



REQUEST FOR PROPOSAL (RFP) FOR LIFT MAINTENANCE SERVICES FOR THE ALMA

FOR

THE ALMA MANAGEMENT COMPANY LIMITED

ISSUE DATE: 12TH AUGUST 2024

DUE DATE: 26TH AUGUST 2024



THE ALMA BY CYTONN, RUAKA
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12 August 2024

RE: THE ALMA MANAGEMENT COMPANY – LETTER OF INVITATION TO SUBMIT PROPOSALS FOR THE LIFT MAINTENANCE SERVICES FOR THE ALMA

Cytonn Properties, on behalf of The Alma Management Company Limited are requesting for proposal submissions from qualified lift maintenance services provider for the Cytonn Apartments - The Alma, a 477 comprehensive lifestyle development located in Ruaka for the year 2024.

Cytonn Properties LLP is a facility and property management entity providing rental property supervision and management, which includes rent and service charge collection, tenancy relations management, service providers management and property maintenance among other property management needs.

The Alma is a comprehensive residential development consisting of nine blocks with 477 units of modern 1bd, 2bd, and 3bd apartments & impeccable finishing. The project is strategically positioned in the heart of the fastgrowing Ruaka neighbourhood. It is only a 20minutes drive from the CBD and 40 minutes' drive during rush hour. The adjacent suburbs Runda, Rosslyn and Muthaiga also make the location quite secure and attractive for investors. Some of the project features include; Day care, Clubhouse, Commercial hub, Swimming pool among others. Phase 1 consists of Blocks A, B and G and consists of 113 units and Phase 2 consists of Block C, D, E & F.

This letter serves as a formal invitation to submit proposals of feasible solutions for the lift maintenance services. Prospective bidders desiring any explanation or interpretation of this solicitation should make the request in writing no later than **26th August 2024**. Bidders are expected to attend a **mandatory** site visit scheduled for **16th August 2024** at **11.00 am** to inform their scope fully.

This RFP contains specific submission requirements, the scope of service, period of service, terms and conditions and other pertinent information for submitting a proper and responsive proposal.

Kindly confirm receipt of the letter of invitation and your intended participation.

All communication should be directed to procurement@cytonn.com with properties@cytonn.com in copy.

Cytonn Investments Management PLC, The Alma, Limuru Road, P.O Box 20695-00200, Nairobi, Kenya
procurement@cytonn.com | +254709101000

SECTION B: INFORMATION TO LIFT MAINTENANCE FIRM

a. Purpose

The purpose of this "Request for Proposal" (RFP) is to solicit a qualified provider of lift maintenance services at Alma Apartments. A successful provider must at a minimum demonstrate evidence of the following:

- a) Knowledge of modern materials, lift maintenance techniques, sequences and practices. Services will be performed by the firm's lift maintenance staff who are well trained in lift maintenance and safety procedures.
- b) Knowledge of Alma policies, regulations and procedures for the use of the Alma apartments.
- c) Knowledge of public relations principles and techniques.
- d) Knowledge of supervisory principles and practices and ability to supervise subordinates to ensure full performance of tasks

b. Introduction to Alma Management Company

Management Company means the Limited Liability Company known as Alma Apartments Management Company and constituted fully of the Owners for the purpose of administering, managing, maintaining its Common Areas and holding the reversionary interest.

Alma Management Company Limited is focused on delivering a quality and aspirational real estate development that encourages great community living right from concept development, policy advocacy, product design & innovation, procurement, project management and facilities management.

c. Property Description

The Alma is a comprehensive residential development with modern 1bd, 2bd, and 3bd apartments & impeccable finishing. The project is strategically positioned in the heart of the fast-growing Ruaka neighbourhood.

d. Scope of Work and Deliverables

The Lift maintenance Firm will be required to provide full Lift maintenance services in The Alma, the facility. All lift maintenance personnel proposed are to be physically, emotionally and intellectually capable of performing various lift maintenance situations.

All lift maintenance personnel will be expected to learn requirements, guidelines, orders and instructions that govern the performance of lift maintenance services in general.

Additionally, the Lift maintenance Firm is to use only experienced, trained and bonded lift maintenance personnel in the performance of the lift maintenance services. Provider's staff shall not have any criminal background.

The scope of service for the Contract shall include but not be limited to:

- Sending qualified staff at least once every month to the premises to inspect and do all necessary service and maintenance procedures on the lifts.
- Take all reasonable precautions to protect its personnel, lift users, other contractors, and agent's customers, in accordance with all statutory requirements relating to health, safety and the environment.
- Make repairs as and when they arise, renew or replace all wearing parts as may become defective by reason of fair wear and tear

e) Personnel

The Contractor shall provide and execute everything necessary for the service in accordance with industry standards and norms including industry acceptable training levels and any other relevant regulations. The Contractor shall:

- a) Provide sufficient numbers of qualified, competent and well-trained personnel of both gender.
- b) The personnel must have experience in similar environment; and must not have criminal records or pending court cases against them.
- c) Provide personnel uniform (with company logo) ensuring that all staff are neatly clothed with necessary protective equipment which shall include but not be limited to headgear and overalls.
- d) Be fully responsible for all the work and services performed by its personnel.
- e) Provide direct supervision to avoid pilfering/theft and/or the abuse of CP infrastructure.
- f) Provide its personnel with refreshments for tea break.

f) Term

1. The initial term of the License shall be up to one (1) years renewable, subject to negotiation and based upon the mutual agreement of the parties. The option to extend the term of the License will be subject

to the Lift maintenance Firm compliance with minimum performance standards outlined in Section D of this Request for Proposals and the terms of the existing license agreement.



2. Notwithstanding the foregoing, at any time the CP, as applicable, may, upon prior written notice to the provider, elect to terminate the License.

g) Indemnity

The Contractor shall indemnify CP against:

- a) Any claim for compensation in terms of Workmen’s Compensation legislation for any loss which the Contractor is liable.
- b) Any claim by any employee of the Contractor for any loss or damage resulting from any bodily injury and/or damage to property caused by lift maintenance staff.

h) Equipment & Materials

The Contractor will provide all necessary equipment for the execution of the work.

SECTION C: SUBMISSION OF REQUIREMENTS

i) Mandatory Lift maintenance Firm Requirements

- a. Certificate of Incorporation/ Business Registration Certificate (attach copy)
- b. Verified Business PIN (Taxpayer Registration Certificate)
- c. Copy of Current Valid Tax Compliance Certificate
- d. Other Business Registration Certificates (NCA, OSHA, ERC, CAK)
- e. Evidence of having a Registered office – either copies of lease agreements together with copies of receipts for payment of rent for the last 3 months OR copy of ownership document of the property indicated as the registered offices
- f. Copy of Current Valid County business permit
- g. Company CR12(last 12 months)
- h. Statement of non-performance
- i. Statement of litigation

The above documents must be submitted together with the proposals. Companies are strongly advised that only bids meeting the above requirements will be evaluated.

ii) Technical Proposal

The Lift maintenance firm is required to submit a proposal written in English language and include the following information;

The legal name of the person or firm submitting the Proposal should be inserted on the Bid Form. The Proposal should be signed by a person authorized to sign on behalf of the Proponent and include the following:

- a) If the Proponent is a corporation then the full name of the corporation should be included, together with the names of authorized signatures. The Proposal should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Proposal on behalf of the corporation is submitted.
- b) If the Proponent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venture should be included, and each partner or joint venture should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture,

the partnership or joint venture should provide evidence to the satisfaction of the Township that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venture is a corporation then such corporation should sign as indicated in subsection (a) above.

- c) If the Proponent is an individual, including a sole proprietorship, the name of the individual should be included.

NB: The above details MUST be provided for the client to consider them.

iii) Financial Proposal

The Proposal’s affordability in comparison to the affordability requirements set out in the RFP.

SECTION D: EVALUATION AND SELECTION CRITERIA

The Evaluation Team will compare and evaluate all Proposals to determine the Proponent’s strength and ability to provide the Services in order to determine the Proposal which is most advantageous to the Alma (including best value based on quality, service and price), using the following criteria:

a) Experience, Reputation and Resources

b) Technical

The ability of the Proponent to undertake the services to the quality standards required by the service protocols and specifications and the other terms of the project agreement.

The points to be awarded for each criterion are detailed herein:

	MAIN EVALUATION
1.0	Mandatory requirements
1.1	Certificate of Incorporation / Business Registration
1.2	Verified Business PIN (Taxpayer Registration Certificate)
1.3	Copy of Current Valid Tax Compliance Certificate
1.4	Other Business Registration Certificates (NCA, OSHA, ERC, CAK etc)
1.5	Evidence of having a Registered office – either copies of lease agreements together with copies of receipts for payment of rent for the last 3 months OR copy of ownership document of the property indicated as the registered offices
1.6	Copy of Current Valid County business permit
1.7	Company CR12(last 12 months)
1.8	Statement of non-performance
1.9	Statement of litigation

2.0	Experience - Previous Sites Offered Lift maintenance Firm (40 Marks)
2.1	RELEVANT EXPERIENCE
	(maximum of 4 no. projects undertaken in the last five (5) years that best represent experience same as in the project under evaluation) (Each project gets 5 marks)
2.1.1	Project no. (insert)

	Name & location of project
	Services offered
	Project size (Number of units managed
	Project references
	Name
	Phone Number
	Email address
	Contract Period
2.1.2	Project no. (insert)
	Name & location of project
	Services offered
	Project size (Number of units managed
	Project references
	Name
	Phone Number
	Email address
	Contract Period

2.1.3	Project no. (insert)
	Name & location of project
	Services offered
	Project size (Number of units managed
	Project references
	Name
	Phone Number
	Email address
	Contract Period
2.1.4	Project no. (insert)
	Name & location of project
	Services offered
	Project size (Number of units managed
	Project references
	Name
	Phone Number

	Email address
	Contract Period
2.2	Current Projects Offered Lift maintenance Firm (20 Marks)
2.2.1	Project no. (insert)
	Name & location of project
	Services offered
	Project size (Number of units managed)
	Project references
	Name
	Phone Number
	Email address
	Contract Period
2.2.2	Project no. (insert)
	Name & location of project
	Services offered
	Project size (Number of units managed)
	Project references
	Name
	Phone Number
	Email address
	Contract Period
3.0	KEY PERSONNEL TO BE DEPLOYED ON THE PROJECT (30 Marks)
3.1.1	Key Head Office Staff (Provide details of any relevant certification &/or accreditations of key staff) Director (Manager) Relevant academic and Experience (Attach CV & Copy of academic Certificates)
	Name
	Highest Level of Education
	<i>Degree/Diploma</i>
	<i>Certificate</i>
	<i>Trade test</i>
	Professional Registration
	<i>None</i>
	Year Of Experience
3.1.2	Key Site Personnel 1 : Lift maintenance Firm (Attach CV & Copy of academic Certificates)
	Name

	Highest Level of Education
	Degree/Diploma
	Certificate
	Trade test
	Professional Registration
	None
	Year Of Experience
	≥10years = 2 marks
	<10years = 1 marks
4.0	Statements of methodology (10 Marks)
	Lift maintenance agents proposals on measures to be put on site
	A One-page of the concept and proposed execution plan
	Health & safety
	Functionality and practicality of the plan

SECTION E: AGREEMENT

The firm selected to provide the above-referenced services would be expected to enter into a contract with the Client upon award.

SECTION F: LIFT MAINTENANCE FIRM RESPONSIBILITIES

The Lift maintenance Firm shall be capable of providing all professional services including but not limited to those described under the Scope of Services and to maintain those capabilities until notification that their proposal was unsuccessful. Exclusion of any service for the development may serve as cause for rejection. The Lift maintenance Firm shall also advise on the selection of other staff (where need be), who will work hand in hand to ensure the project goals are achieved.

SECTION G: ACCEPTANCE OF RFP CONTENT

The Alma Management Company will review the proposals and make a recommendation, based upon an evaluation of the following criteria:

- Experience in works of similar nature
- Past performance record
- Details of organization
- Demonstrations of technical competency
- Size and categories (by qualification and experience) of staff

- Availability of key staff with the relevant experience in the services listed
- Capacity to carry out the work and proposed scope of services effectively;

NB: The bidding firm should be ready to absorb the current team in Alma providing lift maintenance services.

SECTION H: COMPENSATION

The Lift maintenance Firm is expected to outline its proposed fee for the assignment during the submission of proposals.

SECTION I: NON-COLLUSION

It is assumed that the Lift maintenance Firm understands that the business discussions between themselves and Alma Management Company may contain sensitive and proprietary information and which shall need to be kept confidential at all times, other than where; the information is or becomes public knowledge (without fault of the Party concerned); or if and to the extent that information is required to be disclosed by a Party to a regulatory or governmental authority or otherwise by law (in which case that Party shall keep the other Party informed of such disclosure). This obligation is not limited in time and shall continue even after these business discussions cease to exist. In addition, each Party shall use all reasonable efforts to ensure that its employees, agents and representatives (and those of its Affiliates) comply with these confidentiality obligations.

SECTION J: RESPONSES

A soft copy of the same shall be sent to procurement@cytonn.com with properties@cytonn.com with the subject of the email as:

“Request for Proposal for Lift maintenance Services for The Alma” or deliver a hard copy at our office at The Alma, along Limuru Road, by **26th August 2024**.

Questions or clarifications should be addressed to procurement@cytonn.com with properties@cytonn.com in copy. We encourage interaction and questions before the submission deadline on **26th August 2024**.

Alma Management Company is not bound to accept the lowest or any proposal.