



REQUEST FOR PROPOSAL (RFP) FOR PROPERTY MANAGEMENT SERVICES FOR THE ALMA

FOR

THE ALMA MANAGEMENT COMPANY

THE CHANCERY BUILDING, 6TH FLOOR, VALLEY ROAD

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SECTION A: LETTER OF INVITATION

16 March 2020

RE: THE ALMA MANAGEMENT COMPANY – LETTER OF INVITATION TO SUBMIT PROPOSALS FOR PROPERTY MANAGEMENT FOR THE ALMA

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

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.

This letter serves as a formal invitation to submit proposals of feasible solutions for the property management of the 113 units of the Alma Phase 1.

Bidders are required to attend a **mandatory** site visit scheduled for **23th March 2020** at **11.00 am**.

The aim is to identify a property management company who on behalf of The Alma Management Company, will offer expertise and personalized techniques of managing the property founded on professionalism, integrity, accountability and quality services that will guarantee maximum returns, while maintaining the property at the highest standards to attract the best tenants and home owners possible.

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 with rei@cytonn.com in copy.

**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 a property manager(s) who will provide the most visionary and cost-effective solution for property management.

b. Introduction to Alma Management Company

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

Alma Management Company 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 Property Manager will be required to provide full service professional property management services necessary to maintain and preserve the 113 units in Phase 1. The Property Manager will be responsible for regularly assessing the conditions of the buildings and its systems; developing and implementing building operations, preventive maintenance, and establishing capital plans necessary to maintain, preserve, and keep the premises in good repair and condition.

The services of Property Manager are to be of a scope and quality generally performed by professional property managers and performed in a reasonable, diligent and responsible manner. Services 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

- a. Effective billing, collection and management of service charge
- b. Assessing the conditions of the buildings and their systems and reviewing all existing warranties, manufacturer's instructions and other contracts within the first thirty (30) days of the contract. The Property Manager shall then formulate a preventive maintenance schedule in accordance with manufacturer's recommendations.
- c. Developing and implementing a comprehensive operation plan and manual including preventative maintenance plans and a five-year capital plan per an agreed timeline approved by Alma Management Company.
- d. Reviewing the existing building-related condition and making recommendations to Alma Management Company on critical building component failures that require immediate attention.
- e. Developing Annual Operating and Preventative Maintenance Budgets per an agreed timeline for submission to and approval by Alma Management Company.
- f. Providing emergency services as needed on a twenty- four (24) hour, seven (7) days a week basis. The Property Manager agrees to provide an emergency telephone service on a twenty-four (24) hour, seven (7) days a week basis. From the time of the call by Alma Management Company tenants or staff, the Property Manager has a maximum of one (1) hour to respond to the emergency.
- g. Maintaining a log of all hours of work completed by all employees and subcontractors. Reviewing 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.
- h. Providing monthly financial reports and other management accounts to Alma Management Company and, when necessary, developing plans to address any possible funding shortfalls.

- i. Providing audited service charge accounts to Alma Management Company
- j. Establishing and maintaining orderly books, records and files containing correspondence, receipted bills, contracts and vouchers and all other documents and papers pertaining to the properties and the operation and maintenance thereof, which Alma Management Company may review at any time
- k. Providing the building management services including, but not limited to:
 - I. Lighting systems
 - II. Pest management
 - III. Electrical switchgear and electrical systems
 - IV. Landscaping, tree maintenance, and maintaining walkways
 - V. Daily responsiveness to problems identified by HACSB tenants or staff
 - VI. Trash removal
 - VII. Fire Alarm and fire suppression systems
 - VIII. Custodial cleaning
 - IX. Plumbing
 - X. Maintain grounds and parking lot
 - XI. Security
 - XII. Painting

SECTION C: SUBMISSION OF REQUIREMENTS

e. Mandatory Property Management 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 property management company is required to submit a proposal written in English language and include the following information;

- a. A brief description of the firms' organization and history;
- b. The capacity to handle the project-number of permanent employees and years of experience;
- c. Specify at least 2 key personnel (from each firm) that will be allocated to the development and describe their individual specialized experience and technical competence in property management and other relevant experience (Attach resume)
- d. Experience on managing at least one reputable gated community 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

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

g. Financial Proposal

- In preparing the financial proposal, the property manager is expected to provide all itemized costs associated with the assignment
- 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

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:

	MAIN CONTRACTORS 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 Managed (20 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 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	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
	Degree/Diploma
	Certificate
	Trade test
	Professional Registration
	None

	Year Of Experience
3.1.2	Key Site Personnel 1 : Project Manager (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
3.1.3	Key Site Personnel 2 : Electrical (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
3.1.4	Key Site Personnel 2 : Plumbing & Mechanical (Attach CV & Copy of academic Certificates)
	Name
	Highest Level of Education
	Degree/Diploma
	Certificate
	Trade test
	Professional Registration
	None
	Year Of Experience
4.0	Statements of methodology (10 Marks)
4.1	Contractors 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: PROPERTY MANAGERS RESPONSIBILITIES

The property managers 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 property manager 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 property manager is expected to outline its proposed fee for the assignment during the submission of proposals.

SECTION I: NON-COLLUSION

It is assumed that the property manager 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 rei@cytonn.com, with the subject of the email as:

“Request for Proposal for Property Management Services for The Alma” or deliver a hard copy at our office at The Chancery Building, 6th Floor, along Valley Road Nairobi, by **27th March 2020**.

Questions or clarifications should be addressed to procurement@cytonn.com with rei@cytonn.com in copy. We encourage interaction and questions before the submission deadline on **27th March 2020**.

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