TERMS OF REFERENCE FOR SUPPLY AND MAINTENANCE OF INTRUDER ALARM SECURITY SYSTEMS AND EMERGENCY RESPONSE FOR TANZANIA MORTGAGE REFINANCE COMPANY (TMRC)

1.0 BACKGROUND.

Tanzania Mortgage Refinance Company Limited (TMRC) is a private-sector financial institution whose core mandate is to support banks and other mortgage lenders to extend long-term mortgage loans by providing refinancing and pre-financing of their mortgage portfolios. TMRC operates as a Mortgage Liquidity Facility (MLF), also referred to as a Secondary Mortgage Lender, designed to enhance long-term mortgage lending activities by Primary Mortgage Lenders (PMLs), mainly banks and other mortgage lending institutions.

TMRC was established in 2011 with support from the Government of Tanzania and the World Bank, with the initial objective of providing long-term funds to member banks to enable them to offer long-term mortgage loans to the public (www.tmrc.co.tz).

2.0 PURPOSE OF THE ASSIGNMENT.

TMRC intends to engage a reputable and competent firm to provide:

- Emergency intruder alarm response services
- Preventive and corrective maintenance of intruder alarm systems
- Technical support for faulty equipment
- Supply and installation of new security systems equipment, as and when required by TMRC

The engagement will cover a period of three years subject to vendor's performance meeting expectations. The detailed activities to be undertaken under this assignment are outlined in the Scope of Work below.

3.0 SCOPE OF WORK.

The firm shall be responsible for the following:

- **Preventive maintenance**
  Vendors shall assign qualified technicians to conduct preventive maintenance of TMRC's intruder alarm systems on a quarterly basis (four times per year).

- **Break/fix support**
  Ensure timely break/fix support and maintenance service calls per month, in line with agreed service levels, using qualified technical personnel.

- **Supply and installation of new equipment**
  Supply and install new security systems equipment upon TMRC's written request. Such works shall be quoted separately, clearly itemizing materials and labour costs.

- **Emergency response performance assessment**
  TMRC will assess the performance of the emergency response services at least quarterly (four times per year).
- **Remote monitoring (GSM/GPRS)**
  Install and configure a GSM/GPRS radio device to enable remote monitoring of TMRC premises. TMRC's designated staff shall receive alarm notifications from the system. Entry and exit notification will be part of notification.
- Configure alarm notifications to designated TMRC personnel.
- Configure entry and exit notifications.
- Enable notification of system faults and communication failures where technically supported.
- Conduct testing to confirm reliable communication and notification functionality.
- Provide technical support in the event of communication or monitoring failures.
- Maintain and support the monitoring configuration throughout the contract period.

- **Emergency response time**
  Ensure that emergency response to alarm activations at TMRC's site is within **10–15 minutes** from the time the initial alarm is received by the vendor.
- **System administration**
  Manage and administer TMRC's intruder alarm systems, including adding, removing, and updating users, as per TMRC's instructions.
- **Infrastructure assessment and reporting**
  Perform a comprehensive assessment of TMRC's security infrastructure at least **two (2) times per year** and submit technical reports with clear, actionable recommendations.
- **Fault reporting and logging**
  Report all identified faults to TMRC's technical team. TMRC will maintain a fault reporting log, which shall be updated at the time of fault discovery.
- **Intruder detection systems covered**
  TMRC's intruder detection systems include, but are not limited to:
    - Alarm keypads
    - PIR motion detectors
    - Magnetic contacts
    - Intruder alarm panels
    - Strobe lights
    - Sirens

4.0 QUALIFICATION REQUIREMENTS FOR THE FIRM.

The consulting firm must meet the following minimum requirements:

- **Relevant experience**
  The firm must have **more than five (5) years** of experience in providing services of a similar nature.
- **Client references**
  All bidders must provide a list of at least **three (3)** current clients for whom similar services have been successfully delivered within the last **five (5) years**.
- **Certified technical team**
  All technical team members proposed for this assignment must be certified by recognized relevant authorities in security systems and related fields.
- **Team Leader**
  The Team Leader must have more than **five (5) years** of hands-on experience in the field and demonstrate a strong understanding of intruder alarm systems and emergency response operations.

5.0 SUBMISSION REQUIREMENTS.

Interested firms shall submit the following:

- **Technical Proposal**
  - Demonstrating the firm's technical expertise and experience
  - Detailing the proposed approach, methodology, and work plan
  - Providing information on compliance certifications and regulatory adherence
- **Financial Proposal**
  - Clearly itemizing service fees and any other associated costs
- **References**
  - At least three (3) references from similar engagements, including contact details

6.0 SUBMISSION OF PROPOSAL

Proposals shall be submitted online via the TMRC Procurement Portal **not later than 1200 hours on 22nd November 2026**. TMRC e-Procurement Portal address:
https://eprocurement.tmrc.co.tz/

For technical challenges relating to access or submission through the procurement portal, bidders shall contact the persons listed below before the submission deadline.
For technical assistance with the portal, contact:

i. sofia.sufiani@tmrc.co.tz | +255 (0) 743 637 980

ii. jmlimbilah@tmrc.co.tz | +255 (0) 757 858 289

All bidders must complete procurement portal registration at least five (5) calendar days before the submission deadline.
Late registration and last-minute submission are discouraged. TMRC shall not be responsible for failed or delayed submissions caused by late registration, incomplete portal setup, internet connectivity problems, or any other bidder-side technical issue.

TMRC reserves the right to accept or reject any proposal, cancel the procurement process, or reject all proposals before contract award without incurring liability to any bidder. Submission of a proposal does not create any contractual obligation on TMRC, and TMRC will engage only the successful consulting firm through a formal written contract.