

To Whom It May Concern

From

German Kenyan Cooperative Development
Hardy Post Mall
Ushirika Road
P.O. Box 15658 – 00509,
Nairobi - Karen

January 21st 2025

Call For Quotation for IT Support Services on Retainer basis- IT Maintenance, Repair and IT Help Desk Services

We are herewith kindly inquiring rates for a fixed rate service fee agreement (Retainer agreement) for the following IT maintenance and repair services for IT software and hardware and help desk services from March 2025 – December 2026.

The retainer agreement shall cover all call out charges to carry out the IT support services at our office premises in Nairobi / Hardy or remotely as required. There are two (2) different types of IT support services required under this agreement:

(A) Regular maintenance checks and repairs for the office IT software and hardware in use

- 1) General inspection of 5 HP printers and 8 laptops (Lenovo and HP) **twice per year** to enhance longevity of devices (“Device care”).
- 2) Internal professional cleaning of devices, especially printers.
- 3) One off repairs and maintenance might be required on needs basis.
- 4) Updates for installed operational systems, drivers and other software.
- 5) General maintenance, error detection and repairs.
- 6) Responding to feedback and questions of the users of the hardware during the service visits.
- 7) Updates for security features.
- 8) Check on licenses for installed software.
- 9) Check on compatibility and wireless connectivity with printers and other devices.
- 10) Produce reports on the current state for each device after each service has been done, including suggestions for spare parts, error fixing and replacement needs.
- 11) Provision and procurement of spare parts is not subject to this call for offers.

(B) Remote help desk services for mainly software related issues and user questions

- 1) Securely accessing software and office computers remotely using platform independent remote access tools.
- 2) Providing technical assistance and troubleshooting for hardware, software and network problems remotely.
- 3) Installing, configuring, and maintaining access tools remotely.
- 4) Providing guidance on cybersecurity best practices remotely.
- 5) Providing guidance on IT-related inquiries and requests.
- 6) Helpdesk support for remote employees.

Please provide your fixed rate service fee offer in both hourly and daily rates. Kindly also provide your rates for both Remote and Physical IT support valid from March 2025 to December 2026 in Kenyan Shilling inclusive of all tax and charges.

The agreed service fee will be paid upon execution of the above stated services based on an invoice.

Qualifications of the bidder

- 1) Demonstrated ability and skills in carrying out the IT maintenance professionally.
- 2) Demonstrated ability and experience to handle both remote and physical IT maintenance, repair and help desk services.
- 3) Demonstrated ability and experience in using platform independent remote access tools.
- 4) Thorough understanding of software and hardware used in our office.
- 5) Excellent references produced by other corporate clients.
- 6) Ability to attend to call out services.
- 7) Ability to produce reports and statements on the works carried out.
- 8) Reliable mode of working and commitment to discretion.
- 9) Ability to give a one-month warranty after every service was conducted.

Bid submission requirements

Each application should include the following:

- 1) A one-page application letter
- 2) Company profile
- 3) Reference letters of other corporates engaged with in similar set ups
- 4) Technical and Financial proposal for the service fees.
- 5) Practicing certificate or license.
- 6) Proof of Compliance with the KRA E-TIMS for Taxable invoices/ETR's

Please submit your written quotations (Tariffs and Terms and Conditions) not later than February 14th 2025, COB, via email to (procurement_kenya@dgrv.coop). Thank you.