont Vision and Pelco		Working but need some replacement
14.	Chemosit	Eldoret	IP	Arecont Vision and Pelco		Working but need some replacement
15.	KVDA banking hall	Eldoret		Arecont Vision and Pelco		Working but need some replacement

16.	Lessos Control Station	Eldoret	IP	Arecont Vision and Pelco		Working but need some replaceme nt
17.	Rivatex Sub Station	Eldoret	IP	Arecont Vision and Pelco		Working but need some replaceme nt
Mt Kenya Region						
18.	Nyeri Office	Nyeri Stima- Nyeri town	Analogue	Old Model		working
19.	Kiganjo Substation	Nyeri	IP	Aricont and pelco		Working
20.	Nanyuki Substation	Nanyuki	IP	Aricont and pelco		Working
21.	Meru office	Meru Town	Analogue	check		Repair system
22.	Embu office	Embu town	Analogue	Check		Repair system
23.	Kamburu Substation	Kamburu	Ip	Arecont Vision and Pelco		Working
24.	Thika Office	Thika Town	Analoque	check		Need repair
Coast region						
25.	Nyali Pay office	Nyali town	Analogue	check		working
26.	Rabai Substation		IP	Arecont Vision and Pelco		Working but need

						repair and replacement
27.	Voi substation & stores	Voi	IP	Arecont Vision and Pelco		Working
28.	Mariakani Substation	Mariakani-Mombasa	IP	Arecont Vision and Pelco		Check and repair/replace where need be
West Kenya Region						
29.	Mamboleo substation	Kisumu	IP	Arecont Vision and Pelco		Check and repair/replace where need be
30.	Musaga substation	Kakamega	IP	Arecont Vision and Pelco		Check and repair/replace where need be
31.	Mumias substation	Mumias-Kisumu	IP	Arecont Vision and Pelco		Check and repair/replace where need be

B) SCHEDULE OF MAINTENANCE ROUTINES CATEGORY 1: CCTV

This schedule has been prepared to indicate the minimum requirements for the preventative maintenance of the CCTV system. The Contractor shall be responsible for all of the maintenance necessary to ensure that the complete CCTV system as specified in this Maintenance Agreement achieves a constant high quality operation.

The schedule indicates the maintenance tasks required but does not state how they will be carried out. All maintenance activities will be completed in accordance with the equipment manufacturer's guidelines, recommendations and good working practices.

The following symbols are used:-

M	Monthly (calendar)
3M	Quarterly (3 monthly)
6M	Semi-annually (6 monthly)
Y	Annually

In all instances where preventative maintenance work has identified the need to replace equipment, items or components, this work shall be carried out under the maintenance function as defined within the Contract.

B (a) Schedule of maintenance routines category 1: CCTV

No	Code	Description	Service description	Frequency	Remarks
	Cameras				
	C1	<i>Camera External</i>	<ul style="list-style-type: none"> • <i>Visual inspect, check weatherproof gasket for seal, rectify where necessary.</i> • <i>Check internal of housing for moisture rectify where necessary.</i> • <i>Check external joints, glands, make off and re-seal where necessary</i> • <i>Clean housing glass. Replace where necessary.</i> 	6months	
	C2	<i>Pan Tilt Mechanism</i>	<ul style="list-style-type: none"> • <i>Check operation of pan tilt mechanism Reset limits where necessary.</i> • <i>Check gearbox, bearings, etc. Adjust or replace where necessary</i> 	3 months	

			<ul style="list-style-type: none"> • Check pan tilt controller for ingress of moisture. Replace seal where necessary • Check pan tilt operation. Re-set to manufacturer's specification. Replace electronics where necessary 		
	C3	Camera Bracket	<p>Check bracket mounts/poles for corrosion or Mounts/Poles failure and damage to paint Rub down, repaint or replace where necessary</p> <p>Check operation of access door locks, lubricate as necessary</p> <p>Check securing of fixings and fastenings tighten/adjust as necessary</p>	3 months	
	C4	Camera Lens	<ul style="list-style-type: none"> • Remove optical lens. Inspect for moisture seal failure. Rectify or replace where necessary • Clean optical lens with proprietary soft lens cloth and refit. • Check operation of iris and zoom. • Adjust where necessary 	3 months	
	C5	Camera Performance	<ul style="list-style-type: none"> • Measure and record camera's performance. • Provide hard /soft copy of waveform trace 	3 months	
	C6	Telemetry Unit(where applicable)	<ul style="list-style-type: none"> • Check all functions operate correctly • Recalibrate where necessary • Check video loop through • Check video loop through • Check data stream • Check button operation • Check BNC or other connections • Rectify or replace where necessary. 	3 months	
	C7	Cables and ducting	<ul style="list-style-type: none"> • Check cable protection ducts, conduits, mini-trucking etc to ensure proper physical conditions. 	3 months	

			<ul style="list-style-type: none"> • Check all cables for damage, continuity, etc. Replace where necessary 		
	C8	Connections	Check all connections, plugs for damage continuity, moisture ingress Check BNC,RG 45 and other connectors. Replace where necessary	3 months	
	D1	DVR /NVR performance/functionality	<ul style="list-style-type: none"> • Check all functions operate correctly(Recording, time, playbacks, Event logs,voltages,resolution,software,drives,streaming,network,data base,etc • Check all control functions • Reconfigure to right performance specifications/factory resets where necessary. 	3 months	
	D2	DVR/NVR /Video Encoder Storage and recording status	<ul style="list-style-type: none"> • Check and service recording drives and hardisks • Check capacity and advice or rectify storage capacity issues. 	3 months	
	D3	DVR/NVR /Video encoder Connections and buttons	<ul style="list-style-type: none"> • Check BNC/RG 45 and other connections. • Check button operation including remote buttons. • Check Network connectivity and communication. • Cleaning and blowing as per • Rectify where necessary. 	3 months	
	D4	DVR/NVR /Video encoder moveable parts	Check all moveable parts e.g. drives, control knobs, Fans, Motors and others) of DVR or NVR and provide necessary service to the parts according to IEE standards.	6 months	
	M1	Monitors	<ul style="list-style-type: none"> • Check video signal for level. • Check BNC/RJ and other connections. Remake or • Inspect display tube. Replace where necessary • Check condition of cables. • Inspect display tube. 	3 months	

			<ul style="list-style-type: none"> • <i>Adjust, rectify or Replace where necessary</i> • <i>Perform any factory resets if need be.</i> 		
	PC1	<i>Control System and PC</i>	<i>Clean PC.</i> <i>Clean filters to PC fans.</i> <i>Check security of cable connections</i> <i>Check hard disks</i> <i>Software checks and upgrades.</i> <i>Check antivirus and malware protection.</i>	3 months	
	E1	<i>Electrical Power Supplies</i>	<ul style="list-style-type: none"> • <i>Check all input and output parameters (Voltage, current, power, frequency etc.) and ensure its within accepted nominal values as per IEE standards.</i> • <i>Check all surge/overvoltage protection units to ensure correct functionality.</i> • <i>Check operation of Fuses and circuit breakers</i> • <i>Check for ingress of moisture at distribution boards, plugs and sockets</i> • <i>Check all cables for damage, continuity, etc</i> • <i>Check earthing connections</i> • <i>Fixed wiring inspection and test to BS 7671 standards.-(after 2 years)</i> • <i>Rectify where necessary.</i> 	3 months	
		<i>All CCTV equipment</i>	<ul style="list-style-type: none"> • <i>Clean or blow to prevent dust, dirt or any form of corrosion.</i> • <i>Cleaning material and process shall be as per IEE standards of cleaning electrical equipment and in accordance with safety regulations.</i> 	3 months	

B(a) Schedule of Service and Maintenance Routines category 1:CCTV

C. Schedule of Repair of Defects.

Site Visit to all sites by contractor shall be mandatory.

C (a) Existing Faults) Category 1: CCTV

Item No.	Description	Location	Nature of Fault	Proposed Remedy
Nairobi Region				
1.	Stima Plaza	Parklands-Nairobi	-Distributed power sources and supplies. -Overloaded power supplies. -Faulty Outdoor Cable -Faulty 2no Cameras.	-Cable management in the control room. -Re-cable faulty outdoor camera using outdoor cable. -Centralize power supply for all analog cameras to the control room. -Replace faulty 2no cameras.
2.	Electricity house Nairobi	Harambee Avenue-Nairobi	-3no IP Faulty Cameras -6no Faulty hard disk.4T each.	-Design communication network ridding on the existing network to link system to Stima plaza -Replace 3no Faulty IP Cameras. -Replace 6no Faulty hard disk.4T each.
3.	Isiolo Road bulk stores and workshop	Isiolo road-Nairobi	11no indoor faulty cameras at the workshop and faulty 2no outdoor PTZ Cameras. Design communication network ridding on the existing network to link system to Stima plaza	Replace 11no faulty cameras at the workshop and 2no PTZ Cameras. Design communication network ridding on the existing network to link system to Stima plaza
4.	Likoni Road	Likoni Road-Nairobi	NONE	Design communication network ridding on the existing network to link system to Stima plaza
5.	Jogoo Road Pay office	Jogoo road-Nairobi	Check Faults	Check faults and attend accordingly.Design communication network ridding on the existing network to link system to Stima plaza

6.	Sarit Centre pay point	Sarit centre	Check status	Check and repair accordingly.
7.	Dandora S/S	Kangundo road-Nairobi	One Aricontvision camera offline	Replacement
8.	Embakasi 220 S/S	Mombasa Road-Nairobi	Main gate camera offline	Replacement
9.	National Control Centre Juja	Dandora-Nairobi	6 cameras offline	1no require troubleshooting 5 require repairs/replacement
10.	Cathedral sub station	Harambee Avenue-Nairobi	Check status	Check and repair if necessary.
	Rift Valley: Central and North Rift			
11.	Lanet depot	Lanet-Nakuru	7 cameras offline	Network communication problem. 2 camera slipped out of there mounting in one of the switches
12.	Makutano substation	Nakuru-Eldoret Road	3no Gate cameras offline	Troubleshoot repair or replacement.
13.	Suswa sub-station	Naivasha	17 cameras offline	Re-install Cameras uninstalled for building expansion and maintenance. Repalce 4no cameras.
14.	Chemosit substation	Kericho	8 cameras offline	Troubleshooting, repair or replacement.
15.	KVDA banking hall	Eldoret	Old analog system	Need for overhaul
16.	Lessos Control Station	Eldoret	1 indoor camera offline	Replacement.
17.	Rivatex Sub Station	Eldoret	1 gate camera offline	Repair and or replacement
	Mt Kenya Region			
18.	Nyeri Office	Nyeri Stima-Nyeri town	Old system not recording	Overhaul System to IP
19.	Meru office	Meru Town	Old system not recording	Overhaul System to IP
20.	Embu office	Embu town	Old system not recording	Overhaul System to IP
21.	Kamburu substation		Gate camera offline	Troubleshoot, repair or replace
22.	Nanyuki Substation	Nanyuki	4no Faulty cameras	Replace
23.	Kiganjo substation	Nyeri Kiganjo	Faulty 1no camera(open store)	Replace

24.	Meru Substation	Meru	1no PTZ-switch area)	Replace
25.	Thika Office	Thika town	Old system not recording	Overhaul System to IP
Coast Region				
26.	Nyali Pay office	Nyali town	Old system not recording	Overhaul System to IP
27.	Rabai Substation	Mombasa	14 cameras offline. Switch faulty	UPS and switch replacement. 11no cameras to be replaced. 3no Camera to be reconfigured or replaced if faulty
28.	Voi substation & stores	Voi	2No faulty cameras(PTZ camera offline maingate)	Troubleshoot repair and or replace
29.	Mariakani Substation		Check faults	Check record and attend accordingly.
30.	Kiboko Substation	Mombasa	PTZ camera offline	Troubleshoot repair and or replace

West Kenya Region				
31.	Mamboleo substation	Kisumu	2 PTZ cameras offline	One slipped out of its mounting requires repair and or replacement
32.	Musaga substation	Kakamega	3no faulty cameras(charger room PTZ and relay room)	Replace accordingly
33.	Mumias substation	Mumias-Kisumu	No communication network to Mumias	Design install and test communication network ridding on the existing network to Mumias. Inspect
34.	Kegati Substation	Kisii	Faulty UPS and 5no cameras.	Replace Ups. Fault diagnose 3no cameras and replace 2no
35.	All substations with outdoor cameras	All regions	Unprotected switches from power surge.	Install POE surge protector for all switches carrying outdoor cameras.
West Kenya Region				

SECTION V –CATEGORY 1: PRICE SCHEDULE FOR SERVICES CCTV SYSTEMS
BILL OF QUANTITIES CATE 1:CCTV
(THE CURRENCY MUST BE IN KENYA SHILLINGS)

Item No.	Description	Unit Of measure	QTY	Cost exclusive of Taxes	Cost Inclusive of Taxes
A	<p>Preventive Maintenance</p> <p>Prices should include activities as described in details of service for each the sites below:</p> <ul style="list-style-type: none"> • Scheduled quarterly serving.(Drive Test and Optimization, Performance Reports (PMR) • Frequent inspections and monitoring of the systems (spot checks-control room data). • Training/Knowledge transfer • 24x7 remote technical support. • Software and firmware upgrades. 				
1	Stima Plaza				
2	Electricity house Nairobi				
3	Isiolo Road bulk stores and workshop				
4	Likoni Road				
5	Jogoo Road Pay office				
6	Sarit Centre pay point				
7	Dandora S/S				
8	Embakasi 220 S/S				
11	National Control Centre Juja				
12	Cathedral sub station				
13	Electricity house Nairobi				
14	Isiolo Road bulk stores and workshop				
15	Likoni Road				
16	Jogoo Road Pay office				
	Total Carried to collection BQ Page 1				

CCTV BILL OF QUANTITIES PAGE 2					
Item No.	Description	Unit Of measure	QTY	Unit Price VAT Exclusive	Total Price VAT Exclusive
	Rift valley :central and North Rift				
1	Lanet depot				
2	Makutano				
3	Suswa sub-station				
4	Chemosit				
5	KVDA banking hall				
6	Lessos Control Station				
7	Rivatex Sub Station				
	Mt Kenya Region				
8	Nyeri Office				
9	Meru office				
10	Embu office				
11	Kamburu substation				
12	Nanyuki Substation				
13	Kiganjo substation				
14	Meru Substation				
15	Thika Office				
	Coast region				
11	Nyali Pay office				
12	Rabai Substation				
13	Voi substation & stores				
14	Mariakani Substation				
	West Kenya Region				
14	Mamboleo substation				
15	Musaga substation				
16	Mumias substation				
	Total Carried to collection BQ Page 2				

CCTV BILL OF QUANTITIES PAGE 3					
Item No.	Description	Unit Of measure	QTY	Unit Price VAT Inclusive	Total Price VAT Inclusive
a)	<p>CURATIVE MAINTENANCE (I)</p> <p>Prices should include activities as described in details of service for each the sites below:</p> <ul style="list-style-type: none"> • Emergency on-site intervention. • 24x7 remote technical support. • Repair & Return to operations faulty parts or system • Replacement of spare parts. • All consumables as described in detail of service. 				
1	Stima Plaza				
2	Electricity house Nairobi				
3	Isiolo Road bulk stores and workshop				
4	Likoni Road				
5	Jogoo Road Pay office				
6	Sarit Centre pay point				
7	Dandora S/S				
8	Embakasi 220 S/S				
9	Kiboko S/S				
10	National Control Centre Juja				
11	Cathedral sub station				
12	Electricity house Nairobi				
13	Isiolo Road bulk stores and workshop				
14	Likoni Road				
15	Jogoo Road Pay office				
Total Carried to collection BQ Page 3					

CCTV BILL OF QUATITIES PAGE 4					
Item No.	Description	Unit Of measure	QTY	Unit Price VAT Exclusive	Total Price VAT Exclusive
a)	CURATIVE MAINTENANCE (I)				
	Rift valley :central and North Rift				
1	Lanet depot				
2	Makutano				
	Suswa sub-station				
3	Chemosit				
4	KVDA banking hall				
5	Lessos Control Station				
6	Rivatex Sub Station				
	Mt Kenya Region				
7	Nyeri Office				
8	Meru office				
9	Embu office				
10	Kamburu substation				
11	Nanyuki Substation				
12	Kiganjo substation				
13	Meru Substation				
14	Thika Office				
	Coast region				
15	Nyali Pay office				
16	Rabai Substation				
17	Voi substation & stores				
18	Mariakani Substation				
19	Kiboko Substation				
	West Kenya Region				
20	Mamboleo substation				
21	Musaga substation				
22	Mumias substation				

Total Carried to collection BQ Page 4					
CCTV BILL OF QUANTITIES PAGE 5					
Item No.	Description	Unit Of measure	QTY	Unit Price VAT Inclusive	Total Price VAT Inclusive
a)	CURATIVE MAINTENANCE(II): REPAIR OF FAULTY SYSTEMS Prices should include Repair and return to normalcy all existing faults as described under Schedule repair of faults - Existing faults. Indicate NONE where no faults exist.				
Nairobi region					
1	Stima Plaza				
2	Electricity house Nairobi				
3	Isiolo Road bulk stores and workshop				
4	Likoni Road				
5	Jogoo Road Pay office				
6	Sarit Centre pay point				
7	Dandora S/S				
8	Embakasi 220 S/S				
9	National Control Centre Juja				
10	Cathedral sub station				
11	Electricity house Nairobi				
12	Isiolo Road bulk stores and workshop				
13	Likoni Road				
14	Jogoo Road Pay office				
Total Carried to collection BQ Page 5					

CCTV BILL OF QUATITIES PAGE 6					
Item No.	Description	Unit Of measure	QTY	Unit Price VAT Exclusive	Total Price VAT Exclusive
a)	CURATIVE MAINTENANCE(II):REPAIR OF FAULTY SYSTEMS				
	Rift valley :central and North Rift				
1	Lanet depot				
2	Makutano				
3	Suswa sub-station				
4	Chemosit				
5	KVDA banking hall				
6	Lessos Control Station				
7	Rivatex Sub Station				
	Mt Kenya Region				
8	Nyeri Office				
9	Meru office				
10	Embu office				
11	Kamburu substation				
12	Nanyuki Substation				
13	Kiganjo substation				
14	Meru Substation				
15	Thika Office				
	Coast region				
15	Nyali Pay office				
16	Rabai Substation				
17	Voi substation & stores				
18	Mariakani Substation				
19	Kiboko Substation				
	West Kenya Region				
20	Mamboleo substation				
21	Musaga substation				
22	Mumias substation				

Total Carried to collection BQ Page 6				
CCTV BILL OF QUATITIES PAGE 7: GENETIC SOFTWARE SUPPORT				
Item Description	Unit Of measure	QTY	Unit Price VAT Exclusive	Total Price VAT Exclusive
<p>2 Years-Maintenance/Support of Existing GENETIC Unified Security Management Software Platform and Video/Storage Servers.</p> <p>Submit a detailed separate Proposal Which Must include but not limited to:</p> <ul style="list-style-type: none"> • Scheduled quarterly serving. (Drive Test and Optimization, Performance Reports (PMR). for all GENETIC servers and related equipment. • Daily System Support to KPLC users as need arise. • Frequent inspections and monitoring of the systems (spot checks-control room data). • Training/Knowledge transfer to Security control room operators and technical team. • Detailed and thorough oversee Manufacturers Training for 2no KPLC Technical Support team on all applications of the software (Omni cast Video management, Synergis access control and AUTOVU License plate recognition and any newly released module. Include training cost and oversee transportation and exclude Flight and per diem cost which will be catered for by Kenya Power. Attach training schedule and outline. 	LOT			

	<ul style="list-style-type: none"> • 24x7 remote technical support. • Software and firmware upgrades. Upgrade of existing software and subsequent software update released including anti-viruses. • Management of the Video Server at NCC and other application PC where GENETIC is installed. • Integration of future systems as well as third party systems as need arise. 				
Total Carried to collection BQ Page 7					

	SUMMARY PAGE BILL OF QUANTITIES				
	Total Carried to collection BQ Page 1				
	Total Carried to collection BQ Page 2				
	Total Carried to collection BQ Page 3				
	Total Carried to collection BQ Page 4				
	Total Carried to collection BQ Page 5				
	Total Carried to collection BQ Page 6				
	Total Carried to collection BQ Page 7				
	SUB TOTAL				
	Add 16% VAT				
	GRAND TOTAL				

Notes*CALL OUT RATES AND DAYWORK CHARGES**

Please note that the Contractor shall complete the price schedule above noting that hourly rates and charges are fixed and uniform subject to the region. There shall be no difference in pricing in relation to the night and daytime hours, more so on weekends/public holidays.

(PART B) PRICED LIST OF SPARES CATEGORY 1: CCTV SYSTEMS

NO.	ITEM DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
1)	8-Channel DVR	1No	
2)	16-Channel DVR	1No	
3)	4-Channel DVR	1No	
4)	NVR	1No	
5)	Video Encoder 16 channel	1No	
6)	Video Encoder 32 channel		
7)	IP outdoor /indoor Camera Bullet/Box-3MPX	1No	
8)	IP indoor /outdoor Camera Bullet/Box-3MPX	1No	
9)	IP indoor/outdoor Camera Bullet/Box-5MPX	1No	
10)	IP indoor/ outdoor Camera Bullet/Box-8MPX	1No	
11)	IP indoor/ outdoor Camera Bullet/Box-12MPX	1No	
12)	IP indoor/Outdoor Cameras PTZ	1No	
13)	Analogue/HD indoor/ Outdoor Cameras Bullet/Box/Dome	1No	
14)	Analogue/HD indoor/ Outdoor PTZ Camera	1No	
15)	1A,12V Power supplies	1No	
16)	3A ,12V Power supplies	1No	
17)	8A ,12V Power supplies	1No	
18)	12-15 A ,12V Power supplies	1No	
19)	UPS 3kva	1No	
20)	UPS 5Kva	1No	
21)	UPS 1Kva	1No	
22)	Power supply transformer 12v	1No	
23)	Core Network Switch-24port	1No	
24)	Edge Network Switch-24port	1No	
25)	Network switch 24-48 Port	1No	
26)	Surge and Voltage protector	1No	
27)	1M Coaxial Cable	1No	
28)	1M UTP Cable	1No	
29)	1M Power cable	1No	
30)	Video monitor 21''	1No	
31)	Video monitor 32''	1No	
32)	Video monitor 42''	1No	
33)	1TB Hard Disk	1No	

34)	2TB Hard Disk	1No	
35)	3TB Hard Disk	1No	
36)	4TB Hard Disk	1No	
37)	Conduits 25mm	1No	
38)	Conduits 32mm	1No	
39)	Mini-trukin 25mm	1No	
40)	Mini-trukin 32mm	1No	
41)	1no IP Camera License (general price)	1No	
	List others if omitted. (don't include consumables like BNC, Fuses, Remote batteries etc.)		
42)			
43)			
44)			
45)			
46)			
47)			
48)			

NB: Indicate unit price. List other items omitted as per the site visit (mandatory)

Item No.	Description	Unit Of Measure	Quantity	*Performance Period OR Performance Start Date	*Performance End Date
1	Repair of faulty CCTV as per schedule or requirement	LOT	1	Contract signing date	3 months after award
2	1 Year service and maintenance contract done quarterly in all sites	NO.	8	Date on completion of repairs above	1 years after repairs
3	1 Years GENETIC security management Support and maintenance	LOT	1	Date on completion of repairs above	1 years after initial upgrade and training.

Date:

Tender Number and Name:

To:

The Kenya Power & Lighting Company Limited,
Stima Plaza,
Kolobot Road, Parklands,
P.O Box 30099 – 00100,
Nairobi, Kenya.

Dear Sirs and Madams,

Having read, examined and understood the Tender Document including all Addenda, receipt of which we hereby acknowledge, we, the undersigned Tenderer, offer to provide(*insert services description*) for the sum of.....(*total tender price in words and figures*) or such other sums as may be ascertained in accordance with the schedule of prices inserted by me/ us above.

Name of Tenderer

Name and Designation of authorised person signing the Tender

Signature of authorised person signing the Tender

Stamp of Tenderer

SECTION IV-CATEGORY 2-SCHEDULE OF REQUIREMENTS: INTRUDER ALARM, ELECTRIC FENCES SYSTEMS AND RESPONSE SERVICES

A) SCHEDULE OF EQUIPMENT AND SITES TO BE MAINTAINED CATEGORY 2: INTRUDER ALARMS, ELECTRIC FENCES AND RESPONSE SERVICES

a) SCHEDULE OF EQUIPMENT TO BE MAINTAINED

The Schedule of Equipment has been prepared in general terms to identify the equipment covered by the Service and Maintenance Agreement (SLA). Those items not identified but which are clearly required for the operation of the INTRUDER ALARM, ELECTRIC FENCE AND RADIO RESPONSE SERVICES shall be included within the Service and Maintenance Agreement.

*** All support shall be provided directly by the Contractor and shall be subject to a back-to-back agreement with the various Manufacturers involved (NEMTEK for electric fence and PROSYS (RISCO) panel for the intruder alarm) where the Contractor is not the Manufacturer.**

A (a) Schedule of Equipment to be serviced and Maintained Category 2(i) Intruder Alarms

NO.	ITEM DESCRIPTION
1	Alarm control panel - PROSYS(RISCO)
2	Magnetic contact-HD
3	Magnetic contact-LD
4	Back up Batory 12v,7AH
5	Siren box,Strobe and siren
6	Vibration sensors
7	Cables(Alarm cable, power etc)
8	Panic Button
9	4-channel remote Kit
10	Single channel remote Kit
11	Zone expander
12	Keypad
13	Surge protector
14	1A power supply unit
15	3A Power supply unit
16	9A Power supply unit
17	12A Power supply unit
	List others
18	
19	

*A (a) Schedule of Equipment to be serviced and Maintained Category 2(ii) Electric Fences
Intruder Alarms*

No	Item
1.	Electric Fence Energizers(NEMTEK and Hammer)
2.	Back up Battery 12v,7AH
3.	Siren box
4.	Strobe
5.	Siren
6.	Alarm cable
7.	Power cable
8.	Switching Button/remotes/Keyswitches
9.	Keypads
10.	Surge protector
11.	power supply units
12.	HT wires
13.	Fence Poles
14.	Razor Wires
15.	Insulators
16.	Under gate Cables
17.	Earthing Rods and Earthing System
18.	Warning Signs
19.	Cable ducts, trays and routing pipes and conduits/mini-trunkin
20.	Electric Fence Energizers(NEMTEK and Hammer)
	List others if omitted
21.	
22.	
23.	
24.	

b) (i) Schedule of sites to be Serviced and Maintained Category 2 Intruder Alarms Systems

	Station	Location	Type of systems	Status
	Nairobi Region: LOT 1			
1.	Stima Plaza	Parklands	Network-based	Working
2.	Electricity house Nairobi	Harambee Avenue -NRB	Network-based	Working
3.	Likoni road Stores	Likoni road-NRB	Stand-alone	Working
4.	Isiolo road Stores and workshop	Isiolo road-NRB	Stand-alone	Working
5.	Jogoo road pay office	Jogoo road-NRB	Stand-alone	Working
6.	Eastleigh Pay point	Eastleigh	Stand-alone	Check and record faults
7.	Sarit Centre pay point	Sarit Centre westlands-NRB	Stand-alone	Check and record faults
8.	National Control Centre Juja	Dandora	Stand-alone	Check and record faults
9.	Adams Arcade	Ngong Road-NRB	Stand-alone	Check and record faults
10.	Dagoreti Substation	Kangundo road-Nairobi	Stand-alone	Check and record faults
11.	Karuri Substation		Stand-alone	Check and record faults
12.	Lukenya Substation	Athi river	Stand-alone	Check and record faults
13.	Rironi Substation		Stand-alone	Check and record faults
14.	Lower Kabete Substation	Lower kabete	Stand-alone	Check and record faults
15.	Githunguri Substation	Githunguri	Stand-alone	Check and record faults
16.	Villa Franca Substation		Stand-alone	Check and record faults
17.	Uplands Substation		Stand-alone	Check and record faults
18.	Magumu Substation		Stand-alone	Check and record faults

19.	Ruaraka Substation	Ruaraka	Stand-alone	Check and record faults
20.	Mangu Substation	Mangu	Stand-alone	Check and record faults
21.	Magadi Substation	Magadi	Stand-alone	Check and record faults
22.	Mamlaka Substation		Stand-alone	Check and record faults
23.	City Centre Substation	CBD Nairobi	Stand-alone	Check and record faults
24.	Cathedral Substation	CBD Nairobi	Stand-alone	Check and record faults
25.	Likoni Road Substation	Likoni road-Nrb	Stand-alone	Check and record faults
26.	Kiu River Substation		Stand-alone	Check and record faults
27.	Miwihoko Substation		Stand-alone	Check and record faults
28.	Umoja Substation		Stand-alone	Check and record faults
29.	Kitengela Substation	Kitengela	Stand-alone	Check and record faults
30.	Kangundo Substation	Kangundo	Stand-alone	Check and record faults
31.	Kiserian Substation	Kiserian	Stand-alone	Check and record faults
Mt Kenya Region: LOT 2				
32.	Thika banking Hall	Thika town	Stand-alone	Working
33.	Muranga Office	Muranga town	Stand-alone	Working
34.	Nyeri Stima Baking hall	Nyeri town	Network-based	Working
35.	Meru Banking Hall	Meru town	Stand-alone	Working
36.	Embu office	Embu town	Stand-alone	Working
37.	Nyahururu banking hall	Nyahururu	Stand-alone	Working
38.	Gatundu Substation	Gatundu		Check and record faults
39.	Tala Substation	Tala		Check and record faults

40.	Mwea Substation	Mwea		Check and record faults
41.	Thika North Substation			Check and record faults
42.	Mukurweini Substation			Check and record faults
43.	Kagumo Substation			Check and record faults
44.	Muirungi Substation			Check and record faults
45.	Gatakaini Substation			Check and record faults
46.	Kiamutugu Substation			Check and record faults
47.	Nkuene Substation			Check and record faults
48.	Mikinduri Substation			Check and record faults
49.	Kahurura Substation			Check and record faults
WEST KENYA:LOT 3				
50.	Kericho Banking hall	Kericho town	Stand-alone	Working
51.	Kisii Banking hall	Kisii town	Stand-alone	Working
52.	Electricity house Kisumu Baking hall	Kisumu city	Network-based	Working
53.	Kisumu Depot	Kisumu city		Working
54.	Kakamega Office	Kakamega town	Stand-alone	
55.	Ahero Substation			Check and record faults
56.	.Kibos Substation			Check and record faults
57.	Majengo Substation			Check and record faults
58.	Nyamira Substation			Check and record faults
59.	Maseno Substation			Check and record faults
60.	Kisumu South Substation			Check and record faults
Central Rift				
61.	Naivasha banking hall	Naivasha town	Stand-alone	Working

62.	Electricity house Nakuru Baking hall	Nakuru town	Network-based	Working
63.	Nyahururu banking hall		Stand-alone	Check and record faults
64.	Kabarak Substation			Check and record faults
65.	Kainuk Substation			Check and record faults
66.	Sosiat Substation			Check and record faults
67.	Mosocho Substation			Check and record faults
68.	Molo Substation			Check and record faults
69.	Kitaru Substation			Check and record faults
	North Rift			
70.	Eldoret Depot	Eldoret Town		
71.	Kitale Substation	Kitale Town		
72.	Elgon View Substation			Check and record faults
73.	Kipsaraman Substation			Check and record faults
74.	Endebess Substation			Check and record faults
75.	.Moiben Substation			Check and record faults
76.	Kapsowar Substation			Check and record faults
77.	Sirisia Substation			Check and record faults
78.	Ortum Substation			Check and record faults
79.	Kebebetiet Substation			Check and record faults
	COAST REGION: LOT 4			
80.	Malindi pay point	Malindi town		

81.	Jomvu Substation	Mombasa		Check and record faults
82.	Mishomoroni Substation	Mombasa		Check and record faults
83.	Lamu Substation	Lamu Town		Check and record faults
84.	Kipevu Substation	Mombasa Town		Check and record faults
85.	Bofu Substation	Mombasa		Check and record faults
86.	Portreiz Substation	Mombasa		Check and record faults
87.	.Mtongwe Substation	Mombasa Town		Check and record faults
88.	Kwale Substation	Kwale		Check and record faults
89.	Kidimu Substation	Mombasa		Check and record faults
90.	Sabaki Substation	Mombasa		Check and record faults
91.	Kaloleni Substation	Mombasa Town		Check and record faults
92.	.Kokotoni Substation	Mombasa		Check and record faults
93.	Mtondia Substation	Mombasa		Check and record faults
94.	Wundanyi Substation	Mombasa Town		Check and record faults

b (ii) Schedule of sites to be Serviced and Maintained Category 2 Electric Fences

	SUBSTATION	LOCATION	COVERAGE IN LINEAR METERS	STATUS/SCOPE OF WORKS.
	NAIOBI REGION:LOT 1			
	<u>NAIROBI</u>			
1.	Limuru Substation	Limuru Town	640	Working
2.	Dandora Substation	Nairobi Area	450	Working
3.	Doonholm Substation	Nairobi Area	94	Working
4.	Nairobi West Substation	Nairobi Area	453	Working
5.	Nairobi South Staff Quarters	Nairobi Area	1500	Working
6.	Roysambu Substation	Nairobi Area	1,600	Working
7.	Isiolo Road – E-Plant & Bulk Stores	Nairobi Area	500	Working
8.	Athi River Substation	Athi - River	350	Working
9.	New Industrial Area Substation	Nairobi Area	1000	Working
10.	Likoni Road Stores	Nairobi Area	850	Working
11.	Training School (Ruaraka)	Nairobi Area	730	Working
12.	Dara Substation	Nairobi Area	45	Working
13.	High Ridge Staff Quarters	Nairobi Area	400	Working
14.	Forest road Plot	Nairobi Area	380	Working
15.	Dagoreti Substation	Dgoreti	Check record and	Check and record faults
16.	Karuri Substation		Check record and	Check and record faults
17.	Lukenya Substation	Athi river	Check record and	Check and record faults
18.	Rironi Substation		Check record and	Check and record faults
19.	Lower Kabete Substation	Lower Kabete	Check record and	Check and record faults
20.	Githunguri Substation	Kiambu	Check record and	Check and record faults
21.	Villa Franca Substation		Check record and	Check and record faults
22.	Uplands Substation		Check record and	Check and record faults
23.	Magumu Substation		Check record and	Check and record faults
24.	Ruaraka Substation		Check record and	Check and record faults

25.	Mangu Substation		Check record	and	Check record faults
26.	Magadi Substation		Check record	and	Check record faults
27.	Mamlaka Substation		Check record	and	Check record faults
28.	City Centre Substation		Check record	and	Check record faults
29.	Cathedral Substation		Check record	and	Check record faults
30.	Likoni Road Substation		Check record	and	Check record faults
31.	Kiu River Substation		Check record	and	Check record faults
32.	Miwihoko Substation		Check record	and	Check record faults
33.	Umoja Substation		Check record	and	Check record faults
34.	Kitengela Substation		Check record	and	Check record faults
35.	Kangundo Substation		Check record	and	Check record faults
36.	Kiserian Substation		Check record	and	Check record faults
	<u>MT KENYA LOT 2</u>				
37.	White Sisters Substation	Thika Town	260		Working
38.	Kingongo Substation	Nyeri Town	350		Working
39.	Kinoru Substation	Meru Town	180		Working
40.	Meru store yard	Meru Town	165		Working
41.	Gatundu Substation		Check record	and	Check record faults
42.	Tala Substation		Check record	and	Check record faults
43.	Mwea Substation		Check record	and	Check record faults
44.	Thika North Substation		Check record	and	Check record faults
45.	Mukurweini Substation		Check record	and	Check record faults
46.	Kagumo Substation		Check record	and	Check record faults
47.	Muirungi Substation		Check record	and	Check record faults

48.	Gatakaini Substation		Check record	and	Check record faults
49.	Kiamutugu Substation		Check record	and	Check record faults
50.	Nkuene Substation		Check record	and	Check record faults
51.	Mikinduri Substation		Check record	and	Check record faults
52.	Kahurura Substation		Check record	and	Check record faults

WEST KENYA:LOT 3					
53.	Kakamega office	Kakamega Town	350		Working
54.	Kakamega Substation	Kakamega Town	260		Working
55.	Kericho Depot	Kericho Town	500		Working
56.	Kisumu Depot	Kisumu Town	450		Working
57.	Ahero Substation		Check record	and	Check record faults
58.	Kibos Substation		Check record	and	Check record faults
59.	Majengo Substation		Check record	and	Check record faults
60.	Nyamira Substation		Check record	and	Check record faults
61.	Maseno Substation		Check record	and	Check record faults
62.	Kisumu South Substation		Check record	and	Check record faults
CENTRAL RIFT					
63.	Nakuru Depot	Nakuru Town	800M		Working
64.	Nyahururu Depot	Nyahururu Town	550		Working
65.	Kabarak Substation		Check record	and	Check record faults
66.	Kainuk Substation		Check record	and	Check record faults
67.	Sosiat Substation		Check record	and	Check record faults
68.	Mosocho Substation		Check record	and	Check record faults
69.	Molo Substation		Check record	and	Check record faults
70.	Kitaru Substation		Check record	and	Check record faults
NORTH RIFT					
71.	Eldoret Depot	Eldoret Town	635		Working

72.	Kitale Substation	Kitale Town	382	Working
73.	Elgon View Substation		Check record and	Check and record faults
74.	Kipsaraman Substation		Check record and	Check and record faults
75.	Endebess Substation		Check record and	Check and record faults
76.	Moiben Substation		Check record and	Check and record faults
77.	Kapsowar Substation		Check record and	Check and record faults
78.	Sirisia Substation		Check record and	Check and record faults
79.	Ortum Substation		Check record and	Check and record faults
80.	Kebebetiet Substation		Check record and	Check and record faults
	COAST REGION:LOT 4			
81.	Mbaraki Depot	Mombasa Town	940	Fence overhaul
82.	Kilifi Substation	Kilifi Town	462	Working
83.	Malindi Depot	Malindi Town	460	Fence overhaul
84.	Likoni Substation	Mombasa Town	320	Working
85.	Nyali Substation	Mombasa Town	250	Working
86.	New Bamburi Substation	Bamburi Town	395	Check and record faults
87.	Makande Substation	Mombasa Town	180	Working
88.	Jomvu Substation	Mombasa	Check record and	Check and record faults
89.	Mishomoroni Substation	Mombasa	Check record and	Check and record faults
90.	Lamu Substation	Lamu Town	Check record and	Check and record faults
91.	Kipevu Substation	Mombasa Town	Check record and	Check and record faults
92.	Bofu Substation	Mombasa	Check record and	Check and record faults
93.	Portreiz Substation	Mombasa	Check record and	Check and record faults
94.	Mtongwe Substation	Mombasa Town	Check record and	Check and record faults
95.	Kwale Substation	Kwale	Check record and	Check and record faults
96.	Kidimu Substation	Mombasa	Check record and	Check and record faults

97.	Sabaki Substation	Mombasa	Check record	and	Check and record faults
98.	Kaloleni Substation	Mombasa Town	Check record	and	Check and record faults
99.	Kokotoni Substation	Mombasa	Check record	and	Check and record faults
100.	Mtondia Substation	Mombasa	Check record	and	Check and record faults
101.	Wundanyi Substation	Mombasa Town	Check record	and	Check and record faults
	<u>SUMMARY</u>				
	Total Number of fences: 101				

b (iii) Schedule of sites for Radio Response Services Category 2 Intruder Alarms and Electric Fences

Item No.	STATION	LOCATION	PROPOSED SERVICE
	Schedule of Sites Response Services		
	Nairobi Region: LOT 1		
1	Limuru Substation		Install Radio Alarm transmitter
2	Dandora Substation		Install Radio Alarm transmitter
3	Doonholm Substation		Install Radio Alarm transmitter
4	Nairobi West Substation		Install Radio Alarm transmitter
5	Nairobi South Staff Quarters		Install Radio Alarm transmitter
6	Roysambu Substation		Install Radio Alarm transmitter
7	Isiolo Road – E-Plant & Bulk Stores		Install Radio Alarm transmitter
8	Athi River Substation		Install Radio Alarm transmitter
9	New Industrial Area Substation		Install Radio Alarm transmitter
10	Likoni Road Stores		Install Radio Alarm transmitter
11	Training School (Ruaraka)		Install Radio Alarm transmitter
12	Dara Substation		Install Radio Alarm transmitter
13	High Ridge Staff Quarters		Install Radio Alarm transmitter
14	Forest road Plot		Install Radio Alarm transmitter
15	Dagoreti Substation		Install Radio Alarm transmitter
16	Karuri Substation		Install Radio Alarm transmitter
17	Lukenya Substation		Install Radio Alarm transmitter
18	Rironi Substation		Install Radio Alarm transmitter
19	Lower Kabete Substation		Install Radio Alarm transmitter
20	Githunguri Substation		Install Radio Alarm transmitter
21	Villa Franca Substation		Install Radio Alarm transmitter
22	Uplands Substation		Install Radio Alarm transmitter
23	Magumu Substation		Install Radio Alarm transmitter
24	Ruaraka Substation		Install Radio Alarm transmitter
25	Mangu Substation		Install Radio Alarm transmitter
26	Magadi Substation		Install Radio Alarm transmitter
27	Mamlaka Substation		Install Radio Alarm transmitter
	Page 1 schedule of Sites radio services		

Item No.	STATION	LOCATION	PROPOSED SERVICE
	Nairobi Region: LOT 1 CONTD'		
28	City Centre Substation		Install Radio Alarm transmitter
29	Cathedral Substation		Install Radio Alarm transmitter
30	Likoni Road Substation		Install Radio Alarm transmitter
31	Kiu River Substation		Install Radio Alarm transmitter
32	Miwihoko Substation		Install Radio Alarm transmitter
33	Umoja Substation		Install Radio Alarm transmitter
34	Kitengela Substation		Install Radio Alarm transmitter
35	Kangundo Substation		Install Radio Alarm transmitter
36	Kiserian Substation		Install Radio Alarm transmitter
37	Stima Plaza		Install Radio Alarm transmitter
38	Electricity house Nairobi		Install Radio Alarm transmitter
39	Jogoo road pay office		Install Radio Alarm transmitter
40	Eastleigh Pay point		Install Radio Alarm transmitter
41	Sarit Centre pay point		Install Radio Alarm transmitter
42	National Control Centre Juja		Install Radio Alarm transmitter
43	Adams Arcade		Install Radio Alarm transmitter
	Mt Kenya Region: LOT 2		
44	Nyeri Stima Baking hall		Install Radio Alarm transmitter
45	Meru Banking Hall		Install Radio Alarm transmitter
46	Embu office		Install Radio Alarm transmitter
47	Nyahururu banking hall		Install Radio Alarm transmitter
48	Gatundu Substation		Install Radio Alarm transmitter
49	Tala Substation		Install Radio Alarm transmitter
50	Mwea Substation		Install Radio Alarm transmitter
51	Thika North Substation		Install Radio Alarm transmitter
52	Mukurweini Substation		Install Radio Alarm transmitter
53	Kagumo Substation		Install Radio Alarm transmitter
54	Muirungi Substation		Install Radio Alarm transmitter
55	Gatakaini Substation		Install Radio Alarm transmitter
56	Kiamutugu Substation		Install Radio Alarm transmitter
57	Nkuene Substation		Install Radio Alarm transmitter
58	Mikinduri Substation		Install Radio Alarm transmitter
59	Kahurura Substation		Install Radio Alarm transmitter
Page 2 schedule of Sites radio services			

Item No.	STATION	LOCATION	PROPOSED SERVICE
	Response services		
	Mt Kenya Region: LOT 2 CONTD'		
60	White Sisters Substation		Install Radio Alarm transmitter
61	Kingongo Substation		Install Radio Alarm transmitter
62	Kinoru Substation		Install Radio Alarm transmitter
63	Meru store yard		Install Radio Alarm transmitter
	WEST KENYA: LOT 3		Install Radio Alarm transmitter
64	Kericho Banking hall		Install Radio Alarm transmitter
65	Kericho Depot		Install Radio Alarm transmitter
66	Kisii Banking hall		Install Radio Alarm transmitter
67	Electricity house Kisumu Baking hall		Install Radio Alarm transmitter
68	Kisumu Depot		Install Radio Alarm transmitter
69	Kakamega Office		Install Radio Alarm transmitter
70	Kakamega Substation		Install Radio Alarm transmitter
71	Ahero Substation		Install Radio Alarm transmitter
72	.Kibos Substation		Install Radio Alarm transmitter
73	Majengo Substation		Install Radio Alarm transmitter
74	Nyamira Substation		Install Radio Alarm transmitter
75	Maseno Substation		Install Radio Alarm transmitter
76	Kisumu South Substation		Install Radio Alarm transmitter
	Central Rift		Install Radio Alarm transmitter
77	Naivasha banking hall		Install Radio Alarm transmitter
78	Electricity house Nakuru Baking hall		Install Radio Alarm transmitter
79	Nakuru Depot		Install Radio Alarm transmitter
80	Kabarak Substation		Install Radio Alarm transmitter
81	Kainuk Substation		Install Radio Alarm transmitter
82	Sosiat Substation		Install Radio Alarm transmitter
83	Mosocho Substation		Install Radio Alarm transmitter
84	Molo Substation		Install Radio Alarm transmitter
85	Kitaru Substation		Install Radio Alarm transmitter
	Page 3 schedule of Sites radio services		

Item No.	STATION	LOCATION	PROPOSED SERVICE
	Response services		
	WEST KENYA: LOT 3 CONTD'		
	North Rift		
86	Eldoret Depot		Install Radio Alarm transmitter
87	Kitale Substation		Install Radio Alarm transmitter
88	Elgon View Substation		Install Radio Alarm transmitter
89	Kipsaraman Substation		Install Radio Alarm transmitter
90	Endebess Substation		Install Radio Alarm transmitter
91	.Moiben Substation		Install Radio Alarm transmitter
92	Kapsowar Substation		Install Radio Alarm transmitter
93	Sirisia Substation		Install Radio Alarm transmitter
94	Ortum Substation		Install Radio Alarm transmitter
95	Kebebetiet Substation		Install Radio Alarm transmitter
	COST REGION: LOT 4		Install Radio Alarm transmitter
96	Mbaraki Depot		Install Radio Alarm transmitter
97	Kilifi Substation		Install Radio Alarm transmitter
98	Malindi Depot		Install Radio Alarm transmitter
99	Malindi pay point		Install Radio Alarm transmitter
100	Likoni Substation		Install Radio Alarm transmitter
101	Nyali Substation		Install Radio Alarm transmitter
102	New Bamburi Substation		Install Radio Alarm transmitter
103	Makande Substation		Install Radio Alarm transmitter
104	Jomvu Substation		Install Radio Alarm transmitter
105	Mishomoroni Substation		Install Radio Alarm transmitter
106	Lamu Substation		Install Radio Alarm transmitter
107	Kipevu Substation		Install Radio Alarm transmitter
108	Bofu Substation		Install Radio Alarm transmitter
109	Portreiz Substation		Install Radio Alarm transmitter
110	Mtongwe Substation		Install Radio Alarm transmitter
111	Kwale Substation		Install Radio Alarm transmitter
112	Kidimu Substation		Install Radio Alarm transmitter
113	Sabaki Substation		Install Radio Alarm transmitter
114	Kaloleni Substation		Install Radio Alarm transmitter
115	Kokotoni Substation		Install Radio Alarm transmitter

116	Mtondia Substation		Install Radio Alarm transmitter
117	Wundanyi Substation		Install Radio Alarm transmitter
Page 4 schedule of Sites radio services			

B. SCHEDULE OF MAINTENANCE ROUTINES CATEGORY 2: INTRUDER ALARMS, ELECTRIC FENCES AND RESPONSE SERVICES

This schedule has been prepared to indicate the minimum requirements for the preventative maintenance of **the Intruder Alarm, Electric Fence and Radio Response services**. The Contractor shall be responsible for all of the maintenance necessary to ensure that the complete Intruder Alarm, Electric Fence and Radio Response services as specified in this Service and Maintenance Agreements achieves a constant high quality operation.

The schedule indicates the maintenance tasks required but does not state how they will be carried out. All maintenance activities will be completed in accordance with the equipment manufacturer's guidelines, recommendations and good working practices.

The following symbols are used:-

- M Monthly (calendar)
 3M Quarterly (3 monthly)
 6M Semi-annually (6 monthly)
 Y Annually

In all instances where preventative maintenance work has identified the need to replace equipment, items or components, this work shall be carried out under the maintenance function as defined within the Contract.

B (i) schedule of maintenance routines Intruder Alarm Systems

No	Code	Description	Service description	Frequency	Remarks
	Intruder Alarms				
	C1	<i>External Housings(siren boxes, sensors etc)</i>	<ul style="list-style-type: none"> <i>Visual inspect, check weatherproof gasket for seal, rectify where necessary.</i> <i>Check internal of housing for moisture rectify where necessary.</i> 	6months	

			<ul style="list-style-type: none"> • Check external joints, glands, make off and re-seal where necessary • Clean housing glass. Replace where necessary. 		
C5	PIR /Magnetic contacts, Vibration sensors, Panic buttons Performance		<ul style="list-style-type: none"> • Measure and record device performance. • Provide hard /soft copy of report of the tests. 		
C7	Cables and ducting		<ul style="list-style-type: none"> • Check cable protection ducts, conduits, mini-trucking etc to ensure proper physical conditions. • Check all cables for damage, continuity, etc. Replace where necessary 	3 months	
C8	Connections		Check all connections, plugs for damage continuity, moisture ingress Check BNC,RG 45 and other connectors. Replace where necessary		
D1	Control Panel performance/functionality		<ul style="list-style-type: none"> • Check all functions operate correctly(Recording, time, playbacks, Event logs,voltages,resolution,software,drives,streaming,network,data base,etc • Check all control functions • Reconfigure to right performance specifications/factory resets where necessary. 		
M1	Monitors		<ul style="list-style-type: none"> • Check video signal for level. • Check BNC/RJ and other connections. Remake or • Inspect display tube. Replace where necessary • Check condition of cables. • Inspect display tube. • Adjust, rectify or Replace where necessary • Perform any factory resets if need be. 		

	PC1	<i>Control System and PC</i>	<p><i>Clean PC.</i></p> <p><i>Clean filters to PC fans.</i></p> <p><i>Check security of cable connections</i></p> <p><i>Clean hard disks</i></p> <p><i>Software checks and upgrades.</i></p> <p><i>Check antivirus and malware protection.</i></p>		
	E1	<i>Electrical Power Supplies</i>	<ul style="list-style-type: none"> • <i>Check all input and output parameters (Voltage, current, power, frequency etc.) and ensure its within accepted nominal values as per IEE standards.</i> • <i>Check all surge/overvoltage protection units to ensure correct functionality.</i> • <i>Check operation of Fuses and circuit breakers</i> • <i>Check for ingress of moisture at distribution boards, plugs and sockets</i> • <i>Check all cables for damage, continuity, etc</i> • <i>Check earthing connections</i> • <i>Fixed wiring inspection and test to BS 7671 standards.-(after 2 years)</i> • <i>Rectify where necessary.</i> 		
		<i>All INTRUDER ALARM equipment</i>	<ul style="list-style-type: none"> • <i>Clean or blow to prevent dust, dirt or any form of corrosion.</i> • <i>Cleaning material and process shall be as per IEE standards of cleaning electrical equipment and in accordance with safety regulations.</i> 		

B.(i) Schedule of Maintenance Routines Category 2:Intruder Alarms

B (ii) Schedule of maintenance routines Electric Fence

The following items shall be checked **quarterly**.

1. Check all the wiring and connections, fixing any loose connections and discontinuity to ensure electrical continuity of both the voltage, current and earthing.
2. Check and record operational voltage and current parameters to ensure that they are within the expected range.
3. Check the electric fence energizer and other electrical devices against dust, loose connections, short circuit, overheating and other malfunctioning, checking all input and outputs parameters to ensure proper operations.
4. Check electric fence against any environmental hazards like vegetation growths, fallen tree branches, leaves and other objects, leakages, corrosive materials, chemicals and others.
5. Check and ensure proper electrical insulation.
6. Prepare and submit a maintenance report with a check list of all the above checks properly detailing operations/action taken and recommendations where necessary.
7. Test and ensure the entire fence is working properly.
8. Check and rectify any other item that may hinder efficient operation of the entire electric fence.
9. Allow for replacement of faulty parts as per the attached list of spares.
10. Prepare and submit Service and Maintenance quarterly report within first week of servicing.

Daily

Contractor shall check with Security Control room fault Logs and attend accordingly.

The contractor shall prepare and submit reports of faults attended to.

C. BRIEF SCHEDULE OF SERVICES REQUIRED CATEGORY 2 INTRUDER ALARM, ELECTRIC FENCES AND RADIO RESPONSE SERVICES

- i) Repair of Faulty Alarm System, electric fences and Radio response Services shall be as per the schedule below and should commence upon contract signing.
- ii) The contract duration for the Repairs should not exceed 3 months from commencement of contract.
- iii) Service and maintenance **period** will be two years after repairs as per the schedule.

Item No.	Description	Unit Of Measure	Quantity	*Performance OR Performance Date	Period Start	*Performance End Date
1	Repair of faulty electric fence and alarms in all Lots.	LOT	1	Contract signing date		3 months after award
2	1 Year service and maintenance contract done quarterly in all sites	NO.	8	Date on completion of repairs above		1 years after repairs
3	1 Years Radio Alarm response Services	LOT	1	Date on completion of repairs above		1 years after repairs

D: Schedule of Repair of Defects Category 2 Intruder Alarm System and Electric Fence**D(i) Existing Faults Category 2: Intruder Alarm Systems**

	Station	Location	Nature of fault	Proposed Remedy
	Nairobi Region: LOT 1			
1.	Stima Plaza	Parklands		Check and record faults
2.	Electricity house Nairobi	Harambee Avenue -NRB		Check and record faults
3.	Likoni road Stores	Likoni road-NRB		Check and record faults
4.	Isiolo road Stores and workshop	Isiolo road-NRB		Check and record faults
5.	Jogoo road pay office	Jogoo road-NRB		Check and record faults
6.	Eastleigh Pay point	Eastleigh		Check and record faults
7.	Sarit Centre pay point	Sarit Centre westlands-NRB		Check and record faults
8.	National Control Centre Juja	Dandora		Check and record faults
9.	Adams Arcade	Ngong Road-NRB		Check and record faults
10.	Dagoreti Substation			Check and record faults
11.	Karuri Substation			Check and record faults
12.	Lukenya Substation			Check and record faults
13.	Rironi Substation			Check and record faults
14.	Lower Kabete Substation			Check and record faults
15.	Githunguri Substation			Check and record faults
16.	Villa Franca Substation			Check and record faults

17.	Uplands Substation			Check and record faults
18.	Magumu Substation			Check and record faults
19.	Ruaraka Substation			Check and record faults
20.	Mangu Substation			Check and record faults
21.	Magadi Substation			Check and record faults
22.	Mamlaka Substation			Check and record faults
23.	City Centre Substation			Check and record faults
24.	Cathedral Substation			Check and record faults
25.	Likoni Road Substation			Check and record faults
26.	Kiu River Substation			Check and record faults
27.	Miwihoko Substation			Check and record faults
28.	Umoja Substation			Check and record faults
29.	Kitengela Substation			Check and record faults
30.	Kangundo Substation			Check and record faults
31.	Kiserian Substation			Check and record faults
Mt Kenya Region: LOT 2				
32.	Thika banking Hall	Thika town		Check and record faults
33.	Muranga Office	Muranga town		Check and record faults
34.	Nyeri Stima Baking hall	Nyeri town		Check and record faults
35.	Meru Banking Hall	Meru town		Check and record faults

36.	Embu office	Embu town		Check and record faults
37.	Nyahururu banking hall	Nyahururu		Check and record faults
38.	Gatundu Substation			Check and record faults
39.	Tala Substation			Check and record faults
40.	Mwea Substation			Check and record faults
41.	Thika North Substation			Check and record faults
42.	Mukurweini Substation			Check and record faults
43.	Kagumo Substation			Check and record faults
44.	Muirungi Substation			Check and record faults
45.	Gatakaini Substation			Check and record faults
46.	Kiamutugu Substation			Check and record faults
47.	Nkuene Substation			Check and record faults
48.	Mikinduri Substation			Check and record faults
49.	Kahurura Substation			Check and record faults
WEST KENYA: LOT 3				
50.	Kericho Banking hall	Kericho town		Check and record faults
51.	Kisii Banking hall	Kisii town		Check and record faults
52.	Electricity house Kisumu Baking hall	Kisumu city		Check and record faults
53.	Kisumu Depot	Kisumu city		Check and record faults
54.	Kakamega Office	Kakamega town		Check and record faults
55.	5.Ahero Substation			Check and record faults

56.	6.Kibos Substation			Check and record faults
57.	7.Majengo Substation			Check and record faults
58.	8.Nyamira Substation			Check and record faults
59.	9.Maseno Substation			Check and record faults
60.	10.Kisumu South Substation			Check and record faults
CENTRAL RIFT				
61.	Naivasha banking hall	Naivasha town		Check and record faults
62.	Electricity house Nakuru Baking hall	Nakuru town		Check and record faults
63.	Nyahururu banking hall			Check and record faults
64.	13.Kabarak Substation			Check and record faults
65.	14.Kainuk Substation			Check and record faults
66.	15.Sosiat Substation			Check and record faults
67.	16.Mosocho Substation			Check and record faults
68.	17.Molo Substation			Check and record faults
69.	18.Kitaru Substation			Check and record faults
NORTH RIFT				
70.	19.Eldoret Depot	Eldoret Town		Check and record faults
71.	20.Kitale Substation	Kitale Town		Check and record faults
72.	21.Elgon View Substation			Check and record faults

73.	22.Kipsaraman Substation			Check and record faults
74.	23.Endebess Substation			Check and record faults
75.	24.Moiben Substation			Check and record faults
76.	25.Kapsowar Substation			Check and record faults
77.	26.Sirisia Substation			Check and record faults
78.	27.Ortum Substation			Check and record faults
79.	28.Kebebetiet Substation			Check and record faults
Coast Region: LOT 4				
80.	Malindi pay point	Malindi town		Check and record faults
81.	8.Jomvu Substation	Mombasa		Check and record faults
82.	9.Mishomoroni Substation	Mombasa		Check and record faults
83.	10.Lamu Substation	Lamu Town		Check and record faults
84.	11.Kipevu Substation	Mombasa Town		Check and record faults
85.	12.Bofu Substation	Mombasa		Check and record faults
86.	13.Portreiz Substation	Mombasa		Check and record faults
87.	14.Mtongwe Substation	Mombasa Town		Check and record faults
88.	15.Kwale Substation	Kwale		Check and record faults
89.	16.Kidimu Substation	Mombasa		Check and record faults
90.	17.Sabaki Substation	Mombasa		Check and record faults

91.	18.Kaloleni Substation	Mombasa Town		Check and record faults
92.	19.Kokotoni Substation	Mombasa		Check and record faults
93.	20.Mtondia Substation	Mombasa		Check and record faults
94.	21.Wundanyi Substation	Mombasa Town		Check and record faults

Note.

The Contractor will be required to carry out any defect repairs and undertake a full preventative maintenance service at the commencement of the Maintenance Contract, such that all defects are repaired and the system returned to optimum operating performance within 12 weeks of the award of the contract.

SECTION V – CATEGORY 2: PRICE SCHEDULE FOR PROVISION OF SERVICES AND MAINTENANCE SLA INTRUDER ALARM SYSTEMS AND ELECTRIC FENCES

(THE CURRENCY MUST BE IN KENYA SHILLINGS)

PART (A)(I) BILL OF QUANTITIES CATEGORY 2: INTRUDER ALARM SYSTEMS

INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 1

Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
A	<p>Preventive Maintenance Prices should include activities as described in details of service for each the sites below:</p> <ul style="list-style-type: none"> • Scheduled quarterly serving. (Drive Test and Optimization, Performance Reports (PMR) • Frequent inspections and monitoring of the systems (spot checks-control room data). • Training/Knowledge transfer • 24x7 remote technical support. • Software and firmware upgrades. 				
Nairobi Region: LOT 1					
1	Stima Plaza	No	8		
2	Electricity house Nairobi	No	8		
3	Likoni road Stores	No	8		
4	Isiolo road Stores and workshop	No	8		
5	Jogoo road pay office	No	8		
6	Eastleigh Pay point	No	8		
7	Sarit Centre pay point	No	8		
8	National Control Centre Juja	No	8		
9	Adams Arcade	No	8		
10	Dagoreti Substation	No	8		
11	Karuri Substation	No	8		
Total Carried to collection BQ Page 1					

INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 4					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Preventive Maintenance				
	WEST KENYA: LOT 3				
1	Kericho Banking hall	No	8		
2	Kisii Banking hall	No	8		
3	Electricity house Kisumu Baking hall	No	8		
4	Kisumu Depot	No	8		
5	Kakamega Office	No	8		
6	Ahero Substation	No	8		
7	.Kibos Substation	No	8		
8	Majengo Substation	No	8		
9	Nyamira Substation	No	8		
10	Maseno Substation	No	8		
11	Kisumu South Substation	No	8		
	Central Rift				
12	Naivasha banking hall	No	8		
13	Electricity house Nakuru Baking hall	No	8		
14	Nyahururu banking hall	No	8		
15	Kabarak Substation	No	8		
16	Kainuk Substation	No	8		
17	Sosiat Substation	No	8		
18	Mosocho Substation	No	8		
19	Molo Substation	No	8		
20	Kitaru Substation	No	8		
	North Rift				
21	Eldoret Depot	No	8		
22	Kitale Substation	No	8		
23	Elgon View Substation	No	8		
24	Kipsaraman Substation	No	8		
25	Endebess Substation	No	8		
26	.Moiben Substation	No	8		

27	Kapsowar Substation	No	8		
28	Sirisia Substation	No	8		
29	Ortum Substation	No	8		
30	Kebebetiet Substation	No	8		
Total Carried to collection BQ Page 4					

INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 5					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
Preventive Maintenance					
COST REGION: LOT 4					
1	Malindi pay point	No	8		
2	Jomvu Substation	No	8		
3	Mishomoroni Substation	No	8		
4	Lamu Substation	No	8		
5	Kipevu Substation	No	8		
6	Bofu Substation	No	8		
7	Portreiz Substation	No	8		
8	.Mtongwe Substation	No	8		
9	Kwale Substation	No	8		
10	Kidimu Substation	No	8		
11	Sabaki Substation	No	8		
12	Kaloleni Substation	No	8		
13	.Kokotoni Substation	No	8		
14	Mtondia Substation	No	8		
15	Wundanyi Substation	No	8		
Total Carried to collection BQ Page 5					

INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 6					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
B	<p>Curative Maintenance (I) Prices should include activities as described in details of service for each the sites below:</p> <ul style="list-style-type: none"> • Emergency on-site intervention. • 24x7 remote technical support. • Repair & Return to operations faulty parts or system • Replacement of spare parts. 				
Nairobi Region: LOT 1					
1	Stima Plaza	Item	1		
2	Electricity house Nairobi	Item	1		
3	Likoni road Stores	Item	1		
4	Isiolo road Stores and workshop	Item	1		
5	Jogoo road pay office	Item	1		
6	Eastleigh Pay point	Item	1		
7	Sarit Centre pay point	Item	1		
8	National Control Centre Juja	Item	1		
9	Adams Arcade	Item	1		
10	Dagoreti Substation	Item	1		
11	Karuri Substation	Item	1		
Total Carried to collection BQ Page 6					

INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 7					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
Curative Maintenance					
Nairobi Region: LOT 1 CONTD'					
1	Lukenya Substation	Item	1		
2	Rironi Substation	Item	1		
3	Lower Kabete Substation	Item	1		
4	Githunguri Substation	Item	1		
5	Villa Franca Substation	Item	1		
6	Uplands Substation	Item	1		
7	Magumu Substation	Item	1		
8	Ruaraka Substation	Item	1		
9	Mangu Substation	Item	1		
10	Magadi Substation	Item	1		
11	Mamlaka Substation	Item	1		
12	City Centre Substation	Item	1		
13	Cathedral Substation	Item	1		
14	Likoni Road Substation	Item	1		
15	Kiu River Substation	Item	1		
16	Miwihoko Substation	Item	1		
17	Umoja Substation	Item	1		
18	Kitengela Substation	Item	1		
19	Kangundo Substation	Item	1		
20	Kiserian Substation	Item	1		
Total Carried to collection BQ Page 7					

INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 8					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Curative Maintenance				
	Mt Kenya Region: LOT 2				
1	Thika banking Hall	Item	1		
2	Muranga Office	Item	1		
3	Nyeri Stima Baking hall	Item	1		
4	Meru Banking Hall	Item	1		
5	Embu office	Item	1		
6	Nyahururu banking hall	Item	1		
7	Gatundu Substation	Item	1		
8	Tala Substation	Item	1		
9	Mwea Substation	Item	1		
10	Thika North Substation	Item	1		
11	Mukurweini Substation	Item	1		
12	Kagumo Substation	Item	1		
13	Muirungi Substation	Item	1		
14	Gatakaini Substation	Item	1		
15	Kiamutugu Substation	Item	1		
16	Nkuene Substation	Item	1		
17	Mikinduri Substation	Item	1		
18	Kahurura Substation	Item	1		
	Total Carried to collection BQ Page 8				

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 9						
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive	
	Curative Maintenance					
	WEST KENYA: LOT 3					
1	Kericho Banking hall	Item	1			
2	Kisii Banking hall	Item	1			
3	Electricity house Kisumu Baking hall	Item	1			
4	Kisumu Depot	Item	1			
5	Kakamega Office	Item	1			
6	Ahero Substation	Item	1			
7	.Kibos Substation	Item	1			
8	Majengo Substation	Item	1			
9	Nyamira Substation	Item	1			
10	Maseno Substation	Item	1			
11	Kisumu South Substation	Item	1			
	Central Rift					
12	Naivasha banking hall	Item	1			
13	Electricity house Nakuru Baking hall	Item	1			
14	Nyahururu banking hall	Item	1			
15	Kabarak Substation	Item	1			
16	Kainuk Substation	Item	1			
17	Sosiat Substation	Item	1			
18	Mosocho Substation	Item	1			
19	Molo Substation	Item	1			
20	Kitaru Substation	Item	1			
	North Rift					
21	Eldoret Depot	Item	1			
22	Kitale Substation	Item	1			
23	Elgon View Substation	Item	1			
24	Kipsaraman Substation	Item	1			
25	Endebess Substation	Item	1			
26	.Moiben Substation	Item	1			
27	Kapsowar Substation	Item	1			
28	Sirisia Substation	Item	1			
29	Ortum Substation	Item	1			

30	Kebebetiet Substation	Item	1		
	Total Carried to collection BQ Page 9				

INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 11					
ALARM SYSTEM					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
C	<p>Curative maintenance(ii):repair of faulty systems</p> <ul style="list-style-type: none"> Prices should include Repair and return to normalcy all existing faults as described under Appendix (VII) - Existing faults. Indicate NONE where no faults exist. 				
Nairobi Region: LOT 1					
1	Stima Plaza	Item	1		
2	Electricity house Nairobi	Item	1		
3	Likoni road Stores	Item	1		
4	Isiolo road Stores and workshop	Item	1		
5	Jogoo road pay office	Item	1		
6	Eastleigh Pay point	Item	1		
7	Sarit Centre pay point	Item	1		
8	National Control Centre Juja	Item	1		
9	Adams Arcade	Item	1		
10	Dagoreti Substation	Item	1		
11	Karuri Substation	Item	1		
Total Carried to collection BQ Page 11					

INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 12					
ALARM SYSTEM					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
Curative maintenance(ii):repair of faulty systems					
Nairobi Region: LOT 1 CONTD'					
1	Lukenya Substation	Item	1		
2	Rironi Substation	Item	1		
3	Lower Kabete Substation	Item	1		
4	Githunguri Substation	Item	1		
5	Villa Franca Substation	Item	1		
6	Uplands Substation	Item	1		
7	Magumu Substation	Item	1		
8	Ruaraka Substation	Item	1		
9	Mangu Substation	Item	1		
10	Magadi Substation	Item	1		
11	Mamlaka Substation	Item	1		
12	City Centre Substation	Item	1		
13	Cathedral Substation	Item	1		
14	Likoni Road Substation	Item	1		
15	Kiu River Substation	Item	1		
16	Miwihoko Substation	Item	1		
17	Umoja Substation	Item	1		
18	Kitengela Substation	Item	1		
19	Kangundo Substation	Item	1		
20	Kiserian Substation	Item	1		
Total Carried to collection BQ Page 12					

INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 13					
ALARM SYSTEM					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Curative maintenance(ii):repair of faulty systems				
	Mt Kenya Region: LOT 2				
1	Thika banking Hall	Item	1		
2	Muranga Office	Item	1		
3	Nyeri Stima Baking hall	Item	1		
4	Meru Banking Hall	Item	1		
5	Embu office	Item	1		
6	Nyahururu banking hall	Item	1		
7	Gatundu Substation	Item	1		
8	Tala Substation	Item	1		
9	Mwea Substation	Item	1		
10	Thika North Substation	Item	1		
11	Mukurweini Substation	Item	1		
12	Kagumo Substation	Item	1		
13	Muirungi Substation	Item	1		
14	Gatakaini Substation	Item	1		
15	Kiamutugu Substation	Item	1		
16	Nkuene Substation	Item	1		
17	Mikinduri Substation	Item	1		
18	Kahurura Substation	Item	1		

	Total Carried to collection BQ Page 13				
	INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 14				
	ALARM SYSTEM				
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Curative maintenance(ii): repair of faulty systems				
	WEST KENYA: LOT 3				
1	Kericho Banking hall	Item	1		
2	Kisii Banking hall	Item	1		
3	Electricity house Kisumu Baking hall	Item	1		
4	Kisumu Depot	Item	1		
5	Kakamega Office	Item	1		
6	Ahero Substation	Item	1		
7	.Kibos Substation	Item	1		
8	Majengo Substation	Item	1		
9	Nyamira Substation	Item	1		
10	Maseno Substation	Item	1		
11	Kisumu South Substation	Item	1		
	Central Rift				
12	Naivasha banking hall	Item	1		
13	Electricity house Nakuru Baking hall	Item	1		
14	Nyahururu banking hall	Item	1		
15	Kabarak Substation	Item	1		
16	Kainuk Substation	Item	1		
17	Sosiat Substation	Item	1		
18	Mosocho Substation	Item	1		
19	Molo Substation	Item	1		
20	Kitaru Substation	Item	1		
	North Rift				
21	Eldoret Depot	Item	1		
22	Kitale Substation	Item	1		
23	Elgon View Substation	Item	1		
24	Kipsaraman Substation	Item	1		

25	Endebess Substation	Item	1		
26	.Moiben Substation	Item	1		
27	Kapsowar Substation	Item	1		
28	Sirisia Substation	Item	1		
29	Ortum Substation	Item	1		
30	Kebebetiet Substation	Item	1		
Total Carried to collection BQ Page 14					
INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 15					
ALARM SYSTEM					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Curative maintenance(ii):repair of faulty systems				
COST REGION: LOT 4					
1	Malindi pay point	Item	1		
2	Jomvu Substation	Item	1		
3	Mishomoroni Substation	Item	1		
4	Lamu Substation	Item	1		
5	Kipevu Substation	Item	1		
6	Bofu Substation	Item	1		
7	Portreiz Substation	Item	1		
8	.Mtongwe Substation	Item	1		
9	Kwale Substation	Item	1		
10	Kidimu Substation	Item	1		
11	Sabaki Substation	Item	1		
12	Kaloleni Substation	Item	1		
13	.Kokotoni Substation	Item	1		
14	Mtondia Substation	Item	1		
15	Wundanyi Substation	Item	1		

8	Athi River Substation	No	8		
9	New Industrial Area Substation	No	8		
10	Likoni Road Stores	No	8		
11	Training School (Ruaraka)	No	8		
12	Dara Substation	No	8		
13	High Ridge Staff Quarters	No	8		
14	Forest road Plot	No	8		
15	Dagoreti Substation	No	8		
16	Karuri Substation	No	8		
Total Carried to collection BQ Page 16					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 17					
<u>ELECTRIC FENCES</u>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
Nairobi Region: LOT 1 CONTD'					
1	Lukenya Substation	No	8		
2	Rironi Substation	No	8		
3	Lower Kabete Substation	No	8		
4	Githunguri Substation	No	8		
5	Villa Franca Substation	No	8		
6	Uplands Substation	No	8		
7	Magumu Substation	No	8		
8	Ruaraka Substation	No	8		
9	Mangu Substation	No	8		
10	Magadi Substation	No	8		
11	Mamlaka Substation	No	8		
12	City Centre Substation	No	8		
13	Cathedral Substation	No	8		
14	Likoni Road Substation	No	8		
15	Kiu River Substation	No	8		
16	Miwihoko Substation	No	8		
17	Umoja Substation	No	8		
18	Kitengela Substation	No	8		

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 19					
<u>ELECTRIC FENCES</u>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Preventive Maintenance				
	WEST KENYA: LOT 3				
1	Kakamega office	No	8		
2	Kakamega Substation	No	8		
3	Kericho Depot	No	8		
4	Kisumu Depot	No	8		
5	Ahero Substation	No	8		
6	Kibos Substation	No	8		
7	Majengo Substation	No	8		
8	Nyamira Substation	No	8		
9	Maseno Substation	No	8		
10	Kisumu South Substation	No	8		
	Central Rift				
11	Nakuru Depot	No	8		
12	Nyahururu Depot	No	8		
13	Kabarak Substation	No	8		
14	Kainuk Substation	No	8		
15	Sosiat Substation	No	8		
16	Mosocho Substation	No	8		
17	Molo Substation	No	8		
18	Kitaru Substation	No	8		
	North Rift				
21	Eldoret Depot	No	8		
22	Kitale Substation	No	8		
23	Elgon View Substation	No	8		
24	Kipsaraman Substation	No	8		
25	Endebess Substation	No	8		
26	Moiben Substation	No	8		
27	Kapsowar Substation	No	8		

28	Sirisia Substation	No	8		
29	Ortum Substation	No	8		
30	Kebebetiet Substation	No	8		
Total Carried to collection BQ Page 19					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 20					
<u>ELECTRIC FENCES</u>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Preventive Maintenance				
	COST REGION: LOT 4				
1	Mbaraki Depot	No	8		
2	Kilifi Substation	No	8		
3	Malindi Depot	No	8		
4	Likoni Substation	No	8		
5	Nyali Substation	No	8		
6	New Bamburi Substation	No	8		
7	Makande Substation	No	8		
8	Jomvu Substation	No	8		
9	Mishomoroni Substation	No	8		
10	Lamu Substation	No	8		
11	Kipevu Substation	No	8		
12	Bofu Substation	No	8		
13	Portreiz Substation	No	8		
14	Mtongwe Substation	No	8		
15	Kwale Substation	No	8		
16	Kidimu Substation	No	8		
17	Sabaki Substation	No	8		
18	Kaloleni Substation	No	8		
19	Kokotoni Substation	No	8		
20	Mtondia Substation	No	8		
21	Wundanyi Substation	No	8		

	Total Carried to collection BQ Page 20				
SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 21					
<u>ELECTRIC FENCES</u>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
B	<p>Curative Maintenance (I) Prices should include activities as described in details of service for each the sites below:</p> <ul style="list-style-type: none"> • Emergency on-site intervention. • 24x7 remote technical support. • Repair & Return to operations faulty parts or system • Replacement of spare parts. 				
Nairobi Region: LOT 1					
1	Limuru Substation	Item	1		
2	Dandora Substation	Item	1		
3	Doonholm Substation	Item	1		
4	Nairobi West Substation	Item	1		
5	Nairobi South Staff Quarters	Item	1		
6	Roysambu Substation	Item	1		
7	Isiolo Road – E-Plant & Bulk Stores	Item	1		
8	Athi River Substation	Item	1		
9	New Industrial Area Substation	Item	1		
10	Likoni Road Stores	Item	1		
11	Training School (Ruaraka)	Item	1		
12	Dara Substation	Item	1		
13	High Ridge Staff Quarters	Item	1		
14	Forest road Plot	Item	1		
15	Dagoreti Substation	Item	1		
16	Karuri Substation	Item	1		
Total Carried to collection BQ Page 21					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 24					
<i>ELECTRIC FENCES</i>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Curative Maintenance(I)				
	WEST KENYA: LOT 3				
1	Kakamega office	Item	1		
2	Kakamega Substation	Item	1		
3	Kericho Depot	Item	1		
4	Kisumu Depot	Item	1		
5	Ahero Substation	Item	1		
6	Kibos Substation	Item	1		
7	Majengo Substation	Item	1		
8	Nyamira Substation	Item	1		
9	Maseno Substation	Item	1		
10	Kisumu South Substation	Item	1		
	Central Rift				
11	Nakuru Depot	Item	1		
12	Nyahururu Depot	Item	1		
13	Kabarak Substation	Item	1		
14	Kainuk Substation	Item	1		
15	Sosiat Substation	Item	1		
16	Mosocho Substation	Item	1		
17	Molo Substation	Item	1		
18	Kitaru Substation	Item	1		
	North Rift				
21	Eldoret Depot	Item	1		
22	Kitale Substation	Item	1		
23	Elgon View Substation	Item	1		
24	Kipsaraman Substation	Item	1		
25	Endebess Substation	Item	1		
26	Moiben Substation	Item	1		
27	Kapsowar Substation	Item	1		
28	Sirisia Substation	Item	1		

29	Ortum Substation	Item	1		
30	Kebebetiet Substation	Item	1		
Total Carried to collection BQ Page 24					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 25					
<i>ELECTRIC FENCES</i>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Curative Maintenance(I)				
COST REGION: LOT 4					
1	Mbaraki Depot	Item	1		
2	Kilifi Substation	Item	1		
3	Malindi Depot	Item	1		
4	Likoni Substation	Item	1		
5	Nyali Substation	Item	1		
6	New Bamburi Substation	Item	1		
7	Makande Substation	Item	1		
8	Jomvu Substation	Item	1		
9	Mishomoroni Substation	Item	1		
10	Lamu Substation	Item	1		
11	Kipevu Substation	Item	1		
12	Bofu Substation	Item	1		
13	Portreiz Substation	Item	1		
14	Mtongwe Substation	Item	1		
15	Kwale Substation	Item	1		
16	Kidimu Substation	Item	1		
17	Sabaki Substation	Item	1		
18	Kaloleni Substation	Item	1		
19	Kokotoni Substation	Item	1		
20	Mtondia Substation	Item	1		
21	Wundanyi Substation	Item	1		
Total Carried to collection BQ Page 25					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 26					
<u>ELECTRIC FENCES</u>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
B	Curative Maintenance (II) Curative maintenance(ii):repair of faulty systems <ul style="list-style-type: none"> Prices should include Repair and return to normalcy all existing faults as described under Appendix (VII) - Existing faults. Indicate NONE where no faults exist. 				
Nairobi Region: LOT 1					
1	Limuru Substation	Item	1		
2	Dandora Substation	Item	1		
3	Doonholm Substation	Item	1		
4	Nairobi West Substation	Item	1		
5	Nairobi South Staff Quarters	Item	1		
6	Roysambu Substation	Item	1		
7	Isiolo Road – E-Plant & Bulk Stores	Item	1		
8	Athi River Substation	Item	1		
9	New Industrial Area Substation	Item	1		
10	Likoni Road Stores	Item	1		
11	Training School (Ruaraka)	Item	1		
12	Dara Substation	Item	1		
13	High Ridge Staff Quarters	Item	1		
14	Forest road Plot	Item	1		
15	Dagoreti Substation	Item	1		
16	Karuri Substation	Item	1		
Total Carried to collection BQ Page 26					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 27					
<u>ELECTRIC FENCES</u>					

Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
Nairobi Region: LOT 1 CONTD'					
1	Lukenya Substation	Item	1		
2	Rironi Substation	Item	1		
3	Lower Kabete Substation	Item	1		
4	Githunguri Substation	Item	1		
5	Villa Franca Substation	Item	1		
6	Uplands Substation	Item	1		
7	Magumu Substation	Item	1		
8	Ruaraka Substation	Item	1		
9	Mangu Substation	Item	1		
10	Magadi Substation	Item	1		
11	Mamlaka Substation	Item	1		
12	City Centre Substation	Item	1		
13	Cathedral Substation	Item	1		
14	Likoni Road Substation	Item	1		
15	Kiu River Substation	Item	1		
16	Miwihoko Substation	Item	1		
17	Umoja Substation	Item	1		
18	Kitengela Substation	Item	1		
19	Kangundo Substation	Item	1		
20	Kiserian Substation	Item	1		
Total Carried to collection BQ Page 27					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 29					
<i>ELECTRIC FENCES</i>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Curative Maintenance (II)				
	WEST KENYA: LOT 3				
1	Kakamega office	Item	1		
2	Kakamega Substation	Item	1		
3	Kericho Depot	Item	1		
4	Kisumu Depot	Item	1		
5	Ahero Substation	Item	1		
6	Kibos Substation	Item	1		
7	Majengo Substation	Item	1		
8	Nyamira Substation	Item	1		
9	Maseno Substation	Item	1		
10	Kisumu South Substation	Item	1		
	Central Rift				
11	Nakuru Depot	Item	1		
12	Nyahururu Depot	Item	1		
13	Kabarak Substation	Item	1		
14	Kainuk Substation	Item	1		
15	Sosiat Substation	Item	1		
16	Mosocho Substation	Item	1		
17	Molo Substation	Item	1		
18	Kitaru Substation	Item	1		
	North Rift				
21	Eldoret Depot	Item	1		
22	Kitale Substation	Item	1		
23	Elgon View Substation	Item	1		
24	Kipsaraman Substation	Item	1		
25	Endebess Substation	Item	1		
26	Moiben Substation	Item	1		
27	Kapsowar Substation	Item	1		
28	Sirisia Substation	Item	1		

29	Ortum Substation	Item	1		
30	Kebebetiet Substation	Item	1		
Total Carried to collection BQ Page 29					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 30					
<i>ELECTRIC FENCES</i>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Curative Maintenance (II)				
COST REGION: LOT 4					
1	Mbaraki Depot	Item	1		
2	Kilifi Substation	Item	1		
3	Malindi Depot	Item	1		
4	Likoni Substation	Item	1		
5	Nyali Substation	Item	1		
6	New Bamburi Substation	Item	1		
7	Makande Substation	Item	1		
8	Jomvu Substation	Item	1		
9	Mishomoroni Substation	Item	1		
10	Lamu Substation	Item	1		
11	Kipevu Substation	Item	1		
12	Bofu Substation	Item	1		
13	Portreiz Substation	Item	1		
14	Mtongwe Substation	Item	1		
15	Kwale Substation	Item	1		
16	Kidimu Substation	Item	1		
17	Sabaki Substation	Item	1		
18	Kaloleni Substation	Item	1		
19	Kokotoni Substation	Item	1		
20	Mtondia Substation	Item	1		
21	Wundanyi Substation	Item	1		
Total Carried to collection BQ Page 30					

PART D: RADIO BACK UP RESPONSE SERVICES

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 31					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Exclusive	Total Price DDP, VAT Exclusive
D	Response services Prices should include monthly charges for the following: <ul style="list-style-type: none"> • Emergency on-site intervention. • Response less than 5 minutes on demand. • 24x7 remote technical support. • Repair & Return to operations faulty transmitter and other related radio response equipment. • Clients impromptu system response tests • Submission of response report submitted monthly and any other time as requested by the client. The report shall be submitted in hard and soft copies through E-mail and other medium as preferred by the client. • On call escort of client's staff on demand. • Standby back-up services on site in case of complete failure or malfunctioning of the intruder system. • Description of backup system (no of guards, armory) 				
Total Carried to collection BQ Page 31					

SLA INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 32					
<u>PART D: RADIO BACK UP RESPONSE SERVICES</u>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
D	Response services				
	Nairobi Region: LOT 1				
1	Limuru Substation	Item	1		
2	Dandora Substation	Item	1		
3	Doonholm Substation	Item	1		
4	Nairobi West Substation	Item	1		
5	Nairobi South Staff Quarters	Item	1		
6	Roysambu Substation	Item	1		
7	Isiolo Road – E-Plant & Bulk Stores	Item	1		
8	Athi River Substation	Item	1		
9	New Industrial Area Substation	Item	1		
10	Likoni Road Stores	Item	1		
11	Training School (Ruaraka)	Item	1		
12	Dara Substation	Item	1		
13	High Ridge Staff Quarters	Item	1		
14	Forest road Plot	Item	1		
15	Dagoreti Substation	Item	1		
16	Karuri Substation	Item	1		
17	Lukenya Substation	Item	1		
18	Rironi Substation	Item	1		
19	Lower Kabete Substation	Item	1		
20	Githunguri Substation	Item	1		
21	Villa Franca Substation	Item	1		
22	Uplands Substation	Item	1		
23	Magumu Substation	Item	1		
24	Ruaraka Substation	Item	1		
25	Mangu Substation	Item	1		
26	Magadi Substation	Item	1		
27	Mamlaka Substation	Item	1		
	Total Carried to collection BQ Page 32				

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 33					
<i>RADIO BACK UP RESPONSE SERVICES</i>					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
Nairobi Region: LOT 1 CONTD'					
1	City Centre Substation	Item	1		
2	Cathedral Substation	Item	1		
3	Likoni Road Substation	Item	1		
4	Kiu River Substation	Item	1		
5	Miwihoko Substation	Item	1		
6	Umoja Substation	Item	1		
7	Kitengela Substation	Item	1		
8	Kangundo Substation	Item	1		
9	Kiserian Substation	Item	1		
10	Stima Plaza	Item	1		
11	Electricity house Nairobi	Item	1		
12	Jogoo road pay office	Item	1		
13	Eastleigh Pay point	Item	1		
14	Sarit Centre pay point	Item	1		
15	National Control Centre Juja	Item	1		
16	Adams Arcade	Item	1		
Total Carried to collection BQ Page 33					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 34					
RADIO BACK UP RESPONSE SERVICES					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Response services				
	Mt Kenya Region: LOT 2				
1	Nyeri Stima Baking hall	Item	1		
2	Meru Banking Hall	Item	1		
3	Embu office	Item	1		
4	Nyahururu banking hall	Item	1		
5	Gatundu Substation	Item	1		
6	Tala Substation	Item	1		
7	Mwea Substation	Item	1		
8	Thika North Substation	Item	1		
9	Mukurweini Substation	Item	1		
10	Kagumo Substation	Item	1		
11	Muirungi Substation	Item	1		
12	Gatakaini Substation	Item	1		
13	Kiamutugu Substation	Item	1		
14	Nkuene Substation	Item	1		
15	Mikinduri Substation	Item	1		
16	Kahurura Substation	Item	1		
17	White Sisters Substation	Item	1		
18	Kingongo Substation	Item	1		
19	Kinoru Substation	Item	1		
20	Meru store yard	Item	1		

	Total Carried to collection BQ Page 34				
	SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 35				
	RADIO BACK UP RESPONSE SERVICES				
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Response services				
	WEST KENYA: LOT 3				
1	Kericho Banking hall	Item	1		
2	Kericho Depot	Item	1		
3	Kisii Banking hall	Item	1		
4	Electricity house Kisumu Baking hall	Item	1		
5	Kisumu Depot	Item	1		
6	Kakamega Office	Item	1		
7	Kakamega Substation	Item	1		
8	Ahero Substation	Item	1		
9	.Kibos Substation	Item	1		
10	Majengo Substation	Item	1		
11	Nyamira Substation	Item	1		
12	Maseno Substation	Item	1		
13	Kisumu South Substation	Item	1		
	Central Rift				
14	Naivasha banking hall	Item	1		
15	Electricity house Nakuru Baking hall	Item	1		
16	Nakuru Depot	Item	1		
17	Kabarak Substation	Item	1		
18	Kainuk Substation	Item	1		
19	Sosiat Substation	Item	1		
20	Mosocho Substation	Item	1		
21	Molo Substation	Item	1		
22	Kitaru Substation	Item	1		
21					
22					

23					
24					
25					
Total Carried to collection BQ Page 35					

SLA INTRUDER ALARM SYSTEM BILL OF QUANTITIES PAGE 36					
RADIO BACK UP RESPONSE SERVICES					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Response services				
WEST KENYA: LOT 3					
	North Rift	Item	1		
1	Eldoret Depot	Item	1		
2	Kitale Substation	Item	1		
3	Elgon View Substation	Item	1		
4	Kipsaraman Substation	Item	1		
5	Endebess Substation	Item	1		
6	.Moiben Substation	Item	1		
7	Kapsowar Substation	Item	1		
8	Sirisia Substation	Item	1		
9	Ortum Substation	Item	1		
10	Kebebetiet Substation				
Total Carried to collection BQ Page 36					

SLA INTRUDER ALARM SYSTEM BILL OF QUATITIES PAGE 37					
RADIO BACK UP RESPONSE SERVICES					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
	Response services				
	COST REGION: LOT 4				
1	Mbaraki Depot	Item	1		
2	Kilifi Substation	Item	1		
3	Malindi Depot	Item	1		
4	Malindi pay point	Item	1		
5	Likoni Substation	Item	1		
6	Nyali Substation	Item	1		
7	New Bamburi Substation	Item	1		
8	Makande Substation	Item	1		
9	Jomvu Substation	Item	1		
10	Mishomoroni Substation	Item	1		
11	Lamu Substation	Item	1		
12	Kipevu Substation	Item	1		
13	Bofu Substation	Item	1		
14	Portreiz Substation	Item	1		
15	Mtongwe Substation	Item	1		
16	Kwale Substation	Item	1		
17	Kidimu Substation	Item	1		
18	Sabaki Substation	Item	1		
19	Kaloleni Substation	Item	1		
20	Kokotoni Substation	Item	1		
21	Mtondia Substation	Item	1		
22	Wundanyi Substation				
	Total Carried to collection BQ Page 37				

SUMMARY PAGE 1 CATEGORY 2: INTRUDER ALARMS AND ELECTRIC FENCES					
Total Carried to collection BQ Page 1					
Total Carried to collection BQ Page 2					
Total Carried to collection BQ Page 3					
Total Carried to collection BQ Page 4					
Total Carried to collection BQ Page 5					
Total Carried to collection BQ Page 6					
Total Carried to collection BQ Page 6					
Total Carried to collection BQ Page 8					
Total Carried to collection BQ Page 9					
Total Carried to collection BQ Page 10					
Total Carried to collection BQ Page 11					
Total Carried to collection BQ Page 12					
Total Carried to collection BQ Page 13					
Total Carried to collection BQ Page 14					
Total Carried to collection BQ Page 15					
Total Carried to collection BQ Page 16					
Total Carried to collection BQ Page 17					
Total Carried to collection BQ Page 18					
Total Carried to collection BQ Page 19					
Total Carried to collection BQ Page 20					
Total Carried to collection BQ Page 21					
Total Carried to collection BQ Page 22					
Total Carried to collection BQ Page 23					
Total Carried to collection BQ Page 24					
Total Carried to collection BQ Page 25					
Total Carried to collection BQ Page 26					
Total Carried to collection BQ Page 27					
SUB TOTAL					
Add 16% VAT					
GRAND TOTAL					

SUMMARY PAGE 2 CATEGORY 2: INTRUDER ALARMS AND ELECTRIC FENCES					
Total Carried to collection BQ Page 28					
Total Carried to collection BQ Page 29					
Total Carried to collection BQ Page 30					
Total Carried to collection BQ Page 31					
Total Carried to collection BQ Page 32					
Total Carried to collection BQ Page 33					
Total Carried to collection BQ Page 34					
Total Carried to collection BQ Page 35					
Total Carried to collection BQ Page 36					
Total Carried to collection BQ Page 37					
SUB TOTAL					
Add 16% VAT					
GRAND TOTAL					

PART (E) PRICED LIST OF SPARES CATEGORY 2: INTRUDER ALARMS SYSTEMS

NO.	ITEM DESCRIPTION	UNIT OF MEASURE	UNIT PRICE(KSHS)
	Alarm control panel	NO	
	Magnetic contact-HD	NO	
	Magnetic contact-LD	NO	
	Back up Battery 12v,7AH	NO	
	Siren box	NO	
	Strobe	NO	
	Siren	NO	
	Motion detector(PIR)	NO	
	Vibration sensors	NO	
	Alarm cable 1M	M	
	Power cable 1M	M	
	Panic Button	NO	
	4-channel remote Kit	NO	
	Single channel remote Kit	NO	
	Zone expander	NO	
	Keypad	NO	
	Surge protector	NO	
	1A power supply unit	NO	
	3A Power supply unit	NO	
	9A Power supply unit	NO	
	12A Power supply unit	NO	
	On call escort of clients staff on demand(Per call).	NO	
	List others		

SECTION VI: ELECTRIC FENCE SLA PRICED LIST OF SPARE PARTS

NO.	ITEM	UNIT	UNIT PRICE
A	Adequate mains energizer EZ 640 or equal and approved - 5 joule Battery with the following specifications and 1 year warranty.	NO	
B	Lead out under gate cable	LM	
C	High tensile fence wire (HT) Galvanized	LM	
D	25 x 25mm Hollow Square Tube 18 Gauge for W and Strainers fully painted with 3no coat of paint to client satisfaction.	NO	
E	12V, 7AH Batteries.	NO	
F	12 Volts D.C. siren	NO	
G	12 Volts D.C. strobe	NO	
H	AVS 30 Voltage protector as sollatek or equal and approved	NO	
I	W Insulators	NO	
J	Strain insulators STF Black.	NO	
K	Earth Rod	NO	
L	Hatari signs	NO	
M	4 core Alarm cable	LM	
N	Steel Box Energizer Cabinet size 500 x 500 x 250 mm	NO	
P	25mm conduits	NO	
Q	Energizer Capacitor	NO.	
R	Energizer Transistor	NO.	
S	Energizer Key Switch	NO.	
T	Energizer ON/OFF Key	NO.	
U	Energizer Transformer	NO.	
V	Energizer Power supply board section	NO.	
W	Painting one liner meter section of fence	LM.	
Y	coil size - 450mm diameter, Blade profile - Ripper Razor Wire, stretch factor - maximum of 10M per coil and secured with steel plates at 1M centers (Galvanized)	LM	

Z	Complete repair of one Linear meter length of fence with all necessary items i.e. hollow square tube Pole, insulators, Ht Wire, and any other necessary item to restore the damaged section, with 3-coat relevant paint to client satisfaction.	LM	
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NOTES ON PRICE SCHEDULE OF PRICE

The prices shall be DDP and varied for one year from Contract effective date

***Notes**

CALL OUT RATES AND DAYWORK CHARGES

Please note that the Contractor shall complete the price schedule above noting that hourly rates and charges are fixed and uniform subject to the region. There shall be no difference in pricing in relation to the night and daytime hours, more so on weekends/public holidays.

Date:

Tender Number and Name:

To:

The Kenya Power & Lighting Company Limited,
Stima Plaza,
Kolobot Road, Parklands,
P.O Box 30099 – 00100,
Nairobi, Kenya.

Dear Sirs and Madams,

Having read, examined and understood the Tender Document including all Addenda, receipt of which we hereby acknowledge, we, the undersigned Tenderer, offer to provide(*insert services description*) for the sum of.....(*total tender price in words and figures*) or such other sums as may be ascertained in accordance with the schedule of prices inserted by me/ us above.

Name of Tenderer

Name and Designation of authorised person signing the Tender

Signature of authorised person signing the Tender

Stamp of Tenderer

SECTION IV-CATEGORY 3-SCHEDULE OF REQUIREMENTS: WALKTHROUGH METAL DETECTORS

A) SCHEDULE OF EQUIPMENT AND SITES TO BE MAINTAINED CATEGORY 3: WALKTHROUGH METAL DETECTORS

i) Schedule of Equipment to be maintained Category 3: Walkthrough Metal Detectors

The Schedule of Equipment has been prepared in general terms to identify the equipment covered by the Service and Maintenance Agreement.(SLA) Those items not identified but which are clearly required for the operation of the Walkthrough Metal Detector system shall be included within the Service and Maintenance Agreement.

These items should be listed here individually.

A(i) Schedule of Equipment to be maintained Category 3: Walkthrough Metal Detectors

NO.	ITEM DESCRIPTION
1.	Central Control panel
2.	Back up Battery
3.	Audio devices
4.	Visual indicators e.g LED and other warnings
5.	All cabling and connections
6.	Walkthrough Keypads/board
7.	Detection Zones
8.	Surge protector
9.	Power supply unit
10.	Mechanical and physical strength of the walkthrough.
11.	Programming features and parameters
12.	List others

A.(i) Schedule of Equipment Category 3 Walkthrough Metal Detectors

A(ii) Schedule of Equipment Category 3 Walkthrough Metal Detectors

	Station	Location	QTY	Model	Status
1	Stima Plaza	Kolobot road-Parklands	3	Check Point	working
2	Electricity house Nairobi	Harambee Avenue	3	Check Point	working
3	Electricity house Mombasa	Nkuruma Road-Mombasa	1	Check Point	working
4	Electricity house Nakuru	Near County office-Nakuru	1	Check Point	working
5	Electricity house Kisumu	Kisumu CBD	1	Check Point	working
6	Juja Control	Dandora	1	Check Point	working
	TOTAL		10		

B. SCHEDULE OF SERVICE AND MAINTENANCE ROUTINE CATEGORY 3: WALKTHROUGH METAL DETECTORS

This schedule has been prepared to indicate the minimum requirements for the preventative maintenance of the WALKTHROUGH METAL DETECTOR system. The Contractor shall be responsible for all of the maintenance necessary to ensure that the complete WALKTHROUGH METAL DETECTOR system as specified in this Maintenance Agreement achieves a constant high quality operation.

The schedule indicates the maintenance tasks required but does not state how they will be carried out. All maintenance activities will be completed in accordance with the equipment manufacturer's guidelines, recommendations and good working practices.

The following symbols are used:-

M	Monthly (calendar)
3M	Quarterly (3 monthly)
6M	Semi-annually (6 monthly)
Y	Annually

In all instances where preventative maintenance work has identified the need to replace equipment, items or components, this work shall be carried out under the maintenance function as defined within the Contract.

B(i) schedule of service and maintenance routines category 3: walkthrough detectors

No	Code	Description	Service description	Frequency
	WALKTHROUGH METAL DETECTORS			
	C1	External Housings	<ul style="list-style-type: none"> • Visual inspect, check weatherproof gasket for seal, rectify where necessary. • Check internal of housing for moisture rectify where necessary. • Check external joints, glands, make off and re-seal where necessary • Clean housing covers. • Replace where necessary. 	3months
	C2	Cables and ducting	<ul style="list-style-type: none"> • Check cable protection ducts, conduits, mini-trucking etc to ensure proper physical conditions. 	3 months

			<ul style="list-style-type: none"> • Check all cables for damage, continuity, etc. • Replace where necessary 	
	C3	Connections	<ul style="list-style-type: none"> • Check all connections, plugs for damage continuity, moisture ingress • Check all connectors. • Replace where necessary 	3months
	C4	Central Control Panel performance/functionality	<ul style="list-style-type: none"> • Check all functions operate correctly(Recording, time, playbacks, Event logs,voltages, resolution,software,drives,network,database,etc • Check all control functions • Reconfigure to right performance specifications/factory resets where necessary. 	3months
	C5	Monitors	<ul style="list-style-type: none"> • Check all visual indicators for correct performance and clarity.. • Check all connections. • Inspect display tube. Replace where necessary • Check condition of cables. • Adjust, rectify or Replace where necessary • Perform any factory resets if need be. 	3months
	C6	Control System and PC-where applicable	<p>Clean PC. Clean filters to PC fans. Check security of cable connections Clean hard disks Software checks and upgrades. Check antivirus and malware protection.</p>	3months
	C7	Electrical Power Supplies	<ul style="list-style-type: none"> • Check all input and output parameters (Voltage, current, power, frequency etc.) and ensure its within accepted nominal values as per IEE standards. • Check all surge/overvoltage protection units to ensure correct functionality. • Check operation of Fuses and circuit breakers 	3months

			<ul style="list-style-type: none"> • Check for ingress of moisture at distribution boards, plugs and sockets • Check all cables for damage, continuity, etc • Check earthing connections • Fixed wiring inspection and test to BS 7671 standards. -(after 2 years) • Rectify where necessary. 	
	C8	Cleaning	<ul style="list-style-type: none"> • Clean or blow to prevent dust, dirt or any form of corrosion. • Cleaning material and process shall be as per IEE standards of cleaning electrical equipment and in accordance with safety regulations. 	3months

B(i) Schedule of Service and Maintenance Routines Category 3: Walkthrough Detectors

C: SCHEDULE OF REPAIR OF FAULTS CATEGORY 3: WALKTHROUGH METAL DETECTORS

Existing faults (Non at the point of tendering. Fill any noticed during site survey)

	Station	Location	Model	Nature of Faults	Proposed remedy
1	Stima Plaza	Kolobot road- Parklands	Check Point		
2	Electricity house Nairobi	Harambee Avenue	Check Point		
3	Electricity house Mombasa	Nkuruma Road- Mombasa	Check Point		
4	Electricity house Nakuru	Near County office-Nakuru	Check Point		
5	Electricity house Kisumu	Kisumu CBD	Check Point		
6	Juja Control	Dandora	Check Point		

SECTION -V -CATEGORY 3: PRICE SCHEDULE FOR PROVISION OF SERVICE AND MAINTENANCE CONTRACT (SLA) FOR WALKTHROUGH METAL DETECTOR SYSTEMS IN THE COMPANY

(THE CURRENCY MUST BE IN KENYA SHILLINGS)

PART (A)BILL OF QUANTITIES

WALKTHROUGH METAL DETECTORS BILL OF QUATITIES PAGE 1

Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
A	<p>Preventive Maintenance Prices should include activities as described in details of service for each the sites below:</p> <ul style="list-style-type: none"> • Scheduled quarterly serving. (Drive Test and Optimization, Performance Reports (PMR) • Frequent inspections and monitoring of the systems (spot checks-control room data). • Training/Knowledge transfer • 24x7 remote technical support. • Software and firmware upgrades. 				
1	Stima Plaza		3		
2	Electricity house Nairobi		3		
3	Electricity house Mombasa		1		
4	Electricity house Nakuru		1		
5	Electricity house Kisumu		1		
6	Juja Control		1		
Total Carried to collection BQ Page 1					

WALKTHROUGH METAL DETECTORS BILL OF QUANTITIES PAGE 2					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
B	CURATIVE MAINTENANCE (I) Prices should include activities as described in details of service for each the sites below: <ul style="list-style-type: none"> • Emergency on-site intervention. • 24x7 remote technical support. • Repair & Return to operations faulty parts or system • Replacement of spare parts. • All consumables as described in detail of service 				
1	Stima Plaza		3		
2	Electricity house Nairobi		3		
3	Electricity house Mombasa		1		
4	Electricity house Nakuru		1		
5	Electricity house Kisumu		1		
6	Juja Control		1		
	Total Carried to collection BQ Page 2				

SUMMARY PAGE CATEGORY 3: WALKTHROUGH METAL DETECTORS					
	Total Carried to collection BQ Page 1				
	Total Carried to collection BQ Page 2				
	SUB TOTAL				
	Add 16% VAT				
	GRAND TOTAL				

PART(C) PRICED LIST OF SPARES CATEGORY 3: WALKTHROUGH METAL DETECTORS

NO.	ITEM DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
1	Central Control panel	NO	
2	Back up Battery	NO	
3	Audio device	NO	
4	Visual indicators panel	NO	
5	1M Power cable	M	
6	Walkthrough Keypads/board	NO	
7	Detection Zone sensors	NO	
8	Surge protector	NO	
9	Power supply unit	NO	
10	Power supply transformer	NO	
	List Others(not consumables like connectors,Screws)		

NOTES ON PRICE SCHEDULE OF PRICE

The prices shall be DDP and varied for two years from Contract effective date

Brief description on service delivery schedule

Item No.	Description	Unit Of Measure	Quantity	*Performance OR Performance Date	Period Start	*Performance End Date
1	Repair of faulty Walkthrough detectors	LOT	1	Contract signing date		3 months after award
2	1 Year service and maintenance contract done quarterly in all sites	NO.	8	Date on completion of repairs above		1 years after repairs

CONTRACT PRICE -GENERAL SUMMARY CATEGORY 3: WALKTHROUGH METAL DETECTOR

1.1 CONTRACTOR'S PRICE

This will be the Contractor's price inclusive of labour, transport, Communication, accommodations, replacement, to carry out planned preventative maintenance and fault repair of the WALKTHROUGH METAL DETECTOR system in accordance with the terms and conditions of this maintenance agreement is as per the schedule or prices and Bills of quantities.

The Contractor's price shall also include cost for all hoists, scaffolding, barriers, signage, lighting and the like to enable him to properly and safely carry out the maintenance works

Note: The Contractor's price must be broken down under the separate headings provided and all costs stated under Section 2 shall be net of V A T.

The Contractor's price shall be transferred to the Form of Tender.

2.2 CALL OUT RATES AND DAYWORK CHARGES

The Contractor shall complete the schedule below noting his hourly rates and charges. These rates and charges will only be used for the rectification of faults and problems not covered by the terms and conditions of the Maintenance Agreement.eg work over holidays, off office works etc.

2.2.1 Call Out Rates and Charges for Service Engineers/team

No.	Call out description	Call Out Charge Amount per hour (Kshs)
a)	0800 -1800 Monday to Friday	
b)	1800 -0000 Monday to Friday	
c)	0000 -0800 Monday to Friday	
d)	0000 -0800 Monday to Friday	
e)	Resolved by Telephone	
f)	Other: (Contractor to State)	

Hourly rates shall include all overheads and profits.

Contractor to state any minimum charges.

Note: The completed call out rates and day work charges are to be returned with the Form of Tender.

Date:

Tender Number and Name:

To:

The Kenya Power & Lighting Company Limited,
Stima Plaza,
Kolobot Road, Parklands,
P.O Box 30099 – 00100,
Nairobi, Kenya.

Dear Sirs and Madams,

Having read, examined and understood the Tender Document including all Addenda, receipt of which we hereby acknowledge, we, the undersigned Tenderer, offer to provide(*insert services description*) for the sum of.....(*total tender price in words and figures*) or such other sums as may be ascertained in accordance with the schedule of prices inserted by me/ us above.

Name of Tenderer

Name and Designation of authorised person signing the Tender

Signature of authorised person signing the Tender

Stamp of Tenderer

SECTION IV-SCHEDULE OF REQUIREMENTS CATEGORY 4: FIRE ALARM SYSTEM ELECTRICITY HOUSE NAIROBI

A) SCHEDULE OF EQUIPMENT TO BE MAINTAINED CATEGORY 4: FIRE ALARMS SYSTEM ELECTRICITY HOUSE NAIROBI

The Schedule of Equipment has been prepared in general terms to identify the equipment covered by the Maintenance Agreement. Those items not identified but which are clearly required for the operation of the FIRE ALARM system shall be included within the Maintenance Agreement.

The Existing Equipment is from HONEYWELL and all **support shall be provided directly by the Contractor and shall be subject to a back-to-back agreement with the HONEYWELL Manufacturers where the Contractor is not the Manufacturer**

A (i) Schedule of Equipment to be maintained Category 4: Fire Alarms System Electricity House Nairobi

NO.	ITEM DESCRIPTION		
1	Fire Alarm control panel and related software's and equipment.		
2	Fire loop /zone Module		
3	Repeater Module		
4	Fire exit door system		
5	UPS and Batteries		
6	Public Address system		
7	Sounders and Strobe		
8	Fire Alarm cable 1M		
9	All Fire alarm cabling		
10	Break glasses		
11	Detector Call point		
12	Keypads		
13	Surge protectors		
14	Safety Signage's		
15	Dot Matrix Printer		
16	Fire detectors(Heat and smoke)		
17	Application management computer and related software's and accessories		
	List others if omitted during the mandatory site visit		
20			
21			

B SCHEDULE OF MAINTENANCE ROUTINES CATEGORY 4: FIRE ALARMS SYSTEM ELECTRICITY HOUSE NAIROBI

This schedule has been prepared to indicate the minimum requirements for the preventative maintenance of the FIRE ALARM system. The Contractor shall be responsible for all of the maintenance necessary to ensure that the complete FIRE ALARM system as specified in this Maintenance Agreement achieves a constant high quality operation.

The schedule indicates the maintenance tasks required but does not state how they will be carried out. All maintenance activities will be completed in accordance with the equipment manufacturer's guidelines, recommendations and good working practices.

The following symbols are used:-

M	Monthly (calendar)
3M	Quarterly (3 monthly)
6M	Semi-annually (6 monthly)
Y	Annually

In all instances where preventative maintenance work has identified the need to replace equipment, items or components, this work shall be carried out under the maintenance function as defined within the Contract.

B (i) Schedule of Maintenance Routines Category 4: Fire Alarms System Electricity House Nairobi

No	Code	Description	Service description	Frequency	Remarks
	Fire Alarms				
	C1	<i>External Housings(siren boxes, strobes etc)</i>	<ul style="list-style-type: none"> • <i>Visual inspect, check weatherproof gasket for seal, rectify where necessary.</i> • <i>Check internal of housing for moisture rectify where necessary.</i> • <i>Check external joints, glands, make off and re-seal where necessary</i> • <i>Clean housing glass. Replace where necessary.</i> 	6months	
	C5	<i>Detectors Performance</i>	<ul style="list-style-type: none"> • <i>Measure and record device performance.</i> • <i>Provide hard /soft copy of report of the tests.</i> 		
	C7	<i>Cables and ducting</i>	<ul style="list-style-type: none"> • <i>Check cable protection ducts, conduits, mini-trucking etc. to ensure proper physical conditions.</i> • <i>Check all cables for damage, continuity, etc. Replace where necessary</i> 	3 months	
	C8	<i>Connections</i>	<i>Check all connections, plugs for damage continuity, moisture ingress Check BNC,RG 45 and other connectors. Replace where necessary</i>		
	D1	<i>Control Panel performance/functionality</i>	<ul style="list-style-type: none"> • <i>Check all functions operate correctly(Recording, time, playbacks, Event logs,voltages,resolution,software,drives,streaming,network,data base,etc</i> • <i>Check all control functions</i> • <i>Reconfigure to right performance specifications/factory resets where necessary.</i> 		

M1	Monitors	<ul style="list-style-type: none"> • Check video signal for level. • Check BNC/RJ and other connections. Remake or • Inspect display tube. Replace where necessary • Check condition of cables. • Inspect display tube. • Adjust, rectify or Replace where necessary • Perform any factory resets if need be. 		
PC1	Control System and PC	<p>Clean PC. Clean filters to PC fans. Check security of cable connections Clean hard disks Software checks and upgrades. Check antivirus and malware protection.</p>		
E1	Electrical Power Supplies	<ul style="list-style-type: none"> • Check all input and output parameters (Voltage, current, power, frequency etc.) and ensure its within accepted nominal values as per IEE standards. • Check all surge/overvoltage protection units to ensure correct functionality. • Check operation of Fuses and circuit breakers • Check for ingress of moisture at distribution boards, plugs and sockets • Check all cables for damage, continuity, etc • Check earthing connections • Fixed wiring inspection and test to BS 7671 standards.-(after 2 years) • Rectify where necessary. 		
	All FIRE ALARM equipment	<ul style="list-style-type: none"> • Clean or blow to prevent dust, dirt or any form of corrosion. 		

			<ul style="list-style-type: none"> • <i>Cleaning material and process shall be as per IEE standards of cleaning electrical equipment and in accordance with safety regulations.</i> 		
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A4.b Schedule of Maintenance Routines category 4: Fire Alarms System Electricity House Nairobi.

B (ii) Schedule of Maintenance Routines Category 4: Fire Alarms System Electricity House Nairobi

Additional information

The following items shall be inspected by the Contractor at the agreed upon intervals:

- a) Fire Extinguisher
- b) Safety Signage
- c) Operational Check
- d) control panel
- e) detector call point
- f) Cable plant (zone & loop).
- g) backup batteries
- h) Computers
- i) printers to
- j) mains changeover
- k) log book entries
- l) alarm functions
- m) environmental

Table 1: Fire Alarm System Maintenance Work Classification		
Category	Sub-Category	Description
Planned maintenance	Time-based /Scheduled Maintenance	Detects system deterioration and prevents failure by systematic inspection and monitoring undertaken at predetermined time intervals
	Condition-based Maintenance	Corrective maintenance work performed, as a result of significant deterioration or failure, to restore the system to full functionality.

	Statutory Maintenance	Actions performed to provide the minimum level of maintenance to meet mandatory requirements of International Code of Practice such as BS5839 Part 1. As well as Kenya Standards and County Government Bi-laws on Safety, Health and occupation. (Often includes some of the Time-based and Condition-based maintenance tasks).
Unplanned Maintenance	Routine & Breakdown Maintenance	Unplanned and reactive maintenance actions performed to restore the system to full functionality, as a result of an unforeseen failure.
	Incident Maintenance	Unplanned maintenance actions to restore the system to full functionality as a result of damage resulting from a lightning strike, vandalism, fire or other accidents.

Table 2: Time-based preventive maintenance according to BS5839 part 1

Daily	<ol style="list-style-type: none"> 1. Attend to failures recorded in the daily logs by Security Control room operators on the control panel to ascertain that it shows normal operation. 2. Replacement of any broken break glass.
Monthly	<ol style="list-style-type: none"> 3. Ensure that Check any printers to ensure that reserves of consumables are adequate for 2 weeks' normal usage (KPLC Control Room Operators in Liaison with Contractor.)
Quarterly	<ol style="list-style-type: none"> 4. Check entries to Security Control room log book and ensure that necessary actions are taken 5. Examine batteries and their connections and test them as specified by supplier to ensure that it is not likely to fail before the next quarterly inspection. 6. Check Alarm functions of the panel by operating a detector or call point in each zone 7. Check Alarm sounders and automatic link to remote centers, if any. 8. Check all ancillary functions of the control panel, where possible. 9. Check all fault indicators and circuits by simulating a fault condition. 10. Visually inspect the control panel for signs of moisture ingress or other deterioration. 11. Visually inspect whether structural or occupancy changes have affected the requirements for the siting of call points, detectors and sounders. 12. Visually inspect to confirm that a clear space of at least 750mm is preserved in all directions below each detector, that detectors are sited in accordance with code of practice clauses 12 &/or 13 and that all call points remain unobstructed and conspicuous. 13. These tests should be done by a competent person, and upon completion, a certificate of testing is issued to the responsible person. 14. Check the management computer and application software and take any necessary

	<p>corrective measure including any software updates and also the anti-virus upgrades.</p> <p>15. Simulate mains failure to automatically start standby generator to power the fire alarm system for at least 1 hour. Check for malfunctions. Restore to normal supply and advise /Inform of any need to check the generator to the client ie need to check generator startup battery & charger, fill up of the fuel tanks, top up oil and coolant if necessary by the client.</p> <p>16. Ensure that the system is capable of operating under alarm conditions by operating at least one detector or call point on one circuit (zone or loop). For systems with 13 circuits or less, each circuit should be tested in turn. For systems with more than 13 circuits, then more than one circuit must be tested each week so that the interval between tests on one circuit does not exceed 13 weeks</p>
Annually (4 th quarter service)	<p>17. Check each detector for correct operation in accordance to manufacturer's recommendation.</p> <p>18. Visually check all cable fittings and equipment are secure, undamaged and adequately protected.</p> <p>19. Record any defects in a logbook and upon completion, a certificate of testing is issued to the responsible person.</p> <p>20. Replace all UPS/Power back up batteries.</p>

C) Schedule of Repairs of Existing Faults Category 4-Fire Alarm System Electricity House Nairobi

ELECTRICITY HOUSE NAIROBI: HARAMBEE AVENUE EXISTING SYSTEM TYPE: HONEYWELL				
	Station	Location	Nature of fault	Proposed Remedy
1	Break glasses	Check Entire Building	Broken	Replace accordingly
2	Software upgrade to allow local and remote Viewing and system Back-up at Stima Plaza and NCC. This should include in necessary network modules/interfaces. Existing Software-Honeywell	Control room	Software version out of date	Upgrade

3	Isolated detectors on 2 nd Floor ICT	2 nd Floor	Isolated due to renovation works	Re-cable/Manage cable as well as remount 5no detectors, test and confirm working ok.
4	UPS and Batteries	Basement	Drained batteries.	Replace all batteries and confirm UPS working ok. Ensure UPS is monitored via network.
5	Fire Exit door system	Both wings	Maglocks not connected and no MC to monitor the door	Re-mount 35no Maglock to the newly installed door and install magnetic contacts monitoring system to be monitored via application software at the Security Control room. This should include all necessary cabling.
	List Others as noticed during mandatory Site Visit.			
6				
7				

**SECTION V – PRICE SCHEDULE FOR GOOD AND SERVICES CATEGORY 4
FOR PROVISION OF SERVICE AND MANTENANCE CONTRACT (SLA) FOR FIRE
ALARM SYSTEMS IN THE COMPANY**

(THE CURRENCY MUST BE IN KENYA SHILLINGS)

PART (A) BILL OF QUANTITIES PAGE 1

Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Inclusive	Total Price DDP, VAT Inclusive
A	<p>Preventive Maintenance</p> <p>Prices should include the following items as well as the activities as described in details of service for the Electricity House Nairobi Fire System:</p> <ul style="list-style-type: none"> • Scheduled quarterly serving. (Drive Test and Optimization, Performance Reports (PMR) • Frequent inspections and Daily monitoring of the systems (Daily and spot checks-control room data). • Training/Knowledge Transfer-Local training for 5no Security Controllers and 2no.Technical team. Technical training shall include application training at the manufacturers for 2no Technical support team. Include only training cost and transport and meals oversee and exclude Flight and Perdiem which will be catered for by KPLC.Attatch training schedule and outline. • 24x7 remote technical support. • Software and firmware upgrades. 				
	Total Carried to collection BQ Page 1				

SLA FIRE ALARM SYSTEM BILL OF QUATITIES PAGE 2					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Exclusive	Total Price DDP, VAT Exclusive
B	<p>Curative Maintenance</p> <p>Prices should include the following items and activities and as described in details of service for Electricity House Fire System:</p> <ul style="list-style-type: none"> • Emergency on-site intervention. • 24x7 remote technical support. • Repair & Return to operations faulty parts or system • Replacement of spare parts. This will include daily check and replacement of any faulty/broken break glasses. 				
Total Carried to collection BQ Page 2					
SUMMARY PAGE					
Total Carried to collection BQ Page 1					
Total Carried to collection BQ Page 2					
SUB TOTAL					
Add 16% VAT					
GRAND TOTAL					

PART B: PRICE SCHEDULE FIRE EMERGENCY RESPONSE SERVICES

SLA FIRE ALARM SYSTEM BILL OF QUANTITIES PAGE 2					
Item No.	Description	Unit Of measure	QTY	Unit Price DDP, VAT Exclusive	Total Price DDP, VAT Exclusive
A	<p>Response services</p> <p>Prices should include monthly charges for the following:</p> <ul style="list-style-type: none"> • Emergency on-site intervention. • Liaison fee with emergency fire response providers to ensure that fire response takes less than 5 minutes on occurrence. • 24x7 remote technical support. • Repair & Return to operations faulty Equipment or System RESET upon Fire incidence. • Clients impromptu system response tests • Submission on response report on demand both in hard and soft copies through E-mail and other medium as preferred by the client. • System Resets (Panel and detectors/modules) • Response to Security Control room Fault logs. 				
	Total Carried to collection BQ Page 2				
	SUMMARY PAGE				
	Total Carried to collection BQ Page 1				
	Total Carried to collection BQ Page 2				
	SUB TOTAL				
	Add 16% VAT				
	GRAND TOTAL				

PART(C) PRICED LIST OF SPARES CATEGORY 4: FIRE ALARM SYSTEMS

NO.	ITEM DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
	Fire Alarm control panel	NO	
	Fire loop /zone Module		
	Repeater Module		
	Magnetic contact-HD	NO	
	Magnetic contact-LD	NO	
	Back up BATTERY 12v,7AH	NO	
	Siren/Audio alert box	NO	
	Strobe	NO	
	Siren	NO	
	Fire Alarm cable 1M	M	
	Power cable 1M	M	
	Break glass	NO	
	Detector Call point		
	Zone expander	NO	
	Keypad	NO	
	Surge protector	NO	
	1A power supply unit	NO	
	3A Power supply unit	NO	
	9A Power supply unit	NO	
	12A Power supply unit	NO	
	Safety Signage		
	Dot Matrix Printer		
	Application management computer		
	List others		

NOTES ON PRICE SCHEDULE OF PRICE CATEGORY 4: FIRE ALARMS

The prices shall be DDP and varied for one year from Contract effective date

CONTRACT PRICE -GENERAL SUMMARY**1.2 CONTRACTOR'S PRICE**

This will be the Contractor's price inclusive of labour, transport, Communication, accommodations, replacement, to carry out planned preventative maintenance and fault repair of the FIRE ALARM system in accordance with the terms and conditions of this maintenance agreement is as per the schedule or prices and Bills of quantities.

The Contractor's price shall also include cost for all hoists, scaffolding, barriers, signage, lighting and the like to enable him to properly and safely carry out the maintenance works

Note: The Contractor's price must be broken down under the separate headings provided and all costs stated under Section 2 shall be nett of V A T.

The Contractor's price shall be transferred to the Form of Tender .

2.2 CALL OUT RATES AND DAYWORK CHARGES

The Contractor shall complete the schedule below noting his hourly rates and charges. These rates and charges will only be used for the rectification of faults and problems not covered by the terms and conditions of the Maintenance Agreement.eg work over holidays, off office works etc.

2.2.1 Call Out Rates and Charges for Service Engineers/team

No.	Call out description	Call Out Charge Amount per hour (Kshs)
a)	0800 -1800 Monday to Friday	
b)	1800 -0000 Monday to Friday	
c)	0000 -0800 Monday to Friday	
d)	0000 -0800 Monday to Friday	
e)	Resolved by Telephone	
f)	Other: (Contractor to State)	

Hourly rates shall include all overheads and profits.

Contractor to state any minimum charges.

Note: The completed call out rates and day work charges are to be returned with the Form of Tender.

Item No.	Description	Unit Of Measure	Quantity	*Performance Period OR Performance Start Date	*Performance End Date
1	Repair of faulty Fire Alarm system	LOT	1	Contract signing date	3 months after award

2	1 Year service and maintenance contract done quarterly in all sites	NO.	8	Date on completion of repairs above	1 year after repairs
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SECTION VI - EVALUATION CRITERIA FOR CATEGORIES 1,2,3 AND 4

Evaluation of duly submitted tenders will be conducted along the following stages: -

6.1 Part 1 - Preliminary Evaluation Under Paragraph 3.28 of the ITT. These are mandatory requirements. This shall include confirmation of the following:-

6.1.1 *Submission of Tender Security - Checking its validity, whether it is Original; whether it is issued by a local bank/institution; whether it is strictly in the format required in accordance with the sample Tender Security Form(s).*

6.1.2 *Submission of Declaration Form(s) duly completed and signed.*

6.1.3 *Submission and considering Tender Form duly completed and signed.*

6.1.4 *Submission and considering the following:-*

6.1.4.1 *For Local Tenderers*

a) *Company or Firm's Registration Certificate*

b) *PIN Certificate.*

c) *Valid Tax Compliance Certificate.*

6.1.5 *That the Tender is valid for the period required.*

6.1.6 *Submission and considering the Confidential Business Questionnaire: -*

a) *Is fully filled.*

b) *That details correspond to the related information in the bid.*

c) *That the Tenderer is not ineligible as per paragraph 3.2 of the ITT.*

6.1.7.1 a) *National Construction Authority-NCA Registrations certificate on Electrical and ICT on either category 1, 2, 3 or 4.*

b) *National Construction Authority-NCA Registration certificate on building on either category 1, 2, 3, 4, or 5)*

c) *Communication Authority of Kenya registration certificate on CAK.*

6.1.8 *Submission of the following-*

a) *Catalogues and Brochures*

b) *Commentary of Compliance to the Details of Service*

c) *Principal's Authorization*

d) *Tenderer's membership of a recognized or accredited organization*

6.1.9 *Record of unsatisfactory or default in performance obligations in any contract shall be considered. This shall include any Tenderer with unresolved case(s) in its performance obligations for more than two (2) months in any contract.*

6.1.10 *Notwithstanding the above, considering any outstanding orders/Supplier Performance Review Scheme (SPRS) where applicable and the performance capacity indicated by the Tenderer.*

6.1.12 *Evidence of Radio Alarm back services for Category 2(Intruder alarms and electric fences).*

6.1.13 *Submission of Relevant manufacturing authorization to deal with products, services or works in categories bidding for. Technical Staff training, certification, Authorization and training by manufacturers mandatory (Check Existing Equipment list in each category)*

NB: CCTV operates under GENETIC Software platform.

6.1.14 *Submission of detailed Service and maintenance Proposal for GENETIC Security Management Platform for CCTV bidders as required in Price Schedule of Goods Category 1: CCTV.*

Tenders will proceed to the Technical Evaluation Stage only if they qualify in compliance with Part 1 above, Preliminary Evaluation under Paragraph 3.28.

6.2 Part II – Technical Evaluation and Comparison of Tenders Under Paragraph 3.30 of the ITT. These are mandatory requirements.

6.2.1 Verification of the following information:

- a) *Applicable relevant ISO certification*
- b) *Relevant requested certificates and or documents.*
- c) *Principal's Authorization.*
- d) *Submitted with the Tender –*
 - (i.) *Catalogues and or Brochures*
 - (ii.) *Principal's authorization*
 - (iii.) *Commentary of Compliance to the Details of Service/Bill of quantities.*
 - (iv) *Consideration of detailed Service and maintenance/support Proposal for GENETIC Security Management Platform for CCTV bidders as required in Bill of Quantities Category 1: CCTV.*
 - (v.) *Any other details required of the Tender.*

6.2.2 Detailed Technical Evaluation

NO.	EVALUATION CRITERIA	Maximum Marks		
6..2.2.1	<p><i>Previous experience and capability to deal with similar products as installed in KPLC sites- (Attach manufacturers authority, certifications, letter from manufacturer or reference sites with similar products-attach evidence for such e. g invoices, job cards, completion certificates, contracts etc. (See notes elsewhere on existing systems). Prove Firms experience in deploying solutions of similar size and complexity for the last three years.</i></p> <p><i>a) A bidder who submits details of relevant manufacturers authority, certifications, letter from manufacturer and reference sites where such work has been successfully carried out and with similar products-attach evidence for such e. g invoices, job cards, completion certificates, contracts etc. (15 points)</i></p> <p><i>Partial fulfillment of the above. (Part-a-5Points)</i></p> <p><i>b) Bidders years of experience</i> <i>3years-5marks</i> <i>2 years-3marks</i> <i>1 year-1</i></p> <p><i>c) A bidder whose does not provide any information 0 points</i> <i>. (confirmation will be carried out).</i></p>	20		
6.2.2.2	<p><i>Tools and Equipment. Give a list and type of relevant equipment for both preventive and curative maintenance, owned by the company evidenced by ownership documents. Where not owned by the company, provide documentary evidence of leased equipment. Such tools and equipment shall include but not limited to civil /builders work tools and equipment eg drilling machines, welding machines, Galvanizing tools, paint work tools, riveting tools, ladders, network tools, Electrical/, electronic and telecommunication</i></p>		5	Owned
				Leased

	testing/diagnostic tools and equipment, tool kits, among others.			
6.2.2.3	<p><i>Proof of training</i>, Experience and qualifications of Staff scheduled for the project. Attach certified copies at least 4no.of CV's of technical team together with their certifications in relevant professional bodies and relevant certificates (Degree, Diploma, certificate in Electrical and electronic or telecommunication field shall be attached).</p> <p>i. <i>Experience:</i> A bidder who presents personnel with more than 3 years working experience in similar works and meeting the above. (2 points) A bidder who presents personnel with less than 3 years working experience. (1 point).</p> <p><i>Qualification</i> Staff with Degree. (3 points) Staff with Diploma. (2 points) Staff with certificate. (1point)</p> <p>ii. Training on relevant application software for various categories (GENETIC management software for CCTV (3 points)</p> <p>iii. Registration with relevant professional bodies and practicing licenses (2 Points)</p> <p>A bidder who presents personnel with inadequate background qualifications and experience. 0 points</p>	10		
6.2.2.4	<p>Warranty and After Sales Service Bidders should provide warranties and evidence of presence of LOCAL workshop for repair services on all equipment as specified in the tender document. The points shall be awarded as follows:</p> <p>i) Warranty-Equal or more than 18 months 5marks ii) Local workshop-5marks</p> <p>A bidder who does not provides the stated requirements (0 points). <i>Proof of a Local Service Centre/Workshop -(KPLC may visit.)</i></p>	10		
6.2.2.6	<p>Service and maintenance proposal Attach proposal with the following:</p>	40		

	<p>a) Demonstrate Compliance with Kenya power standard requirements as attached(Service Level Agreements-SLA) and Capturing all requirements as per the schedule of requirement, details of services, standard conditions, Specific details of service and any additional information on details of service, bill of quantities and general requirement of the tender.</p> <p>b) Brief description of how you will carry out service and maintenance works, listing the schedules/program, troubleshooting procedures, response to emergencies/duration taken upon notice. 15 points</p> <p>c) Include service and maintenance quarterly report template with introduction, observation/findings, a check list of all equipment, activities and actions carried out during the service as recommendation as per Kenya power requirement. (10 points)</p> <p>d) Proposed online Support /Help desktop application to be installed or accessed from both the bidders technical support desk and Kenya power Security control rooms/technical team. (10 points)</p> <p>e) Statement on health, safety and Environment while on site. (5 points)</p>	
	TOTAL	100

6.3 Part III – Financial Evaluation Criteria Under Paragraph 3.31 of the ITT. These are mandatory requirements.

NO.	EVALUATION CRITERIA
6.31	<i>a) Confirmation of and considering Price Schedule and priced spare part list duly completed and signed.</i>
	<i>c) Checking that the Tenderer has quoted prices based on all costs including insurances, duties, levies, Value Added Tax (V.A.T), Withholding Tax and other taxes payable and delivery to the premises of KPLC or designated site(s)</i>
	<i>d) Where applicable, Conducting a financial comparison, including conversion of tender currencies into one common currency</i>
	<i>e) Taking into account the cost of any deviation(s) from the tender requirements</i>
	<i>f) Considering information submitted in the Confidential Business Questionnaire against other information in the bid including, declared maximum value of business</i>

6.32	<i>Confirming that:-</i> <i>a) That the Supplier's offered Delivery Schedule meets KPLC's requirements.</i> <i>b) That the Supplier's offered Terms of Payment meets KPLC's requirements</i>

Note:

Tenderers will proceed to Financial Evaluation stage only if they score a minimum score of 80% in Section 6.2.2 above.

6.2.2.1 Tenderers shall be expected to indicate full compliance to Details of Service.

6.2.2.2 Evaluation of Demonstration of ability of the offered service, to comply with the Details of Service (where required).

6.2.2.3 Considering the Demonstration and Inspection of site visits Tenderers and to provide evidence of capability to execute the service.

6.2.2.4 Identifying and determining any deviation(s) from the requirements; errors and oversights.

6.2.2.5 Confirmation of compliance of previous contract(s) in accordance with its/ their terms and conditions where applicable.

6.3 Part III – Financial Evaluation Criteria Under Paragraph 3.31 of the ITT. These are mandatory requirements.

6.3.1 This will include the following: -

- a) *Confirmation of the authenticity and sufficiency of the submitted Tender Security.*
- b) *Confirmation of and considering Price Schedule duly completed and signed.*
- c) *Checking that the Tenderer has quoted prices based on all costs including duties and taxes*
- d)* *Checking submission of audited financial statements required which must be those that are reported within eighteen (18) calendar months of the date of the tender document.*
- e) *Conducting a financial comparison, including conversion of tender currencies into one common currency,*
- f) *Taking into account the cost of any deviation(s) from the tender requirements,*
- g) *Considering information submitted in the Confidential Business Questionnaire against other information in the bid including:-*
 - a) *Declared maximum value of business*
 - b) *Shareholding and citizenship for preferences where applicable.*

h) Apply Exclusive margin of preference, where applicable as per Clause 3.32 of the tender document

6.3.2 Confirming the following: -

6.3.2.1 that the Supplier's offered Delivery Schedule meets KPLC's requirements.

6.3.2.2 that the Supplier's offered Terms of Payment meets KPLC's requirements.

6.4 The Successful Tenderer shall be the one with the lowest evaluated price.

***NOTES: -**

1. For purposes of evaluation, the exchange rate to be used for currency conversion shall be the selling exchange rate prevailing on the date of tender closing provided by the Central Bank of Kenya. (Visit the Central Bank of Kenya website).
2. Total tender value means the Tenderer's total tender price inclusive of Value Added Tax (V.A.T) for the services it offers to provide.
3. For companies or firms that are registered or incorporated within the last one calendar year of the Date of the Tender Document, they should submit certified copies of bank statements covering a period of at least six months prior to the date of the tender document. The copies should be certified by the Bank issuing the statements. The certification should be original.

TABLE OF CLAUSES ON GENERAL CONDITIONS OF CONTRACT

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SECTION VII – GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract *hereinafter referred abbreviated as the GCC* shall form part of the Conditions of Contract in accordance with the law and KPLC’s guidelines, practices, procedures and working circumstances. The provisions in the GCC will apply unless an alternative solution or amendment is made under other parts of the Contract including the Special Conditions of Contract.

7.1 Definitions

In this contract, the following terms shall be interpreted as follows: -

- a) *“Day” means calendar day and “month” means calendar month.*
- b) *“The Contract” means the agreements entered into between KPLC and the Contractor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.*
- c) *“The Contract Price” means the price payable to the Contractor under the contract for the full and proper performance of its contractual obligations.*
- d) *“The Services” means services or art thereof to be provided by the Contractor and includes all of the materials and incidentals, which the Contractor is required to perform and provide to KPLC under the contract.*
- e) *“The Procuring Entity” means The Kenya Power and Lighting Company Limited or its successor(s) and assign(s) where the context so admits (hereinafter abbreviated as KPLC).*
- f) *“The Contractor” means the individual or firm providing the services under this contract or his/ her/ its permitted heir(s), personal representative(s), successor(s) or permitted assign(s) where the context so admits. For the avoidance of doubt this shall mean the successful Tenderer(s) pursuant to the tender.*
- g) *Wherever used in the contract, “performance” shall be complete or be deemed to be complete, unless the circumstances indicate otherwise, when the services have been performed in accordance with the Contract and where KPLC does not signify its approval to the Contractor, but without giving notice of dissatisfaction, on the expiration of thirty (30) days from date of documented completion of performance of the service.*
- h) *Supplier Rating Performance Scheme (SPRS) means the continuous evaluation of the Supplier’s performance of the contract based on the parameters of timely delivery, quality of service, frequency of communication, timely response, innovation, dispute resolution.*

7.2 Application

These General Conditions shall apply to the extent that provisions of other parts of the contract do not supersede them.

7.3 Standards

The Services supplied under this contract shall conform to the standards mentioned in the Details of Service.

7.4 Supplier Performance Rating Scheme

- 7.4.1 KPLC shall use a Supplier Performance Rating Scheme (SPRS) to measure the annual performance of the Supplier's obligations and its conduct of the contract.
- 7.4.2 The Scheme will be updated periodically commencing with the date of execution of the contract by both parties. KPLC shall provide the Supplier with a copy of the SPRS report.
- 7.4.3 KPLC shall consider the Supplier's overall performance at the end of the performance period.
- 7.4.4 At the request of either party, the parties shall discuss and conclude deliberations on the annual SPRS report. At any such meetings and/or for the purposes of the deliberations, KPLC Supply Chain – Procurement Department shall appoint the Chairperson as well as the Secretariat.
- 7.4.5 The SPRS measures shall be according to Supplier Performance Rating Form in Section XXVI
- 7.4.6 A KP1, KP2 & KP3 assessment of the Supplier on the SPRS will be a consideration for continued engagement between the parties in the subsequent year. A KP4 assessment of the Supplier shall be a termination event.

7.5 Use of Contract Documents and Information

- 7.5.1 The Contractor shall not, without KPLC's prior written consent, disclose the contract, or any provision thereof or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of KPLC in connection therewith, to any person other than a person employed by the Contractor in the performance of the contract.
- 7.5.2 The Contractor shall not, without KPLC's prior written consent, make use of any document or information enumerated in clause 7.5.1 above.
- 7.5.3 Any document, other than the contract itself, enumerated in clause 7.5.1 shall remain the property of KPLC and shall be returned (including all copies) to KPLC on completion of the Contractor's performance under the contract if so required by KPLC.

7.6 Patent Rights

The Contractor shall indemnify KPLC against all third party claims of infringement of patent, trademark, or industrial design rights arising from provision of the services or any part thereof.

7.6 Performance Security

- 7.6.1 Within fourteen (14) days of the date of the notification of contract award, the Contractor shall furnish to KPLC the Performance Security which shall be either one or a combination of the following:-
- a) an original Bank Guarantee that is strictly in the form and content as prescribed in the Performance Security Form (Bank Guarantee) in the Tender Document.
 - b) Confirmed Standby Letters of Credit (LC). All costs, expenses and charges levied by all banks party to the LC including confirmation charges shall be prepaid by the successful Tenderer. Certain mandatory conditions of the LC shall be as prescribed in the Performance Security Form (LC) in the Tender Document.
- 7.6.2 The Performance Security shall be issued by a commercial bank licensed by the Central Bank of Kenya. The bank must be located in Kenya.
- 7.6.3 The Performance Security shall be the sum of ten percent (10%) of the contract price. It shall be in the currency of the contract price.
- 7.6.4 Failure of the Contractor to furnish the Performance Security, the award shall be annulled and the Tender Security forfeited, in which event KPLC may notify the next lowest evaluated Tenderer that its Tender has been accepted.
- 7.6.5 The proceeds of the Performance Security shall be payable to KPLC as compensation for any loss resulting from the Contractor's failure to comply with its obligations in accordance with the contract without KPLC being required to demonstrate the loss it has suffered.
- 7.6.6 The Performance Security shall be valid for a minimum of sixty (60) days after satisfactory delivery for both Foreign and Local Contractors.
- 7.6.7 KPLC shall seek authentication of the Performance Security from the issuing bank. It is the responsibility of the Contractor to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed three (3) days from the date of KPLC's query. Should there be no conclusive response by the Bank within this period, such Contractor's Performance Security may be deemed as invalid and the Contract nullified, unless information to the contrary is received by KPLC two (2) days before the expiry of the Contractor's Tender Security.
- 7.6.8 Subject to the provisions of this contract, the Performance Security will be discharged by KPLC and returned to the Contractor not earlier than thirty (30) days following the date of completion of the Contractor's obligations under the contract, including any warranty obligations, under the contract.

7.7 Inspection and Tests

- 7.7.1 KPLC or its representative(s) shall have the right to inspect and/or to test the services to confirm their conformity to the contract specifications. KPLC shall notify the Contractor in writing in a timely manner, of the identity of any representative(s) retained for these purposes. Such visit and or inspection/ test shall in no way prejudice KPLC's rights and privileges.
- 7.7.2 In appropriate circumstances, Inspection/ Test Report(s) shall be completed upon conclusion of the inspection/ tests.
- 7.7.3 The inspections and tests may be conducted in the premises of the Contractor or its subcontractor(s). If conducted on the premises of the Contractor 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 KPLC.
- 7.7.4 Should any inspected or tested services fail to conform to the specifications, KPLC may reject the Service(s), and the Contractor shall either replace or remedy the rejected services or make alterations necessary to meet specification requirements free of cost to KPLC.
- 7.7.5 KPLC's right to inspect, test and where necessary, reject the services after provision shall in no way be limited or waived by reason of the services having previously been inspected, tested and passed by KPLC or its representative(s) prior to the services performance / delivery.
- 7.7.6 For the avoidance of doubt, any acknowledgement by KPLC on the Contractor's or subcontractor's document shall not be conclusive proof or evidence of satisfactory performance without duly authorized approval by KPLC.
- 7.7.7 Nothing in this clause 7.7 shall in any way release the Contractor from any warranty or other obligations under this Contract.

7.8 Packaging and Labelling

- 7.8.1 Where applicable, the Contractor shall provide such packaging of the material and equipment as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract.
- 7.8.2 The method of packaging, labeling and marking shall comply strictly with such special requirements as shall be specified and attached to the Contract and particular Order.
- 7.8.3 The labelling, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract.
- 7.8.4 The materials and equipment shall be packed in good condition suitable for sea/air/road/rail dispatch. Hazard in transit to the final destination shall include rough handling and storage in tropical conditions.

7.8.5 The Contractor shall enclose a packing list in each package and all documents relating to the Order shall show the Tender reference number and name against the items or package indicating the supplier or supplier's agent as the consignee.

7.9 Delivery and Documents for Materials/ Equipment

7.9.1 Where applicable, delivery of the materials/ equipment shall be made by the Contractor to the place and in accordance with the terms specified by KPLC in its Schedule of Requirements or as may be otherwise indicated.

7.9.2 The Contractor shall notify KPLC of the full details of the delivered materials/ equipment by delivering the materials/ equipment with a full set of the following documents: -

- a) *Contractor's invoice showing the materials/ equipment description, quantity, unit price and total price*
- b) *Delivery note*
- c) *Packing list identifying contents of each package*

7.9.3 It is the responsibility of the Contractor to ensure that the delivery documents are received by KPLC at the designated delivery point at the time of delivery.

7.10 Insurance

7.10.1 The Contractor shall be responsible for and keep in force current appropriate insurance covers for its property and persons engaged in the performance and or provision of the Services under the contract.

7.10.2 The Contractor shall (*except in respect to losses, injuries or damage resulting from any act or neglect of KPLC*) indemnify and keep indemnified KPLC against all losses and claims for injuries or damage to any person or property whatsoever which may arise out of or in consequence of the contract and against all claims, demands, proceedings, damages, costs, charges, and expenses whatsoever in respect thereof or in relation thereto.

7.11 Payment

7.11.1 Payments shall be made promptly by KPLC and shall not be less than thirty (30) days from completion of satisfactory performance and submission of invoice together with other required and related documents or as otherwise prescribed in the contract.

7.11.2 Payment shall primarily be through KPLC's cheque or Real Time Gross Settlement (*RTGS*) or telegraphic transfer. Where applicable, a copy of a valid Performance Security, stamped, certified as authentic by KPLC, shall form part of the documents to be presented to KPLC before any payment is made.

7.11.3 A Contractor who requests for a Letter of Credit (*hereinafter abbreviated as LC*)–

- a) *Shall meet the LC bank charges levied by its bank while KPLC shall meet the LC bank charges levied by its bank.*
- b) *Any extension and or amendment charges and any other costs that may result from the Contractor's delays, requests, mistakes or occasioned howsoever by the Contractor shall be to the Beneficiary's account.*
- c) *The maximum number of extensions and amendments shall be limited to two (2).*
- d) *Notwithstanding sub-clause 7.11.3 (a), should the Contractor require a confirmed LC, then all confirmation and any other related charges levied by both the Contractor's and KPLC's bank shall be to the Beneficiary's account.*
- e) *The LC shall be opened only for the specific Order within the validity period of the contract.*
- f) *LCs shall be partial for partial performance or full for whole performance as per the contract.*
- g) *The Contractor shall be required to submit a proforma invoice for each lot*

for use in the placement of order and opening of the LC. The proforma invoice shall be on total all-inclusive costs basis.

- h) *A copy of the Performance Security, stamped and certified as authentic by KPLC, whose expiry date should not be less than sixty (60) days from the LC expiry date, shall form part of the documents to be presented to the Bank before any payment is effected.*

7.11.4 KPLC shall have the sole discretion to accept or decline any Contractor's payment request through Letters of Credit without giving any reason for any decline.

7.12 Interest

Interest payment by KPLC is inapplicable in the contract.

7.13 Prices

7.13.1 Subject to clause 7.14 herein below, prices charged by the Contractor for services performed under the contract shall be fixed for the period of the contract with no variations.

7.13.2 A price that is derived by a pre-disclosed incorporation or usage of an internationally accepted standard formula shall not be deemed to be a price variation within the meaning of this clause.

7.14 Variation of Contract

KPLC and the Supplier may vary the contract only in accordance with the following: -

- a) *the quantity variation of services shall not exceed twenty percent (20%) of the original contract quantity.*

- b) *The cumulative value variation shall not exceed twenty-five percent (25%) of the original contract value.*
- c) *the quantity variation must be executed within the period of the contract.*

7.15 Assignment

The Contractor shall not assign in whole or in part its obligations to perform under this contract, except with KPLC's prior written consent.

7.16 Subcontracts

- 7.16.1 The Contractor shall notify KPLC in writing of all subcontracts awards under this contract if not already specified in the tender. Such notification, in the original tender or obligation under the Contract shall not relieve the Contractor from any liability or obligation under the Contract.
- 7.16.2 In the event that an award is given and the contract is sub-contracted, the responsibility and onus over the contract shall rest on the Contractor who was awarded.

7.17 Termination of Contract

- 7.17.1 KPLC may, without prejudice to any other remedy for breach of contract, by written notice sent to the Contractor, terminate this contract in whole or in part due to any of the following: -
 - a) *if the Contractor fails to perform any or all of the services within the period(s) specified in the contract, or within any extension thereof granted by KPLC.*
 - b) *if the Contractor fails to perform any other obligation(s) under the contract.*
 - c) *if the Contractor, in the judgment of KPLC has engaged in corrupt or fraudulent practices in competing for or in executing the contract.*
 - d) *by an act of force majeure.*
 - e) *if the Contractor becomes insolvent or bankrupt*
 - f) *if the Contractor has a receiving order issued against it, compounds with its creditors, or an order is made for its winding up (except for the purposes of its amalgamation or reconstruction), or a receiver is appointed over its or any part of its undertaking or assets, or if the Contractor suffers any other analogous action in consequence of debt.*
 - g) *if the Contractor abandons or repudiates the Contract.*
- 7.17.2 In the event that KPLC terminates the contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not rendered, and the Contractor shall be liable to KPLC for any excess

costs for such similar services and or any other loss PROVIDED that the Contractor shall not be so liable where the termination is for convenience of KPLC.

- 7.17.3 The Parties may terminate the Contract by reason of an act of *force majeure* as provided for in the contract.
- 7.17.4 The Contract may automatically terminate by reason of an act of *force majeure* as provided for in the Contract.

7.18 Liquidated Damages

Notwithstanding and without prejudice to any other provisions of the contract, if the Contractor fails to perform any or all of the services within the period specified in the contract, KPLC shall, without prejudice to its other remedies under the contract, deduct from the contract prices, liquidated damages sum equivalent to 0.5% of the performance price per day of delay of the delayed due services up to a maximum of ten percent (10%) of the performance price of the delayed due services.

7.19 Warranty

- 7.19.1 Where applicable, the Contractor warrants that the Services provided under the contract are of the highest quality or current specification and incorporate all recent improvements unless provided otherwise in the contract. The Contractor further warrants that any materials/ equipment provided under this contract shall have no defect arising from manufacture, materials or workmanship or from any act or omission of the Contractor that may develop under normal use of the materials/ equipment provided under the conditions obtaining in Kenya.
- 7.19.2 This warranty will remain valid for the period indicated in the special conditions of contract after the goods, or any portion thereof as the case may be, have been delivered to the final destination indicated in the contract.
- 7.19.3 KPLC shall promptly notify the Contractor in writing of any claims arising under this Warranty.
- 7.19.4 Upon receipt of such a notice, the Contractor shall, with all reasonable speed, remedy the defective services without cost to KPLC.
- 7.19.5 If the Contractor having been notified, fails to remedy the defect(s) within a reasonable period, KPLC may proceed to take such remedial action as may be necessary, at the Contractor's risk and expense and without prejudice to any other rights which KPLC may have against the Contractor under the contract.

7.20 Resolution of Disputes

- 7.20.1 KPLC and the Contractor may make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- 7.20.2 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 resort to resolution before a recognized local forum for the resolution of disputes.

7.21 Language and Law

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

7.22 Waiver

Any omission or failure by KPLC to exercise any of its rights or enforce any of the penalties arising from the obligations imposed on the Contractor shall in no way, manner or otherwise howsoever, alter, amend, prejudice, vary, waive or be deemed to alter, amend, prejudice, vary, waive or otherwise whatsoever any of KPLC's powers and rights as expressly provided in and as regards this contract.

7.23 Force Majeure

- 7.23.1 Force majeure means any circumstances beyond the control of the parties, including but not limited to:
- a) *war and other hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition or embargo;*
 - b) *ionizing radiation or contamination by radio-activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosives or other hazardous properties of any explosive nuclear assembly or nuclear components thereof;*
 - c) *rebellion, revolution, insurrection, military or usurped power & civil war;*
 - d) *riot, commotion or disorder except where solely restricted to employees servants or agents of the parties;*
 - e) *un-navigable storm or tempest at sea.*
- 7.23.2 Notwithstanding the provisions of the contract, neither party shall be considered to be in default or in breach of its obligations under the Contract to the extent that performance of such obligations is prevented by any circumstances of *force majeure* which arise after the contract is entered into by the parties.

- 7.23.3 If either party considers that any circumstances of *force majeure* are occurring or have occurred which may affect performance of its obligations it shall promptly notify the other party and provide reasonable proof of such circumstances.
- 7.23.4 Upon the occurrence of any circumstances of *force majeure*, the Contractor shall endeavour to continue to perform its obligations under the contract so far as is reasonably practicable. The Contractor shall notify KPLC of the steps it proposes to take including any reasonable alternative means for performance, which is not prevented by *force majeure*. The Contractor shall not take any such steps unless directed so to do by KPLC.
- 7.23.5 If the Contractor incurs additional costs in complying with KPLC's directions under sub clause 7.23.4, then notwithstanding the provisions of the contract, the amount thereof shall be agreed upon with KPLC and added to the contract price.
- 7.23.6 If circumstances of *force majeure* have occurred and shall continue for a period of twenty one (21) days then, notwithstanding that the Contractor may by reason thereof have been granted an extension of time for performance of the contract, either party shall be entitled to serve upon the other seven (7) days' notice to terminate the contract. If at the expiry of the period of twenty-eight (28) days, *force majeure* shall still continue, the contract shall terminate.

SECTION VIII – SPECIAL CONDITIONS OF CONTRACT

The Special Conditions of Contract *hereinafter abbreviated as SCC* shall form part of the Conditions of Contract. They are made in accordance with the law and KPLC’s guidelines, practices, procedures and working circumstances. They shall amend, add to and vary the GCC. The clauses in this section need not therefore, be completed but must be completed by KPLC if any changes to the GCC provisions are deemed necessary. Whenever there is a conflict between the GCC and SCC, the provisions of the SCC shall prevail over those in the GCC.

No.	GCC Reference Clause	Particulars of SCC
1.	7.11.1 Terms of Payment	<i>30 days after submission of invoice and all related documents.</i>
2.	7.19.2 Warranty – Period Of	<i>18 months</i>

SECTION IX - TENDER FORM

Date:

Tender No.

To:

The Kenya Power & Lighting Company Limited,
 Stima Plaza,
 Kolobot Road, Parklands,
 P.O Box 30099 – 00100,
Nairobi, Kenya.

Ladies and Gentlemen,

1. Having read, examined and understood the Tender Document including all Addenda, the receipt of which is hereby duly acknowledged, we, the undersigned Tenderer, offer to perform, deliver, install and commission (*the latter two where applicable*).....**Bidder to insert**) (*insert services description*) in accordance and conformity with the said tender document and in particular the Schedule of Prices that are made part of this Tender.
2. We undertake, if our Tender is accepted, to perform and provide the services in accordance with the Schedule of Requirements.
3. If our Tender is accepted, we will obtain the guarantee of a bank in a sum of equivalent to ten percent (10%) of the contract price for the due performance of the contract, in the form(s) prescribed by The Kenya Power & Lighting Company Limited.
4. We agree to abide by this Tender for a period of.....days (**Tenderer please indicate validity of your Tender**) from the date fixed for tender opening as per the Tender Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. This Tender, together with your written acceptance thereof and your notification of award, shall not constitute a contract, between us. The contract shall be formed between us when both parties duly sign the written contract.
6. We understand that you are not bound to accept any Tender you may receive.

Yours sincerely,

Name of Tenderer

Signature of duly authorised person signing the Tender

Name and Designation of duly authorised person signing the Tender

Stamp or Seal of Tenderer

***NOTES:**

1. KPLC requires a validity period of at least One Hundred and Twenty (120) days.
2. This form must be duly signed, stamped and/or sealed.

SECTION X - CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

All Tenderers are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2 (b) or 2 (c), whichever applies to your type of business. You are advised that it is a serious offence to give false information on this form.

<p>Part 1 – General</p> <p>Business Name.....</p> <p>Location of business premises.....</p> <p>Plot No.Street/ Road</p> <p>Postal Address Postal Code</p> <p>Tel No.....</p> <p>Facsimile.....</p> <p>Mobile and/ or CDMA No.....</p> <p>E-mail:.....</p> <p>Nature of your business</p> <p>Registration Certificate No.....</p> <p>Maximum value of business which you can handle at any time KSh.....</p> <p>Name of your BankersBranch... ..</p> <p>*Names of Tenderer’s contact person(s)</p> <p>Designation of the Tenderer’s contact person(s)</p> <p>Address, Tel, Fax and E-mail of the Tenderer’s contact person(s)</p> <p>.....</p> <p>.....</p>
--

Part 2 (a) Sole Proprietor

Your name in full

NationalityCountry of origin

*Citizenship details.....

Part 2 (b) Partnership

Give details of partners as follows: -

Names	Nationality	*Citizenship Details	Shares
1.....			
2.....			
3.....			
4.....			
5.....			

Part 2 (c) Registered Company

Private or Public

State the nominal and issued capital of company-

Nominal KSh.....

Issued KSh.....

Give details of all directors as follows

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

Name of duly authorized person to sign for and on behalf of the Tenderer

.....

Designation of the duly authorized person.....

Signature of the duly authorized person.....

***NOTES TO THE TENDERERS ON THE QUESTIONNAIRE**

1. *The address and contact person of the Tenderer provided above shall at all times be used for purposes of this tender.*
2. *If a Kenyan citizen, please indicate under “Citizenship Details” whether by birth, naturalization or registration.*
3. *The details on this Form are essential and compulsory for all Tenderers. **Failure to provide all the information requested shall lead to the Tenderer’s disqualification.***
4. *For foreign Tenderers please give the details of nominal and issued share capital in the currency of the country of origin of the Tenderer.*

SECTION XI A - TENDER SECURITY FORM – (BANK GUARANTEE)

(To Be Submitted On Bank’s Letterhead)

Date:

To:

The Kenya Power & Lighting Company Limited,
Stima Plaza,
Kolobot Road, Parklands,
P.O Box 30099 – 00100,
Nairobi, Kenya.

WHEREAS (name of the Tenderer) (hereinafter called “the Tenderer”) has submitted its Tender dated for the supply, installation and commissioning of..... (please insert KPLC tender no. and name) (hereinafter called “the Tender”);

KNOW ALL PEOPLE by these presents that **WE**.....ofhaving our registered office at.....(hereinafter called “the Bank”), are bound unto The Kenya Power and Lighting Company Limited (hereinafter called “KPLC” which expression shall where the context so admits include its successors-in-title and assigns) in the sum of for which payment well and truly to be made to the said KPLC, the Bank binds itself, its successors, and assignees by these presents.

We undertake to pay you, upon your first written demand declaring the Tenderer to be in breach of the tender requirements and without cavil or argument, the entire sum of this guarantee being (amount of guarantee) as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

This guarantee is valid until theday of.....20.....

EITHER

SEALED with the)
COMMON SEAL)

of the said **BANK**)
thisday)
of20....)

BANK SEAL

in the presence of :-)

_____)

and in the presence of:-)

_____)

OR

SIGNED by the **DULY AUTHORISED**
REPRESENTATIVE(S)/ ATTORNEY(S) of
the **BANK**

Name(s) and Designation of duly authorised representative(s)/ attorney(s) of the Bank

Signature(s) of the duly authorised person(s)

NOTES TO TENDERERS AND BANKS

1. *Please note that no material additions, deletions or alterations regarding the contents of this Form shall be made to the Tender Security to be furnished by the Tenderer. If any are made, the Tender Security shall not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the Tender Security where such Security is required in the tender.*
2. *It is the responsibility of the Tenderer to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed*

three (3) days from the date of KPLC's query. Should there be no conclusive response by the Bank within this period, such Tenderer's Tender Security shall be deemed as invalid and the bid rejected.

3. *The Tender validity period is one hundred and twenty (120) days as set out in the Invitation to Tender (at Section I of the Tender document) or as otherwise may be extended by KPLC. Therefore the Tender Security must at all times be valid for at least 30 days beyond the tender validity period.*

SECTION XI B - TENDER SECURITY FORM (SACCO SOCIETY, DEPOSIT TAKING MICRO FINANCE INSTITUTIONS, WOMEN ENTERPRISE FUND & YOUTH ENTERPRISE FUND)

(To Be Submitted On Institutions Letterhead)

Date:

To:

The Kenya Power & Lighting Company Limited,
Stima Plaza,
Kolobot Road, Parklands,
P.O Box 30099 – 00100,
Nairobi, Kenya.

WHEREAS.....(hereinafter called “the Contractor”) has undertaken, in pursuance of your Tender Number.....(*reference number of the Tender*) and its Tender dated(*insert Contractor’s date of Tender taken from the Tender Form*) to supply(*description of the Works*) (hereinafter called “the Contract);

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with an Institution’s guarantee by an acceptable Institution for the sum specified therein as security for compliance of the Contractor’s performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor a Guarantee;

THEREFORE WE HEREBY AFFIRM that we are Guarantors and responsible to you, on behalf of the Contractor, up to a total of..... (*amount of the guarantee in words and figures*) and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract and without cavil or argument, any sum or sums within the limits of
(*amount of guarantee*) as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20....

EITHER

SEALED with the)
COMMON SEAL)

of the said **INSTITUTION**)

)

thisday)

)

INSTITUTION SEAL

of20....)

in the presence of :-)

)

_____)

)

and in the presence of:-)

)

_____)

OR

SIGNED by the **DULY AUTHORISED REPRESENTATIVE(S)/ ATTORNEY(S)** of the **INSTITUTION**

Name(s) and Designation of duly authorised representative(s)/ attorney(s) of the **Institution**.

Signature(s) of the duly authorised person(s)

NOTES TO SUPPLIERS AND INSTITUTIONS

1. *Please note that no material additions, deletions or alterations regarding the contents of this Form shall be made to the Tender Security to be furnished by the Tenderer. If any are made, the Tender Security shall not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the Tender Security where such Security is required in the tender.*
2. *It is the responsibility of the Tenderer to sensitize its issuing institution on the need to respond directly and expeditiously to queries from KPLC. The period for response shall*

not exceed three (3) days from the date of KPLC's query. Should there be no conclusive response by the institution within this period, such Tenderer's Tender Security shall be deemed as invalid and the bid rejected.

4. *The Tender validity period is one hundred and twenty (120) days as set out in the Invitation to Tender (at Section I of the Tender document) or as otherwise may be extended by KPLC. Therefore the Tender Security must at all times be valid for at least 30 days beyond the tender validity period.*

SECTION XI C - TENDER SECURITY – (LETTERS OF CREDIT)

The Mandatory Conditions to be included in the Letters are in two parts, A and B.

Part A

Form of Documentary credit - “Irrevocable Standby”

Applicable rules - “Must be UCP Latest Version” i.e. UCP 600 (2007 REVISION) ICC Publication No. 600.

Place of expiry - At the counters of the advising bank.

The SBLC should be available – “By Payment”

Drafts should be payable at - “SIGHT”

Documents required -

1. Beneficiary’s signed and dated statement demanding for payment under the letter of credit no..... *(Insert LC No.)* as.....*(Name of applicant)* (hereinafter called the “Tenderer”) indicating that the “Tenderer” has defaulted in the obligations of the Tenderer as stated by the Beneficiary.
2. The Original Letter of Credit and all amendments, if any.

Additional Conditions -

1. All charges levied by any bank that is party to this documentary credit are for the account of the applicant.
2. There should be no conditions requiring compliance with the specific regulations or a particular country’s Law and regulations.

Charges - All bank charges are for the account of the applicant.

*Confirmation instructions – (See notes below)

Part B

The proceeds of these Letters are payable to KPLC -

- a) if the Tenderer withdraws its Tender after the deadline for submitting Tenders but before the expiry of the period during which the Tenders must remain valid.
- b) if the Tenderer fails to enter into a written contract in accordance with the Tender Document

- c) if the successful Tenderer fails to furnish the performance security in accordance with the Tender Document.
- d) if the Tenderer fails to extend the validity of the tender security where KPLC has extended the tender validity period in accordance with the Tender Document.

NOTES TO TENDERERS AND BANKS.

1. *Please note that should the Tender Security (LC) omit any of the above conditions the LC shall not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the LC where such LC is required in the Tender.*
2. *It is the responsibility of the Tenderer to sensitize its issuing bank on the need to respond directly and expeditiously to any queries from KPLC. The period for response shall not three (3) days from the date of KPLC's query. Should there be no conclusive response by the Bank within this period, such Tenderer's Tender Security shall be deemed as invalid and the bid rejected.*
3. *The Tender validity period is one hundred and twenty (120) days as set out in the Invitation to Tender (at Section I of the Tender document) or as otherwise may be extended by KPLC. Therefore the Tender Security must at all times be valid for at least 30 days beyond the tender validity period.*
5. *All Guarantees issued by foreign banks must be confirmed by a local bank in Kenya.*

SECTION XII - MANUFACTURER’S/ PRINCIPAL’S AUTHORIZATION FORM

(To Be Submitted On Manufacturer’s/ Principal’s/ Producer’s Letterhead)

To:

The Kenya Power & Lighting Company Limited,
Stima Plaza,
Kolobot Road, Parklands,
P.O Box 30099 – 00100,
Nairobi, Kenya.

WHEREAS WE(*name of the manufacturer/ principal*) who are established and reputable manufacturers/ principal of
(*name and description of the services*) having offices or factories at (*full address and physical location of offices or factory(ies)*) do hereby confirm that
(*name and address of Contractor*) is authorized by us to transact in the services required against your Tender (*insert reference number and name of the Tender*) in respect of the above services.

WE HEREBY extend our full guarantee and warranty as per the Conditions of Contract for the services offered for provision by the above firm against the Invitation to Tender.

DATED THIS..... DAY OF.....20.....

Signature of duly authorised person for and on behalf of the Manufacturer/ Principal.

Name and Designation of duly authorised person signing on behalf of the Manufacturer/ Principal.

NOTES TO TENDERERS & MANUFACTURERS/ PRINCIPALS/ PRODUCERS

Only a competent person in the service of the Manufacturer/ Principal should sign this letter of authority.

SECTION XIII - DECLARATION FORM

Date _____

To:

The Kenya Power & Lighting Company Limited,
P.O Box 30099 – 00100,
Stima Plaza, Kolobot Road, Parklands,
Nairobi,
KENYA.

Ladies and Gentlemen,

The Tenderer i.e. (full name and complete physical and postal address) _____
_____ declare the following: -

- a) That I/ We have not been debarred from participating in public procurement by anybody, institution or person.
- b) That I/ We have not been involved in and will not be involved in corrupt and fraudulent practices regarding public procurement anywhere.
- c) That I/We or any director of the firm or company is not a person within the meaning of paragraph 3.2 of ITT (Eligible Tenderers) of the Instruction to Tenderers.
- d) That I/ We are not insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- e) That I/We do hereby confirm that all the information given in this tender is accurate, factual and true to the best of our knowledge.

Yours sincerely,

Name of Tenderer

Signature of duly authorised person signing the Tender

Name and Designation of duly authorised person signing the Tender

Stamp or Seal of Tenderer

SECTION XIV – DRAFT LETTER OF NOTIFICATION OF AWARD

To:

(Name and full address of the Successful Tenderer).....

Dear Sirs/ Madams,

RE: NOTIFICATION OF AWARD OF TENDER NO.

We refer to your Tender dated..... and are pleased to inform you that following evaluation, your Tender has been accepted as follows: -

.....
.....

This notification does not constitute a contract. The formal Contract Agreement, which is enclosed herewith shall be entered into upon expiry of fourteen (14) days from the date hereof pursuant to the provisions of the Public Procurement and Asset Disposal Act, 2015 *(or as may be amended from time to time or replaced)*.

Kindly sign, and seal the Contract Agreement. Further, initial and stamp on all pages of the documents forming the Contract that are forwarded to you with this letter. Thereafter return the signed and sealed Contract together with the documents to us within fourteen (14) days of the date hereof for our further action.

We take this opportunity to remind you to again note and strictly comply with the provisions as regards the Tender Security, Signing of Contract and Performance Security as stated in the Instructions to Tenderers.

We look forward to a cordial and mutually beneficial business relationship.

Yours faithfully,

FOR: THE KENYA POWER & LIGHTING COMPANY LIMITED

GENERAL MANAGER, SUPPLY CHAIN

Enclosure

SECTION XV – DRAFT LETTER OF NOTIFICATION OF REGRET

To: *(Name and full address of the Unsuccessful Tenderer)*..... **Date:**

Dear Sirs/ Madams,

RE: NOTIFICATION OF REGRET IN RESPECT OF TENDER NO.

We refer to your Tender dated..... and regret to inform you that following evaluation, your Tender is unsuccessful. It is therefore not accepted. The brief reasons are as follows:-

- 1.
- 2.
- 3. etc...

The successful bidder was _____.

However, this notification does not reduce the validity period of your Tender Security. In this regard, we request you to relook at the provisions regarding the Tender Security, Signing of Contract and Performance Security as stated in the Instructions to Tenderers.

You may collect the tender security from our *Legal Department (Guarantees Section), on the 2nd Floor, Stima Plaza, Kolobot Road, Parklands, Nairobi* only after expiry of twenty five (25) days from the date hereof on Mondays and Wednesdays ONLY between 9.00 a.m to 12.30 pm and 2.00p.m to 4.00p.m.

It is expected that by that time KPLC and the successful bidder will have entered into a contract pursuant to the Public Procurement and Asset Disposal Act, 2015 *(or as may be amended from time to time or replaced)*. When collecting the Security, you will be required to produce the original or certified copy of this letter.

We thank you for the interest shown in participating in this tender and wish you well in all your future endeavours.

Yours faithfully,

FOR: THE KENYA POWER & LIGHTING COMPANY LIMITED

GENERAL MANAGER, SUPPLY CHAIN

SECTION XVI - CONTRACT AGREEMENT FORM

THIS AGREEMENT made this.....day of.....**20.... BETWEEN THE KENYA POWER & LIGHTING COMPANY LIMITED**, a limited liability company duly incorporated under the Companies Act, Chapter 486 of the Laws of Kenya, with its registered office situated at Stima Plaza, Kolobot Road, Parklands, Nairobi in the Republic of Kenya and of Post Office Box Number 30099-00100, Nairobi in the Republic aforesaid (*hereinafter referred to as the "KPLC"*) of the one part,

AND

..... (*Contractor's full name and principal place of business*) a duly registered entity according to the laws of..... (*state country*) and of Post Office Box Number/Physical Address(*full address physical and postal of Contractor*) in the Republic aforesaid, (*hereinafter referred to as the "Contractor"*) of the other part;

WHEREAS KPLC invited tenders for certain services, that is to say for.....(CATEGORY.....)

AND WHEREAS KPLC has accepted the Tender by the Contractor for the services in the sum of(*KPLC Supply Chain – Procurement Department specify the total amount in words which should include any payable taxes, duties and insurance where applicable e.g. Value Added Tax*) (*hereinafter called "the Contract Price"*).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: -

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract and the Tender Document.
2. Unless the context or express provision otherwise requires: -
 - a) reference to "this Agreement" includes its recitals, any schedules and documents mentioned hereunder and any reference to this Agreement or to any other document includes a reference to the other document as varied supplemented and or replaced in any manner from time to time.
 - b) any reference to any Act shall include any statutory extension, amendment, modification, re-amendment or replacement of such Act and any rule, regulation or order made thereunder.
 - c) words importing the masculine gender only, include the feminine gender

- or (as the case may be) the neutral gender.
- d) words importing the singular number only include the plural number and vice-versa and where there are two or more persons included in the expression the “*Contractor*” the covenants, agreements obligations expressed to be made or performed by the Contractor shall be deemed to be made or performed by such persons jointly and severally.
 - e) where there are two or more persons included in the expression the “*Contractor*” any act default or omission by the Contractor shall be deemed to be an act default or omission by any one or more of such persons.
3. In consideration of the payment to be made by KPLC to the Contractor as hereinbefore mentioned, the Contractor hereby covenants with KPLC to perform and provide the services and remedy any defects thereon in conformity in all respects with the provisions of the Contract.
 4. KPLC hereby covenants to pay the Contractor in consideration of the proper performance and provision of the services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
 5. The following documents shall constitute the Contract between KPLC and the Contractor and each shall be read and construed as an integral part of the Contract: -
 - a) this Contract Agreement
 - b) the Special Conditions of Contract as per the Tender Document
 - c) the General Conditions of Contract as per the Tender Document
 - d) the Price Schedules submitted by the Contractor and agreed upon with KPLC.
 - e) the Schedule of Requirements
 - f) the Service Level Agreement
 - g) KPLC’s Notification of Award dated.....
 - i) the Tender Form signed by the Contractor
 - j) the Declaration Form signed by the Contractor/ successful Tenderer
 - k) the Warranty
 - l) project implementation schedule
 - m) Contractor Performance Evaluation form.
 6. In the event of any ambiguity or conflict between the contract documents listed above, the order of precedence shall be the order in which the contract documents are listed in 5 above except where otherwise mutually agreed in writing.

7. The Commencement Date shall be the working day immediately following the fulfillment of all the following: -
- a) Execution of this Contract Agreement by KPLC and the Contractor.
 - b) Issuance of the Performance Bond by the Contractor and confirmation of its authenticity by KPLC.
 - c) Issuance of the Official Order by KPLC to the Contractor.
 - d) Where applicable, Opening of the Letter of Credit by KPLC.
8. The period of contract validity shall begin from the Commencement date and end on either -
- a) sixty (60) days after the last date of the agreed performance schedule, or,
 - b) where a Letter of Credit is adopted as a method of payment, sixty (60) days after the expiry date of the Letter of Credit or the expiry date of the last of any such opened Letter of Credit whichever is later.
- Provided that the expiry period of the Warranty shall be as prescribed and further provided that the Warranty shall survive the expiry of the contract.
9. It shall be the responsibility of the Contractor to ensure that its Performance Security is valid at all times during the period of contract validity and further is in the full amount as contracted.
10. Any amendment, change, addition, deletion or variation howsoever to this Contract shall only be valid and effective where expressed in writing and signed by both parties.
11. No failure or delay to exercise any power, right or remedy by KPLC shall operate as a waiver of that right, power or remedy and no single or partial exercise of any other right, power or remedy.
12. Notwithstanding proper completion of performance or parts thereof, all the provisions of this Contract shall continue in full force and effect to the extent that any of them remain to be implemented or performed unless otherwise expressly agreed upon by both parties.
13. Any notice required to be given in writing to any Party herein shall be deemed to have been sufficiently served, if where delivered personally, one day after such delivery; notices by electronic mail and facsimile shall be deemed to be served one day after the date of such transmission and delivery respectively, notices sent by post shall be deemed served seven (7) days after posting by registered post (*and proof of posting shall be proof of service*), notices sent by courier shall be

deemed served two (2) days after such receipt by the courier service for Local Suppliers and five (5) days for Foreign Suppliers.

14. For the purposes of Notices, the address of KPLC shall be Company Secretary, The Kenya Power & Lighting Company Limited, 7th Floor, Stima Plaza, Kolobot Road, Post Office Box Number 30099–00100, Nairobi, Kenya, Facsimile + 254-20-3750240/ 3514485. The address for the Contractor shall be the Contractor’s address as stated by it in the Confidential Business Questionnaire provided in the Tender Document.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Kenya the day and year first above written.

SIGNED for and on behalf
of **KPLC**

MANAGING DIRECTOR & CEO

and in the presence of:-

GENERAL MANAGER, CORPORATE AFFAIRS AND COMPANY SECRETARY

SEALED with the **COMMON SEAL**
of the **CONTRACTOR**
in the presence of:-

DIRECTOR

Affix Contractor’s Seal here

DIRECTOR’S FULL NAMES

and in the presence of:-

DIRECTOR/ COMPANY SECRETARY

DIRECTOR/ COMPANY SECRETARY'S FULL NAMES

DRAWN BY: -

Awuor Owiti,

Advocate,

C/o The Kenya Power & Lighting Company Limited,

7th Floor, Stima Plaza,

Kolobot Road, Parklands,

Post Office Box Number 30099-00100,

NAIROBI, KENYA,

Telephones: + 254-20-3201000/ 731

Facsimile: + 254-20-3514485/ 3750240

SECTION XVII A - PERFORMANCE SECURITY FORM (BANK GUARANTEE)

(To Be Submitted On Bank’s Letterhead)

Date:

To:

The Kenya Power & Lighting Company Limited,
Stima Plaza,
Kolobot Road, Parklands,
P.O Box 30099 – 00100,
Nairobi, Kenya.

WHEREAS.....(hereinafter called “the Supplier”) has undertaken, in pursuance of your Tender Number.....(*reference number of the Tender*) and its Tender dated(*insert Supplier’s date of Tender taken from the Tender Form*) to supply(*description of the goods*) (hereinafter called “the Contract);

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by an acceptable bank for the sum specified therein as security for compliance of the Supplier’s performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier a guarantee;

THEREFORE WE HEREBY AFFIRM that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total sum of..... (*amount of the guarantee in words and figures*) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of

(*amount of guarantee*) as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20....

EITHER

SEALED with the)
COMMON SEAL)
of the said **BANK**)
)

thisday) _____
)
 of20....) BANK SEAL
 in the presence of :-)
)
 _____)
)
 and in the presence of:-)
)
 _____)

OR

SIGNED by the **DULY AUTHORISED REPRESENTATIVE(S)/ ATTORNEY(S)** of the **BANK**

 Name(s) and Designation of duly authorised representative(s)/ attorney(s) of the Bank

 Signature(s) of the duly authorised person(s)

NOTES TO SUPPLIERS AND BANKS

1. *Please note that no material additions, deletions or alterations regarding the contents of this Form shall be made to the Performance Security Bond (the Bond) to be furnished by the successful Tenderer/ Supplier. If any are made, the Bond may not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the Bond where such Bond is required in the tender and Contract.*

2. *KPLC shall seek authentication of the Performance Security from the issuing bank. It is the responsibility of the Supplier to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for response shall not exceed five (5) days from the date of KPLC’s query. Should there be no conclusive response by the Bank within this period, such Supplier’s Performance Security may be deemed as invalid and the Contract nullified.*

SECTION XVII B - PERFORMANCE SECURITY (LC)

Mandatory Conditions that should appear on the Performance Security (LC).

Form of Documentary credit - “Irrevocable Standby”

Applicable rules - “Must be UCP Latest Version” i.e. UCP 600 (2007 REVISION) ICC Publication No. 600.

Place of expiry - At the counters of the advising bank.

The SBLC should be available – “By Payment”

Drafts should be payable at - “SIGHT”

Documents required -

1. Beneficiary’s signed and dated statement demanding for payment under the letter of credit no..... *(Insert LC No.)* as.....*(Name of Applicant)* (hereinafter called the “Supplier”) indicating that the “Supplier” has defaulted in the performance and adherence to and performance of the contract between the Beneficiary and the Supplier.
2. The Original Letter of Credit and all amendments, if any.

Additional Conditions -

1. All charges levied by any bank that is party to this documentary credit are for the account of the Applicant.
2. (Include) that there should be no conditions requiring compliance with the specific regulations or a particular country’s laws and regulations.

Charges - All bank charges are for the account of the Applicant.

Confirmation instructions – (See notes below)

NOTES TO SUPPLIERS AND BANKS

1. *Please note that should the Performance Security (LC) omit any of the above conditions the LC shall not be accepted and shall be rejected by KPLC. For the avoidance of doubt, such rejection will be treated as non-submission of the LC where such LC is required in the tender and Contract.*

2. *KPLC may seek authentication of the Performance Security (LC) from the issuing bank. It is the responsibility of the Supplier to sensitize its issuing bank on the need to respond directly and expeditiously to queries from KPLC. The period for*

response shall not exceed three (3) days from the date of KPLC's query. Should there be no conclusive response by the Bank within this period, such Supplier's Performance Security (LC) may be deemed as invalid and the Contract nullified.

- 3.. *All Guarantees issued by foreign banks must be confirmed by a local bank in Kenya.*

SECTION XVIII – SUBCONTRACTORS**(INFORMATION TO BE PROVIDED BY THE TENDERER)**

As per the requirements of Clause 7.23 of General Conditions of Contract, following is a list of subcontractors and the portions of the Work to be subcontracted:

No.	Subcontractor	Address	Brief Description of the Works to be Subcontracted	% works subcontracted

SECTION XIX - PREVIOUS EXPERIENCE WITH SIMILAR WORK**(INFORMATION TO BE PROVIDED BY THE TENDERER)**

As required by Section 3.13.3(d) of the Instructions To Tenderers, following is a list of work that the Tenderer has previously performed which is similar to that described in the Request for Proposal:

No.	Description	Customer Name & Contacts	Date of Supply

SECTION XVIII - CONTRACTOR PERFORMANCE EVALUATION FORM

(This form is for information only and not to be filled in by any bidder. It is for official use by KPLC to evaluate performance of Contractors during the contract period)

Name of Firm.....Date.....

Category of Product/Service (e.g. Marine Spares

Period of evaluation.....

Evaluation		Re-Evaluation	
Tick as appropriate			

Parameters for Contractor evaluation	Maximum Scores	Remarks	Action Taken
A. USER SATISFACTION			
A1. Adherence to requirements(quality)			
• Adherence to Specifications			
• Number of rejections			
• Number of complaints from Users			
B. USER SATISFACTION			
B1. Adherence to delivery period			
• Number of delays			
• Non delivery/More than 3 delays			
C.COMMUNICATION/RESPONSIVENESS			
Total Score			
Score last period			

PERFORMANCE LEVEL DEFINATION;

≥75% - KP1 GREEN

50% - KP2 AMBER

25% - KP3 YELLOW

≥25% - KP4 RED

RATING	RATING PER YEAR	MAX. SCORE	ACTUAL SCORE
A1. Adherence to requirements			
• Adherence to Specifications	Compliant	5 marks	
	Not compliant	0 marks	
• Number of rejections	None	5 marks	
	1-2 Rejections	3 marks	
	3 or more	0	
• Number of complaints from Users	None	5 marks	
	1-2 User complaints	3 Marks	
	3 or more	0 marks	
B1. Adherence to delivery period			
• No delay	None	5 marks	
• Number of delays	1-2 Delays	3 Marks	
• Non delivery/More than 3 delays	Failure	0 marks	
C. Communication			
• Easily accessible		5 Marks	
• Partially		3 Marks	
• Not accessible		0 Marks	
D. Responsiveness			
• Response to faults as per the fault categorization levels	compliance	5 Marks	
	partially	3 Marks	
	Non-compliance	0 Marks	
Total score		30 marks	

Score in Percentage %

WORKINGS

$\frac{\text{Actual score}}{30} \times 100\%$	$\dots\dots\dots \times 100\% = \dots\dots\dots$
30	30

RATING: 75% - V Good, 50% - Good, 25% - Fair, Below 25% - Poor

OBSERVATIONS:

RECOMMENDATION

		Status	Tick as appropriate
1	Grant Contractor preferred status	KP1	
2	Work with Contractor or develop and improve Contractor	KP2 & KP3	
3	Abandon / switch Contractors	KP4	

Name:**Sign:****Date:**

Name:**Sign:****Date:**

Name:**Sign:****Date:**

SECTION XIX – SERVICE LEVEL AGREEMENT (SLA) CATEGORY 1: CCTV

The Details of Services describe the basic requirements for services. In addition to the information and documentation in the Tender Document regarding the technical aspects of this tender, all Tenderers shall comply with the following -

PART A: DETAILED DESCRIPTION OF THE PROPOSED MAINTENANCE CONTRACT FOR CCTV SYSTEM

1. INTRODUCTION

Kenya Power has installed several systems composed of analogue, digital and pure IP – based systems wide spread across the country.as per schedule.

The company seeks to put into place both preventive and curative service and maintenance contract to ensure the CCTV systems remain efficiently operational.

2. SYSTEM CAPACITY

The system that will be entered into the proposed Service Level agreement shall comprise of the equipment listed in the Schedules of Requirements.

3. SCOPE OF SERVICE AND MAINTENANCE

This will be as described in the Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement.

4. DETAILS OF MAINTENANCE CONTRACT

The contract will comprise of Preventive and Curative maintenance.

4.1 PREVENTIVE MAINTENANCE REQUIREMENTS

Preventive maintenance will involve the following:

- Scheduled quarterly servicing and maintenance
- Frequent inspections and monitoring of the systems
- Training/Knowledge transfer
- 24x7 remote technical support.
- Software and firmware upgrades.

4.1.1 Scheduled quarterly servicing and maintenance (SQSM)

This will involve checking the system after every three months within a year.

Service provider (SP) will have an expert travel and visit the site(s) premises as per the schedule.

During his working travel the expert will perform a technical check-up of the entire system which will involve the following:

- Physical inspection of the system
- Carrying out test drives and noting down all relevant test parameters like voltages, currents, resistance, power, temperatures among others.
- In the event of malfunctioning of the system, provide or define remedy actions to rectify the faults.
- Generate a detailed service report which will summarize all actions taken and recommendations.

4.1.2 **Frequent inspections and monitoring**

The systems will be monitored 24 hours by operators in the established security control rooms and any abnormalities cited and rectified early enough before a complete system breakdown occurs. The service provider will be notified immediately upon such eventualities.

4.1.3 **Training/Knowledge transfer**

Technical support team and operators shall be taken through trainings occasionally to enhance their knowledge on the system as well as help them cope with emerging trends in the field.

The Contractor will provide a technical and operational training to KPLC technical personnel. The training will cover maintenance of 1st and 2nd line. The training will be on the job training conducted during preventive maintenance visits and will include theoretical and practical sessions. A document listing topics covered in the training and signed by the trainees shall be submitted to KPLC. KPLC shall nominate the trainees and notify the Contractor.

4.1.4 24x7 remote technical support.

The service provider will establish a mechanism to offer remote support services to the systems at all the times.

4.1.5 Software and firmware upgrades.

The systems will be closely monitored to establish any new software or firmware releases and upgrade carried out accordingly.

4.1.6 The Contractor shall carry out the preventative maintenance programme submitted by the Contractor and accepted by the Client. Any variation from the accepted programme shall be subject to the prior agreement of the Client, which shall not be unreasonably withheld.

4.1.7 The Contractor shall carry out the planned preventative maintenance routines as noted in the schedules. These routines are the minimum required and the routines shall incorporate any other activities that may be required to keep the system operating to a high standard acceptable to the Client.

4.1.8 At commencement of the Contract, the Contractor shall provide the Client with a detailed method statement of the maintenance activities he intends to undertake.

4.2 **CURATIVE MAINTENANCE REQUIREMENTS**

Curative maintenance will involve the following:

- Emergency on-site intervention.
- 24x7 remote technical support.
- Repair & Return to operations faulty parts or system
- Replacement of spare parts.

4.2.1 **Emergency on-site intervention**

In the case of a System breakdown ,when failure can't be fixed locally, nor via remote access, the service provider will immediately send the technical team to rectify the faults on site, which categorized as a Severity 1 failure (no communication/video signal).as per fault category.

4.2.2 **24x7 remote technical support**

The SP shall provide a central contact point whose objective is to support all emerging system issues or faults. The contact point will either be through a telephone system or through an online support mechanism.

This call center will be approached whenever required. The Call Center operates during normal Working hours 8.00.-17.00, however, high Severity level failures (Severity 1-2) will be supported by on-call engineers/technical team, 24 hours a day, 365 days a year

Every call will be recorded and given a unique number to ensure traceability and to maintain a log of activities, including time taken from opening to closure of every request for service, which will be received.

The call details will be assigned to appropriate personnel who will then take initial ownership to rectify the system fault

4.2.3 **Repair & Return to operations faulty parts or system**

Any faulty component or sub-system of the system will be repaired as per the repair and maintenance procedure and in accordance with fault severity levels requirements.

The Contractor will either repair or replace all repairable components down to component level, for equipment, regardless of the frequency of failures or the number of failed units

4.2.4 Replacement of spare parts

Replacement of spare parts or components of the system shall be done within the shortest time possible in accordance to the existing contract requirement or in accordance with the procurement procedures if the damage goes beyond the scope of the contract.

Contractor shall provide KPLC with a list of critical items to improve the service. The same items will be held by the Contractor as dedicated spare parts for this SLA

4.3 Drive Test and Optimization

In case of coverage issues and related performance de-gradation of the system the Contractor engineer will conduct a drive test in the coverage area as part of the periodical visit and will issue a report advising on course of actions required for optimizing the system, for reaching to the highest RF coverage performance.

4.4 Performance Reports

Using statistical information generated by the systems, Performance Management Reports for the system shall be collected, data including (but not limited to) site, and usage. The data is then summarized and carefully analysed to spot trends, such as consistent basis, to help client make informed operational decisions based on system performance. This is to be done quarterly a year.

5. CONTRACTOR'S OBLIGATIONS

- 5.1 Throughout the period of this contract, the Contractor shall provide support, in relation to the hardware and/or software support.
- 5.2 The Contractor shall provide preventive maintenance service, which will consist of carrying two initiated service checks per year to ensure that the equipment's operation conforms to the manufacture's specification. This will include running the manufacture's diagnostic tests designed to test each individual item of equipment and/or other such test which the Contract regard as necessary and/or satisfactory to test the equipment.
- 5.3 The Contractor shall carry out repair services to the equipment as may from time to time be necessary to remedy defects in or breakdowns of the equipment.
- 5.4 The Contractor shall provide all software support and maintenance as well as software upgrades installation, re-installing and/or re-configuring software to the point of program operation and/or data and program backups or restoration as and when necessary.
- 5.5 All equipment sent for repair in the contractors work-shop will be repaired, free of charge, within three working days. If the faulty equipment cannot be repaired within the agreed repair time, the contractor shall commit himself to supply the company with an Equivalent at no charge. The said equipment is to be returned to the contractor, in perfect working conditions (save for normal wear and tear that will reasonably arise out of use) once the

original equipment has been repaired and returned. The contractor will bear the full cost of labor and the company will bear the cost of part replacement as per tender requirements.

- 5.6 Should the contractor receive equipment for service in a Total Loss condition (Non economical repair), it will notify the Company as soon as possible giving details of repair costs, and will NOT be obligated to repair such equipment. Declaring an Equipment to be a “TOTAL LOSS” shall be joint decision of the Contractor and KPLC technical security expert..
- 5.7 Damage caused by normal wear and tear will not be covered by this contract and if repaired will be invoiced separately. These will be limited to broken/missing parts. The Contractor shall assess and cost the repair free of charge and seek approval from KPLC before undertaking repairs.
- 5.8 The Contractor shall be obligated to replace consumable items and shall not invoice KPLC separate from the amount capture red in Priced Schedule. Items classified as consumable shall be;

Remote batteries

Power supply cables.

Fuses

Mouses’

Cable connectors.

The Contractor shall provide a price list as per the Price Schedule for these items at the commencement of the contract and be valid for the duration of the contract.

- 5.9 The Contractor service desk shall issue the Company with a call reference number with which the reported incident shall be tracked until it is resolved to the satisfaction of the company.
- 5.10 The Contractor will respond to a service call placed by the Company and recorded by the Contractor help desk personnel, within the agreed response times.
The Contractor will use its best endeavors to resolve any problem within the minimum time possible and not more than stipulated escalation/response time.
- 5.11 The Contractor shall keep records of service calls including but not limited to the dates and time of reporting of breakdowns and their resolution, signature of a KPLC representative, nature of fault and actions taken.
- 5.12 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein

- 5.13 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein
- 5.14 The Contractor shall, after carrying out his duties, leave the Equipment in a clean and sound condition, and shall clear away all rubbish.
- 5.15 The Contractor shall be responsible for identifying all faults associated with the system, and for reporting to and in liaison with the Client to ensure that the system is restored to full operation as quickly as possible.
- 5.16 The Contractor shall be responsible for identifying all faults associated with the loss of the electrical mains supply to all equipment within the system, and for reporting to and liaison with either (the electrical supply company) or the Client's Agents, as appropriate, to ensure the system is restored to full operation as quickly as possible.
- 5.17 The Contractor shall be responsible for touch up painting repairs on any disturbed surface during the course of his work.
- 5.18 At the commencement of the Contract the Contractor shall provide a schedule of equipment with equipment serial numbers, which shall be provided to the Client.
- 5.19 Should it be necessary, during the Contract period, for any equipment to be
- 5.20 replaced by the Contractor the replacement item shall be subject to the prior approval of the Client, which shall not be unreasonably withheld.
- 5.21 Where an equipment replacement results in the Client's system documentation (i.e. Operator and Maintenance Manuals) being out of date the Contractor shall, if not replacing equipment at the Client's expense, update the Client's documentation (i.e. the Operator and Maintenance Manuals) at his own expense. Where the equipment is being replaced at the Client's expense the documentation update shall be at his own expense. All changes to the documentation shall be subject to the prior agreement of the Client which shall not be unreasonably withheld.
- 5.22 Should any change to the schedule of equipment be necessary the Contractor shall provide an updated schedule within one month of any change taking place.
- 5.23 At the termination of the Contract, or at any other time that the Client requests it, the Contractor shall, in conjunction with the Client, verify that the system equipment complies with the agreed schedule.
- 5.24 Throughout the Contract period the Contractor shall establish and maintain an operational fault reporting center to which all faults on the system shall be reported by the Client's Agent; the center shall incorporate an Email account which shall be operational at all times during the hours of 8.30 am to 5.00 pm Monday to Friday excluding Holidays.

- 5.25 Faults shall be reported to the center by facsimile transmission, thus providing a hard copy of the reported fault. At all other times faults should be reported to an out of hours telephone manned 24 hours per day and backed up by facsimile transmission.
- 5.26 The fault reporting procedures shall be subject to the prior approval of the Client.
- 5.27 Throughout the Contract period the Contractor shall maintain full records of all attendances and repairs made under the Contract. All such records shall be provided to the Client at regular intervals, not to exceed three months.
- 5.28 The Contractor shall be entitled to free use so far as reasonable for the purposes of the Maintenance Services such supplies of electricity , water and gas as may be available therefore on the Installation Site
- 5.29 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein
- 5.30
- 5.31 The Contractor shall, after carrying out his duties, leave the Equipment in a clean and sound condition, and shall clear away all rubbish.
- 5.32
- 5.33 The Contractor shall be responsible for identifying all faults associated with the system, and for reporting to and in liaison with the Client to ensure that the system is restored to full operation as quickly as possible.
- 5.34 The Contractor shall be responsible for identifying all faults associated with the loss of the electrical mains supply to all equipment within the system, and for reporting to and liaison with either (the electrical supply company) or the Client's Agents, as appropriate, to ensure the system is restored to full operation as quickly as possible.
- 5.35 The Contractor shall be responsible for touch up painting repairs on any disturbed surface during the course of his work.
- 5.36 At the commencement of the Contract the Contractor shall provide a schedule of equipment with equipment serial numbers, which shall be provided to the Client.
- 5.37 Should it be necessary, during the Contract period, for any equipment to be replaced by the Contractor the replacement item shall be subject to the prior approval of the Client, which shall not be unreasonably withheld.
- 5.38 Where an equipment replacement results in the Client's system documentation (i.e. Operator and Maintenance Manuals) being out of date the Contractor shall, if not replacing equipment at the Client's expense, update the Client's documentation
- 5.39 (i.e. the Operator and Maintenance Manuals) at his own expense. Where the equipment is being replaced at the Client's expense the documentation update shall be at his own

expense. All changes to the documentation shall be subject to the prior agreement of the Client which shall not be unreasonably withheld.

- 5.40 Should any change to the schedule of equipment be necessary the Contractor shall provide an updated schedule within one month of any change taking place.
- 5.41 At the termination of the Contract, or at any other time that the Client requests it, the Contractor shall, in conjunction with the Client, verify that the system equipment complies with the agreed schedule.
- 5.42 Throughout the Contract period the Contractor shall establish and maintain an operational fault reporting center to which all faults on the system shall be reported by the Client's Agent; the center shall incorporate an Email account which shall be operational at all times during the hours of 8.30 am to 5.00 pm Monday to Friday excluding Holidays.
- 5.43 Faults shall be reported to the center by facsimile transmission, thus providing a hard copy of the reported fault. At all other times faults should be reported to an out of hours telephone manned 24 hours per day and backed up by facsimile transmission. The fault reporting procedures shall be subject to the prior approval of the Client.
- 5.44 Throughout the Contract period the Contractor shall maintain full records of all attendances and repairs made under the Contract. All such records shall be provided to the Client at regular intervals, not to exceed three months.
- 5.45 The Contractor shall be entitled to free use so far as reasonable for the purposes of the Maintenance Services such supplies of electricity, water and gas as may be available therefore on the Installation Site
- 5.46 The Contractor shall (subject to the conditions contained herein, and the
- 5.47 Performance by the Client of its obligations under this Contract) perform the Maintenance Services in respect of Security equipment (hereinafter called the Equipment) listed in the Schedule of Requirements. The Maintenance Services shall neither include anything expressly excluded from this Contract nor any replacement of, nor repair to, parts damaged or worn out during the currency of this Contract, otherwise than by fair wear and tear. In the event of the Contractor sending any part of the Equipment away from the installation for repair or overhaul, then he shall bear all the costs, including those of packing, carriage and insurance, incurred in the dispatch, overhaul, repair, return and installation of the equipment.
- 5.48 All goods and materials used by the Contractor in carrying out his obligations herein shall be of the highest standard and quality and in full compliance with the requirements of the original equipment manufacturer's recommendation; all replacements shall be new and of a manufacturer's revision level not less than that of the part to be replaced. When replacement parts are fitted these shall become the property of the Client or the relevant Partner.

- 5.49 The Contractor shall be responsible for providing the access vehicle and safety barriers, etc. for servicing the Security Equipment (i.e. CCTV, Alarms, Electric fences, Walkthrough detectors and Fire Alarm system as well as all tools, test equipment, spares, goods and materials in fulfilling the Maintenance Services at no extra cost.
- 5.50 The Contractor shall, except where otherwise agreed in writing, perform routine preventative maintenance of all Equipment in accordance with the recommendations of the original equipment manufacturer. Submitted Schedules.
- 5.51 The Contractor shall provide details of the proposed programme of preventative maintenance for the total system, the programme shall, as a minimum, provide for two six monthly inspection per annum, together with any necessary corrective action, on all system equipment, confirming or returning equipment to full and proper operation; a full equipment status report in writing shall be given to the Client.

6. THE COMPANY'S OBLIGATIONS

To facilitate the provision by the Contractor of maintenance and support services the Company shall:

- 6.1 Keep and operate the systems and peripherals in a proper and prudent manner and ensure that only competent employees are allowed to operate them.
- 6.2 Use the systems and peripherals in a suitable environment and in accordance with manufacturer's instructions and advice of the Contractor.
- 6.3 Co-operate with the Contractor and do all in its power to assist to restore the equipment back to the working condition.
- 6.4 Make sure that during the contract period, no personnel other than the Contractor personnel shall conduct any repairs and/or installations, and or any other action to the equipment, except data backup and any other action done by the company's technical manager and approved in advance by the Contractor. Any such attempt will lead to the loss of manufacturer warranty and any Contractor responsibility for the said equipment.
- 6.5 Enable and allow the Contractor to remotely connect to the system for remote diagnostics, software update and repair.
- 6.6 The company will pay the Contractor in accordance with the General provisions for payment immediately after completion of every quarter and upon presentation of the relevant service reports ,Job cards and Invoices and not later than 30 days from the date of issue of any invoice.
- 6.2 The Client shall ensure that his Agents operate the equipment in accordance with the instructions contained within the Operator's manual.
- 6.3 The Client shall neither make nor permit others to make any alterations to the system without first consulting with the Contractor .

6.24 The Client shall ensure that his Agent complies with the fault reporting procedures agreed with the Contractor.

6.4

7. PERFORMANCE

7.1 The Contractor guarantees that the system repair cycle time of any fault will be as per the Fault Categorization Level under Clause 3.0 of Part B herein..

7.2 All incidents that require the Contractor's visit to the customer premises or equipment repair in the Contractor workshop, shall be recorded on the Contractor's job card or work ticket and must be signed by the Company's authorized personnel. The job card will give details, and indicate among other details, actual arrival time, problem diagnosed, resolution provided, departure time and any Company representative comments.

8. CONFIDENTIALITY

The Contractor, its employees, agents and or independent contractors acknowledge that in dealing with the Company pursuant to this agreement, it may come across information, which is confidential and proprietary to the Company, disclosure or use of which might result in damages or loss to the company business or affairs of the Company. It is therefore agreed that the Contractor shall keep all such information confidential and will not disclose the same without the prior written consent of the customer. For the avoidance of doubt, it is agreed that the provisions of this clause shall survive the termination of this Agreement.

8 SITE ACCESS

8.1.1 The Client shall afford access to the Installation Site to the Contractor at the times stated in the Specification or other times by arrangement.

8.1.2 In the execution of the Maintenance Services, the Contractor shall not authorize or purport to authorize any person other than his approved employees and sub-contractors and their employees to come upon the Site, except by the written permission of the Client.

8.1.3 For the purposes of routine maintenance it will be the general aim to agree dates for these visits. It must, however, be accepted that occasionally operational or other circumstances will necessitate refusal to agree to dates proposed. The Contractor shall give the Client seven days' notice of routine maintenance visits. The Client shall give the Contractor three days' notice if the equipment is not accessible for routine maintenance. There may be instances when for operational reasons, the Contractor may be refused access to the Control Room or camera sites without notice.

- 8.1.4 Notification shall be on E-mail and shall be confirmed by the Client and Contractor respectively.
- 8.1.5 Notwithstanding the foregoing the interval between the routine visits to a site shall not fall below nor exceed the scheduled date by more than four weeks.

9 DELEGATION BY CLIENT

The Client may from time to time delegate any of the powers, discretions, functions and authorities vested in him and may at any time revoke any such delegation. Any such delegation or revocation shall be in writing signed by the Client and, in the case of a delegation and the person or persons to whom the same are delegated. No such delegation or revocation shall have effect until a copy thereof has been delivered to the Contractor.

10 CONTRACTOR'S WORKFORCE

- 10.1 The Contractor shall employ competent Qualified Operators, whose name or Names shall have been previously communicated in writing to the Client by the Contractor, to carry out the Maintenance Services on the Installation Site. Any orders or instructions, which the Client may give to the said Qualified Operators of the Contractor, shall be deemed to have been given to the Contractor.

The Contractor's operators shall be subject to the security vetting procedures noted at Clause 1.24

- 10.2 The Client shall be at liberty by notice in writing to the Contractor to object to any representative or person employed by the Contractor in the execution of the Maintenance Services who shall, in the opinion of the Client, misconduct himself or be incompetent or negligent, and the Contractor shall forthwith remove such person from the Installation-Site and the Client shall not be liable to the Contractor or any other person for any costs or losses of same .

11 CONTRACTOR'S RECORDS

To enable the Client to ascertain the Contractor's entitlement to payments claimed under the Contract the Contractor and sub-contractors shall keep time sheets and (so far as practicable) the time worked by the work people in their employment, job cards, service reports and other payment documentation which shall be produced whenever required for the inspection of any agent authorized by the Client.

12 SECURITY CLEARANCE

All personnel working in the Control Room, or on Security equipment shall be security vetted by the client. Only those staff who pass the vetting process will be permitted to enter these areas. The Contractor shall provide in advance such details as may be required by the Client for all staff. The Client reserves the right to reject any personnel for security reasons. No reason will be given for such decisions to reject personnel.

13 HOISTS. SCAFFOLDING AND BARRIERS

The Contractor shall cater for all hoists, scaffolding, barriers, signage, lighting and the like to enable him to properly and safely carry out the maintenance works.

14 SCHEDULE OF STOCK SPARES

The contractor shall keep stock of all necessary spare parts for maintaining the system, to ensure that the system is out of operation for the minimum of time. These spares will be as per submitted priced list of spares. Replacement shall be done and invoiced separately as per the tender requirement.

12 SCHEDULE OF STOCK SPARES

The contractor shall keep stock of all necessary spare parts for maintaining the system, to ensure that the system is out of operation for the minimum of time. These spares will be as per submitted priced list of spares. Replacement shall be done and invoiced separately as per the tender requirement.

13 FAULT REPORTING AND RECTIFICATION

13.1 Fault Reporting

The Client shall establish and maintain such fault reporting organization, hereinafter referred to as the " Centre " , as shall be agreed with the Contractor. The center shall notify the Contractor by telephone that a fault exists and confirm by E-mail.

The Client's Agent when reporting a fault shall make every effort to give accurate and meaningful information on fault characteristics. Additionally, any other information requested by the Contractor shall, where reasonably practical, be provided.

Faults will be notified on the Fault Report Form included in the bidders proposal.

13.2 Fault Rectification

Corrective/curative maintenance shall be based on level of severity as described elsewhere in the document(categories of faults)

On site and repair times shall commence from the time of notification of a fault by the Centre to the Contractor.

Repair time shall be that point in time at which the system is returned to an acceptable level of operation to the satisfaction of the Client. Where a full repair has not been carried out the fault shall be classified as a non-urgent fault and the repair time period shall commence from the time of the temporary repair and the Contractor shall use his best endeavours to restore the system to full operational status as quickly as possible; except where the fault is due to damage beyond the Contractor's reasonable control, and he shall then take all necessary steps to expedite the repairs to the reasonable satisfaction of the client.

An urgent fault shall be any fault(s) that results in the loss of either picture, control facilities or recording of cameras. A non-urgent fault shall be all other faults not classified as urgent.

The Contractor shall report to the Control Room and record his attendance on site prior to commencing any works.

The Contractor shall report to the Control Room before leaving site and confirm all actions/repairs that have been carried out

13.3 Spares List

The contractor shall submit priced list of spares as required .The Contractor shall also advise on any additional stock spares items that he considers I should be required to achieve the fault response criteria .

He shall keep such spares and only invoice upon approval and use by the client.

14 REPAIR OF FAULTS NOT COVERED BY THIS AGREEMENT

Faults to the equipment not covered by the terms of this Agreement will be repaired by the Contractor and the cost of any such repairs shall be charged in accordance with the schedule of call-out rates and day work charges

All such work and costs shall be agreed in advance with the Client and where possible a fixed price agreed based on the rates

15 CONTROL SYSTEM AND SOFTWARE

- i. The Contractor shall include within his price for the maintenance of the system control software. He shall be responsible for all necessary updates/upgrades.
- ii. The Contractor shall only carry out the repair and maintenance of the control system hardware using staff who have been specifically trained in the equipment servicing by the control system manufacturer.

16 TESTING EQUIPMENT

The Contractor shall be responsible for providing all of the specialist tools and test r equipment necessary to carry out the maintenance of the Security equipment and validate that the equipment is operating correctly to the optimum performance settings.

PART B – SPECIFIC DETAILS OF SERVICE (SDS) CATEGORY 1:CCTV

1 DEFINITION OF TERMS

- 1.1 Cycle time- The time taken between opening and closing a service call
- 1.2 Equipment means- CCTV System as described in the Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement.
- 1.3 FRU - Field Replacement Unit (local spare parts).
- 1.4 Help desk means- the Contractor appointed phone number for placing service calls
- 1.5 Response time- the time taken after receiving a service call to the time reaching the company site or remotely connecting to the system
- 1.6 Support & maintenance means- maintenance of the above equipment
- 1.7 Support Engineer means-the Contractor appointed qualified CCTV Technical staff
- 1.8 Service call- report of a fault, in any of the system components
- 1.9 Service- means any service provided by the Contractor for the support and Maintenance of the CCTV system.
- 1.10 The parties means- the company and the Contractor
- 1.11 Total loss – a case whereby a unit cannot be repaired or the cost of repair is more than 70% of the cost of a new unit of the same nature.
- 1.12 Working days - any day (except Sunday or other gazetted public holidays in Kenya) between the hours of 0830 hours and 1730 hours.
- 1.13 Call out-Any other day or time not defined as working hours.
- 1.14 CCC-Central Security Command and Control Centre.
- 1.15 Qualified Operators’ shall mean persons who have received a course of training in the use and operation of the equipment.

2. SUPPORT AND MAINTENANCE SERVICE

- 2.1 The support and maintenance services shall be provided during working hours and on working days unless on special call out.
- 2.2 The maintenance services shall consist of repairing faulty equipment, as detailed in the Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement.
- 2.3 carrying out of inspections, preventive, corrective and routine maintenance (which include hardware and software support, maintenance services, and programming), firmware and software upgrades and bug fixes, diagnosis and the repair or replacement of parts made necessary by normal wear and tear.
- 2.4 The Contractor shall use its best endeavors to respond promptly after a service call for maintenance or support services has been made by the company.

3 FAULT CATEGORISATION

3.1 Severity Level One (1)

This is defined as a failure, which denies or severely limits users' access to a 'live' or on-line system.

The following are examples of this kind of failure:

- Total inability to access a System
- Common Networking equipment failure that impacts more than 50% of the cameras and equipment per site/installation.

Response Time:

The Contractor engineer will respond within four hours (4 hrs) of the initial service call for support being received by the Contractor.

3.2 Severity Level Two (2)

This is defined as a failure that results in diminished user access of the system.

The following are examples of this kind of failure:

- Lack of clarity in cameras, monitors etc.
- Failure of one or two cameras which have complementary coverage from other cameras.
- Failure of any complete sub-system/section which does not affect more than 50% of the system.

Response Time:

The Contractor will respond within Twelve hours (12hr) of the initial service call for support being received by the Contractor.

3.3 Severity Level Three (3)

This is defined as a request from the KPLC for clarification regarding procedural problems.

Instances that would fall within this category would be, for example:

Inability to save or play back a video clip, saving an incidence, archiving, need for refresh on dealing some aspects of control functions etc.

Common Networking equipment failure that impacts less than 50% of the Cameras per site.

Any failure that affect the sites and impact less than 50% of its operation

Response Time

The Contractor's Engineer shall be online with the KPLC representative within e (24hrs) hours of the initial request for support being received by the Contractor

3.4 Severity Level Four (4)

Minor failures or failure of equipment that does not affect the operation of the system, such as:

Failure of redundant components

Minor alarms in the system

Wrong date and time format

Response Time:

The Contractor's Engineer shall attend within four (4) days of the initial request for support.

4 REPORTED INCIDENT ESCALATION PROCEDURES-

4.1 The Company may escalate incidents if they have not been resolved within the stipulated times as follows;

Escalation Level	Escalation Point (Contact)
1 st Level	
2 nd Level	
3 rd Level	(Must be the highest authority in the company)

4.2 The Company will escalate the reported incident if the resolution times indicated below have been exceeded;

Fault Category	Time in Hours		
	1 st Level escalation	2 nd Level escalation	3 rd Level escalation
Severity Level One (1)	4	8	12
Severity Level Two (2)	12	24	36
Severity Level Three (3)	24	36	72
Severity Level Four (4)	96	120	148

4.3 Maintenance of the Company CCTV Systems

Unscheduled Maintenance – Where the Contractor requires to conduct an unscheduled or urgent maintenance activity the Contractor shall issue a Request Notice to the Company one (1) day in advance.

Planned/Scheduled Maintenance - Where the Contractor requires to conduct a planned maintenance activity the Contractor shall issue a Request Notice to the Company ten (10) days in advance.

When undertaking maintenance of any nature the Contractor shall ensure that connectivity is maintained.

4.4 Access by Contractor

The Contractor will be required to notify the Company of the need to access the Company facility through the Security services contacts, call centre or through KPLC point of contact for this SLA.

Access Type	Notification Time
Routine Maintenance	1 day
Emergency Access	Immediately

The Contractor shall be required to provide the following information;

- i. Time and date when access is required
- ii. Whom to be granted access (Name and National ID. Number)
- iii. Description of works

4.5 Incidence Resolution Times

The **Contractor** shall resolve the reported incident as indicated in the table below;

Fault category	Incidence Resolution Time
Severity Level One (1)	4 hours
Severity Level Two (2)	12 hours
Severity Level Three (3)	24 hours
Severity Level Four (4)	96 hours

5 SERVICE CREDITS

5.1 The **Company** shall impose Service Credits if the Contractor fails to meet the agreed Service Availability requirements.

5.2 Service Credits shall be deducted from Operation & Maintenance Charges before payment is made to the **Contractor**.

5.3 Service Credits shall be imposed in the manner shown in the following table.

Service Levels	Resolution time per incident in hours	Service Credit KSHS per Incident
Severity Level one (1)	4hrs	Nil
	4hrs-12hrs	0.1% of Quarterly contract sum
	12-Hrs	0.5 % of Quarterly contract sum per day
Severity Level Two (2)	12	Nil
	12-72 hours	0.1% of annual Contract Sum
	72 and above	0.5% of Contract sum per day
Severity Level Three (3)	24 hours	Nil
	24-96 hours	0.1% of total contract sum
	Above 96 Hours	0.5% of total contract sum per day
Severity Level four (4)	4 days	Nil
	4-12	0.1% of total annual contract sum
	12 and above	0.5 % of total annual contract sum per day

Service Credits shall be deducted as tabulated in above and all other relevant taxation will apply.

SECTION XX – SERVICE LEVEL AGREEMENT (SLA) CATEGORY 2: ALARM SYSTEMS, ELECTRIC FENCES AND RESPONSE SERVICES

The Details of Services describe the basic requirements for services. In addition to the information and documentation in the Tender Document regarding the technical aspects of this tender, all Tenderers shall comply with the following -

PART A: DETAILED DESCRIPTION OF THE PROPOSED MAINTENANCE CONTRACT FOR ALARM SYSTEMS, ELECTRIC FENCES AND RESPONSE SERVICES

1. INTRODUCTION

Kenya Power has installed several Alarm systems composed of analogue, digital and pure IP –based systems wide spread across the country.as per schedule.

Similarly, Electric fences have been in installed across the country mounted atop boundary walls as well as free standing and which have not been connected to the Radio back response services.

The Contractors is expected put into place both preventive and curative service and maintenance as well as radio Alarm response services contracts to ensure the systems remain efficiently operational.

2. SYSTEM CAPACITY

The system that will be entered into the proposed Service Level agreement shall comprise of the equipment listed in the Schedules of Requirements.

3. SCOPE OF SERVICE AND MAINTENANCE

This will be as described in the Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement.

4. DETAILS OF MAINTENANCE CONTRACT

The contract will comprise of Preventive and Curative maintenance.

4.1 PREVENTIVE MAINTENANCE REQUIREMENTS

Preventive maintenance will involve the following:

- Scheduled quarterly servicing and maintenance
- Frequent inspections and monitoring of the systems

- Training/Knowledge transfer
- 24x7 remote technical support.
- Software and firmware upgrades.

4.1.1 **Scheduled quarterly servicing and maintenance (SQSM)**

This will involve checking the system after every three months within a year. Service provider (SP) will have an expert travel and visit the site(s) premises as per the schedule.

During his working travel the expert will perform a technical check-up of the entire system which will involve the following:

- Physical inspection of the system
- Carrying out test drives and noting down all relevant test parameters like voltages, currents, resistance, power, temperatures among others.
- In the event of malfunctioning of the system, provide or define remedy actions to rectify the faults.
- Generate a detailed service report which will summarize all actions taken and recommendations.

4.1.2 **Frequent inspections and monitoring**

The systems will be monitored 24 hours by operators in the established security control rooms and any abnormalities cited and rectified early enough before a complete system breakdown occurs. The service provider will be notified immediately upon such eventualities.

4.1.3 **Training/Knowledge transfer**

Technical support team and operators shall be taken through trainings occasionally to enhance their knowledge on the system as well as help them cope with emerging trends in the field.

The Contractor will provide a technical and operational training to KPLC technical personnel. The training will cover maintenance of 1st and 2nd line. The training will be on the job training conducted during preventive maintenance visits and will include theoretical and practical sessions. A document listing topics covered in the training and signed by the trainees shall be submitted to KPLC. KPLC shall nominate the trainees and notify the Contractor.

4.1.4 24x7 remote technical support.

The service provider will establish a mechanism to offer remote support services to the systems at all the times.

4.1.5 Software and firmware upgrades.

The systems will be closely monitored to establish any new software or firmware releases and upgrade carried out accordingly.

- 4.1.9 The Contractor shall carry out the preventative maintenance programme submitted by the Contractor and accepted by the Client. Any variation from the accepted programme shall be subject to the prior agreement of the Client, which shall not be unreasonably withheld.
- 4.1.10 The Contractor shall carry out the planned preventative maintenance routines as noted in the schedules. These routines are the minimum required and the routines shall incorporate any other activities that may be required to keep the system operating to a high standard acceptable to the Client.
- 4.1.11 At commencement of the Contract, the Contractor shall provide the Client with a detailed method statement of the maintenance activities he intends to undertake.

4.2 **CURATIVE MAINTENANCE REQUIREMENTS**

Curative maintenance will involve the following:

- Emergency on-site intervention.
- 24x7 remote technical support.
- Repair & Return to operations faulty parts or system
- Replacement of spare parts.

4.2.1 **Emergency on-site intervention**

In the case of a System breakdown ,when failure can't be fixed locally, nor via remote access, the service provider will immediately send the technical team to rectify the faults on site, which categorized as a Severity 1 failure (no communication/video signal).as per fault category.

4.2.2 **24x7 remote technical support**

The SP shall provide a central contact point whose objective is to support all emerging system issues or faults. The contact point will either be through a telephone system or through an online support mechanism.

This call center will be approached whenever required. The Call Center operates during normal Working hours 8.00.-17.00, however, high Severity level failures (Severity 1-2) will be supported by on-call engineers/technical team, 24 hours a day, 365 days a year

Every call will be recorded and given a unique number to ensure traceability and to maintain a log of activities, including time taken from opening to closure of every request for service, which will be received.

The call details will be assigned to appropriate personnel who will then take initial ownership to rectify the system fault

4.2.3 **Repair & Return to operations faulty parts or system**

Any faulty component or sub-system of the system will be repaired as per the repair and maintenance procedure and in accordance with fault severity levels requirements.

The Contractor will either repair or replace all repairable components down to component level, for equipment, regardless of the frequency of failures or the number of failed units

4.2.4 **Replacement of spare parts**

Replacement of spare parts or components of the system shall be done within the shortest time possible in accordance to the existing contract requirement or in accordance with the procurement procedures if the damage goes beyond the scope of the contract.

Contractor shall provide KPLC with a list of critical items to improve the service. The same items will be held by the Contractor as dedicated spare parts for this SLA

4.5 **Drive Test and Optimization**

In case of coverage issues and related performance de-gradation of the system the Contractor engineer will conduct a drive test in the coverage area as part of the periodical visit and will issue a report advising on course of actions required for optimizing the system, for reaching to the highest RF coverage performance.

4.6 **Performance Reports**

Using statistical information generated by the systems, Performance Management Reports for the system shall be collected, data including (but not limited to) site, and usage. The data is then summarized and carefully analysed to spot trends, such as consistent basis, to help client make informed operational decisions based on system performance. This is to be done quarterly a year.

5. **CONTRACTOR'S OBLIGATIONS**

5.51.1 Throughout the period of this contract, the Contractor shall provide support, in relation to the hardware and/or software support.

5.51.2 The Contractor shall provide preventive maintenance service, which will consist of carrying two initiated service checks per year to ensure that the equipment's operation conforms to the manufacture's specification. This will include running the manufacture's diagnostic tests designed to test each individual item of equipment and/or other such test which the Contract regard as necessary and/or satisfactory to test the equipment.

5.51.3 The Contractor shall carry out repair services to the equipment as may from time to time be necessary to remedy defects in or breakdowns of the equipment.

5.51.4 The Contractor shall provide all software support and maintenance as well as software upgrades installation, re-installing and/or re-configuring software to the point of program operation and/or data and program backups or restoration as and when necessary.

- 5.51.5 All equipment sent for repair in the contractors work-shop will be repaired, free of charge, within three working days. If the faulty equipment cannot be repaired within the agreed repair time, the contractor shall commit himself to supply the company with an Equivalent at no charge. The said equipment is to be returned to the contractor, in perfect working conditions (save for normal wear and tear that will reasonably arise out of use) once the original equipment has been repaired and returned. The contractor will bear the full cost of labor and the company will bear the cost of part replacement as per tender requirements.
- 5.51.6 Should the contractor receive equipment for service in a Total Loss condition (Non economical repair), it will notify the Company as soon as possible giving details of repair costs, and will NOT be obligated to repair such equipment. Declaring an Equipment to be a “TOTAL LOSS” shall be joint decision of the Contractor and KPLC technical security expert..
- 5.51.7 Damage caused by normal wear and tear will not be covered by this contract and if repaired will be invoiced separately. These will be limited to broken/missing parts. The Contractor shall assess and cost the repair free of charge and seek approval from KPLC before undertaking repairs.
- 5.51.8 The Contractor shall be obligated to replace consumable items and shall not invoice KPLC separate from the amount capture red in Priced Schedule. Items classified as consumable shall be;
- Remote batteries**
 - Power supply cables.**
 - Fuses**
 - Mouses’**
 - Cable connectors** and other small items.

The Contractor shall provide a price list as per the Price Schedule for these items at the commencement of the contract and be valid for the duration of the contract.

- 5.51.9 The Contractor service desk shall issue the Company with a call reference number with which the reported incident shall be tracked until it is resolved to the satisfaction of the company.

- 5.51.10 The Contractor will respond to a service call placed by the Company and recorded by the Contractor help desk personnel, within the agreed response times.

The Contractor will use its best endeavors to resolve any problem within the minimum time possible and not more than stipulated escalation/response time.

- 5.51.11 The Contractor shall keep records of service calls including but not limited to the dates and time of reporting of breakdowns and their resolution, signature of a KPLC representative, nature of fault and actions taken
- 5.51.12 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein
- 5.51.13 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein
- 5.51.14 The Contractor shall, after carrying out his duties, leave the Equipment in a clean and sound condition, and shall clear away all rubbish.
- 5.51.15 The Contractor shall be responsible for identifying all faults associated with the system, and for reporting to and in liaison with the Client to ensure that the system is restored to full operation as quickly as possible.
- 5.51.16 The Contractor shall be responsible for identifying all faults associated with the loss of the electrical mains supply to all equipment within the system, and for reporting to and liaison with either (the electrical supply company) or the Client's Agents, as appropriate, to ensure the system is restored to full operation as quickly as possible.
- 5.51.17 The Contractor shall be responsible for touch up painting repairs on any disturbed surface during the course of his work.
- 5.51.18 At the commencement of the Contract the Contractor shall provide a schedule of equipment with equipment serial numbers, which shall be provided to the Client.
- 5.51.19 Should it be necessary, during the Contract period, for any equipment to be replaced by the Contractor the replacement item shall be subject to the prior approval of the Client, which shall not be unreasonably withheld.

- 5.51.20 Where an equipment replacement results in the Client's system documentation (i.e. Operator and Maintenance Manuals) being out of date the Contractor shall, if not replacing equipment at the Client's expense, update the Client's documentation (i.e. the Operator and Maintenance Manuals) at his own expense. Where the equipment is being replaced at the Client's expense the documentation update shall be at his own expense. All changes to the documentation shall be subject to the prior agreement of the Client which shall not be unreasonably withheld.
- 5.51.21 Should any change to the schedule of equipment be necessary the Contractor shall provide an updated schedule within one month of any change taking place.
- 5.51.22 At the termination of the Contract, or at any other time that the Client requests it, the Contractor shall, in conjunction with the Client, verify that the system equipment complies with the agreed schedule.
- 5.51.23 Throughout the Contract period the Contractor shall establish and maintain an operational fault reporting center to which all faults on the system shall be reported by the Client's Agent; the center shall incorporate an Email account which shall be operational at all times during the hours of 8. 30 am to 5. 00 pm Monday to Friday excluding Holidays.
- 5.51.24 Faults shall be reported to the center by facsimile transmission, thus providing a hard copy of the reported fault. At all other times faults should be reported to an out of hours telephone manned 24 hours per day and backed up by facsimile transmission.
- 5.51.25 The fault reporting procedures shall be subject to the prior approval of the Client.
- 5.51.26 Throughout the Contract period the Contractor shall maintain full records of all attendances and repairs made under the Contract. All such records shall be provided to the Client at regular intervals, not to exceed three months.
- 5.51.27 The Contractor shall be entitled to free use so far as reasonable for the purposes of the Maintenance Services such supplies of electricity , water and gas as may be available therefore on the Installation Site

- 5.51.28 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein
- 5.51.29 The Contractor shall, after carrying out his duties, leave the Equipment in a clean and sound condition, and shall clear away all rubbish.
- 5.51.30 The Contractor shall be responsible for identifying all faults associated with the system, and for reporting to and in liaison with the Client to ensure that the system is restored to full operation as quickly as possible.
- 5.51.31 The Contractor shall be responsible for identifying all faults associated with the loss of the electrical mains supply to all equipment within the system, and for reporting to and liaison with either (the electrical supply company) or the Client's Agents, as appropriate, to ensure the system is restored to full operation as quickly as possible.
- 5.51.32 The Contractor shall be responsible for touch up painting repairs on any disturbed surface during the course of his work.
- 5.51.33 At the commencement of the Contract the Contractor shall provide a schedule of equipment with equipment serial numbers, which shall be provided to the Client.
- 5.51.34 Should it be necessary, during the Contract period, for any equipment to be replaced by the Contractor the replacement item shall be subject to the prior approval of the Client, which shall not be unreasonably withheld.
- 5.51.35 Where an equipment replacement results in the Client's system documentation (i.e. Operator and Maintenance Manuals) being out of date the Contractor shall, if not replacing equipment at the Client's expense, update the Client's documentation
- 5.51.36 (i.e. the Operator and Maintenance Manuals) at his own expense. Where the equipment is being replaced at the Client's expense the documentation update shall be at his own expense. All changes to the documentation shall be subject to the prior agreement of the Client which shall not be unreasonably withheld.

5.51.37 Should any change to the schedule of equipment be necessary the Contractor shall provide an updated schedule within one month of any change taking place.

5.51.38 At the termination of the Contract, or at any other time that the Client requests it, the Contractor shall, in conjunction with the Client, verify that the system equipment complies with the agreed schedule.

5.51.39 Throughout the Contract period the Contractor shall establish and maintain an operational fault reporting center to which all faults on the system shall be reported by the Client's Agent; the center shall incorporate an Email account which shall be operational at all times during the hours of 8. 30 am to 5. 00 pm Monday to Friday excluding Holidays.

5.51.40 Faults shall be reported to the center by facsimile transmission, thus providing a hard copy of the reported fault. At all other times faults should be reported to an out of hours telephone manned 24 hours per day and backed up by facsimile transmission. The fault reporting procedures shall be subject to the prior approval of the Client.

5.51.41 Throughout the Contract period the Contractor shall maintain full records of all attendances and repairs made under the Contract. All such records shall be provided to the Client at regular intervals, not to exceed three months.

5.51.42 The Contractor shall be entitled to free use so far as reasonable for the purposes of the Maintenance Services such supplies of electricity , water and gas as may be available therefore on the Installation Site

5.51.43 The Contractor shall (subject to the conditions contained herein, and the

Performance by the Client of its obligations under this Contract) perform the Maintenance Services in respect of Security equipment (hereinafter called the Equipment) listed in the Schedule of Requirements. The Maintenance Services shall neither include anything expressly excluded from this Contract nor any replacement of, nor repair to, parts damaged or worn out during the currency of this Contract, otherwise than by fair wear and tear. In the event of the Contractor sending any part of the Equipment away from the installation for repair or overhaul, then he shall bear all the costs, including those of packing, carriage and insurance, incurred in the dispatch, overhaul, repair, return and installation of the equipment.

- 5.51.44 All goods and materials used by the Contractor in carrying out his obligations herein shall be of the highest standard and quality and in full compliance with the requirements of the original equipment manufacturer's recommendation; all replacements shall be new and of a manufacturer's revision level not less than that of the part to be replaced. When replacement parts are fitted these shall become the property of the Client or the relevant Partner.
- 5.51.45 The Contractor shall be responsible for providing the access vehicle and safety barriers, etc. for servicing the Security Equipment (i.e. CCTV, Alarms, Electric fences, Walkthrough detectors and Fire Alarm system as well as all tools, test equipment, spares, goods and materials in fulfilling the Maintenance Services at no extra cost.
- 5.51.46 The Contractor shall, except where otherwise agreed in writing, perform routine preventative maintenance of all Equipment in accordance with the recommendations of the original equipment manufacturer. Submitted Schedules.
- 5.51.47 The Contractor shall provide details of the proposed programme of preventative maintenance for the total system, the programme shall, as a minimum, provide for two six monthly inspection per annum, together with any necessary corrective action, on all system equipment, confirming or returning equipment to full and proper operation; a full equipment status report in writing shall be given to the Client.

6. THE COMPANY'S OBLIGATIONS

To facilitate the provision by the Contractor of maintenance and support services the Company shall:

- 6.1 Keep and operate the systems and peripherals in a proper and prudent manner and ensure that only competent employees are allowed to operate them.
- 6.5 Use the systems and peripherals in a suitable environment and in accordance with manufacturer's instructions and advice of the Contractor.
- 6.6 Co-operate with the Contractor and do all in its power to assist to restore the equipment back to the working condition.
- 6.7 Make sure that during the contract period, no personnel other than the Contractor personnel shall conduct any repairs and/or installations, and or any other action to the equipment, except data backup and any other action done by the company's technical manager and approved in advance by the Contractor. Any such attempt will lead to the loss of manufacturer warranty and any Contractor responsibility for the said equipment.
- 6.8 Enable and allow the Contractor to remotely connect to the system for remote diagnostics, software update and repair.

- 6.2 The company will pay the Contractor in accordance with the General provisions for payment immediately after completion of every quarter and upon presentation of the relevant service reports ,Job cards and Invoices and not later than 30 days from the date of issue of any invoice.
- 6.3 The Client shall ensure that his Agents operate the equipment in accordance with the instructions contained within the Operator's manual.
- 6.4 The Client shall neither make nor permit others to make any alterations to the system without first consulting with the Contractor .
- 6.24 The Client shall ensure that his Agent complies with the fault reporting procedures agreed with the Contractor.
- 6.5

7. PERFORMANCE

- 13.4The Contractor guarantees that the system repair cycle time of any fault will be as per the Fault Categorization Level under Clause 3.0 of Part B herein..
- 13.5All incidents that require the Contractor's visit to the customer premises or equipment repair in the Contractor workshop, shall be recorded on the Contractor's job card or work ticket and must be signed by the Company's authorized personnel. The job card will give details, and indicate among other details, actual arrival time, problem diagnosed, resolution provided, departure time and any Company representative comments.

8. CONFIDENTIALITY

The Contractor, its employees, agents and or independent contractors acknowledge that in dealing with the Company pursuant to this agreement, it may come across information, which is confidential and proprietary to the Company, disclosure or use of which might result in damages or loss to the company business or affairs of the Company. It is therefore agreed that the Contractor shall keep all such information confidential and will not disclose the same without the prior written consent of the customer. For the avoidance of doubt, it is agreed that the provisions of this clause shall survive the termination of this Agreement.

14 SITE ACCESS

- 14.1.1 The Client shall afford access to the Installation Site to the Contractor at the times stated in the Specification or other times by arrangement.
- 14.1.2 In the execution of the Maintenance Services, the Contractor shall not authorise or purport to authorise any person other than his approved employees and sub- contractors and their employees to come upon the Site, except by the written permission of the Client.
- 14.1.3 For the purposes of routine maintenance it will be the general aim to agree dates for these visits. It must, however, be accepted that occasionally operational or other circumstances

will necessitate refusal to agree to dates proposed. The Contractor shall give the Client seven days' notice of routine maintenance visits. The Client shall give the Contractor three days' notice if the equipment is not accessible for routine maintenance. There may be instances when for operational reasons, the Contractor may be refused access to the Control Room or camera sites without notice.

14.1.4 Notification shall be on E-mail and shall be confirmed by the Client and Contractor respectively.

14.1.5 Notwithstanding the foregoing the interval between the routine visits to a site shall not fall below nor exceed the scheduled date by more than four weeks.

14.1.6

15 DELEGATION BY CLIENT

The Client may from time to time delegate any of the powers, discretions, functions and authorities vested in him and may at any time revoke any such delegation. Any such delegation or revocation shall be in writing signed by the Client and, in the case of a delegation and the person or persons to whom the same are delegated. No such delegation or revocation shall have effect until a copy thereof has been delivered to the Contractor.

10 CONTRACTOR'S WORKFORCE

10.1 The Contractor shall employ competent Qualified Operators, whose name or Names shall have been previously communicated in writing to the Client by the Contractor, to carry out the Maintenance Services on the Installation Site. Any orders or instructions, which the Client may give to the said Qualified Operators of the Contractor, shall be deemed to have been given to the Contractor.

The Contractor's operators shall be subject to the security vetting procedures noted at Clause 1.24

10.2 The Client shall be at liberty by notice in writing to the Contractor to object to any representative or person employed by the Contractor in the execution of the Maintenance Services who shall, in the opinion of the Client, misconduct himself or be incompetent or negligent, and the Contractor shall forthwith remove such person from the Installation-Site and the Client shall not be liable to the Contractor or any other person for any costs or losses of same .

17 CONTRACTOR'S RECORDS

To enable the Client to ascertain the Contractor's entitlement to payments claimed under the Contract the Contractor and sub-contractors shall keep time sheets and (so far as practicable) the time worked by the work people in their employment, job cards, service reports and other payment documentation which shall be produced whenever required for the inspection of any agent authorized by the Client.

12 SECURITY CLEARANCE

All personnel working in the Control Room, or on Security equipment shall be security vetted by the client. Only those staff who pass the vetting process will be permitted to enter these areas. The Contractor shall provide in advance such details as may be required by the Client for all staff. The Client reserves the right to reject any personnel for security reasons. No reason will be given for such decisions to reject personnel.

13 HOISTS. SCAFFOLDING AND BARRIERS

The Contractor shall cater for all hoists, scaffolding, barriers, signage, lighting and the like to enable him to properly and safely carry out the maintenance works.

14 SCHEDULE OF STOCK SPARES

The contractor shall keep stock of all necessary spare parts for maintaining the system, to ensure that the system is out of operation for the minimum of time. These spares will be as per submitted priced list of spares. Replacement shall be done and invoiced separately as per the tender requirement.

18 SCHEDULE OF STOCK SPARES

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19 FAULT REPORTING AND RECTIFICATION

14.1 Fault Reporting

The Client shall establish and maintain such fault reporting organization, hereinafter referred to as the " Centre" , as shall be agreed with the Contractor. The center shall notify the Contractor by telephone that a fault exists and confirm by E-mail.

The Client's Agent when reporting a fault shall make every effort to give accurate and meaningful information on fault characteristics. Additionally, any other information requested by the Contractor shall, where reasonably practical, be provided.

Faults will be notified on the Fault Report Form included in the bidders proposal.

14.2 Fault Rectification

Corrective/curative maintenance shall be based on level of severity as described elsewhere in the document(categories of faults)

On site and repair times shall commence from the time of notification of a fault by the Centre to the Contractor.

Repair time shall be that point in time at which the system is returned to an acceptable level of operation to the satisfaction of the Client. Where a full repair has not been carried out the fault shall be classified as a non-urgent fault and the repair time period shall commence from the time of the temporary repair and the Contractor shall use his best endeavours to restore the system to full operational status as quickly as possible; except where the fault is due to damage beyond the Contractor's reasonable control, and he shall then take all necessary steps to expedite the repairs to the reasonable satisfaction of the client.

An urgent fault shall be any fault(s) that results in the loss of either picture, control facilities or recording of cameras. A non-urgent fault shall be all other faults not classified as urgent.

The Contractor shall report to the Control Room and record his attendance on site prior to commencing any works.

The Contractor shall report to the Control Room before leaving site and confirm all actions/repairs that have been carried out

14.3 Spares List

The contractor shall submit priced list of spares as required .The Contractor shall also advise on any additional stock spares items that he considers I should be required to achieve the fault response criteria .

He shall keep such spares and only invoice upon approval and use by the client.

20 REPAIR OF FAULTS NOT COVERED BY THIS AGREEMENT

Faults to the equipment not covered by the terms of this Agreement will be repaired by the Contractor and the cost of any such repairs shall be charged in accordance with the schedule of call-out rates and day work charges

All such work and costs shall be agreed in advance with the Client and where possible a fixed price agreed based on the rates

21 CONTROL SYSTEM AND SOFTWARE

- i. The Contractor shall include within his price for the maintenance of the system control software. He shall be responsible for all necessary updates/upgrades.
- ii. The Contractor shall only carry out the repair and maintenance of the control system hardware using staff who have been specifically trained in the equipment servicing by the control system manufacturer.

22 TESTING EQUIPMENT

The Contractor shall be responsible for providing all of the specialist tools and test r equipment necessary to carry out the maintenance of the Security equipment and validate that the equipment is operating correctly to the optimum performance settings.

PART B – SPECIFIC DETAILS OF SERVICE (SDS) CATEGORY 2: INTRUDER ALARM SYSTEMS, ELECTRIC FENCES AND RESPONSE

1. DEFINITION OF TERMS

- 1.1 Cycle time- The time taken between opening and closing a service call
- 1.2 Equipment means- INTRUDER ALARM and ELECTRIC FENCE System as described in the Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement
- 1.3 FRU-Field Replacement Unit (local spare parts).
- 1.4 Help desk means- the Contractor appointed phone number for placing service calls
- 1.5 Response time- the time taken after receiving a service call to the time reaching the company site or remotely connecting to the system
- 1.6 Support & maintenance means- maintenance of the above equipment
- 1.7 Support Engineer means-the Contractor appointed qualified INTRUDER ALARM and ELECTRIC FENCE Technical staff
- 1.8 Service call- report of a fault, in any of the system components
- 1.9 Service- means any service provided by the Contractor for the support and Maintenance of the INTRUDER ALARM and ELECTRIC FENCE system.
- 1.10 The parties means- the company and the Contractor
- 1.11 Total loss – a case whereby a unit cannot be repaired or the cost of repair is more than 70% of the cost of a new unit of the same nature.
- 1.12 Working days - any day (except Saturday and Sunday or other gazetted public holidays in Kenya) between the hours of 0830 hours and 1730 hours.
- 1.13 Call out-Any other day or time not defined as working hours.
- 1.14 Qualified Operators’ shall mean persons who have received a course of training in the use and operation of the equipment.

2. SUPPORT AND MAINTENANCE SERVICE

- 4.1 The support and maintenance services shall be provided during working hours and on working days unless on special call out.
- 4.2 The maintenance services shall consist of repairing faulty equipment, part of this contract as detailed in Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement, carrying out of inspections, preventive, corrective and routine maintenance (which include hardware and software support, maintenance services, and programming), firmware and software upgrades and bug fixes, diagnosis and the repair or replacement of parts made necessary by normal wear and tear.

- 4.3 The Contractor shall use its best endeavors to respond promptly after a service call for maintenance or support services has been made by the company.

3. FAULT CATEGORISATION

3.1. Severity Level One (1)

This is defined as a failure, which denies or severely limits users' access to a 'live' or on-line system.

The following are examples of this kind of failure:

- Total inability to access a System e.g. panel failure, Failure to arm/disarm. Failure to by-pass a zone.
- Common Networking equipment failure that impacts more than 50% of the devices.

Response Time:

The Contractor engineer will respond within Four hours (4 hr) of the initial service call for support being received by the Contractor.

NB: standby back-up services to be on site within 5minutes of reported failure and camp until system restoration.

3.2 Severity Level Two (2)

This is defined as a failure that results in diminished user access of the system.

The following are examples of this kind of failure:

- Failure of any complete Alarm portions/area

Response Time:

The Contractor will respond within Twelve hours (12hr) of the initial service call for support being received by the Contractor.

Standby back-up services to be on site within 5minutes of reported failure and camp until system restoration.

3.3 Severity Level Three (3)

This is defined as a request from the KPLC for clarification regarding procedural problems.

Instances that would fall within this category would be, for example:

Inability to change user code, access event logs, etc

Common Networking equipment failure that impacts less than 50% of the Intruder Alarms per site.

Any failure that affect the sites and impact less than 50% of its operation

Response Time

The Contractor's Engineer will be online with the KPLC representative within twenty four(24hours) hours of the initial request for support being received by the Contractor

3.4 Severity Level Four (4)

Minor failures or failure of equipment that does not affect the operation of the system, such as:

Failure of redundant components

Minor alarms in the system

Wrong date and time format and other minor failures.

Response Time:

The Contractor's Engineer will be online with the KPLC Representative within two (2) days of the initial request for support.

4. REPORTED INCIDENT ESCALATION PROCEDURES-

4.1 The Company may escalate incidents if they have not been resolved within the stipulated times as follows;

Escalation Level	Escalation Point (Contact)
1 st Level	
2 nd Level	
3 rd Level	(highest authority in the company)

4.2 The Company will escalate the reported incident if the resolution times indicated below have been exceeded;

Fault Category	Time in Hours		
	1 st Level escalation	2 nd Level escalation	3 rd Level escalation
Severity Level One (1)	4	8	12
Severity Level Two (2)	12	24	36
Severity Level Three (3)	24	48	72
Severity Level Four (4)	48	72	96

4.3 Maintenance of the Company INTRUDER ALARM and ELECTRIC FENCES Systems

Unscheduled Maintenance – Where the Contractor requires to conduct an unscheduled or urgent maintenance activity the Contractor shall issue a Request Notice to the Company one (1) day in advance.

Planned/Scheduled Maintenance - Where the Contractor requires to conduct a planned maintenance activity the Contractor shall issue a Request Notice to the Company ten (10) days in advance.

When undertaking maintenance of any nature the Contractor shall ensure that connectivity is maintained.

4.4 Access by Contractor

The Contractor will be required to notify the Company of the need to access the Company facility through the Security services contacts, call centre or through KPLC point of contact for this SLA.

Access Type	Notification Time
Routine Maintenance	2 working days
Emergency Access	Immediately

The Contractor will be required to provide the following information;

- iv. Time and date when access is required
- v. Whom to be granted access (Name and National ID. Number)
- vi. Description of works

4.5 Incidence Resolution Times

The **Contractor** shall resolve the reported incident as indicated in the table below;

Fault category	Incidence Resolution Time
Severity Level One (1)	4 hours
Severity Level Two (2)	12 hours
Severity Level Three (3)	24 hours
Severity Level Four (4)	48hours

5.0 SERVICE CREDITS

5. The **Company** shall impose Service Credits if the Contractor fails to meet the agreed Service Availability requirements.
6. Service Credits shall be deducted from Operation & Maintenance Charges before payment is made to the **Contractor**.
7. Service Credits shall be imposed in the manner shown in the following table.

Service Levels	Resolution time per incident in hours	Service Credit KSHS per Incident
Severity Level one (1)	4	Nil
	4-12	0.1% of quarterly service amount.
	12 and above	0.5 % of quarterly service amount per day
Severity Level Two (2)	12	Nil
	13-24	0.1% of quarterly service amount
	24 and above	0.5% of quarterly service amount
Severity Level Three (3)	24 hours	Nil
	25 hours-48 hours	0.1% of quarterly service amount
	Above 48 hours	0.5% of quarterly service amount
Severity Level four (4)	48 hours	Nil
	49-72 hours	0.1% of quarterly service amount
	Above 72 hours	0.5 % of quarterly service amount

Radio response	0-5 mins	Nil
	5 and above within the day	This shall be evaluated and action taken as per the contractor evaluation form.
	No response at all	NB: Liability due to late or lack of response will be borne fully by the contractor and any loss/damage shall therefore be compensated to Kenya power by the contractor.

SECTION XX1 – SERVICE LEVEL AGREEMENT (SLA) CATEGORY 3: WALKTHROUGH METAL DETECTORS

The Details of Services describe the basic requirements for services. In addition to the information and documentation in the Tender Document regarding the technical aspects of this tender, all Tenderers shall comply with the following -

PART A: DETAILED DESCRIPTION OF THE PROPOSED MAINTENANCE CONTRACT FOR WALKTHROUGH METAL DETECTORS SYSTEMS

8. INTRODUCTION

Kenya Power has installed several **Check-point** Metal Detectors in its various sites Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement. The walkthrough are installed as stand-alone systems but with capability to be networked and accesses via LAN or WAN.

The Contractors is expected put into place both preventive and curative service and maintenance contracts to ensure the systems remain efficiently operational.

9. SYSTEM CAPACITY

The system that will be entered into the proposed Service Level agreement shall comprise of the equipment listed in the Schedules of Requirements.

10. SCOPE OF SERVICE AND MAINTENANCE

This will be as described in the Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement.

11. DETAILS OF MAINTENANCE CONTRACT

The contract will comprise of Preventive and Curative maintenance.

4.2 PREVENTIVE MAINTENANCE REQUIREMENTS

Preventive maintenance will involve the following:

- Scheduled quarterly servicing and maintenance
- Frequent inspections and monitoring of the systems
- Training/Knowledge transfer
- 24x7 remote technical support.
- Software and firmware upgrades.

4.1.1 **Scheduled quarterly servicing and maintenance (SQSM)**

This will involve checking the system after every three months within a year. Service provider (SP) will have an expert travel and visit the site(s) premises as per the schedule.

During his working travel the expert will perform a technical check-up of the entire system which will involve the following:

- Physical inspection of the system
- Carrying out test drives and noting down all relevant test parameters like voltages, currents, resistance, power, temperatures among others.
- In the event of malfunctioning of the system, provide or define remedy actions to rectify the faults.
- Generate a detailed service report which will summarize all actions taken and recommendations.

4.1.2 **Frequent inspections and monitoring**

The systems will be monitored 24 hours by operators in the established security control rooms and any abnormalities cited and rectified early enough before a complete system breakdown occurs. The service provider will be notified immediately upon such eventualities.

4.1.3 **Training/Knowledge transfer**

Technical support team and operators shall be taken through trainings occasionally to enhance their knowledge on the system as well as help them cope with emerging trends in the field.

The Contractor will provide a technical and operational training to KPLC technical personnel. The training will cover maintenance of 1st and 2nd line. The training will be on the job training conducted during preventive maintenance visits and will include theoretical and practical sessions. A document listing topics covered in the training and signed by the trainees shall be submitted to KPLC. KPLC shall nominate the trainees and notify the Contractor.

4.1.4 24x7 remote technical support.

The service provider will establish a mechanism to offer remote support services to the systems at all the times.

4.1.5 Software and firmware upgrades.

The systems will be closely monitored to establish any new software or firmware releases and upgrade carried out accordingly.

- 4.1.12 The Contractor shall carry out the preventative maintenance programme submitted by the Contractor and accepted by the Client. Any variation from the accepted programme shall be subject to the prior agreement of the Client, which shall not be unreasonably withheld.
- 4.1.13 The Contractor shall carry out the planned preventative maintenance routines as noted in the schedules. These routines are the minimum required and the routines shall incorporate any other activities that may be required to keep the system operating to a high standard acceptable to the Client.
- 4.1.14 At commencement of the Contract, the Contractor shall provide the Client with a detailed method statement of the maintenance activities he intends to undertake.

4.2 **CURATIVE MAINTENANCE REQUIREMENTS**

Curative maintenance will involve the following:

- Emergency on-site intervention.
- 24x7 remote technical support.
- Repair & Return to operations faulty parts or system
- Replacement of spare parts.

4.2.1 **Emergency on-site intervention**

In the case of a System breakown ,when failure can't be fixed locally, nor via remote access, the service provider will immediately send the technical team to rectify the faults on site, which categorized as a Severity 1 failure (no communication/video signal).as per fault category.

4.2.2 **24x7 remote technical support**

The SP shall provide a central contact point whose objective is to support all emerging system issues or faults. The contact point will either be through a telephone system or through an online support mechanism.

This call center will be approached whenever required. The Call Center operates during normal Working hours 8.00.-17.00, however, high Severity level failures (Severity 1-2) will be supported by on-call engineers/technical team, 24 hours a day, 365 days a year

Every call will be recorded and given a unique number to ensure traceability and to maintain a log of activities, including time taken from opening to closure of every request for service, which will be received.

The call details will be assigned to appropriate personnel who will then take initial ownership to rectify the system fault

4.2.3 **Repair & Return to operations faulty parts or system**

Any faulty component or sub-system of the system will be repaired as per the repair and maintenance procedure and in accordance with fault severity levels requirements.

The Contractor will either repair or replace all repairable components down to component level, for equipment, regardless of the frequency of failures or the number of failed units

4.2.4 **Replacement of spare parts**

Replacement of spare parts or components of the system shall be done within the shortest time possible in accordance to the existing contract requirement or in accordance with the procurement procedures if the damage goes beyond the scope of the contract.

Contractor shall provide KPLC with a list of critical items to improve the service. The same items will be held by the Contractor as dedicated spare parts for this SLA

4.7 **Drive Test and Optimization**

In case of coverage issues and related performance de-gradation of the system the Contractor engineer will conduct a drive test in the coverage area as part of the periodical visit and will issue a report advising on course of actions required for optimizing the system, for reaching to the highest RF coverage performance.

4.8 **Performance Reports**

Using statistical information generated by the systems, Performance Management Reports for the system shall be collected, data including (but not limited to) site, and usage. The data is then summarized and carefully analysed to spot trends, such as consistent basis, to help client make informed operational decisions based on system performance. This is to be done quarterly a year.

5. **CONTRACTOR'S OBLIGATIONS**

5.51.48 Throughout the period of this contract, the Contractor shall provide support, in relation to the hardware and/or software support.

5.51.49 The Contractor shall provide preventive maintenance service, which will consist of carrying two initiated service checks per year to ensure that the equipment's operation conforms to the manufacture's specification. This will include running the manufacture's diagnostic tests designed to test each individual item of equipment and/or other such test which the Contract regard as necessary and/or satisfactory to test the equipment.

5.51.50 The Contractor shall carry out repair services to the equipment as may from time to time be necessary to remedy defects in or breakdowns of the equipment.

5.51.51 The Contractor shall provide all software support and maintenance as well as software upgrades installation, re-installing and/or re-configuring software to the

point of program operation and/or data and program backups or restoration as and when necessary.

5.51.52 All equipment sent for repair in the contractors work-shop will be repaired, free of charge, within three working days. If the faulty equipment cannot be repaired within the agreed repair time, the contractor shall commit himself to supply the company with an Equivalent at no charge. The said equipment is to be returned to the contractor, in perfect working conditions (save for normal wear and tear that will reasonably arise out of use) once the original equipment has been repaired and returned. The contractor will bear the full cost of labor and the company will bear the cost of part replacement as per tender requirements.

5.51.53 Should the contractor receive equipment for service in a Total Loss condition (Non economical repair), it will notify the Company as soon as possible giving details of repair costs, and will NOT be obligated to repair such equipment. Declaring an Equipment to be a "TOTAL LOSS" shall be joint decision of the Contractor and KPLC technical security expert..

5.51.54 Damage caused by normal wear and tear will not be covered by this contract and if repaired will be invoiced separately. These will be limited to broken/missing parts. The Contractor shall assess and cost the repair free of charge and seek approval from KPLC before undertaking repairs.

5.51.55 The Contractor shall be obligated to replace consumable items and shall not invoice KPLC separate from the amount capture red in Priced Schedule. Items classified as consumable shall be;

Remote batteries

Power supply cables

Fuses

Mouses'

Cable connectors and other and accessories.

The Contractor shall provide a price list as per the Price Schedule for these items at the commencement of the contract and be valid for the duration of the contract.

5.51.56 The Contractor service desk shall issue the Company with a call reference number with which the reported incident shall be tracked until it is resolved to the satisfaction of the company.

5.51.57 The Contractor will respond to a service call placed by the Company and recorded by the Contractor help desk personnel, within the agreed response times.

The Contractor will use its best endeavors to resolve any problem within the minimum time possible and not more than stipulated escalation/response time.

- 5.51.58 The Contractor shall keep records of service calls including but not limited to the dates and time of reporting of breakdowns and their resolution, signature of a KPLC representative, nature of fault and actions taken.
- 5.51.59 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein
- 5.51.60 The Contractor shall, after carrying out his duties, leave the Equipment in a clean and sound condition, and shall clear away all rubbish.
- 5.51.61 The Contractor shall be responsible for identifying all faults associated with the system, and for reporting to and in liaison with the Client to ensure that the system is restored to full operation as quickly as possible.
- 5.51.62 The Contractor shall be responsible for identifying all faults associated with the loss of the electrical mains supply to all equipment within the system, and for reporting to and liaison with either (the electrical supply company) or the Client's Agents, as appropriate, to ensure the system is restored to full operation as quickly as possible.
- 5.51.63 The Contractor shall be responsible for touch up painting repairs on any disturbed surface during the course of his work.
- 5.51.64 At the commencement of the Contract the Contractor shall provide a schedule of equipment with equipment serial numbers, which shall be provided to the Client.
- 5.51.65 Should it be necessary, during the Contract period, for any equipment to be replaced by the Contractor the replacement item shall be subject to the prior approval of the Client, which shall not be unreasonably withheld.
- 5.51.66 Where an equipment replacement results in the Client's system documentation (i.e. Operator and Maintenance Manuals) being out of date the Contractor shall, if not replacing equipment at the Client's expense, update the Client's documentation (i.e. the Operator and Maintenance Manuals) at his own expense. Where the equipment is being replaced at the Client's expense the documentation update shall be at his

own expense. All changes to the documentation shall be subject to the prior agreement of the Client which shall not be unreasonably withheld.

5.51.67 Should any change to the schedule of equipment be necessary the Contractor shall provide an updated schedule within one month of any change taking place.

5.51.68 At the termination of the Contract, or at any other time that the Client requests it, the Contractor shall, in conjunction with the Client, verify that the system equipment complies with the agreed schedule.

5.51.69 Throughout the Contract period the Contractor shall establish and maintain an operational fault reporting center to which all faults on the system shall be reported by the Client's Agent; the center shall incorporate an Email account which shall be operational at all times during the hours of 8.30 am to 5.00 pm Monday to Friday excluding Holidays.

5.51.70 Faults shall be reported to the center by facsimile transmission, thus providing a hard copy of the reported fault. At all other times faults should be reported to an out of hours telephone manned 24 hours per day and backed up by facsimile transmission.

5.51.71 The fault reporting procedures shall be subject to the prior approval of the Client.

5.51.72 Throughout the Contract period the Contractor shall maintain full records of all attendances and repairs made under the Contract. All such records shall be provided to the Client at regular intervals, not to exceed three months.

5.51.73 The Contractor shall be entitled to free use so far as reasonable for the purposes of the Maintenance Services such supplies of electricity, water and gas as may be available therefore on the Installation Site

5.51.74 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein

- 5.51.75 The Contractor shall, after carrying out his duties, leave the Equipment in a clean and sound condition, and shall clear away all rubbish.
- 5.51.76 The Contractor shall be responsible for identifying all faults associated with the system, and for reporting to and in liaison with the Client to ensure that the system is restored to full operation as quickly as possible.
- 5.51.77 The Contractor shall be responsible for identifying all faults associated with the loss of the electrical mains supply to all equipment within the system, and for reporting to and liaison with either (the electrical supply company) or the Client's Agents, as appropriate, to ensure the system is restored to full operation as quickly as possible.
- 5.51.78 The Contractor shall be responsible for touch up painting repairs on any disturbed surface during the course of his work.
- 5.51.79 At the commencement of the Contract the Contractor shall provide a schedule of equipment with equipment serial numbers, which shall be provided to the Client.
- 5.51.80 Should it be necessary, during the Contract period, for any equipment to be replaced by the Contractor the replacement item shall be subject to the prior approval of the Client, which shall not be unreasonably withheld.
- 5.51.81 Where an equipment replacement results in the Client's system documentation (i.e. Operator and Maintenance Manuals) being out of date the Contractor shall, if not replacing equipment at the Client's expense, update the Client's documentation
- 5.51.82 (i.e. the Operator and Maintenance Manuals) at his own expense. Where the equipment is being replaced at the Client's expense the documentation update shall be at his own expense. All changes to the documentation shall be subject to the prior agreement of the Client which shall not be unreasonably withheld.
- 5.51.83 Should any change to the schedule of equipment be necessary the Contractor shall provide an updated schedule within one month of any change taking place.

5.51.84 At the termination of the Contract, or at any other time that the Client requests it, the Contractor shall, in conjunction with the Client, verify that the system equipment complies with the agreed schedule.

5.51.85 Throughout the Contract period the Contractor shall establish and maintain an operational fault reporting center to which all faults on the system shall be reported by the Client's Agent; the center shall incorporate an Email account which shall be operational at all times during the hours of 8. 30 am to 5. 00 pm Monday to Friday excluding Holidays.

5.51.86 Faults shall be reported to the center by facsimile transmission, thus providing a hard copy of the reported fault. At all other times faults should be reported to an out of hours telephone manned 24 hours per day and backed up by facsimile transmission. The fault reporting procedures shall be subject to the prior approval of the Client.

5.51.87 Throughout the Contract period the Contractor shall maintain full records of all attendances and repairs made under the Contract. All such records shall be provided to the Client at regular intervals, not to exceed three months.

5.51.88 The Contractor shall be entitled to free use so far as reasonable for the purposes of the Maintenance Services such supplies of electricity , water and gas as may be available therefore on the Installation Site

5.51.89 The Contractor shall (subject to the conditions contained herein, and the

Performance by the Client of its obligations under this Contract) perform the Maintenance Services in respect of Security equipment (hereinafter called the Equipment) listed in the Schedule of Requirements. The Maintenance Services shall neither include anything expressly excluded from this Contract nor any replacement of, nor repair to, parts damaged or worn out during the currency of this Contract, otherwise than by fair wear and tear. In the event of the Contractor sending any part of the Equipment away from the installation for repair or overhaul, then he shall bear all the costs, including those of packing, carriage and insurance, incurred in the dispatch, overhaul, repair, return and installation of the equipment.

5.51.90 All goods and materials used by the Contractor in carrying out his obligations herein shall be of the highest standard and quality and in full compliance with the requirements of the original equipment manufacturer's recommendation; all

replacements shall be new and of a manufacturer's revision level not less than that of the part to be replaced. When replacement parts are fitted these shall become the property of the Client or the relevant Partner.

5.51.91 The Contractor shall be responsible for providing the access vehicle and safety barriers, etc. for servicing the Security Equipment (i.e. CCTV, Alarms, Electric fences, Walkthrough detectors and Fire Alarm system as well as all tools, test equipment, spares, goods and materials in fulfilling the Maintenance Services at no extra cost.

5.51.92 The Contractor shall, except where otherwise agreed in writing, perform routine preventative maintenance of all Equipment in accordance with the recommendations of the original equipment manufacturer. Submitted Schedules.

5.51.93 The Contractor shall provide details of the proposed programme of preventative maintenance for the total system, the programme shall, as a minimum, provide for two six monthly inspection per annum, together with any necessary corrective action, on all system equipment, confirming or returning equipment to full and proper operation; a full equipment status report in writing shall be given to the Client.

6. THE COMPANY'S OBLIGATIONS

To facilitate the provision by the Contractor of maintenance and support services the Company shall:

- 6.1 Keep and operate the systems and peripherals in a proper and prudent manner and ensure that only competent employees are allowed to operate them.
- 6.6 Use the systems and peripherals in a suitable environment and in accordance with manufacturer's instructions and advice of the Contractor.
- 6.7 Co-operate with the Contractor and do all in its power to assist to restore the equipment back to the working condition.
- 6.8 Make sure that during the contract period, no personnel other than the Contractor personnel shall conduct any repairs and/or installations, and or any other action to the equipment, except data backup and any other action done by the company's technical manager and approved in advance by the Contractor. Any such attempt will lead to the loss of manufacturer warranty and any Contractor responsibility for the said equipment.
- 6.9 Enable and allow the Contractor to remotely connect to the system for remote diagnostics, software update and repair.

- 6.10 The company will pay the Contractor in accordance with the General provisions for payment immediately after completion of every quarter and upon presentation of the relevant service reports ,Job cards and Invoices and not later than 30 days from the date of issue of any invoice.
- 6.9 The Client shall ensure that his Agents operate the equipment in accordance with the instructions contained within the Operator's manual.
- 6.10 The Client shall neither make nor permit others to make any alterations to the system without first consulting with the Contractor .
- 6.24 The Client shall ensure that his Agent complies with the fault reporting procedures agreed with the Contractor.
- 6.11

7. PERFORMANCE

- 15.1 The Contractor guarantees that the system repair cycle time of any fault will be as per the Fault Categorization Level under Clause 3.0 of Part B herein..
- 15.2 All incidents that require the Contractor's visit to the customer premises or equipment repair in the Contractor workshop, shall be recorded on the Contractor's job card or work ticket and must be signed by the Company's authorized personnel. The job card will give details, and indicate among other details, actual arrival time, problem diagnosed, resolution provided, departure time and any Company representative comments.

8. CONFIDENTIALITY

The Contractor, its employees, agents and or independent contractors acknowledge that in dealing with the Company pursuant to this agreement, it may come across information, which is confidential and proprietary to the Company, disclosure or use of which might result in damages or loss to the company business or affairs of the Company. It is therefore agreed that the Contractor shall keep all such information confidential and will not disclose the same without the prior written consent of the customer. For the avoidance of doubt, it is agreed that the provisions of this clause shall survive the termination of this Agreement.

16 SITE ACCESS

- 16.1.1 The Client shall afford access to the Installation Site to the Contractor at the times stated in the Specification or other times by arrangement.
- 16.1.2 In the execution of the Maintenance Services, the Contractor shall not authorise or purport to authorise any person other than his approved employees and sub- contractors and their employees to come upon the Site, except by the written permission of the Client.
- 16.1.3 For the purposes of routine maintenance it will be the general aim to agree dates for these visits. It must, however, be accepted that occasionally operational or other circumstances

will necessitate refusal to agree to dates proposed. The Contractor shall give the Client seven days' notice of routine maintenance visits. The Client shall give the Contractor three days' notice if the equipment is not accessible for routine maintenance. There may be instances when for operational reasons, the Contractor may be refused access to the Control Room or camera sites without notice.

16.1.4 Notification shall be on E-mail and shall be confirmed by the Client and Contractor respectively.

16.1.5 Notwithstanding the foregoing the interval between the routine visits to a site shall not fall below nor exceed the scheduled date by more than four weeks.

16.1.6

17 DELEGATION BY CLIENT

The Client may from time to time delegate any of the powers, discretions, functions and authorities vested in him and may at any time revoke any such delegation. Any such delegation or revocation shall be in writing signed by the Client and, in the case of a delegation and the person or persons to whom the same are delegated. No such delegation or revocation shall have effect until a copy thereof has been delivered to the Contractor.

10 CONTRACTOR'S WORKFORCE

10.1 The Contractor shall employ competent Qualified Operators, whose name or Names shall have been previously communicated in writing to the Client by the Contractor, to carry out the Maintenance Services on the Installation Site. Any orders or instructions, which the Client may give to the said Qualified Operators of the Contractor, shall be deemed to have been given to the Contractor.

The Contractor's operators shall be subject to the security vetting procedures noted at Clause 1.24

10.2 The Client shall be at liberty by notice in writing to the Contractor to object to any representative or person employed by the Contractor in the execution of the Maintenance Services who shall, in the opinion of the Client, misconduct himself or be incompetent or negligent, and the Contractor shall forthwith remove such person from the Installation-Site and the Client shall not be liable to the Contractor or any other person for any costs or losses of same .

15 CONTRACTOR'S RECORDS

To enable the Client to ascertain the Contractor's entitlement to payments claimed under the Contract the Contractor and sub-contractors shall keep time sheets and (so far as
*TENDER DOCUMENT FOR SERVICES – BY AND FOR THE KENYA POWER & LIGHTING
 COMPANY LIMITED – 6th EDITION AUGUST 2016*

practicable) the time worked by the work people in their employment, job cards, service reports and other payment documentation which shall be produced whenever required for the inspection of any agent authorized by the Client.

12 SECURITY CLEARANCE

All personnel working in the Control Room, or on Security equipment shall be security vetted by the client. Only those staff who pass the vetting process will be permitted to enter these areas. The Contractor shall provide in advance such details as may be required by the Client for all staff. The Client reserves the right to reject any personnel for security reasons. No reason will be given for such decisions to reject personnel.

13 HOISTS. SCAFFOLDING AND BARRIERS

The Contractor shall cater for all hoists, scaffolding, barriers, signage, lighting and the like to enable him to properly and safely carry out the maintenance works.

1. SCHEDULE OF STOCK SPARES

The contractor shall keep stock of all necessary spare parts for maintaining the system, to ensure that the system is out of operation for the minimum of time. These spares will be as per submitted priced list of spares. Replacement shall be done and invoiced separately as per the tender requirement.

2. SCHEDULE OF STOCK SPARES

The contractor shall keep stock of all necessary spare parts for maintaining the system, to ensure that the system is out of operation for the minimum of time. These spares will be as per submitted priced list of spares. Replacement shall be done and invoiced separately as per the tender requirement.

3. FAULT REPORTING AND RECTIFICATION

15.1 Fault Reporting

The Client shall establish and maintain such fault reporting organization, hereinafter referred to as the " Centre" , as shall be agreed with the Contractor. The center shall notify the Contractor by telephone that a fault exists and confirm by E-mail.

The Client's Agent when reporting a fault shall make every effort to give accurate and meaningful information on fault characteristics. Additionally, any other information requested by the Contractor shall, where reasonably practical, be provided.

Faults will be notified on the Fault Report Form included in the bidders proposal.

15.2 Fault Rectification

Corrective/curative maintenance shall be based on level of severity as described elsewhere in the document(categories of faults)

On site and repair times shall commence from the time of notification of a fault by the Centre to the Contractor.

Repair time shall be that point in time at which the system is returned to an acceptable level of operation to the satisfaction of the Client. Where a full repair has not been carried out the fault shall be classified as a non-urgent fault and the repair time period shall commence from the time of the temporary repair and the Contractor shall use his best endeavours to restore the system to full operational status as quickly as possible; except where the fault is due to damage beyond the Contractor's reasonable control, and he shall then take all necessary steps to expedite the repairs to the reasonable satisfaction of the client.

An urgent fault shall be any fault(s) that results in the loss of either picture, control facilities or recording of cameras. A non-urgent fault shall be all other faults not classified as urgent.

The Contractor shall report to the Control Room and record his attendance on site prior to commencing any works.

The Contractor shall report to the Control Room before leaving site and confirm all actions/repairs that have been carried out

15.3 Spares List

The contractor shall submit priced list of spares as required .The Contractor shall also advise on any additional stock spares items that he considers I should be required to achieve the fault response criteria .

He shall keep such spares and only invoice upon approval and use by the client.

4. REPAIR OF FAULTS NOT COVERED BY THIS AGREEMENT

Faults to the equipment not covered by the terms of this Agreement will be repaired by the Contractor and the cost of any such repairs shall be charged in accordance with the schedule of call-out rates and day work charges

All such work and costs shall be agreed in advance with the Client and where possible a fixed price agreed based on the rates

5. CONTROL SYSTEM AND SOFTWARE

1. The Contractor shall include within his price for the maintenance of the system control software .He shall be responsible for all necessary updates/upgrades.
2. The Contractor shall only carry out the repair and maintenance of the control system hardware using staff who have been specifically trained in the equipment servicing by the control system manufacturer.

6. TESTING EQUIPMENT

The Contractor shall be responsible for providing all of the specialist tools and test r equipment necessary to carry out the maintenance of the Security equipment and validate that the equipment is operating correctly to the optimum performance settings.

PART B – SPECIFIC DETAILS OF SERVICE (SDS) CATEGORY 3:WALKTHROUGH DETECTORS

1. DEFINITION OF TERMS

- 1.1 Agreement Date means- the date of signing this contract
- 1.2 Cycle time- The time taken between opening and closing a service call
- 1.3 Equipment means- WALKTHROUGH DETECTOR System as detailed in Schedule of Requirement.
- 1.4 FRU - Field Replacement Unit (local spare parts).
- 1.5 Help desk means- the Contractor appointed phone number for placing service calls
- 1.6 Response time- the time taken after receiving a service call to the time reaching the company site or remotely connecting to the system
- 1.7 Support & maintenance means- maintenance of the above equipment
- 1.8 Support Engineer means-the Contractor appointed qualified WALKTHROUGH DETECTOR Technical staff
- 1.9 Service call- report of a fault, in any of the system components
- 1.10 Service- means any service provided by the Contractor for the support and Maintenance of the WALKTHROUGH DETECTOR system.
- 1.11 The parties means- the company and the Contractor
- 1.12 Total loss – a case whereby a unit cannot be repaired or the cost of repair is more than 70% of the cost of a new unit of the same nature.
- 1.13 Working days - any day (except Sunday or other gazetted public holidays in Kenya) between the hours of 0830 hours and 1730 hours.
- 1.14 Call out-Any other day or time not defined as working hours.
- 1.15 CCC-Central Security Command and Control Centre.

- 1.16 Qualified Operators' shall mean persons who have received a course of training in the use and operation of the equipment.

2. SUPPORT AND MAINTENANCE SERVICE

- 2.1 The support and maintenance services shall be provided during working hours and on working days unless on special call out.
- 2.2 The maintenance services shall consist of repairing faulty equipment, as detailed in Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement, carrying out of inspections, preventive, corrective and routine maintenance (which include hardware and software support, maintenance services, and programming), firmware and software upgrades and bug fixes, diagnosis and the repair or replacement of parts made necessary by normal wear and tear.
- 2.3 The Contractor shall use its best endeavors to respond promptly after a service call for maintenance or support services has been made by the company.

3 FAULT CATEGORISATION

3.1 Severity Level One (1)

This is defined as a failure, which denies or severely limits users' access to a 'live' or on-line system.

The following are examples of this kind of failure:

- Total inability to access a System
- Common Networking equipment failure that impacts more than 50% of the cameras and equipment per site/installation.

Response Time:

The Contractor engineer will respond within Two hours (4 hrs) of the initial service call for support being received by the Contractor.

3.2 Severity Level Two (2)

This is defined as a failure that results in diminished user access of the system.

The following are examples of this kind of failure:

- Lack of clarity in cameras, monitors etc.
- Failure of one or two cameras which have complementary coverage from other cameras.
- Failure of any complete sub-system/section which does not affect more than 50% of the system.

Response Time:

The Contractor will respond within Twelve hours (12hr) of the initial service call for support being received by the Contractor.

3.3 Severity Level Three (3)

This is defined as a request from the KPLC for clarification regarding procedural problems.

Instances that would fall within this category would be, for example:

Inability to save or play back a video clip, saving an incidence, archiving, need for refresh on dealing some aspects of control functions etc.

Common Networking equipment failure that impacts less than 50% of the Cameras per site.

Any failure that affect the sites and impact less than 50% of its operation

Response Time

The Contractor's Engineer shall be online with the KPLC representative within e (24hrs) hours of the initial request for support being received by the Contractor

3.4 Severity Level Four (4)

Minor failures or failure of equipment that does not affect the operation of the system, such as:

Failure of redundant components

Minor alarms in the system

Wrong date and time format

Response Time:

The Contractor's Engineer shall attend within four (4) days of the initial request for support.

4 REPORTED INCIDENT ESCALATION PROCEDURES-

4.1 The Company may escalate incidents if they have not been resolved within the stipulated times as follows;

Escalation Level	Escalation Point (Contact)
1 st Level	
2 nd Level	
3 rd Level	(Must be the highest authority in the company)

5.3.1 The Company will escalate the reported incident if the resolution times indicated below have been exceeded;

Fault Category	Time in Hours		
	1 st Level escalation	2 nd Level escalation	3 rd Level escalation
Severity Level One (1)	4	8	12
Severity Level Two (2)	12	24	36
Severity Level Three (3)	24	36	72
Severity Level Four (4)	96	120	148

4.2 Maintenance of the Company WALKTHROUGH DETECTOR Systems

Unscheduled Maintenance – Where the Contractor requires to conduct an unscheduled or urgent maintenance activity the Contractor shall issue a Request Notice to the Company one (1) day in advance.

Planned/Scheduled Maintenance - Where the Contractor requires to conduct a planned maintenance activity the Contractor shall issue a Request Notice to the Company ten (10) days in advance.

When undertaking maintenance of any nature the Contractor shall ensure that connectivity is maintained.

4.3 Access by Contractor

The Contractor will be required to notify the Company of the need to access the Company facility through the Security services contacts, call centre or through KPLC point of contact for this SLA.

Access Type	Notification Time
Routine Maintenance	1 day
Emergency Access	Immediately

The Contractor shall be required to provide the following information;

- vii. Time and date when access is required
- viii. Whom to be granted access (Name and National ID. Number)
- ix. Description of works

4.4 Incidence Resolution Times

The **Contractor** shall resolve the reported incident as indicated in the table below;

Fault category	Incidence Resolution Time
Severity Level One (1)	4 hours
Severity Level Two (2)	12 hours
Severity Level Three (3)	24 hours
Severity Level Four (4)	96 hours

5. SERVICE CREDITS

5.1 The **Company** shall impose Service Credits if the Contractor fails to meet the agreed Service Availability requirements.

5.2 Service Credits shall be deducted from Operation & Maintenance Charges before payment is made to the **Contractor**.

5.3 Service Credits shall be imposed in the manner shown in the following table.

Service Levels	Resolution time per incident in hours	Service Credit KSHS per Incident

Severity Level one (1)	4hrs	Nil
	4hrs-12hrs	0.1% of Quarterly contract sum
	12-Hrs	0.5 % of Quarterly contract sum per day
Severity Level Two (2)	12	Nil
	12-72 hours	0.1% of annual Contract Sum
	72 and above	0.5% of Contract sum per day
Severity Level Three (3)	24 hours	Nil
	24-96 hours	0.1% of total contract sum
	Above 96 Hours	0.5% of total contract sum per day
Severity Level four (4)	4 days	Nil
	4-12	0.1% of total annual contract sum
	12 and above	0.5 % of total annual contract sum per day

SECTION XX11 – SERVICE LEVEL AGREEMENT (SLA) CATEGORY 4: FIRE ALARM SYSTEM ELECTRICITY HOUSE NAIROBI

The Details of Services describe the basic requirements for services. In addition to the information and documentation in the Tender Document regarding the technical aspects of this tender, all Tenderers shall comply with the following -

PART A: DETAILED DESCRIPTION OF THE PROPOSED MAINTENANCE CONTRACT FOR FIRE ALARM SYSTEM ELECTRICITY HOUSE NAIROBI

1 INTRODUCTION

Kenya Power has installed Addressable /IP-based Fire Alarm system(**HONEYWELL**) at Electricity house Nairobi as per Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement. The Fire Alarm system has minor faults as described the schedule of requirement.

The Contractors is expected put into place both preventive and curative service and maintenance contracts to ensure the systems remain efficiently operational.

2 SYSTEM CAPACITY

The system that will be entered into the proposed Service Level agreement shall comprise of the equipment listed in the Schedules of Requirements.

3 SCOPE OF SERVICE AND MAINTENANCE

This will be as described in the Schedule of Requirements, Price schedule of service (Bill of quantities) and this Service Level Agreement.

4 DETAILS OF MAINTENANCE CONTRACT

The contract will comprise of Preventive and Curative maintenance.

4.1 PREVENTIVE MAINTENANCE REQUIREMENTS

Preventive maintenance will involve the following:

- Scheduled quarterly servicing and maintenance
- Frequent inspections and monitoring of the systems
- Training/Knowledge transfer
- 24x7 remote technical support.
- Software and firmware upgrades.

4.1.1 **Scheduled quarterly servicing and maintenance (SQSM)**

This will involve checking the system after every three months within a year.

Service provider (SP) will have an expert travel and visit the site(s) premises as per the schedule.

During his working travel the expert will perform a technical check-up of the entire system which will involve the following:

- Physical inspection of the system
- Carrying out test drives and noting down all relevant test parameters like voltages, currents, resistance, power, temperatures among others.
- In the event of malfunctioning of the system, provide or define remedy actions to rectify the faults.
- Generate a detailed service report which will summarize all actions taken and recommendations.

4.1.2 **Frequent inspections and monitoring**

The systems will be monitored 24 hours by operators in the established security control rooms and any abnormalities cited and rectified early enough before a complete system breakdown occurs. The service provider will be notified immediately upon such eventualities.

4.1.3 **Training/Knowledge transfer**

Technical support team and operators shall be taken through trainings occasionally to enhance their knowledge on the system as well as help them cope with emerging trends in the field.

The Contractor will provide a technical and operational training to KPLC technical personnel. The training will cover maintenance of 1st and 2nd line. The training will be on the job training conducted during preventive maintenance visits and will include theoretical and practical sessions. A document listing topics covered in the training and signed by the trainees shall be submitted to KPLC. KPLC shall nominate the trainees and notify the Contractor.

4.1.4 24x7 remote technical support.

The service provider will establish a mechanism to offer remote support services to the systems at all the times.

4.1.5 Software and firmware upgrades.

The systems will be closely monitored to establish any new software or firmware releases and upgrade carried out accordingly.

- 4.1.15 The Contractor shall carry out the preventative maintenance programme submitted by the Contractor and accepted by the Client. Any variation from the accepted programme shall be subject to the prior agreement of the Client, which shall not be unreasonably withheld.
- 4.1.16 The Contractor shall carry out the planned preventative maintenance routines as noted in the schedules. These routines are the minimum required and the routines shall incorporate any other activities that may be required to keep the system operating to a high standard acceptable to the Client.
- 4.1.17 At commencement of the Contract, the Contractor shall provide the Client with a detailed method statement of the maintenance activities he intends to undertake.

4.2 **CURATIVE MAINTENANCE REQUIREMENTS**

Curative maintenance will involve the following:

- Emergency on-site intervention.
- 24x7 remote technical support.
- Repair & Return to operations faulty parts or system
- Replacement of spare parts.

4.2.1 **Emergency on-site intervention**

In the case of a System breakown ,when failure can't be fixed locally, nor via remote access, the service provider will immediately send the technical team to rectify the faults on site, which categorized as a Severity 1 failure (no communication/video signal).as per fault category.

4.2.2 **24x7 remote technical support**

The SP shall provide a central contact point whose objective is to support all emerging system issues or faults. The contact point will either be through a telephone system or through an online support mechanism.

This call center will be approached whenever required. The Call Center operates during normal Working hours 8.00.-17.00, however, high Severity level failures (Severity 1-2) will be supported by on-call engineers/technical team, 24 hours a day, 365 days a year

Every call will be recorded and given a unique number to ensure traceability and to maintain a log of activities, including time taken from opening to closure of every request for service, which will be received.

The call details will be assigned to appropriate personnel who will then take initial ownership to rectify the system fault

4.2.3 **Repair & Return to operations faulty parts or system**

Any faulty component or sub-system of the system will be repaired as per the repair and maintenance procedure and in accordance with fault severity levels requirements.

The Contractor will either repair or replace all repairable components down to component level, for equipment, regardless of the frequency of failures or the number of failed units

4.2.4 **Replacement of spare parts**

Replacement of spare parts or components of the system shall be done within the shortest time possible in accordance to the existing contract requirement or in accordance with the procurement procedures if the damage goes beyond the scope of the contract.

Contractor shall provide KPLC with a list of critical items to improve the service. The same items will be held by the Contractor as dedicated spare parts for this SLA

4.3 Drive Test and Optimization

In case of coverage issues and related performance de-gradation of the system the Contractor engineer will conduct a drive test in the coverage area as part of the periodical visit and will issue a report advising on course of actions required for optimizing the system, for reaching to the highest RF coverage performance.

4.4 Performance Reports

Using statistical information generated by the systems, Performance Management Reports for the system shall be collected, data including (but not limited to) site, and usage. The data is then summarized and carefully analysed to spot trends, such as consistent basis, to help client make informed operational decisions based on system performance. This is to be done quarterly a year.

5. CONTRACTOR'S OBLIGATIONS

5.51.94 Throughout the period of this contract, the Contractor shall provide support, in relation to the hardware and/or software support.

5.51.95 The Contractor shall provide preventive maintenance service, which will consist of carrying two initiated service checks per year to ensure that the equipment's operation conforms to the manufacture's specification. This will include running the manufacture's diagnostic tests designed to test each individual item of equipment and/or other such test which the Contract regard as necessary and/or satisfactory to test the equipment.

5.51.96 The Contractor shall carry out repair services to the equipment as may from time to time be necessary to remedy defects in or breakdowns of the equipment.

5.51.97 The Contractor shall provide all software support and maintenance as well as software upgrades installation, re-installing and/or re-configuring software to the

point of program operation and/or data and program backups or restoration as and when necessary.

5.51.98 All equipment sent for repair in the contractors work-shop will be repaired, free of charge, within three working days. If the faulty equipment cannot be repaired within the agreed repair time, the contractor shall commit himself to supply the company with an Equivalent at no charge. The said equipment is to be returned to the contractor, in perfect working conditions (save for normal wear and tear that will reasonably arise out of use) once the original equipment has been repaired and returned. The contractor will bear the full cost of labor and the company will bear the cost of part replacement as per tender requirements.

5.51.99 Should the contractor receive equipment for service in a Total Loss condition (Non economical repair), it will notify the Company as soon as possible giving details of repair costs, and will NOT be obligated to repair such equipment. Declaring an Equipment to be a "TOTAL LOSS" shall be joint decision of the Contractor and KPLC technical security expert..

5.51.100 Damage caused by normal wear and tear will not be covered by this contract and if repaired will be invoiced separately. These will be limited to broken/missing parts. The Contractor shall assess and cost the repair free of charge and seek approval from KPLC before undertaking repairs.

5.51.101 The Contractor shall be obligated to replace consumable items and shall not invoice KPLC separate from the amount capture red in Priced Schedule. Items classified as consumable shall be;

Remote batteries

Power supply cables

Fuses

Mouses'

Cable connectors and other and accessories.

Break glasses.

Printer papers.

The Contractor shall provide a price list as per the Price Schedule for these items at the commencement of the contract and be valid for the duration of the contract.

5.51.102 The Contractor service desk shall issue the Company with a call reference number with which the reported incident shall be tracked until it is resolved to the satisfaction of the company.

5.51.103 The Contractor will respond to a service call placed by the Company and recorded by the Contractor help desk personnel, within the agreed response times. The Contractor will use its best endeavors to resolve any problem within the minimum time possible and not more than stipulated escalation/response time.

- 5.51.104 The Contractor shall keep records of service calls including but not limited to the dates and time of reporting of breakdowns and their resolution, signature of a KPLC representative, nature of fault and actions taken.
- 5.51.105 The Contractor shall be deemed to have examined the Installation Site and the General Conditions and Specification, with the Schedule of Equipment as annexed thereto and referred to therein
- 5.51.106 The Contractor shall, after carrying out his duties, leave the Equipment in a clean and sound condition, and shall clear away all rubbish.
- 5.51.107 The Contractor shall be responsible for identifying all faults associated with the system, and for reporting to and in liaison with the Client to ensure that the system is restored to full operation as quickly as possible.
- 5.51.108 The Contractor shall be responsible for identifying all faults associated with the loss of the electrical mains supply to all equipment within the system, and for reporting to and liaison with either (the electrical supply company) or the Client's Agents, as appropriate, to ensure the system is restored to full operation as quickly as possible.
- 5.51.109 The Contractor shall be responsible for touch up painting repairs on any disturbed surface during the course of his work.
- 5.51.110 At the commencement of the Contract the Contractor shall provide a schedule of equipment with equipment serial numbers, which shall be provided to the Client.
- 5.51.111 Should it be necessary, during the Contract period, for any equipment to be replaced by the Contractor the replacement item shall be subject to the prior approval of the Client, which shall not be unreasonably withheld.
- 5.51.112 Where an equipment replacement results in the Client's system documentation (i.e. Operator and Maintenance Manuals) being out of date the Contractor shall, if not replacing equipment at the Client's expense, update the Client's documentation

- 5.51.113 (i.e. the Operator and Maintenance Manuals) at his own expense. Where the equipment is being replaced at the Client's expense the documentation update shall be at his own expense. All changes to the documentation shall be subject to the prior agreement of the Client which shall not be unreasonably withheld.
- 5.51.114 Should any change to the schedule of equipment be necessary the Contractor shall provide an updated schedule within one month of any change taking place.
- 5.51.115 At the termination of the Contract, or at any other time that the Client requests it, the Contractor shall, in conjunction with the Client, verify that the system equipment complies with the agreed schedule.
- 5.51.116 Throughout the Contract period the Contractor shall establish and maintain an operational fault reporting center to which all faults on the system shall be reported by the Client's Agent; the center shall incorporate an Email account which shall be operational at all times during the hours of 8. 30 am to 5. 00 pm Monday to Friday excluding Holidays.
- 5.51.117 Faults shall be reported to the center by facsimile transmission, thus providing a hard copy of the reported fault. At all other times faults should be reported to an out of hours telephone manned 24 hours per day and backed up by facsimile transmission. The fault reporting procedures shall be subject to the prior approval of the Client.
- 5.51.118 Throughout the Contract period the Contractor shall maintain full records of all attendances and repairs made under the Contract. All such records shall be provided to the Client at regular intervals, not to exceed three months.
- 5.51.119 The Contractor shall be entitled to free use so far as reasonable for the purposes of the Maintenance Services such supplies of electricity , water and gas as may be available therefore on the Installation Site
- 5.51.120 The Contractor shall (subject to the conditions contained herein, and the

Performance by the Client of its obligations under this Contract) perform the Maintenance Services in respect of Security equipment (hereinafter called the Equipment) listed in the Schedule of Requirements. The Maintenance Services shall neither include anything expressly excluded from this Contract nor any replacement of, nor repair to, parts damaged or worn out during the currency of this Contract, otherwise than by fair wear and tear. In the event of the Contractor sending any part of the Equipment away from the installation for repair or overhaul, then he shall bear all the costs, including those of packing, carriage and insurance, incurred in the dispatch, overhaul, repair, return and installation of the equipment.

5.51.121 All goods and materials used by the Contractor in carrying out his obligations herein shall be of the highest standard and quality and in full compliance with the requirements of the original equipment manufacturer's recommendation; all replacements shall be new and of a manufacturer's revision level not less than that of the part to be replaced. When replacement parts are fitted these shall become the property of the Client or the relevant Partner.

5.51.122 The Contractor shall be responsible for providing the access vehicle and safety barriers, etc. for servicing the Security Equipment (i.e. CCTV, Alarms, Electric fences, Walkthrough detectors and Fire Alarm system as well as all tools, test equipment, spares, goods and materials in fulfilling the Maintenance Services at no extra cost.

5.51.123 The Contractor shall, except where otherwise agreed in writing, perform routine preventative maintenance of all Equipment in accordance with the recommendations of the original equipment manufacturer. Submitted Schedules.

5.51.124 The Contractor shall provide details of the proposed programme of preventative maintenance for the total system, the programme shall, as a minimum, provide for two six monthly inspection per annum, together with any necessary corrective action, on all system equipment, confirming or returning equipment to full and proper operation; a full equipment status report in writing shall be given to the Client.

6. THE COMPANY'S OBLIGATIONS

To facilitate the provision by the Contractor of maintenance and support services the Company shall:

- 6.1 Keep and operate the systems and peripherals in a proper and prudent manner and ensure that only competent employees are allowed to operate them.
- 6.12 Use the systems and peripherals in a suitable environment and in accordance with manufacturer's instructions and advice of the Contractor.

- 6.13 Co-operate with the Contractor and do all in its power to assist to restore the equipment back to the working condition.
- 6.14 Make sure that during the contract period, no personnel other than the Contractor personnel shall conduct any repairs and/or installations, and or any other action to the equipment, except data backup and any other action done by the company's technical manager and approved in advance by the Contractor. Any such attempt will lead to the loss of manufacturer warranty and any Contractor responsibility for the said equipment.
- 6.15 Enable and allow the Contractor to remotely connect to the system for remote diagnostics, software update and repair.
- 6.16 The company will pay the Contractor in accordance with the General provisions for payment immediately after completion of every quarter and upon presentation of the relevant service reports ,Job cards and Invoices and not later than 30 days from the date of issue of any invoice.
- 6.17 The Client shall ensure that his Agents operate the equipment in accordance with the instructions contained within the Operator's manual.
- 6.18 The Client shall neither make nor permit others to make any alterations to the system without first consulting with the Contractor .
- 6.24 The Client shall ensure that his Agent complies with the fault reporting procedures agreed with the Contractor.

7. PERFORMANCE

- a. The Contractor guarantees that the system repair cycle time of any fault will be as per the Fault Categorization Level under Clause 3.0 of Part B herein..
- b. All incidents that require the Contractor's visit to the customer premises or equipment repair in the Contractor workshop, shall be recorded on the Contractor's job card or work ticket and must be signed by the Company's authorized personnel. The job card will give details, and indicate among other details, actual arrival time, problem diagnosed, resolution provided, departure time and any Company representative comments.

8. CONFIDENTIALITY

The Contractor, its employees, agents and or independent contractors acknowledge that in dealing with the Company pursuant to this agreement, it may come across information, which is confidential and proprietary to the Company, disclosure or use of which might result in damages or loss to the company business or affairs of the Company. It is therefore agreed that the Contractor shall keep all such information confidential and will not disclose the same without the prior written consent of the customer. For the avoidance of doubt, it is agreed that the provisions of this clause shall survive the termination of this Agreement.

18 SITE ACCESS

- 18.1.1 The Client shall afford access to the Installation Site to the Contractor at the times stated in the Specification or other times by arrangement.
- 18.1.2 In the execution of the Maintenance Services, the Contractor shall not authorise or purport to authorise any person other than his approved employees and sub- contractors and their employees to come upon the Site, except by the written permission of the Client.
- 18.1.3 For the purposes of routine maintenance it will be the general aim to agree dates for these visits. It must, however, be accepted that occasionally operational or other circumstances will necessitate refusal to agree to dates proposed. The Contractor shall give the Client seven days' notice of routine maintenance visits. The Client shall give the Contractor three days' notice if the equipment is not accessible for routine maintenance. There may be instances when for operational reasons, the Contractor may be refused access to the Control Room or camera sites without notice.
- 18.1.4 Notification shall be on E-mail and shall be confirmed by the Client and Contractor respectively.
- 18.1.5 Notwithstanding the foregoing the interval between the routine visits to a site shall not fall below nor exceed the scheduled date by more than four weeks.

19 DELEGATION BY CLIENT

The Client may from time to time delegate any of the powers, discretions, functions and authorities vested in him and may at any time revoke any such delegation. Any such delegation or revocation shall be in writing signed by the Client and, in the case of a delegation and the person or persons to whom the same are delegated. No such delegation or revocation shall have effect until a copy thereof has been delivered to the Contractor.

10 CONTRACTOR'S WORKFORCE

10.1 The Contractor shall employ competent Qualified Operators, whose name or Names shall have been previously communicated in writing to the Client by the Contractor, to carry out the Maintenance Services on the Installation Site. Any orders or instructions, which the Client may give to the said Qualified Operators of the Contractor, shall be deemed to have been given to the Contractor.

The Contractor's operators shall be subject to the security vetting procedures noted at Clause 1.24

10.2 The Client shall be at liberty by notice in writing to the Contractor to object to

any representative or person employed by the Contactor in the execution of the Maintenance Services who shall, in the opinion of the Client, misconduct himself or be incompetent or negligent, and the Contractor shall forthwith remove such person from the Installation-Site and the Client shall not be liable to the Contractor or any other person for any costs or losses of same .

7. CONTRACTOR'S RECORDS

To enable the Client to ascertain the Contractor's entitlement to payments claimed under the Contract the Contractor and sub-contractors shall keep time sheets and (so far as practicable) the time worked by the work people in their employment, job cards, service reports and other payment documentation which shall be produced whenever required for the inspection of any agent authorized by the Client.

12 SECURITY CLEARANCE

All personnel working in the Control Room, or on Security equipment shall be security vetted by the client. Only those staff who pass the vetting process will be permitted to enter these areas. The Contractor shall provide in advance such details as may be required by the Client for all staff. The Client reserves the right to reject any personnel for security reasons. No reason will be given for such decisions to reject personnel.

13 HOISTS. SCAFFOLDING AND BARRIERS

The Contractor shall cater for all hoists, scaffolding, barriers, signage, lighting and the like to enable him to properly and safely carry out the maintenance works.

8. SCHEDULE OF STOCK SPARES

The contractor shall keep stock of all necessary spare parts for maintaining the system, to ensure that the system is out of operation for the minimum of time. These spares will be as per submitted priced list of spares. Replacement shall be done and invoiced separately as per the tender requirement.

9. FAULT REPORTING AND RECTIFICATION

15.4 Fault Reporting

The Client shall establish and maintain such fault reporting organization, hereinafter referred to as the " Centre" , as shall be agreed with the Contractor. The center shall notify the Contractor by telephone that a fault exists and confirm by E-mail.

The Client's Agent when reporting a fault shall make every effort to give accurate and meaningful information on fault characteristics. Additionally, any other information requested by the Contractor shall, where reasonably practical, be provided.

Faults will be notified on the Fault Report Form included in the bidders proposal.

15.5 Fault Rectification

Corrective/curative maintenance shall be based on level of severity as described elsewhere in the document(categories of faults)

On site and repair times shall commence from the time of notification of a fault by the Centre to the Contractor.

Repair time shall be that point in time at which the system is returned to an acceptable level of operation to the satisfaction of the Client. Where a full repair has not been carried out the fault shall be classified as a non-urgent fault and the repair time period shall commence from the time of the temporary repair and the Contractor shall use his best endeavours to restore the system to full operational status as quickly as possible; except where the fault is due to damage beyond the Contractor's reasonable control, and he shall then take all necessary steps to expedite the repairs to the reasonable satisfaction of the client.

An urgent fault shall be any fault(s) that results in the loss of either picture, control facilities or recording of cameras. A non-urgent fault shall be all other faults not classified as urgent.

The Contractor shall report to the Control Room and record his attendance on site prior to commencing any works.

The Contractor shall report to the Control Room before leaving site and confirm all actions/repairs that have been carried out

15.6 Spares List

The contractor shall submit priced list of spares as required .The Contractor shall also advise on any additional stock spares items that he considers I should be required to achieve the fault response criteria .

He shall keep such spares and only invoice upon approval and use by the client.

10. REPAIR OF FAULTS NOT COVERED BY THIS AGREEMENT

Faults to the equipment not covered by the terms of this Agreement will be repaired by the Contractor and the cost of any such repairs shall be charged in accordance with the schedule of call-out rates and day work charges

All such work and costs shall be agreed in advance with the Client and where possible a fixed price agreed based on the rates

11. CONTROL SYSTEM AND SOFTWARE

1. The Contractor shall include within his price for the maintenance of the system control software .He shall be responsible for all necessary updates/upgrades.
2. The Contractor shall only carry out the repair and maintenance of the control system hardware using staff who have been specifically trained in the equipment servicing by the control system manufacturer.

12. TESTING EQUIPMENT

The Contractor shall be responsible for providing all of the specialist tools and test r equipment necessary to carry out the maintenance of the Security equipment and validate that the equipment is operating correctly to the optimum performance settings.

PART B – SPECIFIC DETAILS OF SERVICE (SDS) CATEGORY 4:FIRE ALARM SYSTEM ELECTRICITY HOUSE NAIROBI

1 DEFINITION OF TERMS

- 1.1 Agreement Date means- the date of signing this contract
- 1.2 Cycle time- The time taken between opening and closing a service call
- 1.3 Equipment means- FIRE ALARM System as detailed in appendix A
- 1.4 FRU - Field Replacement Unit (local spare parts).
- 1.5 Help desk means- the Contractor appointed phone number for placing service calls
- 1.6 Response time- the time taken after receiving a service call to the time reaching the company site or remotely connecting to the system
- 1.7 Support & maintenance means- maintenance of the above equipment
- 1.8 Support Engineer means-the Contractor appointed qualified FIRE ALARM Technical staff
- 1.9 Service call- report of a fault, in any of the system components
- 1.10 Service- means any service provided by the Contractor for the support and Maintenance of the FIRE ALARM system.
- 1.11 The parties means- the company and the Contractor
- 1.12 Total loss – a case whereby a unit cannot be repaired or the cost of repair is more than 70% of the cost of a new unit of the same nature.
- 1.13 Working days - any day (except Saturday and Sunday or other gazetted public holidays in Kenya) between the hours of 0830 hours and 1730 hours.
- 1.14 Call out-Any other day or time not defined as working hours.
- 1.15 Qualified Operators' shall mean persons who have received a course of training in the use and operation of the equipment.

2 SUPPORT AND MAINTENANCE SERVICE

- 2.1 The support and maintenance services shall be provided during working hours and on working days unless on special call out.
- 2.2 The maintenance services shall consist of repairing faulty equipment, part of this contract (as detailed in Appendix A), carrying out of inspections, preventive, corrective and routine maintenance (which include hardware and software support, maintenance services, and programming), firmware and software upgrades and bug fixes, diagnosis and the repair or replacement of parts made necessary by normal wear and tear.

- 2.3 The Contractor shall use its best endeavors to respond promptly after a service call for maintenance or support services has been made by the company.

3 FAULT CATEGORISATION

3.1 Severity Level One (1)

This is defined as a failure, which denies or severely limits users' access to a 'live' or on-line system.

The following are examples of this kind of failure:

- Total inability to access Fire Alarm System e.g due to power issues (Ups failure, Mains Failure) Software failures, Public address failure etc.
- Common Networking equipment failure that impacts more than 50% of the sites.

Response Time:

The Contractor engineer will respond within Four hours (4 hr) of the initial service call for support being received by the Contractor.

3.2 Severity Level Two (2)

This is defined as a failure that results in diminished user access of the system.

The following are examples of this kind of failure:

- Failure of more than 2 zones/detectors, sounder/flasher, Fire exit door etc.
- Failure of any complete sub-system /floor/fire exit doors system, module, repeater etc.

Response Time:

The Contractor will respond within Twelve hours (12hr) of the initial service call for support being received by the Contractor.

3.3 Severity Level Three (3)

This is defined as a request from the KPLC for clarification regarding procedural problems.

Instances that would fall within this category would be, for example:

Inability to save or view incidence, saving an incidence, archiving, printing problem, change of passwords or users credentials etc.

Common Networking equipment failure that impacts less than 50% of the Fire Alarms per site.

Any failure that affect the sites and impact less than 50% of its operation

Response Time

The Contractor's Engineer will be online with the KPLC representative within three (3) days of the initial request for support being received by the Contractor

3.4 Severity Level Four (4)

Minor failures or failure of equipment that does not affect the operation of the system, such as:

Failure of redundant components

Minor alarms in the system

Wrong date and time format

Response Time:

The Contractor's Engineer will be online with the KPLC Representative within seven (7) days of the initial request for support.

4 REPORTED INCIDENT ESCALATION PROCEDURES-

4.1 The Company may escalate incidents if they have not been resolved within the stipulated times as follows;

Escalation Level	Escalation Point (Contact)
1 st Level	
2 nd Level	
3 rd Level	

4.1.1 The Company will escalate the reported incident if the resolution times indicated below have been exceeded;

Fault Category	Time in Hours		
	1 st Level escalation	2 nd Level escalation	3 rd Level escalation
Severity Level One (1)	4	8	12
Severity Level Two (2)	12	24	36

Severity Level Three (3)	24	48	72
Severity Level Four (4)	48	72	96

4.1.2 Maintenance of the Company FIRE ALARM Systems

Unscheduled Maintenance – Where the Contractor requires to conduct an unscheduled or urgent maintenance activity the Contractor shall issue a Request Notice to the Company one (1) day in advance.

Planned/Scheduled Maintenance - Where the Contractor requires to conduct a planned maintenance activity the Contractor shall issue a Request Notice to the Company ten (10) days in advance.

When undertaking maintenance of any nature the Contractor shall ensure that connectivity is maintained.

4.1.3 Access by Contractor

The Contractor will be required to notify the Company of the need to access the Company facility through the Administration services contacts, call centre or through KPLC point of contact for this SLA.

Access Type	Notification Time
Routine Maintenance	2 working days
Emergency Access	Immediately

The Contractor will be required to provide the following information;

- x. Time and date when access is required
- xi. Whom to be granted access (Name and National ID. Number)
- xii. Description of works

4.1.4 Incidence Resolution Times

The **Contractor** shall resolve the reported incident as indicated in the table below;

Fault category	Incidence Resolution Time
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Severity Level One (1)	12 hours
Severity Level Two (2)	24 hours
Severity Level Three (3)	3 days
Severity Level Four (4)	7 Days.

5 SERVICE CREDITS

5.1 The **Company** shall impose Service Credits if the Contractor fails to meet the agreed Service Availability requirements.

5.2 Service Credits shall be deducted from Operation & Maintenance Charges before payment is made to the **Contractor**.

5.3 Service Credits shall be imposed in the manner shown in the following table.

Service Levels	Resolution time per incident in hours	Service Credit KSHS per Incident
Severity Level one (1)	12	Nil
	12-48	0.1% of annual Contract sum
	48-	0.5 % of Annual Contract Sum per day
Severity Level Two (2)	24	Nil
	24-72	0.1% of annual Contract Sum
	72-	0.5% of Contract sum per day
Severity Level Three (3)	3 working days	Nil
	3-5 working days	0.1% of total contract sum
	Above 5 working days	0.5% of total contract sum per day

Severity Level four (4)	7 days	Nil
	7-14	0.1% of total annual contract sum
	14-	0.5 % of total annual contract sum per day