



**RFP FOR THE REQUEST FOR PROPOSAL (RFP)
SUPPLY, IMPLEMENTATION AND SUPPORT OF A PATCH MANAGEMENT SOLUTION
RFP No: MGL/ICT/PMS/002/2025**

VENDOR'S NAME:

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1) CORPORATE OVERVIEW

Madison Group is a leading Kenyan-owned financial services company, offering life and general insurance as well as investment management through its three subsidiaries—Madison Life Assurance, Madison General Insurance and Madison Investment Managers. With a national presence of 24 branches organized under four regional offices, the Group provides tailored financial solutions under its motto "*Life Without Worry.*"

Headquartered in Nairobi, Madison has shown consistent growth, managing over KES 10 billion in investment funds and engaging in innovative community projects such as affordable housing and professional indemnity for healthcare workers. Its commitment lies in delivering accessible, reliable insurance and wealth management services to secure clients' financial futures.

2) INVITATION TO SUBMISSION OF PROPOSAL

Madison Group invites qualified vendors to submit proposals for supplying, implementing and supporting a comprehensive Patch Management Solution.

The solution should enable:

- Continuous monitoring and deployment of OS and third-party patches
- Automated and manual patch management
- Integration with existing EDR and SIEM tools
- Comprehensive reporting, auditing, and rollback capabilities
- Vulnerability identification and apply relevant patches
- End-user onboarding, training, and SLA-based support

3) PROPOSAL SUBMISSION INSTRUCTIONS

3.1. Eligibility

Open to registered companies with valid business licenses and relevant certifications.

3.2. Submission of Documents

Complete proposal documents should be shared via email to Procurement@madison.co.ke as softcopies in one document for the technical and financial proposal not later than **17th July 2025 by 11:00am**.

3.3. Clarifications

Prospective bidders can request for clarifications by sending an email to the Procurement Office, procurement@madison.co.ke. The Procurement office will respond in writing to requests for clarification received not later than three (3) days prior to the deadline for the submission of tenders.

3.4. Additional Information

The Company reserves the right to request submission of additional information from prospective bidders.

3.5. Withdrawal of Submission of proposal

The Company may at any time terminate this procurement process before the award of contract and shall not be liable to any person for the termination.

3.6. Bid Currencies

Prices shall be quoted in Kenya Shillings.

4) PRE-QUALIFICATION INFORMATION

Attached to this document is a questionnaire (No. 9) to be completed by prospective bidders. The bidders must ensure that they provide documentation to support the information provided in the questionnaire. In addition to the questionnaire bidders will be required to provide information to satisfy the requirements set out from section 5, 6, 7 and 8 below. Please note that incomplete proposal documents will not be considered. All the documents that form part of the proposal must be completed in English.

It is understood and agreed that the proposal documents for prospective bidders are to be used by the Company in determining, according to its sole judgement and discretion, the qualifications of prospective bidders to carry out the project.

Bidders will not be considered qualified unless in the judgment of the Company they are authorized, have the capability, experience, qualified personnel and working capital sufficient to satisfactorily execute the project.

4.1 Experience

Bidders must have at least five (5) years' experience in carrying out a similar task. They must demonstrate competence, willingness and capacity to provide the service within reasonable timelines.

Past performance will be given due consideration in the evaluation. Bidders must provide proof of having successfully carried out similar projects over the last two (2) years, preferably in the insurance and banking sector. The proof should be in the form of documented and verifiable references, extract of contracts and purchase orders/service orders.

4.2 Personnel

The bidders must provide the names, qualifications and experience and detailed CVs of the key personnel to execute the actual implementation. Bidders must provide a written undertaking that staff proposed for the work will be present for the whole project duration.

4.3 Financial Condition

Bidders must provide evidence of financial ability to execute the project. The vendor's financial condition will be evaluated using the audited financial statements for the last two years.

5) TECHNICAL PROPOSAL

The bidders must ensure that they provide documentation to support the information required in the technical evaluation. Please note that incomplete tender applications will not be considered. All the documents that form part of the proposal must be completed in English.

It is understood and agreed that the tender applications for prospective bidders are to be used by the Company in determining, according to its sole judgment and discretion, the qualifications of prospective bidders to carry out the project.

Bidders will not be considered qualified unless in the judgment of the Company they are authorized, have the capability, experience, qualified personnel and working capital sufficient to satisfactorily execute the project.

Points awarded for the evaluation of Full Technical Proposals are as below:

Ref	Evaluation Criteria	Points
1	<p>Mandatory Documents (10 Marks)</p> <ul style="list-style-type: none"> i. Certificate of Registration/Incorporation. ii. Valid and certified copy of Business permit/ relevant business licences iii. Current CR12 issued by the Registrar of Companies (Not older than 6 months) iv. Tax compliance certificate v. VAT & PIN Certificates vi. Current partner/reseller authorization certifications and compliance documentation vii. Filled Confidential Business Questionnaire Form viii. Duly filled, signed & stamped Sworn Statement ix. Technical Submission Form x. Financial Submission Form <p>Please note that failure to submit some of the above documents could lead to disqualification of your bid.</p>	10
2	<p>Terms of Reference</p> <p>Supply, implementation and support of patch management solution. (Referred on Page 13.)</p>	20
	TOTAL TECHNICAL SCORE	30
	FINANCIAL PROPOSAL	10

The minimum technical score required to qualify for the Financial Proposal Evaluation is **20 Points**.

The Financial Proposal for bidders whose technical scores are less than 20 points will be rejected.

6) TECHNICAL PROPOSAL SUBMISSION FORM

[_____ Date _____]

To: _____ [Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to **supply, implement and support a comprehensive Patch Management Solution.**

for _____ accordance with your Request for Proposal dated _____ [Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, [and a Financial Proposal].

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

_____ [Authorized Signature]:

_____ [Name and Title of Signatory]

_____ [Name of Firm]

_____ [Address]

7) FINANCIAL PROPOSAL & EVALUATION

Bidders shall provide a detailed price schedule as guided in the table below. In addition to the price schedule, bidders will be required to provide evidence of financial ability to execute the project including audited financial statements for the last three years.

Financial Proposal Evaluation (Weight 30%): The Evaluation Committee will determine whether the Financial Proposal has included all pricing components as per the tender document and evidence of financial capacity. Failure to provide the information requested may result in the rejection of the bid as non-responsive. Financial bids shall be compared for the complete scope of work as per the Price Proposal Schedule, inclusive of all taxes and duties.

Summary of Costs:

Costs	Amount (KES)
Provision of the supply, implement and support a comprehensive Patch Management Solution for Madison Group Limited as per the terms of reference	
Implementation Services	
A breakdown of training costs on the platform (Where applicable)	
A breakdown of certification costs on the platform (Where applicable)	
Taxes	
Total Costs in KES	

Recurrent Costs from 2nd year onwards	Amount (KES)
Annual Maintenance Costs – AMC	
Support and Service Level Agreement (SLA)	
Taxes	
Total Costs in KES from 2nd year onwards	

Overall Ranking:

The combined result of the technical and financial proposals will determine the final, overall ranking.
The company is not bound to award the tender to the highest-ranked bidder.

8) FINANCIAL PROPOSAL SUBMISSION FORM

_____ [Date]

To: _____

[Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to supply, implement and support a comprehensive Patch Management Solution.

for () in accordance with your Request for
Proposal dated () [Date] and our Proposal. Our attached
Financial Proposal is for the sum of
()

[Amount in words and figures] inclusive of the taxes.

We remain,

Yours sincerely,

_____ [Authorized Signature]

_____ [Name and Title of Signatory]

_____ [Name of Firm]

_____ [Address]

9) BUSINESS QUESTIONNAIRE

A. COMPANY INFORMATION

Company Name: _____
As per certificate of incorporation

Trading Name: _____
If different from company name

Date of incorporation: _____

Nature of Business: _____

Physical Location: _____

House: _____ Street/Road: _____

Postal Address: _____ Post Code: _____

City/Town: _____

KRA PIN: _____ Tax Compliance Status: _____

No. of Staff: _____ Permanent: _____ Casual/Temporary: _____

Key Partnerships/Certifications

(i) _____ (iv) _____

(ii) _____ (v) _____

(iii) _____ (iv) _____

(Attach all relevant business licences, current partner / reseller authorisation certifications and

compliance documentation)

B. DIRECTORS AND SHAREHOLDING

Attach current CR12 (Not older than 6 months)

C. KEY PERSONELL

1. Name: _____
Academic Qualifications: _____
Professional Qualifications: _____
Role in the Company _____
No. _____ of _____ years _____ of _____ experience:

No. of years with company: _____
(Attach current CV and copies of Certifications)
2. Name: _____
Academic Qualifications: _____
Professional Qualifications: _____
Role in the Company _____
No. _____ of _____ years _____ of _____ experience:

No. of years with company: _____
(Attach current CV and copies of Certifications)
3. Name: _____
Academic Qualifications: _____
Professional Qualifications: _____
Role in the Company _____
No. _____ of _____ years _____ of _____ experience:

No. of years with company: _____
(Attach current CV and copies of Certifications)
4. Name: _____
Academic Qualifications: _____
Professional Qualifications: _____
Role in the Company _____
No. _____ of _____ years _____ of _____ experience:

No. of years with company: _____
(Attach current CV and copies of Certifications)

D. PAST/PRESENT CLIENTS

1. Name of Client: _____

Sector: _____

Address: _____ Telephone: _____

Name of Contact: _____ Position: _____

Email address of contact: _____ Value of Contract _____

Completed/Ongoing? _____ Duration of engagement _____

Key Successes:

(Attach proof of engagement with client, testimonials/references)

2. Name of Client: _____

Sector: _____

Address: _____ Telephone: _____

Name of Contact: _____ Position: _____

Email address of contact: _____ Value of Contract _____

Completed/Ongoing? _____ Duration of engagement _____

Key Successes:

(Attach proof of engagement with client, testimonials/references)

3. Name of Client: _____

Sector: _____

Address: _____ Telephone: _____

Name of Contact: _____ Position: _____

Email address of contact: _____ Value of Contract _____

Completed/Ongoing? _____ Duration of engagement _____

Key Successes:

(Attach proof of engagement with client, testimonials/references)

4. Name of Client: _____

Sector: _____

Address: _____ Telephone: _____

Name of Contact: _____ Position: _____

Email address of contact: _____ Value of Contract _____

Completed/Ongoing? _____ Duration of engagement _____

Key Successes:

(Attach proof of engagement with client, testimonials/references)

10) SWORN STATEMENT (MANDATORY)

Having studied the information in the document for the above project we/I hereby state:

- a. The information furnished in our application is accurate to the best of our knowledge.
- b. That I/We understand that I/We shall be disqualified should the information submitted here for purpose of seeking qualification be materially inaccurate or materially incomplete.
- c. We enclose all the required documents and information required for the RFP evaluations.

Company Name

Represented by

Date

Signature

(Full name and designation of the person signing and stamp or seal)

11) TECHNICAL REQUIREMENTS

The requirements have been formulated as per the terms of reference below. Bidders are required to provide a line-by-line response to each requirement.

Scope

- Approximately 750 endpoints (Windows, Linux, macOS)
- Support patching for OS and standard third-party apps
- Integration with existing EDR and SIEM solutions

Functional Requirements

- Automated patch monitoring and deployment
- Risk assessment and prioritization
- Manual and automated management capabilities
- Patch testing and rollback
- Auditing, reporting and alerting
- Vulnerability assessment and corresponding patching
- Scripting support (PowerShell, Python)
- Easy deployment on endpoints

Non-Functional Requirements

- Scalability for future endpoint growth
- High availability and performance standards
- Compliance with security standards (e.g., ISO 27001, NIST)
- User-friendly administration interface

Support Requirements

- Assistance with onboarding and deployment
- User/admin training
- SLA-based support (annual renewal)
- Quarterly performance reviews and optimization

Licensing and Commercial Model

- Describe licensing model (subscription/perpetual)
- Pricing structure and volume discounts
- Payment terms