



**REQUEST FOR PROPOSAL (RFP) FOR CHILDCARE SERVICES FOR THE ALMA**

**FOR**

**THE ALMA MANAGEMENT COMPANY LIMITED**

**ISSUE DATE: 20<sup>TH</sup> NOVEMBER 2020**

**DUE DATE: 12<sup>TH</sup> DECEMBER 2020**

THE CHANCERY BUILDING, 6<sup>TH</sup> FLOOR, VALLEY ROAD

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## SECTION A: LETTER OF INVITATION

25 November 2020

**RE: THE ALMA MANAGEMENT COMPANY – LETTER OF INVITATION TO SUBMIT PROPOSALS FOR THE CHILDCARE SERVICES FOR THE ALMA**

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Cytonn Properties, on behalf of The Alma Management Company Limited are requesting for proposal submissions from qualified childcare provider for the for Cytonn Apartments - The Alma, a 477 comprehensive lifestyle development located in Ruaka, that can offer a nurturing and educational program that ensures the optimal physical, social, emotional and intellectual development of each enrolled child. The provider must be currently operating a similar licensed program. Provider must demonstrate clear and measurable evidence that has a corporate philosophy that reflects the best practices in ECD.

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 fast-growing 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 childcare services. Prospective bidders desiring any explanation or interpretation of this solicitation should make the request in writing no later than 5<sup>th</sup> December 2020. Bidders are expected to attend a **mandatory** site visit scheduled for **3<sup>rd</sup> December 2020 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](mailto:procurement@cytonn.com) with [properties@cytonn.com](mailto:properties@cytonn.com) in copy.

**Cytonn Investments Management PLC, 6<sup>th</sup> Floor, The Chancery, Valley Road, P.O Box 20695-00200,  
Nairobi, Kenya  
[procurement@cytonn.com](mailto:procurement@cytonn.com) | +254709101000**

## SECTION B: INFORMATION TO CHILD CARE CENTER FIRM

### **a. Purpose**

The purpose of this “Request for Proposal” (RFP) is to solicit a qualified provider of childcare services at Alma commercial space. A successful provider must at a minimum demonstrate evidence of the following:

- a) Proven experience operating a childcare center in a first-class and professional manner.
- b) An educational program focused on promoting optimal physical, social, emotional and intellectual development of each enrolled child.
- c) A program that will charge reasonable, yet competitive rates to the public

### **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 neighborhood.

### **d. Scope of Work and Deliverables**

The Child Care Center Firm will be required to provide full Child Care Center Firm in The Alma, the facility. The Child Care Firm will be responsible to offer a nurturing and educational program that ensures the optimal physical, social, emotional and intellectual development of each enrolled child.

The services of Child Care Firm are to be of a scope and quality generally performed by professional Child Care Firms and performed in a reasonable, diligent and responsible manner. Child Care Center Firm shall be provided in accordance with the highest standards of professionalism, skill, workmanship, and applicable trade practices and shall conform to all applicable codes and regulations.

### **Deliverables**

1. The agent sole use of the Child Care Centre shall be as a licensed childcare center serving infants, toddlers, and/or preschool children.
2. The minimum performance standards are as follows:
  - a. That each child receives an individual program based on his/her needs.
  - b. That the Child Care Center, including serving areas, is clean and sanitary at all times.
  - c. Selecting a staff of cordial employees.
  - d. Providing a safe, healthy, pleasant and attractive environment
3. Child care agent shall, at its sole cost and expense, keep the Child Care Center clean and in good condition and repair during the term of the License. Child care agent’s responsibilities will include, but not be limited to:
  - a. Trash removal;
  - b. Daily cleaning and tidying of the premises, including cleaning and disinfecting all table tops, changing tables, counter tops, toys and chairs;
  - c. Performing janitorial and pest control services; and,
  - d. Non-structural repairs and maintenance. The CP, as applicable, shall be responsible for routine maintenance of the plumbing system, structural components, and the building exterior of the licensed space.

4. The Child care agent shall be responsible for any required Site Work. “Site Work” shall mean all interior improvements required to place the Child Care Centre in accordance with all applicable laws and licensure requirements set forth by the National Council Children Services that enables Child care agent to properly operate a childcare facility. Minimum requirements for the Site Work shall be:
  - a. Child care agent shall furnish all appliances, equipment, furniture, supplies, storage, decorating, painting, and signage necessary for the efficient and effective operation of Child Development Center.
  - b. Child care agent shall provide appropriate security for the Child Development Centre during and outside of business hours, as deemed necessary or appropriate by Child care agent and in compliance with Kenya Children requirements.
5. Child care agent shall secure and will be responsible for all costs associated with telephone and Internet access.
6. Permits - Child care agent shall be responsible for obtaining any and all County licenses required to perform the Site Work, operate the Care Center and to conduct business in the Kiambu County.

### **Training and Qualifications**

- a. The successful agency shall be required to ensure training of the care givers in related law and procedures in Kenya. They shall also be required to provide onsite training and child care and safety issues and other assigned child care related duties.
- b. Pre-employment screening and evaluation of the child care shall be required to assess suitability of prospective care givers prior to assignment to the childcare and provide the pre-screened forms upon successful bidding for records by property manager.

### **Insurance and Regulatory Requirements**

The agent shall obtain insurance with a responsible insurance company in the types and amounts to be specifically set forth in the License. The agent shall provide the official insurance certificates to the Property Manager. The offeror shall provide public liability, property damage, personal liability for both caregivers as workers compensation and the children in accordance with the Kenyan Laws in addition to other regulatory requirements.

### **Term**

1. The initial term of the License shall be up to five (5) years with five (5) successive one (1)-year renewal options, 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 Child care agent’s 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 Child care agent, elect to terminate the License.

### **Costs**

The Child care agent(s) will be responsible for payment of all other operational costs including personnel, food, supplies, security, parking and the cost of utilities.

## **SECTION C: SUBMISSION OF REQUIREMENTS**

### **e. Mandatory Child Care Center 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.

**f. Technical Proposal**

The Child Care Center Firm is required to submit a proposal written in English language and include the following information;

- a. An Executive Summary of the Child care agent’s Business Plan that details:
  - i. Provide a summary profile of the firm/organization, including year founded, form of organization, number and location of offices and existing child care development facilities, number of employees, childcare rates charged, and general condition of firm’s financial condition. List any professional organization accreditations held by the firm/organization.
  - ii. Briefly describe your history and background, demonstrating a minimum of 2 years prior experience managing or operating childcare development facilities.
  - iii. The capacity to handle the project-number of permanent employees and years of experience.
  - iv. Project vision describing Child care agent’s goals and vision for the Child Care Center, including a statement of educational philosophy and mission
- b. A summary of the current staff, including center directors and teachers; describe their qualifications, specialized experience and technical competence in Child Care Center Firm and other relevant experience, tenure with the organization, and any specialized trainings or degrees they may have (Attach resume).
- c. A summary of: how the organization defines or aspires to provide quality care to children; current parent and family engagement practices; and, how the organization proposes to manage a children waitlist, if necessary. Child care agent may also submit additional written materials that expand on the organization’s goals and vision, such as handbooks and parent information and resources.
- d. A proposed schedule for beginning operations of the Child Care Center.
- e. For background check: Experience on Child Care Center Firm at least three reputable gated communities within Nairobi or its environs. In this, you will be required to submit:
  - i. Description of the development including location and scope,
  - ii. Client’s Reference with telephone number and email details, who is familiar with your proposed team’s performance in completing the assignment,
  - iii. Project vision describing Child care agent’s goals and vision for the Child Care Center, including a statement of educational philosophy and mission
- f. An Executive Summary of the Child care agent’s Business Plan that details:
  - i. List any professional organization accreditations held by the firm/organization.
- g. With this solicitation, CP intends to award one license and does not anticipate award to multiple respondents.

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

**g. Financial Proposal**

- a. In preparing the financial proposal, the Child Care Center Firm is expected to provide all itemized costs associated with the assignment. A Cost Proposal that includes:
  - i. A cost-per-week (or rate structure) for each category of user. Identify any anticipated additional out-of-pocket costs to registrants besides tuition.
  - ii. Specify the services to be included in the tuition (e.g., food, special classes). Specify the number of hours of care per day the tuition fee reflects.
  - iii. Indicate, if appropriate, what charges will be for additional hours
- b. An estimated three (3)-year operating budget for the facility's operations
- c. The firms shall express their price in Kenya Shillings, while those in percentage shall be applicable in Kenya Shillings as well
- d. The Proposals must remain valid for 90 days after the submission date. During this period, the Child Care Center Firm is expected to keep available the professional staff proposed for the assignment. The Client will complete negotiations during this period

**SECTION D: EVALUATION AND SELECTION CRITERIA**

The quality-based selection shall involve invitation of prequalified Child Development Center Agency to submit their preliminary project proposals. These shall be the top three (3) proposals for each Child Development Center location, with the highest quantitative scores, will be short listed by the Review Panel. A committee that shall be appointed by the Client and the best proposals comprising the schedule, scope of work breakdown and pricing shall evaluate all. The evaluation shall be based on the technical proposal and the financial proposals submitted. With this solicitation, CP intends to award one license and does not anticipate award to multiple respondents.

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

	<b>MAIN EVALUATION</b>
<b>1.0</b>	<b>Mandatory requirements</b>
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
<b>2.0</b>	<b>Experience - Previous Sites Offered Child Care Center Firm (20 Marks)</b>
<b>2.1</b>	<b>RELEVANT EXPERIENCE</b>
	(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)
<b>2.1.1</b>	<b>Project no. (insert)</b>
	Name & location of project
	Services offered
	Project size (Number of units managed)
	Project references
	Name
	Phone Number
	<b>Email address</b>
	<b>Contract Period</b>
<b>2.1.2</b>	<b>Project no. (insert)</b>
	Name & location of project
	Services offered
	Project size (Number of units managed)
	Project references
	Name
	Phone Number
	<b>Email address</b>
	<b>Contract Period</b>



<b>2.1.3</b>	<b>Project no. (insert)</b>
	Name & location of project
	Services offered
	Project size (Number of units managed)
	Project references
	Name
	Phone Number
	<b>Email address</b>
	<b>Contract Period</b>
<b>2.1.4</b>	<b>Project no. (insert)</b>
	Name & location of project
	Services offered
	Project size (Number of units managed)
	Project references
	Name
	Phone Number
	<b>Email address</b>
	<b>Contract Period</b>
<b>2.2</b>	<b>Current Projects Offered Child Care Centre Firm (10 Marks)</b>
<b>2.2.1</b>	<b>Project no. (insert)</b>
	Name & location of project
	Services offered
	Project size (Number of units managed)
	Project references
	Name
	Phone Number
	<b>Email address</b>
	<b>Contract Period</b>
<b>2.2.2</b>	<b>Project no. (insert)</b>
	Name & location of project
	Services offered
	Project size (Number of units managed)
	Project references
	Name
	Phone Number
	<b>Email address</b>
	<b>Contract Period</b>
<b>3.0</b>	<b>KEY PERSONNEL TO BE DEPLOYED ON THE PROJECT (20 Marks)</b>
<b>3.1.1</b>	<b>Key Head Office Staff</b> (Provide details of any relevant certification &/or accreditations of key staff) Director (Manager) Relevant academic and Experience (Attach CV & Copy of academic Certificates)
	<b>Name</b>
	<b>Highest Level of Education</b>
	<i>Degree/Diploma</i>
	<i>Certificate</i>

	<i>Trade test</i>
	<b>Professional Registration</b>
	<i>None</i>
	<b>Year Of Experience</b>
<b>3.1.2</b>	<b>Key Site Personnel 1 : Child Care Firm (Attach CV &amp; Copy of academic Certificates)</b>
	<b>Name</b>
	<b>Highest Level of Education</b>
	<i>Degree/Diploma</i>
	<i>Certificate</i>
	<i>Trade test</i>
	<b>Professional Registration</b>
	<i>None</i>
	<b>Year Of Experience</b>
	<i>≥10years = 2 marks</i>
	<i>&lt;10years = 1 marks</i>
<b>3.1.3</b>	<b>Key Site Personnel 2 : Electrical (Attach CV &amp; Copy of academic Certificates)</b>
	<b>Name</b>
	<b>Highest Level of Education</b>
	<i>Degree/Diploma</i>
	<i>Certificate</i>
	<i>Trade test</i>
	<b>Professional Registration</b>
	<i>None</i>
	<b>Year Of Experience</b>
	<i>≥10years = 2 marks</i>
	<i>&lt;10years = 1 marks</i>
<b>3.1.4</b>	<b>Key Site Personnel 2 : Plumbing &amp; Mechanical (Attach CV &amp; Copy of academic Certificates)</b>
	<b>Name</b>
	<b>Highest Level of Education</b>
	<i>Degree/Diploma</i>
	<i>Certificate</i>
	<i>Trade test</i>
	<b>Professional Registration</b>
	<i>None</i>
	<b>Year Of Experience</b>
<b>4.0</b>	<b>Statements of methodology (10 Marks)</b>
<b>4.1</b>	Child care 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: CHILD CARE CENTER FIRM RESPONSIBILITIES

The Child Care Center 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 Child Care Center 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;

## SECTION H: COMPENSATION

The Child Care Center 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 Child Care Center 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](mailto:procurement@cytonn.com) with [properties@cytonn.com](mailto:properties@cytonn.com) with the subject of the email as:

**“Request for Proposal for Child Care Center Firm for The Alma”** or deliver a hard copy at our office at The Chancery Building, 6th Floor, along Valley Road Nairobi, by **12<sup>th</sup> December 2020**.

Questions or clarifications should be addressed to [procurement@cytonn.com](mailto:procurement@cytonn.com) with [properties@cytonn.com](mailto:properties@cytonn.com) in copy. We encourage interaction and questions before the submission deadline on **12<sup>th</sup> December 2020**.

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