



ZEP-RE
(PTA Reinsurance Company)

REQUEST FOR PROPOSAL

TERMS OF REFERENCE

**FOR THE UPGRADE & EXPANSION OF CCTV SURVEILLANCE SYSTEM —
ZEP-RE PLACE, UPPER HILL, LONGONOT ROAD**

Reference: ZEPRE/RFP/011/2026

Issue date: 11th August 2026

Submission Deadline: 25th August 2026

SYNOPSIS OF THE REQUEST FOR PROPOSAL

Solicitation Reference No.	ZEPRE/RFP/011/2026
Title of Solicitation	FOR THE UPGRADE & EXPANSION OF CCTV SURVEILLANCE SYSTEM – ZEP-RE PLACE, UPPER HILL, LONGONOT ROAD
Issued	ZEP-RE (PTA Reinsurance Company) Website: https://zep-re.com
Point of contact for clarifications, questions and amendments	Procurement Desk Email: procurement@zep-re.com ; cc: - Jaskiran Sandhu (jsandhu@zep-re.com)
Email Address for submission of Proposals	To: Procurement Desk email: procurement@zep-re.com cc: - Jaskiran Sandhu (jsandhu@zep-re.com)
Solicitation Issue Date	11 th August 2026
Deadline for Answering questions and clarifications	17 th August 2026, 1700 hours, East African Time
Amendments to RFP Documents	At any time prior to the deadline for submission of proposals, ZEP-RE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective proposer, modify the RFP documents by amendment. The amendments will also be posted on ZEP-RE websites and/or communicated via email.
Language of Proposals	The proposals prepared by the proposer and all correspondence and documents relating to the proposal exchanged by the proposer and ZEP-RE, shall be written in English .
Conflict of Interest	In their proposal, proposers must confirm that, based on their current best knowledge, there are no real or potential conflicts of interest involved in rendering Services for ZEP-RE.
Deadline for Submission of Proposals	25 th August 2026, 1700 hours, East African Time Please include the subject line “ZEPRE/RFP/011/2026” in the email
Selection Method	Quality and Cost Based Selection (QCBS)

Minimum Technical score required to qualify for financial evaluation	70%
Type of Service Provider	ONLY FIRMS/COMPANIES ARE ELIGIBLE TO APPLY
Anticipated Award Type	SERVICES AGREEMENT
Submission and Evaluation Criteria	See section J and K

TERMS OF REFERENCE

A. About ZEP-RE

ZEP-RE (PTA Reinsurance Company) is an African reinsurer and a specialized institution of the Common Market for Eastern and Southern Africa (COMESA). The company was established in 1990 through an Agreement of Heads of State and Government of the then Preferential Trade Area, a precursor to COMESA, to develop the insurance and reinsurance industries and support capacity building.

With 20 African signatory member states, our shareholding as of 31 December 2025 comprises of eight (8) governments, fifteen (15) member/signatory state-owned companies, 14 private (re)insurance companies, COMESA and 1 COMESA specialized development bank and 2 DFIs.

ZEP-RE has established a network of regional hub offices and contact offices to serve its footprint in COMESA and beyond. With three regional hubs in Nairobi (also the headquarters) serving East and Central Africa, Harare (Zimbabwe) serving Southern Africa, and Abidjan (Cote d'Ivoire) serving West Africa C CIMA region, and 5 country offices in Lusaka (Zambia), Kampala (Uganda), Addis Ababa (Ethiopia), Kinshasa (D.R. Congo), C Kigali (Rwanda).

B. Background

ZEP-RE PTA (Reinsurance Company Limited) is seeking proposals from qualified security systems integrators for the outright supply, installation, configuration, and commissioning of an upgraded and expanded CCTV surveillance system at Zep-Re Place. This RFQ sets out a complete technical, functional, and commercial specification to ensure all vendor proposals are evaluated on a like for like basis.

C. Objective

The objective of this RFQ is to procure, on an outright purchase basis, a modern, analytics capable CCTV solution with strong remote monitoring, integration, and cybersecurity characteristics.

Note: This is a purchase-only procurement. Leasing proposals will not be considered.

D. Scope

The following are the scope of work

i. System Supply

- **Upgrade of the existing NVR:** replacement/upgrade of the existing recorder to a modern unit meeting the specification in Section E.
- Minimum 14 additional IP cameras to eliminate identified blind spots (final count to be confirmed at site survey).

- Replacement of end of life existing cameras where applicable.
- Additional storage (HDD) sized to meet the retention period in Section E.
- Network switches (PoE) and structured cabling for all new OR relocated devices.
- Video management software (VMS) licenses, if separate from the NVR.
- Uninterruptible power supply (UPS) provision for NVR and critical camera runs.

ii. Functional / Software Requirements

- HD video capture with infrared/low light performance.
- Motion detection.
- Remote live view and playback access via PC and mobile app.
- **Video analytics, at minimum:** line crossing and intrusion detection at perimeter/entry points.
- Video wall / centralized monitoring compatibility for the Security Operations Center.
- **Integration (Desirable):** The solution should preferably integrate with the building's Visitor Management System (VMS), Access Control System (turnstiles), and the Gate/Barrier and ANPR systems to enable correlation of system events with CCTV footage.
- Tamper detection and sabotage alerts on cameras and NVR.
- Audit trail / activity logging for system access and configuration changes.

iii. Installation & Configuration

- Site survey to confirm blind spots and final camera count/placement.
- Hardware installation, structured cabling, and containment (trunking) as required.
- NVR installation, configuration, and network integration.
- Firmware hardening and cybersecurity configuration (default password changes, access restriction, update policy)

iv. Training & Handover

- User training for reception/security/control room staff.
- System administrator training (user management, backup, analytics configuration)
- As built documentation, network diagrams, and user manuals.
- Warranty terms and after sales support plan.

E. Minimum Technical specifications

Item	Minimum Requirement
Camera resolution	4MP minimum (8MP/4K at key entry, perimeter, and vehicle gate locations)
Low light performance	True WDR and IR night vision
Storage retention	Minimum 60 days continuous recording at full resolution/frame rate for all cameras
Storage redundancy	RAID configuration on NVR storage; vendor to propose backup/failover approach
NVR	Upgraded unit with sufficient PoE channel capacity for current + proposed cameras plus 20% spare capacity for future expansion
Remote access	Mobile app and web based live view/playback with role based user permissions
Integration	Open API or documented integration path with VMS, access control, and gate/barrier systems
Cybersecurity	Network segmentation (VLAN), enforced strong password policy, encrypted remote access, documented firmware update process
Power resilience	UPS backup for NVR; PoE switch backup power where feasible
Compliance	Full compliance with the Kenya Data Protection Act 2019 for handling and storage of footage

F. Contractor Requirements – Minimum Experience

To be considered, bidders must demonstrate the following minimum experience and qualifications:

- i. **Company track record:** Minimum seven (5) years operating as a registered security systems integrator in Kenya
- ii. **Project experience:** Minimum five (5) completed CCTV installation/upgrade projects of comparable scope (20+ cameras, commercial office/mixed use building) within the last 5 years
- iii. **Project value:** At least two (2) of the reference projects must have had a contract value of KES 1,000,000 or above
- iv. **References:** Minimum three (3) verifiable references from similar commercial building installations in Kenya, including contact details of the client
- v. **Support capability:** Evidence of a local support/service team able to meet the SLA response times required in Section 6
- vi. **Compliance:** Valid business registration/license and compliance with Kenyan ICT and data protection regulations.

G. Evaluation Criteria

All submissions will be assessed on a technical (70%) and financial (30%) basis. A minimum of 45/70 shall be required on technical to proceed to financial evaluation. The detail of the criteria is as enumerated below:

Evaluation Criterion		Weight	What we look for
Mandatory Requirements		Pass or Fail	See the section on Mandatory Submittals
Technical			
Relevant experience and qualifications		25	Number and similarity of CCTV projects completed; experience in commercial office buildings/Grade A properties; years in operation; qualifications and certifications of proposed engineers and project team; manufacturer partnerships/accreditations; experience with CCTV analytics, integrations, and enterprise surveillance solutions.
Service approach and methodology		20	Understanding of the RFQ requirements; quality of proposed CCTV design; methodology for site survey, installation, testing, commissioning, and migration; storage sizing calculations; cybersecurity approach; project implementation plan; training and handover strategy; risk management and quality assurance procedures
References and track record		20	Quality and relevance of client references; successful completion of similar projects; evidence of customer satisfaction; project values and complexity; availability of local support resources; demonstrated ability to provide ongoing maintenance and SLA support
Innovation and value addition		5	Advanced analytics beyond minimum requirements; integration capabilities with Visitor Management, A Systems; centralized monitoring enhancements; rep additional features provided at no extra cost.
Financial		30%	Competitive pricing (Detailed fee structure)

H. Application Submission Requirements

A. Mandatory Submittals

- i. Updated operating license, certificate of incorporation as applicable.
- ii. Copy of ID/Passport of Firm Owners, including beneficial owners/Directors
- iii. TAX compliance certificates (Applicable to firms originating from COMESA Member States)
- iv. Shall not be sanctioned or blacklisted by any government or institution
- v. Physical location/address

B. Technical Proposal

- i. Technical proposal (system architecture, camera schedule, analytics, integration plan)
- ii. Equipment specifications and datasheets
- iii. Project schedule (installation timeline)
- iv. Monthly SLA/maintenance charge, with defined response and resolution times
- v. Warranty terms (hardware & software)
- vi. After sales support plan
- vii. Evidence against each minimum experience requirement in Section F (references, CVs, certifications)

C. Financial Proposal

Detailed cost breakdown: hardware, software, installation, training, and VAT itemized separately, for outright purchase (no leasing option required)

I. Guidelines for Preparations and Submission of Proposals

- a) The proposals SHALL be submitted to procurement@zep-re.com and [copied contacts](#) by **deadline indicated in the synopsis**
- b) VALIDITY of the proposal shall be for a period of **90 days** from the date of RFP closure.