



THE NAIROBI HOSPITAL

REQUEST FOR PROPOSAL (RFP)

FOR

SUPPLY OF SCANNERS

REFERENCE NO: TNH/52-2/19/HR

CLOSING DATE: 21st NOVEMBER 2019

CLOSING TIME: 11.00 AM (EAT)



Confidentiality

All information contained within this document is confidential and is provided only to give suppliers an adequate understanding of the Kenya Hospital Association (trading as **The Nairobi Hospital**) requirements towards the **Supply of Scanners**. The contents of this document are provided solely for use by recipients and in considering their interest in the proposed project. Under no circumstances should information be disclosed to any outside party without The Hospital's written permission.

You are required to sign a **Non-Disclosure Agreement** which is has been sent together with this request for proposal and submit it together with your bid document.



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RFP - Supply of Scanners



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1 About The Nairobi Hospital

1.1 Introduction

Opened in 1954, The Nairobi Hospital (“The Hospital”) has excelled in medical expertise and services provision and has deservedly earned recognition throughout East Africa and beyond as an advanced diagnostic, treatment and referral centre. Expansive investment in latest technology and medical equipment has enabled us establish leadership in medical procedures both in Kenya and outside.

1.2 Vision

To be the leading healthcare institution in the region providing world-class treatment and service.

1.2.1 Mission

To offer patients the best care, using advanced technology in an atmosphere of trust, safety and comfort.

1.2.2 Our values

The Nairobi Hospital is guided by the following values:

- **Dedication:** We are dedicated to offering patients and their families’ efficient service and great value for their money.
- **Empathy:** We are devoted to providing a warm, friendly and caring environment in which patients can recover.
- **Inspiration:** We are an organization that inspires our staff to achieve the extraordinary and develop the best careers.
- **Quality:** We pursue superior performance and quality in all we do, to build and preserve the Hospital’s clinical, organizational and financial strength.
- **Partnerships:** We recognize the value of strong internal and external partnerships to accomplish our goals.

1.3 The Nairobi Hospital Profile

The Nairobi Hospital is among the leading providers of healthcare services throughout East Africa. Equipped with the latest technology and highly skilled specialists we are able to undertake a wide range of procedures from routine investigations to complex surgeries like open heart and kidney transplants. Our Commitment is to give quality healthcare with a difference. Patient care is undeniably our first concern and their privacy, dignity and confidentiality is highly respected.



1.3.1 Divisions and Services within the Hospital

1. **Clinical Services** - responsible for diagnosis and treatment of patients and includes: Accident & Emergency, Laboratory, Pharmacy, Radiology and the Rehabilitation Unit.
 - **Accident and Emergency Centre** - a 24-hour modern, well-equipped and staffed Accident & Emergency Centre that handles both emergencies and non-emergency cases.
 - **Laboratory** - comprising Histopathology and Cytology, Clinical Chemistry, Haematology and Blood Transfusion, Special Chemistry, Microbiology and TB, and Blood Donor Services.
 - **Pharmacy** - consisting outpatient pharmacy outlets at the main hospital and at our six out-patient centres at Warwick Centre, Galleria Mall; Capital Centre, Rosslyn Riviera, Southfield Mall and Kiambu.
 - **Radiology** - provides diagnostic imaging services using state-of-the-art equipment.
 - **Physical Medicine Center** - The Rehabilitation Unit comprises Physiotherapy, Occupational Therapy and Speech Therapy Units.
 - **Anderson Centre Specialty Clinics** - These include: Paediatric, Antenatal, Postnatal, Family Health, Diabetes, Chest, Lamaze, Well Baby, Child Welfare and Immunization Clinics.
 - **Medical Records department** - The maintain Patient Medical documentation.

2. **Nursing Care Services** - Ensures that admitted patients are well taken care of in Surgical, Medical, Maternity, Paediatric and Specialized Care Wards, as well as Theatres.
 - **Intensive Care Unit (ICU) & High Dependency Unit (HDU)** - The Critical Care Unit provides comprehensive care for unstable and critically ill patients in urgent need of advanced monitoring and intensive care treatment.
 - **North Wing** - Twelve suites that meet the high-end health care demands and global hospitality trends predicated on comfort, safety and trust. These include: 3 presidential suites, 6 premier suites and 3 deluxe suites - that act as fully fledged ICU rooms if need arises.
 - **Paediatric Ward** - It is a specialized children's facility with general ward beds.
 - **Theatres** - The hospital has Six theatres equipped with the latest operating equipment technology and are maintained with the highest level of sterility.
 - **Short Stay Centre** - This meets the need for medical/surgical interventions that do not need long stay. The facility has 18 beds, theatres, dental facilities, highly specialized in-vitro fertilization services amongst others, and houses the day surgery and endoscopy units.



3. Outpatient Services

- **The Cancer Treatment Center** - State-of-the-art centre offering cancer treatment in an atmosphere of trust, safety and comfort. Services include: Brachytherapy, Radiotherapy, Chemotherapy, Radioactive Iodine Treatment, Support groups, Nutritional Services.
- **Endoscopy** - offers advanced endoscopy diagnosis and treatment services using Endoscopy facilities and expertise.
- **Renal** - offers advanced renal diagnosis and treatment services using Renal facilities and expertise.
- **Outpatient Services** - The Hospital offers outpatient services and runs six Outpatient Service Centres (OPCs) in various areas in and around Nairobi. These include:
 - i. Warwick Centre OPC
 - ii. Galleria Mall OPC
 - iii. Capital Centre OPC
 - iv. Rosslyn Riviera OPC
 - v. Kiambu OPC
 - vi. Southfield Mall OPC

4. **The Cicely McDonnell School of Nursing** - The Cicely McDonnell School of Nursing at The Nairobi Hospital was established in 1956 and offers Basic and Post-Basic Nursing Education for Kenya Registered Nurses.

5. **Operations and Support Services Division** - The Operations and Support Services Division comprises of key support services to aid the quick recovery and comfort of the patients in the Hospital; these include:

- Engineering and Facilities Maintenance
- Transport & Outsourced Services (Gardening, Courier Services)
- Laundry and Housekeeping
- Catering and Food Services

6. **ICT Services Division** - Support for Business Systems and Networks and Infrastructure, and Project Implementation.

7. **Finance Services Division** - functions including Billing, Accounts Receivables, Accounts Payables, General Ledger, Cost Allocation and Cost Management.

8. **Human Resources Division** - Human Resource Administration and Quality.

9. **Marketing & Customer Service Division** - Business Development and Customer Service improvement.



1.3.2 Geographical presence

The Nairobi Hospital Headquarter Campus is strategically located at Upper hill area on Ralph Bunche Road. In addition to the Main Hospital, it hosts:

1. **The Cicely McDonell School of Nursing** – Hostels and Classrooms are located within the 12-floor Anderson Building.
2. **Doctors Plaza** - a three storey building with 70 Doctor's consulting suites. The plaza has a laboratory, pharmacy and an open garden area. It is served by two lifts with IT and communication facilities interconnecting the Plaza with the main Hospital.

The hospital has six (6) satellite locations located in various locations in and around Nairobi:

1. Warwick Centre Outpatient Centre
2. Galleria Mall Outpatient Centre
3. Capital Centre Outpatient Centre
4. Rosslyn Riviera Outpatient Centre
5. Kiambu Outpatient Centre
6. Southfield Mall Outpatient Centre



2 Process for Proposal Submission and Evaluation

2.1 Bid Submission

You are required to complete the forms provided, your proposal and catalogues of the equipment quoted for as the Technical and Financial Bids and submit them in 1 subject line clearly marked:

TECHNICAL & FINANCIAL BID: SUPPLY OF SCANNERS TNH/052-2/19/MR

And send to tnhbidsreceipt@nbihosp.org

On or before 21st November 2019 at 11.00AM East African Time.

2.2 Tender Timetable

Date	Milestone
1 st November 2019	Tender Advertisement
12 th November	Deadline for submission of queries for clarification by bidders
18 th November	TNH response to queries for clarification sent out to bidders
21 st November 2019	Deadline for submission and bid opening
21 st -30 th November	Technical and Financial Evaluation and Reporting
2 nd - 5 th December	Internal review and recommendation
6 th December 2019	Award



2.3 Evaluation Criteria

	Evaluation Stage	Weight	
1.	Compliance Evaluation		
	Vendors who do not comply with the following mandatory requirements will be eliminated at this stage: 1.1. Certificate of Incorporation/Registration 1.2. Audited Financial Statements for the last 3 years 1.3. Evidence of compliance of Tax Obligations 1.4. Filled Non-Disclosure Agreement (NDA) 1.5. Manufacturers Authorization Letter(s)	-	
2.	Technical Evaluation (70%)		
	2.1. Desktop Evaluation of Technical Proposal	60%	
	2.1.1. Company Profile		10%
	2.1.2. Response to scanner hardware requirements		30%
	2.1.3. Project delivery approach		10%
	2.1.4. Client References	10%	
	2.2. Client Site Visits	10%	
3.	Financial Evaluation (30%)		
	3.1. Financial Proposal Evaluation	30%	
	Total	100%	



2.4 Instructions for RFP response

The following General Instructions should be read carefully **prior** to completing your Proposal, together with any special instructions specific to this RFP.

1. Submission

Upon completion, your Proposal is to be returned as stated in the Invitation communication. **Proposals and/or amendments delivered after the stipulated time and date of receipt may not be considered and may be returned to the Bidder unopened.**

2. Integrity

Your RFP shall be bona fide and you must not have fixed or adjusted your rates in conjunction with any third party, nor communicated your rates to any third party not directly involved in the preparation of your Proposal

3. Confidentiality

We will use our best endeavours to preserve the confidentiality of information supplied by yourself but may on occasion have to supply details to Government bodies or Co-Venturers and will do so as required.

You are required to keep the details of the Request for Proposal confidential and not to communicate them to any person, not directly involved in the preparation of your Proposal.

4. Information and Clarity

Your RFP document must be completed in **type or black/blue ink.**

5. Currency and Validity of Rates

All sums are to be quoted in **Kenya Shillings (Ksh), and shall include VAT.** Unless adjustment is provided for in the Contract, all sums are to be fixed for the duration of any contract awarded on the basis of your Proposal.

6. Amendment to Documentation by Bidder

No alteration should be made to any document issued in RFP without obtaining clearance in writing, from the Finance Director of The Nairobi Hospital. Where you consider there has been an omission or error you should inform The Nairobi Hospital immediately in writing.

7. Validity of Proposals

Your proposal must remain valid for acceptance by us for a period of six months from the date set for receipt of Proposals by The Nairobi Hospital.



8. Combination of Technical and Financial Proposal

Submission of proposals will comprise 1 document carrying the Technical and Financial proposals.

9. Communication

Where any communication requires clarification by or additional information from The Nairobi Hospital, the request **must be received by The Nairobi Hospital at least five days prior to the date of closure of RFPs** addressed to wycliffetoo@nbihosp.org. The Nairobi Hospital will advise all Bidders of its response to any such requests where appropriate.

10. Safety

It is the policy of The Nairobi Hospital to promote the highest standards of safety and training in respect of its operations. The Nairobi Hospital requires a similar high standard and commitment from suppliers engaged to carry out work or services for it.

In furtherance of this requirement you should be aware that your standard for, and commitment to, safety and training will be taken into consideration during evaluation of RFPs for the supply and/or services, and if awarded a contract, you will be expected to co-operate with The Nairobi Hospital on all safety related issues.

11. Corrupt or Fraudulent Practices

The Nairobi Hospital requires that Bidders to observe the highest standard of ethics during the procurement process and execution of contracts.

The Nairobi Hospital will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

12. Proposal acceptance

The Nairobi hospital reserves the right to accept or reject a proposal either in full or partially and will not be bound to give reasons for whatever decision it deems fit.



3 Scope of Requirements

The scope of this assignment will be:

- 1) Supply of Scanner hardware
- 2) Skills Transfer

3.1 Supply of Scanner Hardware

3.1.1 A3 scanner

Model:	Canon imageFormula DR-G2110
Required Quantity	2
Specifications: <ul style="list-style-type: none"> • Simplex / Duplex scanning • Optical resolution 600dpi • Interface: USB / Wired LAN • Specify AC Power requirements • Specify Operating temperature and humidity • Feeder capacity - 500 sheets • Duty Cycle 50,000 sheets/ day 	
Specify Bundled software and SDK	
Specify Consumables	
Attach Technical Data Sheets	

3.1.2 A4 scanner

Model:	Canon imageFormula DR-G240
Required Quantity	13
Specifications: <ul style="list-style-type: none"> • Simplex / Duplex scanning • Optical resolution 600dpi • Interface: USB • Specify AC Power requirements • Specify Operating temperature and humidity • Duty Cycle 3,000 sheets/ day 	
Specify Bundled software and SDK	
Specify Consumables	
Attach Technical Data Sheets	

3.2 Skills Transfer

Offer skills transfer for Scanners including:

- User Training on the use of features available with the scanning devices
- Operational maintenance - accessories, consumables, hardware maintenance etc.



4 Proposal Format

4.1 Compliance Requirements

Bidders are required to provide copies of the following documentation:

1. Certificate of Incorporation/Registration
2. Audited Financial Statements for the last 3 years
3. Evidence of compliance to Tax Obligations
4. Filled Non-Disclosure Agreement (NDA)
5. Manufacturer's Authorization Letter(s)

These should be submitted together with the Technical Proposal.

4.2 Technical Proposal Response

The Technical bid submitted in response should provide the following minimum information:

1. Company Profile
2. Solution description: Scanners
3. Project delivery approach
4. Client References

4.2.1 *Company Profile*

Profile providing history, geographical presence, capabilities, awards/ honors, industry leadership credentials etc.

Highlight your specific experience for with regards to this RFP, in addition to the company's overall experience.

Disclose 3rd party consultants or firms (if any) whom you intend to partner with during delivery of this assignment. This should include the specific scope that they will cover.

4.2.2 *Response to scanner hardware requirements*

Response for stated hardware requirements for **Scanners**.



4.2.3 Project delivery approach

Provide the following information:

1. Delivery period for supply of scanners
2. Proposed approach for Skills Transfer
3. Team profiles, team structure, roles and responsibilities

4.2.4 Client References

Provide at least **3 Client References** for projects that illustrate your demonstrated capability. For each reference provide the following:

1. Organization name and address details
2. Summary profile of the Organization with summary key metrics
3. Contact person name, title and phone number
4. Details of work done and impact of your services for the client
5. Implementation dates, Project Implementation period

All references will receive consideration; Hospital references would be preferred.



4.3 Financial Proposal Response

Price table that breaks down the cost by activity and provides a total for the initiative.

You should document any assumptions you have made in notes attached to the quotation. You are required to provide a binding quotation for the purpose of selection and contracting; however, it is recognized that there are areas of uncertainty, which it may not be possible to resolve without further analysis and work. In these circumstances, please quote a range of costs and indicate the work required and its cost for eliminating/minimizing the uncertainty.

All costs should include and clearly state all applicable taxes in Kenya and country of origin for all the areas of the financial proposal.

Provide:

1. Summary of Costs
2. Breakdown of Costs
 - 2.1. Supply of Scanners
 - 2.2. Reimbursable Costs
3. Business Terms / Draft Contract

Use the formats provided on the next page where applicable.

4.4 Summary of Fees

4.4.1 Supply of Scanners

Description	Amount (KES)
Supply of Scanners	
Total before tax	
Value Added Tax	
Total including tax	

4.4.2 Reimbursable Costs

Description	Amount (KES)
Reimbursable Costs	
Total Costs	



4.5 Breakdown of Costs

4.5.1 Breakdown of Costs - Supply of Scanners

1) Hardware Costs

Description	Unit of Measure	Unit Cost	Amount	Sub-Total
<i>Total (excluding VAT)</i>				
VAT				
<i>Total (including VAT)</i>				

2) Skills Transfer

Description	Unit of Measure	Unit Cost	Amount	Sub-Total
<i>Total (excluding VAT)</i>				
VAT				
<i>Total (including VAT)</i>				

4.5.2 Breakdown of Costs - Reimbursable Costs

Reimbursable	Unit of Measure	Unit Cost	Amount	Sub-Total
<i>Total</i>				

4.6 Business Terms

Provide your Business Terms / Draft Contract including proposed billing schedule.



4.7 Proposal response checklist

The checklist below is merely expected to serve as a guide in preparation of your bid.

Description	Bidder Response
Mandatory requirements	
1. Certificate of Incorporation/Registration	
2. Audited Financial Statements for the last 3 years	
3. Evidence of compliance to Tax Obligations	
4. Filled Non-Disclosure Agreement (NDA)	
5. Manufacturer's Authorization Letter(s)	
Technical Proposal response requirements	
1. Company Profile	
2. Response to scanner hardware requirements	
3. Project delivery approach	
4. Client References	
Financial Proposal response requirements	
1. Summary of Costs	
2. Breakdown of Costs	
2.1. Supply of Scanners	
2.2. Reimbursable Costs	
3. Business Terms / Draft Contract	



5 Non-Disclosure Agreement

The Chief Executive Officer

The Nairobi Hospital,
P.O. Box 30026 - 00100,
NAIROBI, KENYA

STRICTLY PRIVATE & CONFIDENTIAL

Dear Sir,

CONFIDENTIALITY AGREEMENT

1. In connection with your consideration of tendering for the **Supply of Scanners** with The Nairobi Hospital ("The Hospital"), The Hospital in respect of the Request for Proposal regarding the **Supply of Scanners** will provide you with information concerning The Hospital, operations.
2. As a condition to, and in consideration of, you being furnished by or on behalf of The Hospital with information, data, materials or experience, whether written, mechanical or oral ("Confidential Information") relating to the Request for Proposal you undertake:
 - a) to keep the Confidential Information completely and strictly confidential;
 - b) not to disclose the whole or any part of the Confidential Information to any person (subject to clause 3 and 5 herein) unless authorized in writing by The Hospital;
 - c) subject to (d) below, not to use the Confidential Information for your own benefit, other than to appraise the possible transaction, or for the benefit of anyone other than The Hospital;
 - d) to use the Confidential Information only for the purpose for which it is supplied by The Hospital;
 - e) to maintain the Confidential Information as The Hospital's property;
 - f) not to disclose to any other person that you are engaged in discussions or working with The Hospital in relation to the proposed transaction;
 - g) where any Confidential Information is marked or described as "Privileged" (whether as attracting legal professional privilege or howsoever) to acknowledge and accept the privilege vested in such Confidential Information ("Privileged Information") and to treat the same as privileged and, further, to acknowledge that your access to such Privileged Information is not, and shall not be deemed by you to be, any waiver of privilege on the part of The Hospital in respect of Privileged Information; and



h) to use all reasonable endeavors, whether requested by The Hospital or not, to maintain privilege in the Privileged Information at all times.

This obligation of confidentiality and maintenance of privilege shall not apply to information which you can prove in writing:

- i) was generally in the public domain at the time of disclosure; or
- ii) was lawfully in your possession prior to such disclosure and was not acquired directly or indirectly from The Hospital or any company associated with The Hospital or from a third party under an obligation of confidence; or
- iii) is or becomes public knowledge by act or acts other than those of you or any person related to you; or
- iv) is information furnished to you without restriction by any third party having a bona fide right to do so.

For the purposes of this paragraph 2, no Confidential Information shall be deemed in the “public domain” or “in the receiver’s possession” merely because such information is embraced by more general information.

The term “person” as used in this agreement shall be broadly interpreted to include without limitation any corporation, company, partnership or individual.

3. You shall restrict access to the Confidential Information to the parties who need to know the same for the purpose of appraising and investigating the Business (“Permitted Persons”) and you shall use best endeavors to ensure that the Permitted Persons shall not divulge the Confidential Information (and, in particular, Privileged Information) to any other person and shall deal with the Confidential Information solely in accordance with this agreement. Furthermore, you accept strict liability for any breaches of this agreement by your Directors, Officers, employees, representatives and advisers.

You will not, and you shall procure that the Permitted Persons will not, contact any Director, Officer, employee, representative or adviser of The Hospital or the Business other than those specifically designated for the purpose of the proposed transaction.

4. All tangible forms of Confidential Information, including, without limitation, all summaries, copies and excerpts of any Confidential Information, shall be the sole property of The Hospital, and shall be immediately delivered by you to us upon our request or upon termination of your interest in the proposed transaction for whatever reason and you will not retain any copies or other reproductions in whole or in part of such material. You will use your best efforts to destroy or expunge from any computer or other electronic database all notes, analyses, studies, memoranda or other documents prepared by you or Permitted Persons which contain or are derived from,



in whole or in part, the Confidential Information. Notwithstanding the return or the destruction of the Confidential Information, you will continue to be bound by your obligations of confidentiality and use hereunder with respect to all Confidential Information.

5. Without our prior written permission, you shall not and shall use your best endeavors to ensure that the Permitted Persons referred to above do not disclose to any other person the Confidential Information or Privileged Information unless disclosure is required to be made under any applicable laws, codes of conduct and/or industrial relations practices.

In the event that you are requested or required by document subpoena, civil investigative demand, interrogatories, request for information or other similar process to disclose any information supplied by The Hospital or The Hospital's representatives, you shall provide us with prompt notice of such request so that we may seek (in so far as practicable) an appropriate protective order or waive any compliance with the provisions of this agreement.

6. This agreement shall form part of all other agreements entered thereafter and shall not be rendered invalid by either a completion of the tendering process or termination of the contract thereafter.
7. You confirm that you are acting in this matter as principal and not as agent or broker for any other person.
8. No failure or delay by The Hospital in exercising any right, power or privilege hereafter shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any other right, power or privilege hereunder.
9. The Hospital shall be under no obligation to accept any offer or proposal related to this agreement.
10. You acknowledge and recognize that any breach by you of this agreement could injure The Hospital irreparably. Therefore, in case of any breach you shall be liable to pay the Hospital general or specific damages which shall be determined by the court and shall be equal to the damages suffered by the Hospital. Accordingly, The Hospital shall also be entitled to seek any orders or any other remedies available in equity to enforce its rights hereunder even after the termination of the agreements entered between the Hospital and yourself.



11. Your obligations hereunder shall also extend to information acquired from The Hospital in connection with the proposed transaction prior to the signing of this agreement.
12. You understand that neither The Hospital nor any of its representatives may at any express or implied representation or warranty as to the accuracy or completeness of the information. You agree that neither The Hospital, nor any of its representatives or advisors shall have any liability to you or any of your representatives or advisors resulting from the information, errors therein or omissions there from. You shall be entitled to rely solely on the representations and warranties made to you in any final purchase agreement.
13. Neither you nor any of your associated companies nor any representative or adviser who have been taking an active role in the transaction and to whom Confidential Information is disclosed to, will for a period of two years from the date hereof either directly or indirectly solicit for employment as a Director, Officer or any other position in the Hospital.
14. This agreement shall be interpreted and construed according to Kenyan law and be subject to the non-exclusive jurisdiction of the Kenyan courts.

Yours sincerely

The undersigned,

Company Name	
Name of Approved Signatory	
Signature	
Title	
Email	
Date and Stamp	