



TERMS OF REFERENCE FOR SUPPLY AND MAINTENANCE OF INTRUDER ALARM SECURITY SYSTEMS AND EMERGENCY RESPONSE FOR 2025/26 AT TANZANIA MORTGAGE REFINANCE COMPANY (TMRC)

1.0 BACKGROUND.

Tanzania Mortgage Refinance Company Limited (TMRC) is a private-sector financial institution with the sole purpose of supporting banks to do mortgage lending by refinancing and pre-financing banks' mortgage portfolios. It is a mortgage liquidity facility (MLF) or referred as Secondary Mortgage Lender, designed to support long-term mortgage lending activities by Primary Mortgage Lenders (PMLs), mostly banks and other mortgage lending institutions. TMRC was established in 2010 with support from the Government of Tanzania and the World Bank with the initial aim of supporting member banks to extend long-term mortgage loans to the public through the provision of long-term funds (www.tmrc.co.tz).

2.0 PURPOSE.

TMRC seeks to engage a reputable and competent vendor to provide service of emergency intruder alarm response, maintenance of intruder alarm systems, respond to any technical faulty equipment's supply and installation of new security systems equipment's when a need arises for a period of three years.

The range of activities to be undertaken during the assignment is enumerated in the scope of work provided below: -.

3.0 SCOPE OF WORK.

The Scope of work for the Consultancy shall comprise of:

- Conducting preventive maintenance quarterly.
- break/fix support maintenance service calls per month per the agreed terms and conditions using qualified technical personnel.
- Supply and installation of new security systems equipment's upon TMRC's request, which should be quoted separately in terms of materials and labor.
- Printing of TMRC Identity cards with security features for door access. These cards will be provided for new staff or reissue of existing cards. The indicative cost for the card should be provided.
- Assist TMRC in testing emergency response of the systems at least quarterly.

- Vendor will install a GSM/GPRS radio device to ensure remote monitors for the site, TMRC's correspondent staff should receive security notifications.
- The vendor should provide emergency response to alarms within 10 – 15 minutes from time the initial alarm received by vendor.
- The vendor will be responsible for managing and administering TMRC intruder alarm systems including adding, removing, or updating users as per TMRC's request.
- Perform a comprehensive assessment of the customers' infrastructure biannually and provide technical reports which include actionable recommendations.
- Reports on all faults discovered with TMRC technical team.

NOTE: TMRC's Intruder detection systems include but are not limited to alarm keypad, PIR motion detectors, magnetic contacts, intruder alarm panel, strobe lights and sirens.

4.0 QUALIFICATION REQUIREMENTS FOR THE FIRM.

The consulting firm should meet the following requirements:

- The consulting firm should have more than 5 years' experience in conducting services of a similar nature.
- The Team Leader must have at least five years' experience in the field and must possess a great understanding of the task.

5.0 SUBMISSION REQUIREMENTS.

Interested firms should submit the following documents:

- Technical proposals showing technical expertise and experience of the company.
- Compliance certifications and regulatory adherence details to be included in the technical proposal.
- Financial proposal including service fees and any other costs.
- At least three references from similar engagements.

6.0 SUBMISSION OF PROPOSAL

Proposals should be delivered applied online via the TMRC [Procurement Portal](#) not later than 1700hrs on 14th July 2025 to the address below:

The Chief Executive Officer
Tanzania Mortgage Refinance Company Limited
P.O BOX 7539
Dar Es Salaam.

N.B

In case of any technical challenges on the procurement portal on the URL address below <https://eprocurement.tmrc.co.tz/>

Kindly contact the below;

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