



REQUEST FOR PROPOSAL (RFP) FOR SECURITY GUARD SERVICES FOR THE ALMA

FOR

THE ALMA MANAGEMENT COMPANY LIMITED

ISSUE DATE: 26TH NOVEMBER 2020

DUE DATE: 16TH DECEMBER 2020

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 SECURITY SERVICES COMPANY	4
a. Purpose.....	4
b. Introduction to Alma Management Company	4
c. Property Description	4
d. Scope of Work and Deliverables.....	4
SECTION C: SUBMISSION OF REQUIREMENTS	5
e. Mandatory Security Services Company Firm Requirements	5
f. Technical Proposal.....	6
g. Financial Proposal.....	6
SECTION D: EVALUATION AND SELECTION CRITERIA	7
SECTION E: AGREEMENT	10
SECTION F: SECURITY SERVICES COMPANY RESPONSIBILITIES	10
SECTION G: ACCEPTANCE OF RFP CONTENT	10
SECTION H: COMPENSATION.....	10
SECTION I: NON-COLLUSION.....	10
SECTION J: RESPONSES	11

SECTION A: LETTER OF INVITATION

26 November 2020

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

Cytonn Properties, on behalf of The Alma Management Company Limited are requesting for proposal submissions from security guard services companies, with expertise in providing security services for the for Cytonn Apartments - The Alma, a 477 comprehensive lifestyle development located in Ruaka for the year 2021.

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 security services. Prospective bidders desiring any explanation or interpretation of this solicitation should make the request in writing no later than 5th December 2020. Bidders are expected to attend a **mandatory** site visit scheduled for **7th December 2020 at 11.00 am** to inform their scope fully.

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

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

SECTION B: INFORMATION TO SECURITY SERVICES COMPANY

a. Purpose

The purpose of this “Request for Proposal” (RFP) is to solicit a security services company (s) who will provide the most visionary and cost-effective solution for security services.

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 security services company will be required to provide full security services in Phase 1 & 2 of the facility. The Security Manager will be responsible for regularly assessing the security of the buildings and its systems; developing and implementing adequate security operations, preventive security measures, and establishing security plans necessary to maintain high level of security & safety for residents, preserve the good name of the Alma in terms of security.

The services of Security Manager are to be of a scope and quality generally performed by professional security managers and performed in a reasonable, diligent and responsible manner. Security 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. The security services company shall deploy the required personnel in all the two shifts (day & night) on a regular basis within the scope of operation.
- b. Observe behavior in common areas ensuring rules and regulations are adhered to i.e., smoking in a non-smoking area and report to the care taker in a timely manner for appropriate action to be taken.
- c. Maintain a daily log listing all occurrences and or incidents with significant data pertaining to all activities.
- d. Periodically inspect during the day & after hours of all property spaces including all exits, all parking lots, apartment blocks including fire staircase ways, outside perimeter of the property for any intrusion marks, and respond to alarms indicating unauthorized use.
- e. Investigate fire, burglar and emergency notification alarms for entire property.
- f. Inform resident guests and other visitors of policies and procedures as necessary and ensure they are properly signed in.
- g. Notifies the respective resident or staff promptly when visitors arrive.
- h. Notifies Property management, or another property management staff member promptly when unusual or disruptive behavior occurs in the intake area or outside.
- i. The security team should be in proper uniform and equipment to enable delivery of services
- j. The security services will be provided 24/7 at Cytonn Apartments in Ruaka (The Alma) i.e all weekdays, weekends and holidays to ensure overall safety and security of the site including machines, structures and equipment therein.

- k. Access control to the property on entry and exit, verifying entries and exit of any personnel, materials and vehicles, and permit only authorized personnel to enter or exit The Alma premises round the clock.
- l. Proper Registration of vehicle and visitors entering and leaving the property – Filling of Visitors book and Occurrence Book.
- m. Any material / equipment / machine etc. should not be allowed to be taken out of The Alma premises by any person without proper information and or/gate pass from the property management team.
- n. The security services company shall ensure that the Security guards maintain proper communication system so that they can assemble quickly in case of emergent situation and also report the same immediately
- o. The security services company should prevent any unwanted / illegal activities and gather intelligence on unauthorized movements / activities and further report any illegal activities / movement to the property management team.
- p. To restrain trespassers / intruders and immediately inform the same to the property management team.
- q. The security team shall conduct regular inspections on the property to ensure the property remain secure. The inspection shall be done daily / regularly and a report submitted to Property Manager indicating the status of the property.

Record Keeping

- a. Have a record of property inspections in every critical area.
- b. Logs – a written log shall be kept for all activities taking place during each shift.
- c. Incident reports – a report with photos or other such evidence shall be submitted to the property management team for all incidences of suspected criminal activity and disturbances within 24-hours of occurrence of such incidences.

Training and Qualifications

- a. The successful agency shall be required to ensure training of the guards in security related law and procedures in Kenya. They shall also be required to provide onsite training and crime prevention techniques and other assigned security related duties.
- b. Pre-employment screening and evaluation of the security guards shall be required to assess suitability of prospective guards to the property prior to assignment to the facility and provide the pre9screened forms upon successful bidding.

Insurance and Regulatory Deductions

The agent shall obtain insurance with a responsible insurance company. The agent shall provide the official insurance certificates to the Property Manager. The offeror shall provide public liability, property damage, personal liability. In addition, guards as workers compensation (WIBA) shall be provided in accordance with the Kenyan Labor Laws in addition to other required statutory covers and remittances.

SECTION C: SUBMISSION OF REQUIREMENTS

e. Mandatory Security Services Company 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 security services 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 security services company and other relevant experience (Attach resume)
- d. Experience on security services at least three 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 security services company 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 security services company 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 security services company 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 Offered Security Services (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 Offered Security Services (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 : Security 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: SECURITY SERVICES COMPANY RESPONSIBILITIES

The security services company 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 security services company 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 security services company is expected to outline its proposed fee for the assignment during the submission of proposals.

SECTION I: NON-COLLUSION

It is assumed that the security services company 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 Security Services for The Alma” or deliver a hard copy at our office at The Chancery Building, 6th Floor, along Valley Road Nairobi, by **16th December 2020**.

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 **16th December 2020**.

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