

Section I: Fact Sheet	
Tender No.	CWS/KE/NBO/002/FY27
Description	Supply, Installation, and Commissioning of an IP-Based Emergency Broadcast and Intercom System
Questions and Answers	Questions shall be submitted in writing to Procurement@cwsafrica.org or through the procurement portal. Last Day for Questions: 28th Oct 2026 12:00 Noon. Questions will be answered by: 29th Oct 2026 04:30 PM All questions received will be consolidated and responses will be sent to all the vendors.
Publication Date	22 nd October 2026
Tender Closure	30th October 2026
Submission Method	Electronic submission through the Coupa Supplier Portal

1. Introduction

CWS Africa intends to procure a reliable IP-based emergency broadcast and intercom system for its offices at West End Towers, Westlands, Nairobi. The system will strengthen the organization's ability to issue timely, clear, and coordinated communications during emergencies, security incidents, evacuations, drills, and routine operational announcements.

These Terms of Reference define the required scope, technical and functional capabilities, implementation responsibilities, testing and acceptance criteria, training, documentation, warranty, and support arrangements. They are intended to guide qualified bidders in proposing a complete, scalable, secure, and fully commissioned solution suited to the building's operational and risk-management needs.

2. Background

CWS Africa's Security & Risk Management Unit (SRMU) is responsible for the safety and security of staff, visitors, and assets at West End Towers, Westlands, Nairobi. The building's current mass- notification capability relies on manual, ad hoc methods (radio calls, floor-by-floor verbal notice, and phone trees), which are slower and less consistent than an automated system during incidents such as fire, security threat, medical emergency, or evacuation drill.

This TOR sets out the requirement for an IP-based emergency broadcast and intercom system, modelled on commercially available SIP-based solutions (e.g., Fanvil's Broadcast and Intercom System), to provide reliable, building-wide emergency communication.

3. Objectives

- a) Provide instant, building-wide emergency broadcast capability (audio paging/alerts) covering all floors and common areas.
- b) Enable two-way intercom between the Control Room / Security Desk and key points (main entrance, parking entrance/exit, lift lobbies, fire exits, reception, and patrol staff via wireless intercom).
- c) Support zone-based and scheduled broadcasting (e.g., all-floor emergency alert versus a single-floor announcement), in addition to a one-touch emergency broadcast function.
- d) Ensure the solution is easy to deploy, configure, and operate by SRMU staff with minimal ongoing maintenance burden.
- e) Deliver a solution that is auditable and evidence-based in its performance (test logs, coverage verification, response-time records) to support CWS Africa's risk management, compliance, and assurance requirements.
- f) The proposed solution and implementation shall comply with all applicable requirements of 2 CFR Part 200 and shall align with the relevant functions and controls of the NIST Cybersecurity Framework. Bidders shall identify the specific provisions and controls addressed, describe the evidence that will be supplied, and clearly state any exceptions or areas that are not applicable.

4. Scope of Work

The successful bidder shall be responsible for the following:

Bidders shall submit separate technical and financial proposals. CWS Africa shall evaluate the technical proposal for mandatory compliance, solution suitability, implementation methodology, relevant experience, warranty and support capability, and delivery lead time. The financial proposal shall be evaluated only for bids that meet all mandatory technical requirements. CWS Africa reserves the right to seek clarifications, verify references, and reject proposals containing material omissions, unsupported assumptions, or unpriced mandatory requirements.

The bidder shall include a compliance matrix mapping each requirement in this TOR to the proposed solution, model number, supporting datasheet, compliance status, and any deviation. The proposal shall also include the site-survey report, coverage and zoning design, network and power requirements, bill of quantities, implementation programme, testing and commissioning plan, training plan, warranty and support service levels, and at least two relevant references. Final acceptance shall be subject to successful functional testing of live and pre-recorded broadcasts, zone selection, emergency override, two-way intercom, system logs, integration points, backup power behaviour, and intelligibility in every required coverage area.

- a) Site survey of West End Towers to confirm floor plans, existing IP network capacity, cabling routes, and points requiring coverage.
- b) Design of a broadcast and intercom system topology (control center, LAN backbone, broadcast terminals, intercom terminals, gateway)
- c) Supply, installation, configuration, and commissioning of all hardware and software components.
- d) Training of SRMU staff and designated Control Room operators on day-to-day use, including emergency broadcast activation and zone management.
- e) Provision of as-built documentation, system diagrams, user manuals, and a maintenance/support plan.

- f) Provide a minimum 12-month warranty covering all supplied parts and workmanship, together with technical support and clearly defined fault-reporting channels, response times, restoration targets, escalation procedures, support hours, exclusions, and post-warranty support options and charges.

5. Site Description – West End Towers

West End Towers is a multi-floor commercial building in Westlands, Nairobi, housing CWS Africa offices and other tenants. The system should cover, at minimum, the following areas (bidders should confirm exact zoning during the site survey):

Bidders shall state all information required from CWS Africa, the landlord, or building management, including access permissions, approved working hours, fire-system interfaces, network credentials, IP addressing, rack space, power availability, ceiling access, and restrictions on cabling or drilling. The proposal shall clearly distinguish confirmed requirements from assumptions that remain subject to the site survey or third-party approval.

- Lift lobbies and staircases/fire exit on each occupied floor
- Open-plan office floors and meeting/conference areas
- Control Room / Security Desk (as the central administration point)

6. Technical Requirements

6.1 System Architecture

Bidders shall provide a fully itemized quotation covering all equipment, software, licences, accessories, cabling, installation, configuration, integration, testing, commissioning, training, documentation, warranty, support, taxes, delivery charges, and any other costs required for a complete and operational system. The quotation shall state the manufacturer, model, technical specifications, unit of measure, quantity, unit price, total price, lead time, warranty period, licence term and renewal cost, and whether each item is included, optional, or excluded. Any assumptions, dependencies, provisional sums, recurring charges, and work to be provided by CWS Africa or the building management shall be identified separately. Bidders shall propose quantities based on the mandatory site survey and provide a revised final bill of quantities for approval before supply.

The financial proposal shall state the quotation currency, applicable taxes and duties, payment terms, quotation validity period, delivery lead time, and proposed implementation period. Prices shall remain firm throughout the validity period and shall clearly distinguish one-time charges from recurring charges. Any foreign-currency exposure or price-adjustment condition shall be stated explicitly.

Bidders shall provide fixed unit rates for each equipment, licence, installation, cabling, and ancillary item. These rates shall apply to approved increases or decreases in quantities identified during the site survey or implementation, subject to written authorization by CWS Africa before supply or installation.

Bidders should propose a topology broadly equivalent to the following component classes:

Component Class	Function	Indicative Coverage Points
Central Administration / Console Unit	Central control point for broadcast initiation, intercom answering, and system administration	Security Desk
Indoor IP Speakers	Public address, zone, scheduled, and emergency broadcasts in indoor areas	Reception, corridors, lift lobbies, offices, and meeting areas
Portable / Wireless Intercom Devices	Mobile two-way communication for patrol personnel	Patrol security personnel and designated response staff
Network Switching and PoE Capacity	Network connectivity and endpoint power for all IP devices	Equipment rooms and network distribution points
Server, Controller, Software, Licences and Storage	System operation, configuration, event logging, administration, and data retention	Control Room or approved hosting environment
Operator Microphones and Emergency Controls	Live announcements and one-touch emergency activation	Security Desk
Cabling, Mounting Hardware and Protection Accessories	Complete and protected installation, including connectors and surge protection	All installed locations and equipment routes

Bidders shall identify any existing infrastructure that can be reused and any upgrades required

6.2 Functional Requirements

- The system shall provide clear and intelligible live and pre-recorded audio throughout all required coverage areas. Bidders shall describe the proposed approach to microphone pickup, background-noise reduction, loudspeaker selection, zoning, and volume control, and verify performance during commissioning through documented coverage and intelligibility testing.
- Flexible expansion: the system shall support future addition of terminals without redesign (bidders to state maximum device count per platform).
- Out-of-the-box / rapid deployment: minimal manual configuration per endpoint, with centralized provisioning.
- The operator interface shall be graphical and intuitive for routine use and shall include a dedicated one-touch emergency broadcast control. A mobile application with role-based access restrictions, secure authentication, and auditable activity logs would be an added advantage.

6.3 Emergency Broadcast Requirements

- One-touch, building-wide emergency broadcast, overriding any other audio in progress.

- Ability to broadcast to selected zones (e.g., single floor, parking, or all zones) as well as scheduled/routine announcements.
- Pre-recorded emergency message capability in addition to live microphone broadcast.
- The system should provide audible and intelligible coverage in all specified areas, including higher-noise zones such as parking levels. The bidder shall identify the proposed acceptance method and document the test results for each zone during commissioning.

7.0 Deliverables, Performance Measurements and Acceptance Protocol

The successful bidder shall deliver a fully operational IP-based Emergency Broadcast and Intercom System and demonstrate compliance with all functional, technical, and performance requirements through documented testing and acceptance procedures.

7.1 Required Deliverables

Deliverable 1: Site Survey and Detailed Design Report

The bidder shall conduct a comprehensive site survey and submit a detailed design report including:

- Existing network infrastructure assessment.
- Coverage and zoning plan.
- Speaker and intercom placement drawings.
- Network topology diagram.
- Power and backup power requirements.
- Bill of Quantities (BOQ).
- Risk assessment and installation methodology.
- Implementation schedule.

Acceptance Criteria

- Design approved by CWS Africa.
- All required coverage areas identified.
- System architecture documented.
- BOQ reconciled with approved site requirements.

Deliverable 2: Supply and Installation of Equipment

Supply and install all equipment, licenses, mounting accessories, power components, and cabling necessary to achieve a fully functional system.

Acceptance Criteria

- 100% of approved equipment supplied and installed.
- Equipment serial numbers recorded.
- Installation complies with manufacturer specifications.
- All labeling completed and documented.

Deliverable 3: System Configuration and Integration

Configure the system to support:

- Building-wide emergency broadcasts.
- Zone-based announcements.
- Live and prerecorded messaging.
- Two-way intercom functionality.
- User administration and role-based access controls.
- Event logging and audit reporting.

Acceptance Criteria

- All configured functions demonstrated and documented.
- User access rights configured according to approved roles.
- Event logging operational and retrievable.

Deliverable 4: Testing and Commissioning

The bidder shall execute a comprehensive testing and commissioning exercise and provide documented results.

Acceptance Criteria

- All test cases pass successfully.
- Test reports submitted and approved.
- Defects identified during testing corrected before acceptance.

Deliverable 5: Training

Conduct hands-on operator and administrator training for Security & Risk Management Unit personnel.

Training shall include:

- Emergency broadcast activation.
- Zone management.
- Intercom operations.
- User administration.
- Reporting and audit logs.
- Basic troubleshooting.

Acceptance Criteria

- Minimum two training sessions delivered.
- Training materials provided.
- At least 90% of attendees demonstrate operational proficiency during practical exercises.

Deliverable 6: Documentation Package

Submit a complete documentation package including:

- As-built drawings.
- Network diagrams.
- Equipment inventory.
- Configuration records.
- Operations manual.
- Maintenance manual.
- Warranty certificates.
- Vendor contact directory.
- Support escalation matrix.

Acceptance Criteria

- Documentation delivered in both editable and PDF format.
- CWS Africa confirms completeness and accuracy.

Deliverable 7: Warranty and Support Services

Provide a minimum twelve (12) month warranty and post-implementation support.

Acceptance Criteria

- Support contacts established.
- Service Level Agreement (SLA) documented.
- Escalation matrix approved.

7.2 System Performance Measurement Protocol

The bidder shall demonstrate compliance through witnessed testing by CWS Africa.

A. Audio Coverage Verification

Objective

Confirm that emergency messages can be clearly heard in all designated coverage areas.

Test Method

Live and prerecorded announcements shall be broadcast from the Security Control Room to each designated zone.

Areas to be Tested

- Reception areas.
- Open offices.
- Meeting rooms.
- Corridors.
- Lift lobbies.
- Stairwells.
- Fire exits.
- Parking areas.
- Security posts.

Performance Standard

- Audio shall be audible and intelligible throughout each coverage area.
- No dead zones permitted.
- No significant distortion, feedback, clipping, or interruption.

Evidence Required

- Coverage test checklist.
- Zone-by-zone verification record.
- Signed commissioning report.

B. Emergency Broadcast Response Time Test

Objective

Confirm rapid activation of emergency communications.

Test Method

Measure elapsed time between activation and commencement of broadcast.

Performance Requirement

Parameter	Requirement
Emergency Broadcast Activation	≤ 5 seconds
Zone Broadcast Activation	≤ 5 seconds
Intercom Call Setup	≤ 3 seconds

Evidence Required

- System logs.
- Commissioning test report.

C. Speech Intelligibility Verification**Objective**

Confirm message clarity.

Test Method

Conduct listening tests at representative locations throughout the facility.

Performance Requirement

- Emergency messages must be clearly understood by test participants.
- Minimum 90% successful message comprehension rate from sampled listeners in each zone.

Evidence Required

- Intelligibility test records.
- Observer verification forms.

D. Intercom Performance Testing**Objective**

Verify two-way communication capability.

Performance Requirements

- Full duplex communication.
- Clear audio in both directions.
- No more than 3-second connection setup time.

Test Locations

- Security Desk.
- Reception.
- Parking entry and exit.
- Lift lobby locations.
- Patrol personnel devices.

Evidence Required

- Intercom call test logs.
- User acceptance records.

E. Power Continuity and System Resilience Test**Objective**

Verify operation during power interruptions.

Test Method

Simulate loss of mains power.

Performance Requirements

- No loss of system configuration.
- Automatic restoration after power recovery.
- Backup power support as proposed by bidder.
- No data corruption or device failure.

Evidence Required

- Power failover test report.
- System event logs.

F. Logging and Audit Verification**Objective**

Verify auditability of system usage.

Performance Requirements

The system shall record:

- Broadcast initiator.
- Date and time.
- Broadcast zone.
- Intercom activity.
- System alarms and faults.
- Administrative changes.

Evidence Required

- Exported audit logs.
- Demonstration of log retrieval process.

7.3 Final Acceptance

Final acceptance shall occur only when:

1. All contractual deliverables have been submitted.
2. All commissioning tests have been successfully completed.
3. No critical or major defects remain unresolved.
4. Training has been completed.
5. Required documentation has been submitted and approved.
6. Warranty and support arrangements are operational.
7. CWS Africa signs the Final Acceptance Certificate.

7.4 Recommended Payment Milestones

- 20% upon approval of design and site survey.
- 40% upon equipment delivery and installation.
- 30% upon successful commissioning and acceptance testing.
- 10% after submission of complete documentation, training completion, and issuance of the Final Acceptance Certificate.

8.0 Mandatory and Technical Evaluation

Based on the Broadcast System TOR, the following Mandatory (Pass/Fail) and Technical Evaluation Criteria (Scored) for supplier evaluation should be considered.

8.1. Mandatory (Pass/Fail) Criteria

Bidders must meet all mandatory requirements to proceed to technical evaluation.

Company Eligibility

- Valid Certificate of Incorporation/Business Registration.
- Valid Tax Compliance Certificate.
- Valid VAT Registration Certificate.
- Company profile indicating at least 3 years' experience in broadcast/intercom/communication systems.
- Valid Business Permit.

- Site Visit Form
- **Manufacturer Authorization**
 - a) Authorization letter from the equipment manufacturer or authorized distributor.
 - b) Proof that all equipment supplied is genuine, new, and unused.
- **Financial Capacity**
 - a) Audited financial statements for the last two years.
 - b) Evidence of financial ability to execute the project.

8.2. Technical Evaluation Criteria (70 Marks)

Criteria	Required documents / evidence and scoring subdivision	Marks
Proposed Technical Solution	Technical proposal, compliance matrix, architecture and zoning diagrams, product datasheets, integration and scalability statement. Compliance with specifications: (7 mks); architecture and zoning: (5 mks); scalability and redundancy: 4 (Marks); integration capability: (3 Marks); completeness and clarity: (2 Marks).	21
Equipment Specifications	Manufacturer datasheets, model numbers, certificates of conformity/standards, manufacturer authorization, warranty details and BOQ. Technical performance: 7; reliability and standards: 4; manufacturer authorization/reputation: 3; completeness of specifications and BOQ: 3.	17
Supplier Experience	Contracts, purchase orders or completion certificates for similar assignments, plus client reference letters/contact details. Three or more comparable projects: 6; two projects: 4; one project: 2; no relevant project: 0. Quality and verifiability of references: 4.	10
Project Team Qualifications	CVs, academic certificates, professional certifications and signed availability letters for the project manager and engineers. Project manager: 3; lead technical engineer: 2; supporting technical staff: 1; availability and role allocation: 1.	7
Implementation Methodology	Detailed work plan, implementation schedule, site-survey approach, installation method, testing and commissioning plan, risk register and health-and-safety plan. Work plan and schedule: 2; installation approach: 2; testing and commissioning: 1; risk and safety controls: 1; site-survey approach: 1.	7

Training and Knowledge Transfer	Training plan, curriculum, trainer profiles, user and administrator manuals, proposed schedule and competency-assessment method. Training plan and curriculum: 1; trainer qualifications: 1; manuals/materials: 1; competency assessment and schedule: 1.	4
Warranty & After-Sales Support	Signed warranty commitment, SLA, support and escalation matrix, response/restoration times, local or regional support evidence, and spare-parts plan. Warranty coverage: 1; SLA and response times: 1; support and escalation structure: 1; spare-parts availability: 1.	4
Total		70

8.3. Technical Compliance Matrix

The bidder should demonstrate compliance with the following:

Requirement	Compliant (Y/N)
IP-based broadcast/intercom capability	
Audio clarity and intelligibility standards	
Redundant power supply	
Network redundancy capability	
Integration with existing infrastructure	
Remote monitoring and diagnostics	
Recording and logging functionality	
Emergency broadcasting capability	
Environmental suitability for tower installation	
Surge and lightning protection	
System expansion capability	
User-friendly management software	
Factory acceptance testing	
Site acceptance testing	
Training provided	
Warranty provided	

Recommended Passing Score

- Mandatory Criteria: 100% compliance (Pass/Fail)
- Technical Evaluation: Minimum 70 out of 100 marks
- Only bidders meeting both requirements proceed to the financial evaluation stage.

9.0 Financial Evaluation

Only bidders that pass the mandatory requirements and attain the minimum technical score of 70 out of 100 marks shall proceed to financial evaluation. The financial evaluation shall carry a maximum of 30 marks.

9.1 Financial Evaluation Method

- Financial proposals shall be checked for completeness and arithmetic accuracy.
- The evaluated price shall include all mandatory equipment, licences, installation, testing, commissioning, training, warranty, taxes, delivery, and recurring charges required for a complete solution.
- Any unconditional discount shall be deducted before calculating the evaluated price.
- The bidder with the lowest evaluated responsive price shall receive the full 30 marks.

$$\text{Financial Score} = (\text{Lowest Evaluated Responsive Price} \div \text{Bidder's Evaluated Price}) \times 30$$

10.0 Submission Requirements

- Proposals and should include:
- Technical proposal
- Financial proposal
- Required supporting documentation
- Signed submission
 - Certificate of incorporation or registration.
 - Valid tax compliance certificate.
 - Applicable Communications Authority of Kenya license or authorization.
 - Company profile, technical proposal and financial proposal. (with clearly indicated table of content)
 - Evidence of relevant experience and client references.
 - Signed conflict of interest declaration, vendor disclosure form and non-disclosure agreement and any other form.

1. Submission Method

Submit via : Coupa Procurement System

2. Attachments to the Tender Package

The annexes listed below form part of this tender document.

Annex 1: Vendor Information Form and Vendor Disclosure Form

Annex 2: Supplier code of conduct

Annex 3: Church World Service Terms & Conditions

Annex 4: Supplier Conflict of Interest Declaration Form

Annex 5: Non-Disclosure Agreement (NDA)

Annex 6: Policy Acknowledgment and Compliance Declaration

Annex7: Site Visit Form

Annex 8: Pricing Offer Sheet

Annex 1: Vendor Information Form

Section 1 – Business Details

1. Business Name _____
2. Physical Address _____
3. Mailing Address _____
Email Address _____
4. Telephone Number (s) _____
5. Primary Contact _____
6. Title/Designation _____
7. Secondary Contact _____
8. Title/Designation _____

Section 2 – Registration Details

- a. Registered Name _____
- b. Type of Registration _____
(Private company, close corporation, partnership, sole proprietorship, non-profit company, or other)
- c. Tax Number / VAT Number _____
- d. Company Officers _____

Section 3 – Goods / Services Provided

1. Is the business a manufacturer, trader/distributor, or service provider?
2. What is the main line of goods or services provided?
3. Do you wish to be considered a vendor for any other goods or services? If so, please explain.

Section 4 – Payment Terms & Method

Church World Service prefers a minimum of 30 days' credit from the date of invoice and electronic payment. Please state the credit period and preferred payment method if different from the above.

Section 5-Bank Details

Account Name	
Bank Name	
Bank branch	
Account Number	
Currency	
Branch Code	
Swift Code	

Please note that it is against Church World Service policies for staff to ask for favors of any kind from vendors. It is also against our procurement policies for any vendor to pay in cash or in kind for any favors.

Vendors are responsible for maintaining secure banking and communication controls. Church World Service shall not be liable for payments misdirected due to compromise of the vendor's systems or communications.

For this tender, vendors shall also confirm controls for protecting traveler and approved migrant personal information, including secure handling of passports, visas, manifests, payment information, special assistance needs, and other sensitive records, and shall identify the officer responsible for privacy and information security compliance.

Name of vendor's authorized official: _____

Signature: _____

Date completed: _____

Annex 2: Supplier Code of Conduct

1. Introduction

Suppliers, contractors, and service providers (“Suppliers”) are expected to uphold the highest standards of ethical conduct, integrity, and accountability in all business interactions.

This Supplier Code of Conduct reflects a commitment to prevent:

- Sexual exploitation and abuse (SEA)
- Fraud and corruption
- Abuse of power
- Harassment and discrimination
- Unethical business practices

These standards are aligned with international humanitarian and development principles.

2. Purpose

The purpose of this Code is to:

- Promote ethical and responsible business practices across the supply chain
- Protect individuals and communities from abuse and exploitation
- Ensure transparency, fairness, and accountability in procurement and service delivery
- Provide clear behavioral expectations for all Suppliers

This Code serves as a mandatory requirement for all Suppliers doing business with the organization.

3. Scope

This Code applies to:

- All Suppliers, vendors, contractors, and subcontractors
- Supplier employees, agents, and representatives
- Any third party involved in the delivery of goods or services

Suppliers must also ensure that their own supply chain complies with these principles where applicable.

4. Supplier Standards of Conduct

1.1 Human Rights and Respect

Suppliers shall:

- Respect and uphold fundamental human rights without discrimination
- Treat all individuals with dignity, fairness, and respect
- Ensure their operations do not cause harm to communities or vulnerable populations
- Comply with applicable international laws, standards, and local regulations

1.2 Prevention of Sexual Exploitation and Abuse (SEA)

Suppliers must strictly prohibit:

- Any form of sexual exploitation or abuse, which is considered gross misconduct
- Sexual activity with people under 18 years of age
- Exchange of goods, services, employment, or assistance for sexual favors
- Exploitation of vulnerable individuals or abuse of unequal power dynamics

Suppliers are expected to:

- Maintain a zero-tolerance approach to SEA
- Report any suspected violations immediately
- Promote a safe environment that prevents exploitation and abuse

1.3 Child Protection and Safeguarding

Suppliers shall maintain a child-safe environment across all operations, personnel, subcontractors,

and service delivery activities.

- Prohibit all forms of violence, abuse, neglect, exploitation, and harmful conduct involving children.
- Apply safe recruitment, supervision, and conduct standards for personnel who may interact with children.
- Immediately report child safeguarding concerns through designated reporting channels and protect children and reporters from retaliation.

1.4 Harassment, Discrimination, and Workplace Behavior

Suppliers shall:

- Prohibit all forms of harassment, bullying, and discrimination
- Maintain workplaces free from offensive, humiliating, or abusive conduct
- Promote inclusion, respect, and dignity
- Take appropriate disciplinary action against violations

1.5 Fraud, Corruption, and Integrity

Suppliers must adhere to a zero-tolerance policy toward fraud and corruption.

Suppliers shall:

- Never engage in bribery, kickbacks, or improper financial gain
- Ensure transparency in all financial transactions
- Avoid falsification of records or documents
- Protect confidential information
- Maintain accurate financial and operational records

1.6 Ethical Business Practices

Suppliers shall:

- Operate with honesty, transparency, and fairness
- Declare conflicts of interest (e.g., relationships with staff or decision-makers)
- Not offer or accept gifts that improperly influence decisions
- Avoid unethical profit-sharing arrangements
- Ensure fair competition in procurement processes

1.7 Labor Standards

Suppliers must:

- Prohibit child labor, forced labor, and exploitative labor practices
- Ensure safe and healthy working conditions
- Comply with local labor laws and international standards
- Pay fair wages and applicable taxes

1.8 Environmental Responsibility

Suppliers shall:

- Minimize environmental impact in operations
- Ensure goods are produced ethically and responsibly
- Avoid supplying unsafe or harmful products

1.9 Security and Safety

Suppliers must:

- Provide safe working environments
- Ensure compliance with applicable safety and security regulations
- Prohibit handling weapons or unsafe practices during service delivery

5. Reporting and Compliance

Suppliers must report suspected misconduct, unethical behavior, safeguarding concerns, or violations immediately through designated reporting channels: Fraud@cwsafrica.org and must cooperate fully with any review, audit, or investigation.

- Report concerns promptly using the organization's designated reporting channels or other approved contractual reporting mechanisms.
- Preserve relevant records and provide timely information requested for investigations or compliance reviews.
- Maintain confidentiality and prohibit retaliation against whistleblowers, affected persons, witnesses, or anyone raising a concern in good faith.

Failure to comply with this Code may result in:

- Contract termination
- Disqualification from future business
- Legal action, where applicable

6. Supplier Acknowledgment and Commitment

By signing the Supplier Code of Conduct (SCC), the Supplier formally acknowledges and agrees to comply with the standards and requirements set forth herein.

The Supplier shall:

- Review and understand this Code and ensure alignment with all applicable requirements.
- Confirm compliance with this Code as a condition of doing business and maintain compliance throughout the contractual relationship.
- Ensure employees, agents, affiliates, and subcontractors are informed of, trained on, and comply with this Code.
- Implement appropriate policies, procedures, monitoring, and oversight mechanisms to ensure ongoing adherence.
- Cooperate with audits, assessments, or investigations and provide evidence of compliance upon request.
- Accept accountability for non-compliance, including corrective action, suspension, contract termination, or disqualification from future business.

7. Continuous Improvement

Suppliers are encouraged to:

- Develop systems to ensure ongoing compliance
- Train employees on ethical conduct
- Strengthen internal controls and accountability mechanisms.

8. Authorized Signatory

Supplier Name: _____

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____

Annex 3: Church World Service Terms and Conditions

1. **Defined Terms.** Each of the following terms has been used more repeatedly in this document: Authorized Representative, Contract Number, Delivery Date, Delivery Location, Delivery Terms, Donor Terms, Goods, Packing Requirements, Pricing, and Specifications. Other terms are defined as specified throughout this Agreement.
2. **Purchase and Sale of Goods.** Supplier will sell to Church World Service, and Church World Service will purchase and pay for, the Goods in accordance with the terms and conditions set forth in this Agreement.
3. **Specifications.** The Goods must strictly comply with or exceed the Specifications. No deviation, substitution or change is permitted without Church World Service' prior written consent.
4. **Purchase Order Amendments.** Church World Service may suspend Supplier's performance, increase or decrease the ordered quantities, or make changes for Church World Service' reasonable business needs by written notice to Supplier (each, a "Purchase Order Amendment"). Unless mutually agreed, a Purchase Order Amendment does not apply to change the Goods timely and fully delivered and accepted before the date of the Purchase Order Amendment. If any change causes an increase or decrease in the cost of, or the time required for, Supplier's performance, an equitable adjustment may be made in the price or delivery schedule or both, if such adjustment is set forth in a Purchase Order Amendment signed by the Authorized Representative.
5. **Inspection, Acceptance and Rejection.**
 - a. All Goods will be subject to Church World Service' inspection and testing, at any time and place, including the period of manufacture/production/creation and before final acceptance. If Church World Service inspects or tests at Supplier's premises, Supplier, without additional charge, will provide all reasonable facilities and assistance for the safety and convenience of Church World Service' inspectors. No inspection or testing done or not done before final inspection and acceptance will relieve Supplier from responsibility for defects or for other failure to meet the requirements of this Agreement. Notwithstanding any prior inspections or payments made, all Goods will be subject to final inspection and acceptance at the Delivery Location within a reasonable time after delivery (but in no event, less than five business days after the date of delivery).
 - b. Acceptance will occur only when the Authorized Representative delivers written, signed notice of acceptance to Supplier in the form of a goods received notice ("GRN") and such notice has been signed by Supplier's representative. The GRN must include: (1) the GRN number; (2) the Contract number; (3) a description of the Goods; (4) the quantity delivered; (5) final inspection date and location; (6) quantity accepted; and (7) quantity rejected or over-shipped.
 - c. If any delivery, documentation or the Goods delivered do not comply with all of the terms and conditions of this Agreement, Church World Service may do one or more of the following: (1) reject such nonconforming Goods, accept conforming Goods and reduce the purchase price by such amount as Church World Service determines in good faith reflects the value to Church World Service of the accepted Goods, (2) accept such nonconforming Goods and reduce the purchase price by such amount as Church World Service determines in good faith reflects the reduced value to Church World Service of such nonconforming Goods; (3) reject all Goods; and/or (4) terminate this Agreement without any further obligation on Church World Service' part.
 - d. If any Goods are finally accepted, Church World Service will only pay for the quantity accepted up to the quantity specified in this Agreement. Church World Service will in no event pay for quantity above the amount provided for in this Agreement or accepted. Church World Service or its agent will hold overshipments and non-conforming shipments at Supplier's risk and expense for a reasonable time awaiting Supplier's instructions. Supplier will bear the expense of return charges, storage charges and other expenses for over-shipped quantities and Goods not accepted.

6. Packing. All Goods will be prepared for shipping and delivery and will be shipped in accordance with the Packing Requirements. Price based on weight will include net weight only. Supplier will not charge Church World Service for packaging or pre-shipping costs, such as boxing, crating, handling damage, drayage, or storage. Supplier will mark all containers with necessary handling and shipping information, Contract Number, date of shipment, and names of the consignee and consignor. A packing list, and other documentation required for domestic or international transit, regulatory clearance or identification of the Goods will accompany each shipment.
7. Transportation, Shipment and Delivery. Shipment/transportation will be in accordance with the Delivery Terms, Delivery Date, and Delivery Location. Church World Service will not be charged for shipping, delivery, loading or unloading costs unless otherwise specified in the Delivery Terms.
8. Risk of Loss. Supplier will bear all risk of loss, damage, or destruction to the Goods, in whole or in part, occurring before final acceptance by Church World Service at the Delivery Location; provided, Church World Service is responsible for any loss caused by its gross negligence.
9. Taxes, Duties and Expenses.
 - a. All taxes, duties and other governmental charges with respect to the manufacture/production/creation of the Goods and the delivery of the Goods to Church World Service in accordance with this Agreement will be the liability of, and borne solely by, Supplier. If the law requires Church World Service to withhold taxes from payments to Supplier, Church World Service may withhold those taxes and pay them to the appropriate taxing authority. Church World Service will deliver to Supplier an official notice for such taxes. Church World Service will use reasonable efforts to minimize any taxes withheld to the extent allowed by law.
 - b. Supplier is responsible for all expenses incurred by it in performing under this Agreement.
10. Invoicing and Payment.
 - a. Church World Service will have no obligation to make any payment to Supplier with respect to the Goods until final acceptance in accordance with Section 4(b) and delivery of an invoice that fully complies with the requirements specified in this Agreement. Invoices may only be submitted after Supplier receives a GRN. Invoices must be submitted within 60 days of Supplier's acceptance of a GRN. Church World Service will have no obligation to pay an invoice submitted after 60 days or to pay an invoice amount that Church World Service disputes in a written notice to Supplier. Each invoice must contain or attach the following:
 - i. a copy of the signed GRN;
 - ii. supplier's name and address;
 - iii. description of the Goods delivered, delivery date, quantity, unit price and total price to be paid;
 - iv. all information necessary for Church World Service to implement payment (e.g., name of representative to address payment to, address, bank account information as applicable for the method of payment);
 - v. the Contract Number;
 - vi. packing slip number;
 - vii. taxes and duties (only if payable by Church World Service per the terms of this Agreement);
 - viii. delivery Location and Delivery Date; and (9) any other information reasonably required by Church World Service. Invoices will only be deemed received on the date they are delivered to the Authorized Representative and in full compliance with the requirements herein.
 - b. Church World Service will make payment within 30 days of receipt of Supplier's fully conforming invoice. Payment of an invoice will not constitute acceptance of Goods, and is subject to adjustment for errors, shortages, defects or other failure of Supplier to meet the requirements of this Agreement. Church World Service may set-off amounts owed to Church World Service

against an amount Church World Service owes to Supplier or Supplier's affiliated companies, and Church World Service will provide notice to Supplier within a reasonable time after the setoff.

11. Representations, Warranties and Additional Covenants. Supplier represents and warrants to Church World Service and covenants with Church World Service as follows:

- a. Supplier has full rights and authority to enter into and perform its obligations under this Agreement. Supplier's performance will not violate any agreement or obligation between Supplier and any third party.
- b. The Goods and all documentation required will meet each of the standards and specifications set forth in this Agreement. The Goods are merchantable and fit for their intended purpose, comply with all applicable law and are free from all defects in material and workmanship.
- c. Supplier will deliver good and marketable title to the Goods free and clear of all liens, claims, encumbrances and interests of any other person, entity or government. The Goods will not infringe on any patent, copyright, trademark, trade secret or other proprietary right of any third party.
- d. Supplier will comply with all applicable law, regulations and rules in the performance of its obligations under this Agreement.
- e. Supplier has not, and will not, engage in transactions with, or provide resources or support to, individuals and organizations associated with terrorism, including those individuals or entities that appear on the Specially Designated Nationals and Blocked Persons List maintained by the U.S. Treasury (<http://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx>) or the United Nations Security designation list (http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml).
- f. Supplier will comply with and train its employees in all applicable laws against bribery, corruption, inaccurate books and records, inadequate internal controls and money-laundering, including the U.S. Foreign Corrupt Practices Act and the UK Bribery Act. Supplier has not and will not offer or give any employee, agent, or representative of Church World Service anything of value to secure any business from Church World Service or influence such person to alter the terms, conditions, or performance of any contract with or purchase order from Church World Service, including but not limited to this Agreement.
- g. Supplier does not own, directly or indirectly, any other company that was competing for award of this Agreement. Supplier did not seek or obtain confidential information related to the award of this Agreement from any Church World Service employee, agent or representative. Supplier did not collude or conspire with any other individual or entity to limit competition for the award of this Agreement, to set prices being offered or in any other way to interfere with free and open competition.
- h. Supplier is not owned in whole or in part, directly or indirectly, by any immediate or extended family member of any Church World Service employee, agent or representative, or, if so owned, Supplier fully disclosed such relationship and any potential conflict of interest has been waived by Church World Service.
- i. Supplier shall be compliant with the CWS Child Safeguarding and Anti Human Trafficking policies.
- j. Supplier is not the subject of any governmental or donor investigation and has not been debarred or suspended by any government, governmental agency or donor.

12. Confidentiality. Supplier will maintain the confidentiality of:

- a) any information Church World Service provides to Supplier that Church World Service identifies as confidential;
- b) the terms and conditions of this Agreement; and
- c) non-public information regarding Church World Service' policies and practices.

Upon Church World Service' request, Supplier will return to Church World Service all confidential information provided by Church World Service to Supplier. This confidentiality obligation will survive final acceptance of the Goods, payment of the purchase price and termination of this Agreement.

13. Indemnification. Supplier will indemnify Church World Service and each of its officers, directors, employees, representatives and agents (each, an “Indemnitee”), and hold them harmless from, any and all losses, claims, damages, liabilities, any government or donor investigations, fines or penalties and related expenses (including incidental and consequential damages and reasonable attorneys’ fees, whether incurred at the investigative, trial or appellate level or otherwise) incurred by any Indemnitee or asserted against any Indemnitee by any third party or by Supplier arising out of, in connection with, or as a result of this Agreement, any failure by Supplier to fully perform its obligations under this Agreement or any breach by Supplier of any of its representations and warranties under this Agreement, provided that such indemnity will not, as to any Indemnitee, be available to the extent that such losses, claims, damages, liabilities or related expenses resulted from the gross negligence or wilful misconduct of such Indemnitee. This indemnity obligation will survive final acceptance of the Goods, payment of the purchase price and termination of this Agreement.
14. Termination and Remedies. This Agreement may be terminated under the following circumstances:
 - a. by both Parties on mutual written agreement of the Parties;
 - b. by Church World Service immediately upon written notice in the event Church World Service’ donor(s) terminates or withdraws funding that Church World Service would use to pay Contractor under this Agreement;
 - c. by either Party due to the non-terminating Party’s breach of this Agreement and failure to correct such breach within 15 days’ prior notice of such breach;
 - d. by either Party upon written notice if a force majeure event, including any not reasonably foreseeable war, insurrection, change in law or government action or inaction, strike, natural disaster or similar event, prevents the terminating Party from being able to fulfil its obligations under this Agreement; or
 - e. by Church World Service immediately upon written notice if Church World Service using its sole discretion determines that Contractor has or will breach any of its warranties, covenants or representations in this Agreement, in which case Church World Service may withhold any and all amounts owed to Contractor until such breach is remedied. In the event termination is due to Church World Service’ breach of this Agreement, by Church World Service for Church World Service convenience, due to force majeure event, or due to loss of funding, Church World Service shall be obligated to pay Contractor for its reasonable, pro-rated costs of work completed and expenses properly incurred prior to termination.
 - f. If Church World Service determines that Supplier has or will breach any of its warranties, covenants or representations in this Agreement, Church World Service may, in addition to any other remedies for such breach available at law or in equity, (i) terminate this Agreement; (ii) reject any Goods delivered; (iii) return any Goods already accepted and obtain full repayment for any amount paid for such Goods; (iv) if Supplier breaches Section 10(j), withhold payment until such investigation, suspension or debarment is lifted; and (v) if Supplier breaches any of Section 10(e), (f), (g), (h) or (i), not pay for any Goods that have been accepted but that have been consumed or otherwise cannot be returned to Supplier and report the breach to Church World Service donors and appropriate governmental authorities.
15. Dispute Resolution. Any unresolved dispute or claim will be settled by arbitration administered by the International Centre for Dispute Resolution in accordance with its International Arbitration Rules. (“INTERNATIONAL DISPUTE RESOLUTION PROCEDURES”) The number of arbitrators will be one. The place of arbitration will be Kenya. The language of arbitration will be English.
16. Access to Books and Records. Church World Service, its donors (including, if applicable, PRM and the Comptroller General of the United States) and any of their respective representatives will have access to any books, documents, papers and records of Supplier that are directly pertinent to this Agreement for the purpose of making audits, examinations, excerpts and transcriptions.
17. Additional Donor Terms and Conditions. The Donor Terms (if any) are incorporated in this Agreement by reference and are fully binding on Supplier and Church World Service. In the event of a

conflict between the Donor Terms and this Agreement or any other document between Supplier and Church World Service, the Donor Terms will prevail.

18. Miscellaneous.

- a. This Agreement and the rights and obligations of the parties hereto will be governed by and construed in accordance with the laws of Kenya, without regard to conflict of laws provisions.
- b. No right or obligation under this Agreement (including the right to receive monies due) will be assigned without the prior written consent of Church World Service. Any assignment without such consent will be void. Church World Service may assign its rights under this Agreement.
- c. All notices provided for herein will be in writing and will be delivered by hand or overnight courier service, email or fax in accordance with each party's contact information. Notices will be deemed to have been given when received, provided that notices sent by email or fax will be deemed received when sent (except that, if not sent during normal business hours for the recipient, will be deemed received at the opening of business on the next business day for the recipient).
- d. Time is of the essence of each and every obligation of Supplier under this Agreement.
- e. If any provision of this Agreement is prohibited by or invalid under applicable law, such provision will be ineffective only to the extent of such prohibition or invalidity without invalidating the remainder of such provision or any remaining provisions of this Agreement.
- f. Except as otherwise provided above, this Agreement may be amended or modified only by a written document signed by both parties. This Agreement constitutes the entire contract between the parties relating to the subject matter hereof and supersedes any and all previous agreements and understandings, oral or written, relating to the subject matter hereof.

Signed:

(Being duly authorized official to sign on behalf of the Bidder)

Name: _____

Designation: _____

Organization: _____

Date: _____

Annex 4: Supplier Conflict of Interest Declaration Form

Section 1: Declaration of Conflict of Interest

I/We, the undersigned, declare that:

1. Conflict of Interest

- a. Neither the company nor its employees, agents, or representatives have any personal or financial interest that could improperly influence, or be perceived to influence, the procurement process with Church World Service.

2. Relationships with CWS Staff

- a. No employee, director, or representative of our company has a close family relationship (spouse, parent, child, sibling) or financial partnership with any CWS staff involved in procurement or contract administration.

1. Gifts and Benefits

- a. We have not offered, and will not offer, any gifts, favors, or benefits to CWS staff that could be construed as an attempt to influence procurement decisions.

2. Disclosure Obligation

- a. If any situation arises that may constitute a conflict of interest during the course of our engagement, we will immediately disclose it in writing to CWS.

Section 2: Supplier Confirmation

I/We certify that the information provided above is true and complete to the best of our knowledge.

Authorized Representative Name: _____

Title/Position: _____

Signature: _____

Date: _____

Company Name: _____

Annex 5: Non-Disclosure Agreement (NDA)

Our Ref; CWS/KE/NBO/002/FY27

Date: _____

Procurement Unit, CWS Africa

Dear Sir,

RE: CONFIDENTIALITY & NON-DISCLOSURE UNDERTAKING.

We refer to the above matter and to the tender for the provision of services, reference number CWS/KE/NBO/002/FY27

We acknowledge that during the course of provision of, we shall have access to and be entrusted with confidential information. In this letter, Confidential Information shall mean all information or material that has or could have commercial value or other utility in the business or prospective business of Church World Service. Confidential Information also includes all information of which unauthorized disclosure could be detrimental to the interests of Church World Service, whether or not such information is identified as Confidential Information by Church World Service.

In consideration of you making Confidential Information available to us, we hereby irrevocably and unconditionally undertake to you:

1. That we shall hold in confidence any and all Confidential Information disclosed, and further agree not to disclose Confidential Information to third parties or to otherwise use Confidential Information, except with the express written consent from yourselves or as permitted under paragraph 3 below.
That we shall use the Confidential Information solely for the provision of air travel ticketing and associated services and not for any other purpose.
2. That this undertaking shall not prohibit disclosure of Confidential Information;
 - 2.1. To our **Staff/Partners/Directors/Agents** who need to know such Confidential Information to assist with the Implementation. To this end, we shall endeavor to ensure that such **Staff/Partners/Directors/Agents** have been specifically informed of the confidentiality of the Confidential Information and have agreed to be bound by the terms of this undertaking or have entered into an agreement of similar scope and obligations with ourselves to protect our proprietary and/or the confidential information.
 - 2.2. To the extent that such disclosure is required to be disclosed pursuant to law, court order or any requirement by any regulatory authority. In this regard, we shall promptly give notice to yourselves and provide you with sufficient time to assert any exclusions or privileges that may be available by law.
3. That upon termination of the cooperation between the parties and/or at your request, we hereby agree and undertake to return to yourselves any written information and all materials which contain and/or constitute part of the Confidential Information, and not to keep any copy thereof.
4. That this undertaking shall not apply to Confidential Information which:
 - 4.1. Is in the public domain as of the effective date of this undertaking, or legitimately comes into the public domain through no fault of ours.
 - 4.2. Is demonstrated to have been known to us prior to the date of this undertaking and was not acquired, directly or indirectly, from yourselves or from a third party under a continuing obligation of confidentiality.

- 4.3. Is demonstrated to have been rightfully received by us after disclosure under this undertaking from a third party who did not require the same to hold it in confidence or limit its use, and who did not acquire it, directly or indirectly, from yourselves under a continuing obligation of confidentiality.
- 4.4. Is demonstrated to have been independently developed by our personnel who had no substantive knowledge of any information provided by yourselves.
5. That we acknowledge that the Confidential Information will not form a basis of any contract between ourselves and yourselves.
 6. That we warrant that we are acting as Principal in this matter, and not as agent or broker for any person, company or firm.
 7. That no failure or delay by you in exercising any right, power or privilege under this undertaking shall operate as a waiver thereof, nor shall single or partial exercise thereof or the exercise of any other right, power or privilege.
 8. That by issuing this undertaking, we shall be deemed not only to have accepted and confirmed the foregoing undertaking, terms and conditions as set forth hereinabove but also to have acknowledged and confirmed that we are solely liable and responsible for full compliance with the said undertaking, terms and conditions.
 9. That this Undertaking shall be governed and construed in accordance with the laws of Kenya and any dispute arising from it shall be subject to the jurisdiction of the Kenyan Courts.

Yours Faithfully,

Signed:

(Being duly authorized official to sign on behalf of the Bidder)

Name: _____

Designation: _____

Organization: _____

Date: _____

Annex 6: Policy Acknowledgment and Compliance Declaration

We, _____ hereby acknowledge that we have received, reviewed, and understood the following CWS policies:

- Child Safeguarding Policy
- Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) Policy
- Anti-Human Trafficking Policy

We confirm that our organization, employees, subcontractors, and representatives will comply with the requirements and standards contained in these policies throughout the duration of any contract awarded by CWS.

Company Name: _____

Authorized Representative: _____

Position: _____

Signature: _____

Date: _____

Annex 7: SITE VISIT CERTIFICATE

Supply, Installation, and Commissioning of an IP-Based Emergency Broadcast and Intercom System			
Individual			
Company			
Location			
Phone			
Email			
General comments or questions asked during the site visit:-			
Parties Representative	Date and time of site visit	Signature	Remarks
Name			
Church World Service & Witness Representative			
Name:			
Vendor Representative			
Name:			

Annex 8; Price Offer Sheet

Tender No.: CWS/KE/NBO/002/FY27

Tender Description: Supply, Installation, and Commissioning of an IP-Based Emergency Broadcast and Intercom System

Bidders shall complete all applicable fields. Prices must include all costs necessary to deliver a complete, operational, tested, and commissioned system. Unpriced mandatory items shall be deemed included in the total offer price.

A. Bidder and Commercial Information

Bidder's Legal Name	
Quotation Reference	
Quotation Currency	Kenya Shillings
Quotation Validity	_____ calendar days from tender closure
Delivery Lead Time	
Implementation Period	
Payment Terms	

B. One-Time Price Schedule

No.	Item Description	Unit	Qty.	Unit Price	Total Price
1	Central administration / console unit	No.			
2	Indoor IP speakers	No.			
3	Portable / wireless intercom devices	No.			
4	Network switches and PoE capacity	Lot			
5	Server/controller, software, licences and storage	Lot			
6	Operator microphones and emergency controls	Lot			
7	Cabling, connectors, mounting hardware and protection accessories	Lot			

8	Backup power equipment and accessories	Lot			
9	Site survey and detailed design	Lot			
10	Installation, configuration and integration	Lot			
11	Testing and commissioning	Lot			
12	Training and knowledge transfer	Lot			
13	Documentation and as-built records	Lot			
14	Warranty and support for the minimum required period	Lot			
15	Other mandatory item—specify	Lot			

Bidders may add rows where necessary, but must not omit any required cost.

C. Recurring Charges and Licence Renewals

No.	Description	Billing Frequency	Licence/Service Term	Amount per Period	Total Evaluated Amount
1	Software and platform licences				
2	Cloud hosting, storage or remote services				
3	Post-warranty maintenance and technical support				
4	Other recurring charge—specify				

D. Price Summary

Price Component	Amount
Subtotal—One-Time Charges	
Subtotal—Recurring Charges for the evaluated term	
Subtotal before Taxes	
Applicable Taxes and Duties	
Gross Total	

Less: Unconditional Discount	
Total Evaluated Offer Price	

E. Pricing Notes, Assumptions and Exclusions

Assumptions	
Dependencies / CWS Inputs	
Provisional Sums	
Optional Items	
Exclusions / Deviations	
Foreign-Currency Exposure or Price-Adjustment Conditions	

F. Bidder's Price Declaration

We certify that the prices stated in this Price Offer Sheet are complete, accurate, firm for the stated validity period, and include all equipment, software, licences, accessories, cabling, delivery, installation, configuration, integration, testing, commissioning, training, documentation, warranty, support, taxes, duties, and other costs necessary for a complete and operational system, except where expressly identified above.

Authorized Representative	
Title / Designation	
Signature	
Date	
Company Stamp	