KCB Bank Kenya Ltd

Request for Proposal for Provision of Guarding Services to KCB Bank Kenya Branches and Premises (Targeting Tier 2 vendors)

Date of Issue	**:**	**Wednesday, 05 August 2026**
Submission Deadline	**:**	**Wedneday, 12 August 2026**

GROUP SUPPLY CHAIN MANAGEMENT, KCB GROUP
5th Floor, Wing B, Kencom House
NAIROBI

TERMS OF REFERENCE

1. Introduction

KCB Group PLC ("KCB") is incorporated in Kenya and is a leading financial services Group in the East African region, renowned for its diversity and growth. It has subsidiaries; namely KCB Bank Kenya Ltd, KCB Bank Tanzania Limited, KCB Bank Uganda Limited, KCB Bank South Sudan Limited, BPR Bank Rwanda Plc, KCB Bank Burundi Limited, Trust Merchant Bank (TMB) a banking subsidiary operating in the Democratic Republic of Congo, KCB Bancassurance Intermediary Limited, KCB Asset Management, KCB Investment Bank and KCB Foundation.

This document constitutes the formal Request for proposals for Provision of Guarding Services KCB Branches and Premises for a period of 3 Years.

Please read through this document carefully and provide requested information together with all supporting documents.

2. Background.

To support KCB's vision to be the preferred Financial Solutions Provider in Africa with Global Reach, KCB continuously partners with competent suppliers and service providers on various requirements.

In line with this a Group Shared Services Division was established and is being operationalized across the organization. Towards this objective, it is desired to review the operationalization of the guarding services to come up with an efficient and effective model to be implemented across the Group.

This will enable us to reduce our Group cost to income ratio and create an efficient business model to serve our customers.

The information in this document and its appendices and attachments is confidential and is subject to the provisions of our non-disclosure agreement and should not be disclosed to any external party without explicit prior written consent from the Group.

This document constitutes the formal Request for Proposals for Provision of Guarding Services for KCB Bank Kenya Branches and premises and is being availed on an open tender basis exclusively to tier 2 Guarding services providers.

3. Scope Of Work

1. Assurance of around the clock (24/7) Security oversight covering the KCB Bank Kenya Branches and premises through:

    1.1. Deployment of guards, dogs and dog handlers where needed.

1.2. A 24/7 patrols to detect and deter unauthorized squatting, erection of illegal structures or any other forms of intrusion not specified here, within the borders of the KCB Bank Kenya Branches and premises as needed.

1.3. Immediately reporting to the bank Head of Security of any squatting, erection of illegal structures or any other forms of intrusion noted, and actions taken.

1.4. Liaison with the law enforcement officers to carry out arrests and investigations of any incidents of intrusion /encroachment activities or other forms of breaches on the said farm.

1.5. Any other assignments on matters pertaining to the securing of the Provision of Guarding Services for KCB Bank Kenya Branches and premises to ensure the interests of the bank are always safeguarded.

4. <u>Technical Proposal</u>

The Technical Proposal should contain the following:

Bidders, willing to be considered for Provision of Guarding Services for KCB Bank Kenya Branches and premises should provide the requisite information as stated in the requirements section of the RFP request on the supplier portal. This information will be treated in strict confidence by the Bank.

The service provider should demonstrate sufficient capacity to provide the services in the best possible way that enables KCB as an organization to meet its corporate objectives.

KCB is therefore soliciting from interested companies a request for proposal response clearly showing the following:

i. Prequalification documentation
ii. Certificate of Incorporation / Business Registration Certificate
iii. KRA PIN Certificate
iv. Valid Tax Compliance Certificate (TCC)
v. CR12 / CR13 (Issued within the last 3 months)
vi. Company Profile
vii. Business Permit/License
viii. Form BOF1 (Register of Beneficial Owners)
ix. Proof of KCB Bank Account
x. Insurance cover
xi. Audited Financial Statements (At least 2 Year) bidders to provide contact details of the registered auditing firm.
xii. NSSF Compliance Certificate
xiii. SHA Compliance Certificate
xiv. Certification License from Private Security Regulatory Authority (PSRA)
xv. CRB clearance certificate
xvi. Any other relevant certification/accreditation in the Security service provision field.
xvii. Certificate of Registration - Data Protection Act

Technical Documentation List.

1. Comprehensive Company Profile
2. Referees: recommendation letters from 5 current clients
3. Experience of Company in providing Guarding Services
4. Provide an organogram and CVs/Profiles of the key personnel to be involved in this service with emphasis on their qualifications, certifications and training and experience
5. Guard Force and proof of guards in employment SHIF, NSSF
6. Proof of adequate logistical infrastructure and resources to support the service attach Logbooks
7. Regional Presence: Branch Network documentary evidence of physical location - Lease agreements for business premises or proof of premises ownership/single business permits
8. Provide evidence Business Continuity Plan, complete with crisis management procedures
9. Litigation and business probity
10. Staff vetting and onboarding (Attach process)
11. Training evidence of NITA accreditation and scope of training for guards (Attach evidence)
12. Valid insurance covers – attach policies
13. Branch Network
14. Relevant internal policies like Health and Safety – (attach copies)
15. Registration with Kenya Society for Protection of Care of Animals (KSPCA)
16. Compliance with minimum wage guidelines (attach evidence copy of pay slips)
17. Accreditation by DOSHS

The Bank reserves the right to accept or to reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to any Bidder or any obligation to inform the Bidder of the grounds for its action.

5. <u>Financial Proposal</u>

The financial proposal should include the total cost (Rates) of Provision of Guarding Services inclusive of all applicable fees and Taxes.

6. <u>Pricing</u>

The costs should be in Kenya shillings inclusive of all taxes where appropriate. **All taxes and VAT** must be clearly stipulated and separated from the base.

7. <u>Delivery</u>

Delivery and performance of the Services shall be made by the successful Bidder in accordance with the time schedule as per Proposal and subsequent Agreement.

8. Delayed Delivery by the supplier

If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

9. Bid Effectiveness

It is on condition of the KCB Bank Kenya Ltd is that the supplier guarantees the sufficiency and effectiveness of the consultancy proposed to meet the KCB Group requirements as outlined in this document.

The KCB Bank Kenya Ltd will hold the supplier solely responsible for the accuracy and completeness of information supplied in response to this tender. The KCB Group will hold the supplier responsible for the completeness of the proposal and that were the supplier to be awarded the tender, they would implement the service without any additional requirements from the KCB Group.

10. Payment Terms

All vendors will be expected to upload e-tims compliant invoices and any supporting documents for payment processing to finance through the Oracle Fusion Portal. KCB Group PLC payment terms are **45 days** from date of receipt of a complete and verified invoice/delivery note

NOTE: THE KCB GROUP SHALL ONLY MAKE PAYMENTS THROUGH A KCB ACCOUNT.

11. Subcontracting

The supplier agrees to take overall responsibility for any services rendered; regardless of whether third parties are engaged by the supplier or whether the supplier himself carries them out.

The supplier shall not subcontract any portion of the service without prior written consent.

12. Deadline for Submission of Proposals

All request for Clarifications should be sent via the message section of the KCB Sourcing portal or email through procurement@kcbgroup.com

The proposal should be submitted through the KCB Sourcing portal on or before the closing date on **Wednesday, 12th August 2026 by 3:00pm EAT.**