



**KCB BANK RWANDA PLC**

**PREQUALIFICATION OF FACILITIES SERVICE PROVIDERS**

**FOR**

**PROVISION OF FACILITIES SERVICES**

<b>Release Date:</b>	<b>Friday</b>	<b>12<sup>th</sup> March 2021</b>
<b>Closing Date:</b>	<b>Friday</b>	<b>26<sup>th</sup> March 2021</b>

**ISSUE OF PREQUALIFICATION DOCUMENT TO PROSPECTIVE BIDDERS**

**PREQUALIFICATION OF FACILITIES SERVICE PROVIDERS**

This form serves as an acknowledgement of receipt of the prequalification document and participation.

This page is to be completed immediately on downloading/receiving the document and a scan copy e-mailed to [procurement@rw.kcbbankgroup.com](mailto:procurement@rw.kcbbankgroup.com)

Firms that do not register their interest immediately in this manner may not be sent the RFP addenda should any arise or clarifications required to be shared to all firms.

Item	Supplier Details
Name of Person	
Organization Name	
Postal Address and Physical location	
Tel No	
Fax No	
Email Address (this e-mail address should be clearly written as communication with bidders shall be through e-mail)	
Signature:	
Date	
Company Stamp	

## **SECTION 1: INTRODUCTION**

### **1.1. Background**

KCB Bank Rwanda PLC, a member of the KCB Bank Group of Companies, has been in operation in Rwanda since December 2008, and continues to grow its banking business in the country. The bank has 14 branches and 27 ATMs in Rwanda and is on an ambitious strategy of expanding its footprint on the frontier of Digital Financial Services.

KCB Bank Rwanda PLC wishes to invite all interested and qualified facilities management service in the country to make a bid for provision of such services.

### **1.2. Clarification on Prequalification Document**

All correspondence related to the document shall be made in English. Any clarification sought by the bidder in respect of the project shall be addressed at least two (2) days before the deadline for submission of bids, in writing to the Head of Operations and Logistics.

Enquiries for clarifications should be sent by e-mail to: [procurement@rw.kcbbankgroup.com](mailto:procurement@rw.kcbbankgroup.com)

### **1.3. Instruction to Prospective Service Providers**

- a) Please provide comprehensive information as requested in this questionnaire.
- b) To qualify for consideration, the response must be received by **Procurement Department** as instructed in c) below.
- c) Your response shall be addressed to the following address and dropped at the tender box on **3<sup>rd</sup> Floor, Rugigana House on KN 4 Avenue De la Paix on or before the closing date.**

**Head of Operations & Logistics**  
**KCB Bank Rwanda PLC**  
**3<sup>rd</sup> Floor Wing B, Avenue De la Paix**  
**P.O. Box 5620**  
**Kigali, Rwanda**

So as to reach not later than **Friday, 26<sup>th</sup> March 2021 at 3.00 pm Kigali Time, (GMT+2)**

- d) Responses should bear the same title as in this document.
- e) Please **BIND** your response before submitting.
- f) All correspondence related to the document shall be made in English
- g) KCBR will examine the documents to determine completeness, general orderliness and sufficiency of response. Failure to complete this questionnaire and/or to provide written answers to any further questions or requested additional information for clarification will result in the applicant's elimination from further consideration.
- h) Any information given and later found to be incorrect shall lead to disqualification of the Applicant.
- i) Information given by the applicant shall be treated in strict confidence.

- j) Applicants to kindly note that this does not amount to any contractual obligation on the part of KCB Bank Rwanda PLC, and that the Bank is not obliged to invite tenders/quotation from any or all who express interest by responding to this pre-qualification process.
- k) If insufficient space has been provided on the questionnaire for the answers, please provide the answers as supplementary on separate sheets.
- l) The original document shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the applicant. Any such corrections must be initialed by the person(s) who sign(s) the document.
- m) Applicants will meet all costs associated with preparation and submission of their applications.
- n) Canvassing will lead to automatic disqualification of the applicant.
- o) Late submission will not be acceptable. Any application(s) received after the date of closure will be considered as late and disqualified
- p) KCB Bank Rwanda PLC reserves the right to accept or reject applications made pursuant to this prequalification at its own discretion without assigning any reason thereof. Any subsequent appointment made pursuant to the prequalification is subject to invitation to tender for specific jobs/services.

Done in Kigali, 12<sup>th</sup> March 2021.



**RESTUTA NDAMAGE**  
**Ag. HEAD OF OPERATIONS & LOGISTICS**

## **SECTION 2 – PREQUALIFICATION QUESTIONNAIRE**

The prospective suppliers should demonstrate capability to fulfil the bank’s requirements to qualify for this prequalification.

### **2. PREQUALIFICATION QUESTIONNAIRE.**

Suppliers willing to be considered for the prequalification are expected to furnish the Bank with among others the following vital information, which will be treated in strict confidence by the Bank.

No.	PARTICULARS	RESPONSE														
2.1	<p><b>LOT the Organization is participating in as per Annexure I</b></p> <hr/> <p>Full name of organization: _____</p>															
	<p>Is your organization (Please answer Yes or No)</p>	<table border="1"> <thead> <tr> <th data-bbox="740 932 1351 982"><u>Question</u></th> <th data-bbox="1351 932 1529 982"><u>Response</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="740 982 1351 1142">i) A public limited company? If yes, please attach copies of the company’s memorandum of association and articles including any change of name</td> <td data-bbox="1351 982 1529 1142"></td> </tr> <tr> <td data-bbox="740 1142 1351 1243">ii) Public listed company? If yes, attach copies as (i) above</td> <td data-bbox="1351 1142 1529 1243"></td> </tr> <tr> <td data-bbox="740 1243 1351 1339">iii) A limited company? If yes, attach copies as (i) above</td> <td data-bbox="1351 1243 1529 1339"></td> </tr> <tr> <td data-bbox="740 1339 1351 1432">iv) A partnership? If yes attach partnership deed</td> <td data-bbox="1351 1339 1529 1432"></td> </tr> <tr> <td data-bbox="740 1432 1351 1528">v) A sole trader? If yes attach business certificate</td> <td data-bbox="1351 1432 1529 1528"></td> </tr> <tr> <td data-bbox="740 1528 1351 1612">vi) other (please specify)</td> <td data-bbox="1351 1528 1529 1612"></td> </tr> </tbody> </table>	<u>Question</u>	<u>Response</u>	i) A public limited company? If yes, please attach copies of the company’s memorandum of association and articles including any change of name		ii) Public listed company? If yes, attach copies as (i) above		iii) A limited company? If yes, attach copies as (i) above		iv) A partnership? If yes attach partnership deed		v) A sole trader? If yes attach business certificate		vi) other (please specify)	
<u>Question</u>	<u>Response</u>															
i) A public limited company? If yes, please attach copies of the company’s memorandum of association and articles including any change of name																
ii) Public listed company? If yes, attach copies as (i) above																
iii) A limited company? If yes, attach copies as (i) above																
iv) A partnership? If yes attach partnership deed																
v) A sole trader? If yes attach business certificate																
vi) other (please specify)																
2.2	Date of Registration of your company (Attach a copy of Company Registration Certificate):															
2.3	<p>Full physical address of principal place of business:</p> <p>NB: This may be used for site visit</p>															
	Full postal address of the principal place of business(include the postal code):															

	No of branches and locations	
2.4	Registered address if different from the above:	
	Map: Provide a description of significant features / roads next to the business premises.	
2.5	Office telephone number(s)	
	Landline: Mobile:	
2.6	Fax number: where applicable	
2.7	E-mail address:	
2.8	Website address (if any):	
2.9	Company Tax No: (Kindly Provide a copy of the Tax Certificate and current Tax Compliance Certificate)	
2.10	Compliance with statutory payments i.e. Social Security Fund (please attach evidence of payments for the company staff)	
2.11	Period in which you have been in the specific business for which you wish to be prequalified.	
2.12	Names of the Shareholders, All directors and Partners (Please indicate the citizenship of the directors)	
2.13	Name of (ultimate) parent/holding company (if this applies):	
2.14	Companies Registry number of parent/holding company (if this applies):	
2.15	Contact person within the organization to whom enquiries about this prequalification should be directed:	<b>NAME:</b>
		<b>TITLE</b>
		<b>TELEPHONE</b>
		<b>EMAIL:</b>

**\*\*THIS SPACE HAS BEEN LEFT OUT INTENTIONALLY\*\***

**3. FINANCIAL INFORMATION**

No.	PARTICULARS		
3.1	What was your turnover in the last two years?	..... for year ended --/--/----	..... for year ended --/--/----
3.2	Has your organization met all its obligations to pay its creditors and staff during the past year?		Yes / No
	If No, please give details		
3.3	What is the name and branch of your bankers (who could provide a reference)?	Name of Bank:	
Branch:			
Bank Account number(s):			
Telephone Number:			
Postal Address:			
Contact Person Name:			
Contact Person's Position			
Contact Person's E-mail:			
3.4	State Credit period(minimum proposed is 45 days)		

#### 4. BUSINESS ACTIVITIES & EXPERIENCE

No.	PARTICULARS	
4.1	What are the main (core) business activities of your organization? (Please specify).	
4.2	<p>How many staff does your organization have? .....Please provide a functional organization chart with number of staff in each function.</p> <p>Indicate the number under each category</p> <p>i. Technical (Permanent....., Temporary.....)</p> <p>ii. Semiskilled (Permanent....., Temporary.....)</p>	
4.3	List the information on contracts won over the last five (5) years –Attach Evidence	
4.4	List the information on up to three ongoing projects – Attach Evidence	
4.5	How many years has your firm been engaged in the facilities supplies, management and services	
4.6	Describe nature of facility management rendered by your firm/business	
4.7	How many years of experience have you had in the type of work described in (4.6) above(provide evidence)	
4.8	Have you previously been contracted by KCBR?	
4.9	If so in (4.9) above, describe the contract and nature of supplies denoting when & how long	



## 5. BUSINESS PROBITY AND LITIGATION MANAGEMENT

5.1	Is the organization bankrupt or being wound up, having its affairs administered by the court, or have you entered into an arrangement with creditors, suspended business activities or any analogous situation arising from similar proceedings in Rwanda or the country it is established?	
5.2	Please provide a statement of any material pending or threatened litigation or other legal proceedings where the claim is of a value in excess of Rwf. 500,0000/= (equivalent to USD 5,000)	
5.3	Has any partner, director, shareholder or employee whom you would propose to use to deliver this service been convicted of an offence concerning his professional conduct?	
5.4	Please state if your organization or any of its shareholders, directors, or employees has ever been the subject of public allegations, under investigation, charged, prosecuted, or convicted, has had its assets blocked, seized or frozen or has a judgment entered against in respect of national or international law relating to the following; Money laundering, economic crime, corruption, bribery, terrorism & any other economic offence	
5.5	Has the organization been charged for not fulfilling its obligations relating to the payment of any statutory deductions or contributions including income tax as required under Rwandan law or the laws of the country in which it is established?	
5.6	Please state if any Director shareholder/ Partner and / or Company Secretary of the Organization is currently employed or has been employed in the past three years by KCB Bank Rwanda PLC	
5.7	Please state if any Director / Partner and / or Company Secretary of the Organization has a close relative who is employed by KCB Bank Rwanda PLC and who is in a position to influence the award of any supply. For purpose of pre-qualification process close relative refers to parents, siblings, spouse or children	
5.8	Please state if your organization, any predecessor to your organization or any member of your organization is currently a party to any litigation that is in progress or has been within the last three years that is directly related to the conduct of your business.	
5.9	Please state if your organization or any of its shareholders, directors or employees has ever offered gifts or bribes to facilitate award of business or to facilitate payments or to obtain business advantage.	

## 6. QUALITY ASSURANCE

- a) Please provide details of any quality accreditations for which you have applied.
- b) Please state what awards, if any, your company has been awarded.

## 7. TRADE REFERENCES

- Please provide in the table below and in Annex one (1) details of at least (6) **top** customers that the firm has provided similar services over the last five (5) years, or that are relevant to this prequalification document.
- **Attach copies of LPO's, Letters of award/signed contracts/ Recommendation letter.** Note that the referees may be contacted without further references to you.

No	Name of Firm/Company	Contract reference and brief description:	Date contract awarded/Period	Date contract Completed / in progress	Customer contact name and phone number	Value of Contract: (RWF/USD)
1						
2						
3						
4						
5						
6						

## 8. PROFESSIONAL ORGANIZATION

Please indicate which professional or trade bodies your company belongs to and any relevant industry awards.

## 9. CUSTOMER SERVICE POLICY/SYSTEM

- a) Indicate the customer service and support system in place.

**\*\*THIS SPACE HAS BEEN LEFT OUT INTENTIONALLY\*\***

## 10. DOCUMENTS REQUIRED FOR EVALUATION

### (a) Requirements for Evaluation

In addition to the above information, the following documents should be attached;

Item	Description
1.	Certificate of Incorporation/Registration – RDB Certificate
2.	Valid Trading License/Regulatory Licence
3.	List of all Directors with Percentage of shares held, telephone and their postal address
4.	Copy of <b>RRA</b> VAT Certificate
5.	Valid Tax Compliance certificate
6.	Evidence of existence of a Workshop/service centre
7.	CVs of Key Technical Staff
8.	Summary of References as per template as per Item 7
9.	Professional Certifications/ Accreditations for both the firm and staff
10.	Valid Insurance Covers
11.	Audited Accounts for the last 2 years (2018 & 2019)
12.	Completed Company Profile as per supplier prequalification questionnaire
13.	Organogram/organization chart
14.	Documentary evidence of physical location
15.	Copies of LPO's, Letters of award/signed contracts/reference letters
16.	Letter(s) of agency or partnership where applicable
17.	Attach Profile/CVs/Certificates of staff that will be directly involved in this area of assignment, detailing their skills and experience

### b) Additional Requirements

Attach any relevant catalogues and brochures

### c) Minimum Score to be Prequalified

Only those vendors whose qualifications are accepted by KCB Bank Rwanda PLC, after the completion of the prequalification process will be prequalified.

**\*\*THIS SPACE HAS BEEN LEFT OUT INTENTIONALLY\*\***

## 11. DECLARATION

Please complete the declaration below and attach this document in its entirety to your response. Also ensure that you have indicated the areas of interest and that you have answered all questions in the same order and numbering as given in this document.

I/we certify that the information provided in response to this Questionnaire is accurate and complete as at the date set out below.

I/we understand that the provision of false information in response to this Questionnaire could result in the Company being excluded from the list of those who may be invited to tender for a contract with KCB Bank Rwanda PLC.

I/we undertake to inform KCB Bank Rwanda PLC promptly following any matter which would alter or add to any of the information given in response to this Questionnaire.

I/we make this declaration for and on behalf of the Company.

Signed: .....

Name: .....

Position: .....

Date: .....

Company stamp

---

## ANNEX1: Requirements of KCB Bank Rwanda PLC – Facility Management, Services and Supplies

LOT CODE	LOT TYPE
KCBR/FMS001/21-1	Electrical/ Power Management.
KCBR/FMS001/21-2	UPS Management
KCBR/FMS002/21	Garage Services
KCBR/FMS003/21	Generator Services
KCBR/FMS004/21	General & Plumbing Services
KCBR/FMS005/21	Hardware Shops & Markets
KCBR/FMS006/21	Supply of Fuel

### KCBR/FMS001/21-1 Electrical/ Power Management

#### 1.1. Scope

The scope of the works will include routine service on schedule and repairs on call. The service provider is also expected to advice on the condition of the All electrical and perform preventative maintenance during the service

#### 1.2. Detailed Requirements

The service provider shall provide the following services  
Equipment maintenance service which shall include:

- 1.1.1. Labour
- 1.1.2. Monthly branches visit to check working condition of equipment
- 1.1.3. Consumables replacement i.e. tubes sockets ballasts lamps cables etc.

### 2. Services to be Provided by the Service Provider

Preventive maintenance service will include but is not limited to the servicing of the following:

#### ***For the Electrical power and lighting, signages and cabling installations.***

1. Lights
2. Lit signage's cleaning and lighting
3. Sockets replacement
4. DP switches
5. Hand dryers
6. Distribution boards
7. Light switches
8. Earthing and lightning protection testing
9. Water Heaters.
10. Data cabinets
11. Data outlets

12. Patch panels
13. Patch cords
14. Public address systems
15. Televisions, decoders and dishes
16. Fiber optic cabling

2. Maintenance service is defined as:

- i. Level 1 – Total power or network failure in the branch (**Urgent**)
- ii. Level 2 – Partial black out in the offices or a few network points not working
- iii. Level 3– regular checkup like signage's and lights or power sockets

### 3. Scope of Work

- i. Visual and electrical Inspection to insure the proper operation of all electrical system.
- ii. Be able to dispatch service technician/engineer to reach the site within one or two hours of a call for all Level 1 or Level 2 service work during normal working hours and within three (3) hours outside normal working hours and during public holidays, other than remote areas like Rusizi and Rubavu.
- iii. perform preventive maintenance, change required parts every month during the currency of this contract.
- iv. submit a preliminary report in writing giving among others the initial general impression of the problem, possible causes. Solutions must be provided the same day for all Level 1 service where the installation outage lasts for more than two hours. If the fault cannot be rectified the same day, the preliminary report must indicate the time estimated to repair and or lead time to supply new.
- v. Be able to determine the severity of the problem and respond within reasonable time and with due care and skill and to prevent a deterioration of the problem when Level 3 faults are reported.
- vi. Undertake to provide a report after every repair/remedial service indicating: -
  - a. The time when fault was reported to vendor, the time the vendor arrived to attend to the fault,
  - b. The fault, diagnosis and type of fault
  - c. Cause of failure
  - d. All details checked.
  - e. Equipment performance, and
  - f. Any remedial action(s) taken to restore the system to it's working order should also be documented
  - g. Any other relevant details
- vii. Arrange for after every two months scheduled performance monitoring and review meetings with the customer. For any shortcomings highlighted by the customer either before or during, the meeting, the supplier shall provide a report in writing to the customer in the next scheduled meeting with details of steps to be taken and or progress so far in resolving the problem.

- viii. Present a monthly report of their activity indicating among others the number of calls, the number of calls escalated to next level, response time, and outstanding issues during the previous two-month ending.
- ix. Should be reliable for damages that arise from his actions or lack of, which actions cause damage or injury to persons (including death), property or business.
- x. The event it becomes necessary to carry out repair work outside the customer's installation site, be responsible for all costs and risks associated with transportation and storage of the equipment away from the customer installation site. All such movement of complete items or parts thereof will require prior customer consent.
- xi. Shall report to customer's Head Office by telephone, to the facility personnel or procurement manager lasting for 2 hours since the call was first made by the customer or one hour since the supplier appeared on site. The head office will be updated of the progress bi-hourly thereafter.
- xii. Shall ensure the report referred to in 8( ii) bears the signature and name of either the supplier's representative who attended to the fault and the Customer official (or his representative) responsible at the time for the bank unit where the fault/service occurred. If otherwise the case, the report shall be deemed to be invalid.
- xiii. Shall ensure that a copy of the report referred to in 8(xiii) is left at the site, and another sent to the Head of IT or Head of Operations, KCB BANK Rwanda LTD Head Office, presently in Kigali.

## **KCBR/FMS001/21-2 - Scope of Services for UPS Management**

### **1.1. Scope**

The scope of the works will include routine service on schedule and repairs on call. The service provider is also expected to advise on the condition of the UPS and inverters on preventative maintenance during the service

### **1.2. Detailed Requirements**

#### **Regular scheduled service:**

1. Regular service and maintenance for recommended frequency of 6 months per unit
2. Regular maintenance is expected to cover units in all branches and ATMs in the KCB Bank Rwanda network.
3. A program of the service and delivery process will be required
4. Reports on preventative maintenance of the UPS and inverters are also required after every visit.

Equipment maintenance service shall include but not limited to:

1. Labour
2. Two (2) annual Preventative maintenance service schedules for all the UPS and inverters
3. All-inclusive unlimited consumables.

### **1.3 Repairs and Maintenance**

Repairs and maintenance is expected to cover all UPS and inverters in all branches in the KCB Bank Rwanda network and may include;

1. Perform a complete visual inspection of the equipment including subassemblies, wiring harnesses, contacts, cables and major components. Check air filters for cleanliness.
2. Check module(s) completely for the following (if applicable):
  - Rectifier and inverter snubber boards for discoloration
  - Power capacitors for swelling or leaking oil
  - DC capacitor vent caps that have extruded more than 1/8
  - Record all voltage and current meter readings on the UPS module and the system
  - Measure and record harmonic trap filter currents.
  - Measure and record phase-to-phase input voltage and currents
3. Check all nuts, bolts, screws and connectors for tightness and heat discoloration
4. Check fuses on the DC capacitor banks for continuity (if applicable).
5. With the bank's approval, perform operation test of the system including unit transfer, battery discharge and generator interface test.
6. Calibrate and record all electronics to system specifications.



7. Measure and record all low-voltage power supply levels.
8. Review, clear and reset all diagnostic alarm histories, where applicable.
9. Record all input, output, and battery voltages and currents.
10. Furnish completed data sheets and report any problems found during the PM inspection.
11. Review system performance with customer.

**KCBR/FMS002/21 Garage Services**

**Description**

**Work to be Done**

Mechanic All forms of vehicle repairs and Maintenances.

**Service**

engine oil replacement (simple service a1,a2,a3)  
 Gear box oil replacement (service c)  
 Oil filter replacement (service b)  
 Air filter replacement (service c)  
 Fuel filter replacement (service c)  
 Body work & painting, body shop panel beating  
 Etc

**Vehicle diagnostic** whenever needed

**KCBR/FMS003/21 GENERATOR SERVICES**

**1.1. Scope**

The scope of the works will include routine service on schedule and repairs on call. The service provider is also expected to advice on the condition of the generator and on preventative maintenance during the service

**1.2. Detailed Requirements**

**Regular Scheduled Service:**

1. Regular service and maintenance for recommended frequency of 3 months per unit
2. Regular maintenance is expected to cover units in all branches in the KCB Bank Rwanda network.
3. Regular maintenance includes cleaning, filters, lubrication as necessary and as advised by the maintenance manuals
4. A program of the service and delivery process will be required
5. Reports on preventative maintenance of the units are also required after every visit.

Equipment maintenance service shall include but not limited to:

1. Labour
2. Four (4) annual Preventative maintenance service schedules for all the Generators
3. All-inclusive unlimited consumables filters,

### **1.3 Repairs and Maintenance**

Repairs and maintenance is expected to cover gensets in all branches in the KCB Bank Rwanda network and may include

1. Visual inspection of the entire generator including all equipment supports and mountings, and notify KCB staff personnel if evidence of Damage, Leakage, improper ventilation or Excessive heat of the generator
2. Inspection of battery on electrolyte levels and make sure its performing on manufacture specifications
3. Inspection of belts and/or hoses:
4. Inspection and cleaning of oil filters, air filters/cleaners, and fuel filters:
5. Inspect and Check fuel pressure for all supply lines and connections.
6. Checking and inspection oil pumps. Oil shall be changed a minimum of once per year.
7. Maintenance of the generator's cooling system
8. Repair: Provide repair services as required to ensure each generator meets the manufacturer's recommended performance standards.
9. Expected response time to the sites is critical and turnaround time(TAT)for emergency case must be advised
10. Quick and accurate diagnosis of the fault will be necessary and the proposed solution
11. The service provider may be required to undertake some builders works in order to resolve the problem , this includes drilling , mounting , lifting , breaking walls and other associated works
12. The service provider may be required to undertake some electrical works in order to resolve the problem, this includes wiring, sockets, switches etc.
13. Warranty on new parts supplied & installed should be for a minimum of one year.
14. Any breakdown immediately after repairs service to be done at service provider expense.
15. All replaced spare parts to be received & stored by the Branch/unit
16. Notify designated KCB staff personnel immediately in the event a generator cannot be repaired the same day/visit

:

## **KCBR/FMS004/21 General & Plumbing Services**

### **1. Scope of Work**

#### **General maintenance**

Weekly routine checkup for all the general maintenance & repair work. The work includes maintenance of **Plumbing & Carpentry**

#### **i) Plumbing**

Installation or repair of flush, shower in residential houses, repair of leakages from pipelines both internal and external, surface drains, manhole cleaning, removal of blockage in the pipelines using pressure pump if necessary, etc.

- a. Pipelines (Cold and Hot water supply pipeline)
- b. Commode leak repair
- c. Wash basin/Sink leakage repair
- d. Tap repair & replacement
- e. Soil, Waste and Rainwater drainage pipelines
- f. Sewer pipe Fixtures
- g. Flush, shower repair of leakages from pipe.
- h. Surface and rooftop drains
- i. Removal of blockage in the pipeline using pressure pump
- j. Testing of water quality
- k. Cistern repair

**Frequency of intervention: Routine checkup for all the plumbing work**

#### **ii) Carpentry**

Contractor will do the Carpentry work on as & when required basis which will include:

- a. Repair of desk, chair, cupboards
- b. Aluminum/ wooden windows & door disorder
- c. Door Frame and Door Lock
- d. Sealing Doors and Windows
- e. Fixing frames for doors, windows
- f. Local made panel door shutter
- g. Mosquito screen window shutter

- h. Aluminum Skirting
- i. Repair of desk, chair, windows/door disorder, doorframe, door lock, sealing doors and window.

**Frequency of intervention: Routine checkup for all the carpentry work in weekly basis.**  
Maintain accurate records and report on material and labor used.

**KCBR/FMS005/21 Hardware Shops & Markets**

Hardware will offer quality hardware products that will be needed by the Bank from time to time.

**KCBR/FMS006/21 Supply of Fuel**

Supply of fuel that will be used in both company vehicles and generators.