



REQUEST FOR PROPOSAL (RFP) FOR FACILITIES AND PROPERTY MANAGEMENT SYSTEM

FOR

THE ALMA APARTMENTS MANAGEMENT COMPANY LTD

“THE ALMA”

THE CHANCERY BUILDING, 6TH FLOOR, VALLEY ROAD

P.O BOX 20695- 00200 NAIROBI, KENYA

CELL: +254 (0) 709 101 000

TABLE OF CONTENTS

SECTION A: LETTER OF INVITATION 3

SECTION B: INFORMATION TO PROPERTY MANAGERS 4

 a. Purpose 4

 b. Introduction to Alma Apartments Management Company 4

 c. Property Description 4

 d. Scope of Work and Deliverables 4

SECTION C: SUBMISSION OF REQUIREMENTS 5

 e. Mandatory Firms Requirements proposing the Facilities and Property Management System..... 5

 f. Technical Proposal 5

 g. Financial Proposal 5

SECTION D: EVALUATION AND SELECTION CRITERIA 6

SECTION E: AGREEMENT 8

SECTION F: PROPERTY MANAGERS RESPONSIBILITIES..... 8

SECTION G: ACCEPTANCE OF RFP CONTENT 8

SECTION H: COMPENSATION..... 8

SECTION I: NON-COLLUSION..... 8

SECTION J: RESPONSES 9

SECTION A: LETTER OF INVITATION

01 August 2020

RE: THE ALMA APARTMENTS MANAGEMENT COMPANY LTD – LETTER OF INVITATION TO SUBMIT PROPOSALS FOR FACILITIES AND PROPERTY MANAGEMENT SYSTEM FOR THE ALMA

The Alma Apartments Management Company is an affiliate of Cytonn Investments, a leading investment management company focused on the real estate, financial services, education and hospitality sectors.

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.

This letter serves as a formal invitation to submit proposals of feasible solutions for a Facilities and Property Management System for the development.

The aim is to identify a Facilities and Property Management System to record and maintain property details, lease information, contract details, building occupancy, tenant billing details and more.

Award of contract will be contingent on the Client and Property manager's agreement on the scope of work.

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

All communication should be directed to procurement@cytonn.com

**Cytonn Investments Management PLC, 6th Floor, The Chancery, Valley Road, P.O Box 20695-00200,
Nairobi, Kenya
procurement@cytonn.com | +254709101000**

SECTION B: INFORMATION TO PROPERTY MANAGERS

a. Purpose

The purpose of this “Request for Proposal” (RFP) is to solicit for a Facilities and Property Management System that will provide the most visionary and cost-effective solution for property management at The Alma.

b. Introduction to Alma Apartments Management Company

The Alma Apartments Management Company Ltd 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 System Requirements

The Facilities and Property Management System will be required to provide full enhanced tenant billing and collection service and retention, keep a record of registers and maintenance history, increased transparency and informed decisions and management of service contractors service and enhance professional property management services to the tenants necessary to maintain and preserve the 477 units. The Facilities and Property Management System will be required to ensure billing and collection for service fees, provide a designated portal for occupant to fill service requests, a system that provides a work order system or preventative maintenance scheduling system, a system that captures the facilities and its asset, provide reporting on organizational facility operations and for capital planning and an effective means to communicating to the tenants.

System Requirements

The system MUST have the following features:

- 1) Ability to track service charge billings and collection.
- 2) Tracking the property occupancy and vacancy management, including termination dates.
- 3) Ability to evaluate legal obligations such as requests for agreements, leases and contracts and alerts on approaching deadlines or regulatory expiration.
- 4) A designated portal for occupants to fill in service requests.
- 5) Ability to provide a work order system or preventative maintenance scheduling.
- 6) Provide a “Service Book” including asset and facilities registers and maintenance history such as Equipment servicing schedules.
- 7) Provide a work request management system.
- 8) Provide contractor management imbedded in the system, such as security incident reports.
- 9) Record system for a log of all hours of work completed by all employees and subcontractors.
- 10) Reviewing and processing payment of all bills received for services, work, and supplies ordered in connection with maintaining and operating the sites and cause such bills to be paid from funds deposited in an Operating Expense Account.
- 11) Ability to extract monthly financial reports and other management accounts to Alma Apartments Management Company Ltd
- 12) Complete automation of all tasks
- 13) Visitor management
- 14) Access control management

SECTION C: SUBMISSION OF REQUIREMENTS

a. Mandatory Firms requirements proposing the Facilities and Property Management System

- 1) Certificate of Incorporation/ Business Registration Certificate (attach copy)
- 2) Verified Business PIN (Taxpayer Registration Certificate)
- 3) Copy of Current Valid Tax Compliance Certificate
- 4) Manufacture Authorization/ Certification – For bidders who distribute systems on behalf of manufactures
- 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
- 6) Copy of Current Valid County business permit
- 7) Company CR12(last 12 months)

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

b. Technical Proposal

The written proposal for a Facilities and Property Management System is required to be submitted in English language and include the following information;

- 1) A brief description of the firms’ organization and history;
- 2) The capacity to handle the project-number of permanent employees and years of experience with other companies;
- 3) Specify at least 2 key personnel (from each firm) that will be allocated to the system implementation and describe their individual specialized experience and technical competence in Facilities and Management System development and other relevant experience (Attach resume)
- 4) Experience with similar system management with at least three reputable gated facilities 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

5. System Demo Notes and pictorial evidences for each functionality

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

c. Financial Proposal

- In preparing the financial proposal, the firm is expected to provide all itemized costs associated with the assignment of implementing the system
- The firms shall express their price in Kenya Shillings, while those in percentage shall be applicable in Kenya Shillings as well
- The Proposals must remain valid for 90 days after the submission date. During this period, the property manager is expected to keep available the professional staff proposed for the assignment. The Client will complete negotiations during this period
- Breakdown your cost as below

Phase one	113 units	Complete
Phase two	364 units	Ongoing

SECTION D: EVALUATION AND SELECTION CRITERIA

The quality-based selection shall involve invitation of prequalified property managers to submit their preliminary project proposals. 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. The points to be awarded for each criterion are detailed herein:

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	Manufacture Authorization/ Certification – For bidders who distribute systems on behalf of manufactures
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)
2.0	Experience - Previous Sites Managed (15 Marks)
2.1	RELEVANT EXPERIENCE
	(maximum of 3 no. facilities and property management systems implemented 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
2.2	Current Projects Managed (10 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 (20 Marks)
3.1.1	Account/Relationship manager (Provide details of any relevant certification &/or accreditations of key staff) Director (Manager) Relevant academic and Experience (Attach CV & Copy of academic Certificates)
	<i>Name</i>
	<i>Highest Level of Education and Professional Qualification</i>
	<i>Year of Experience</i>
3.1.2	Key Personnel 1: Project Manager (Attach CV & Copy of academic Certificates)
	<i>Name</i>
	<i>Highest Level of Education and Professional Qualification</i>
	<i>Professional Registration</i>
	<i>None</i>
	<i>Year of Experience</i>
3.1.3	Key Personnel 2: System Engineer (Attach CV & Copy of academic Certificates)
	<i>Name</i>
	<i>Highest Level of Education and Professional Qualification</i>
	<i>Year of Experience</i>
3.1.4	Key Site Personnel 2: System Engineer (Attach CV & Copy of academic Certificates)
	<i>Name</i>
	<i>Highest Level of Education and Professional Qualification</i>

	<i>Year of Experience</i>
4.0	Functionality (20 Marks)
4.1	System Performance: Technically qualified bidders shall be required to carry out a system demo to confirm that their solution meets all the system requirements
	Refer to section B part d

SECTION E: AGREEMENT

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

SECTION F: PROPERTY MANAGERS RESPONSIBILITIES

The Facilities and Management System firm shall be capable of providing all professional services associated with the system 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 property manager shall also advise on warranty and Service Maintenance of the system to be provided on an ongoing basis to ensure the project goals are achieved.

SECTION G: ACCEPTANCE OF RFP CONTENT

The Alma Apartments Management Company Ltd 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;
- System Demo notes/ Pictorial evidences for each functionality

SECTION H: COMPENSATION

The Facilities and Property Management System 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 Facilities and Property Management System firm understands that the business discussions between themselves and Alma Apartments Management Company Ltd 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 the subject of the email as: **“Request for Proposal for a Facilities and Property Management System”** or deliver a hard copy at our office at The Chancery Building, 6th Floor, along Valley Road Nairobi, by **15th August 2020**.

Questions or clarifications should be addressed to procurement@cytonn.com. We encourage interaction and questions before the submission deadline on **15th August 2020**.

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