



**NW Realite**

VALUERS & PROPERTY CONSULTANTS

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**REQUEST FOR QUOTATION FOR  
AIR CONDITIONING SERVICES FOR THE  
PREMISES, KCB TOWERS- UPPERHILL  
NAIROBI KCB STAFF PENSION FUND  
C/O NW REALITE LIMITED TENDER NO.  
Tender No. NWR/KCBSPF/11/11/2024**

# REQUEST FOR QUOTATION (RFQ)

|                                     |                                       |
|-------------------------------------|---------------------------------------|
| REFERENCE NO: NWR/KCBSPF/11/11/2024 | Date: 11 <sup>th</sup> November, 2024 |
|-------------------------------------|---------------------------------------|

## SECTION 1: REQUEST FOR QUOTATION (RFQ)

Our client through their duly appointed property managers **NW REALITE LIMITED** invites Quotations from eligible suppliers to offer **AIR CONDITIONING SERVICES** at **KCB TOWERS** as detailed in (I) of this RFQ.

If you wish to visit the site, you can do so during working hours from 9 AM to 4 PM. For further direction kindly contact **Bonface Nganga** on **0728622464**.

Request for Quotation comprises the following documents.

Section 1: This request letter

Section 2: RFQ Instructions and Data

- I) Scope of work.
- II) Confidential Business Questionnaire Form.
- III) Technical and Financial Offer
- IV) Site visit form
- V) General Conditions of Contract

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using (II) Confidential Business Questionnaire Form and (III) Technical and Financial Offer, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline.

Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

## SECTION 2; RFQ INSTRUCTIONS AND DATA

|   |  |
|---|--|
| <b>Deadline for the Submission of Quotation</b> | The Tender is to be completed and submitted on or before <b>21<sup>st</sup> November 2024 at 4.00 PM.</b>  |
| <b>Method of Submission</b>                     | Quotations must be submitted through <a href="http://www.srmhub.com">www.srmhub.com</a> <ul style="list-style-type: none"> <li>• File Format: Electronic</li> <li>• It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> <li>• The proposer should receive an email acknowledging email receipt.</li> </ul> |
| <b>Cost of preparation of quotation</b>         | NW REALITE LIMITED shall not be responsible for any costs associated with a supplier's preparation and submission of proposal, regardless of the outcome or the manner of conducting the selection process.  |
| <b>General Conditions of Contract</b>           | Any Purchase Order or contract that will be issued as a result of this RFQ shall be in accordance with the NW REALITE LTD General Contract Terms and Conditions under (I) –PO Terms and Conditions unless specifically noted otherwise herein.   |
| <b>Documents to be submitted</b>                | Bidders shall include the following documents in their quotation:<br>(II): Confidential Business Questionnaire Form duly completed and signed<br>(III): Technical and Financial Offer duly completed and signed in accordance with the Schedule of Requirements in (1)   |
| <b>Quotation validity period</b>                | Prices quoted should be inclusive of taxes and must be in Kenya Shillings and should remain valid for Ninety (90) days from the closing date of the tender.  |
| <b>Price variation</b>                          | No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.  |
| <b>Payment Terms</b>                            | 100% within 60 days after receipt of goods, works and/or services and submission of payment documentation.   |
| <b>Clarifications</b>                           | Requests for clarification from bidders will not be accepted any later than 5 days before the submission deadline. Responses to request for clarification will be communicated via email by 18 <sup>th</sup> November, 2024.   |

|  |   |
|--|---|
| <b>Evaluation criteria</b>               | <ul style="list-style-type: none"> <li>▪ Full compliance with all requirements as specified in (I)</li> <li>▪ Full acceptance of the General Conditions of Contract</li> <li>▪ Prior experience in Air Conditioning services, similar organizations.</li> <li>▪ Qualifications of staff to be assigned to the engagement</li> <li>▪ NEMA and Nairobi County Government Operational Certificates</li> <li>▪ Completeness and timeliness of the proposal</li> </ul> |
| <b>Type of Contract to be awarded</b>    | Purchase Order  |
| <b>Expected date for contract award.</b> | 1 <sup>st</sup> December, 2024  |
| <b>Publication of Contract Award</b>     | NW REALITE LTD will publish the contract award on website, with the RFQ reference number and information of the awarded company name, contract amount and the date of the contract.   |
| <b>Policies and procedures</b>           | This RFQ is conducted in accordance with Policies and Procedures of NW REALITE which can be accessed at website.  |

## **D) SCOPE OF WORK.**

This Scope of Work shall serve as a guide to parties interested to participate in bidding.

NW Realite Limited is seeking quotations from qualified vendors to provide the aforementioned service at **KCB TOWERS**.

### **1. Preventive Maintenance**

- **Routine Inspections:** Conduct scheduled inspections of all air conditioning units, including split, packaged, and centralized systems, to identify any potential issues and ensure optimal operation.
- **Filter Cleaning and Replacement:** Regularly clean or replace air filters to maintain indoor air quality and system efficiency.
- **Cleaning and Lubrication:** Clean key components (e.g., coils, fans, vents) and lubricate moving parts as needed to ensure smooth operation and prevent wear.
- **Testing and Calibration:** Test thermostat accuracy, adjust set points, and calibrate controls to ensure accurate temperature regulation.

### **2. Reactive Maintenance and Repairs**

- **Emergency Response:** Provide a quick response time for unexpected breakdowns and repairs, ensuring minimal disruption to building occupants.
- **Component Repairs and Replacement:** Diagnose, repair, or replace faulty components, including compressors, motors, fans, and other essential parts, to restore functionality.
- **System Troubleshooting:** Perform troubleshooting for any performance issues, such as unusual noise, leaks, or reduced cooling/heating output, to promptly resolve issues.
- **Leak Detection and Repair:** Inspect refrigerant levels and detect potential leaks. Refill refrigerant and repair any leaks as needed to maintain system efficiency and compliance with environmental regulations.

### **3. System Efficiency and Optimization**

- **Energy Efficiency Evaluation:** Assess the system's energy performance periodically and recommend adjustments or upgrades to optimize efficiency and reduce operational costs.
- **System Calibration:** Ensure all units are calibrated for energy-efficient operation and configured to meet specific cooling/heating needs of different areas within the building.

- **Ductwork Inspection:** Inspect ductwork for leaks, obstructions, or damages that could reduce airflow and system performance, and perform necessary repairs.

#### 4. **Compliance and Safety Checks**

- **Safety Compliance:** Ensure all maintenance practices comply with safety standards, including electrical, fire, and environmental safety regulations.
- **Documentation of Compliance:** Provide records of compliance with environmental standards, such as refrigerant handling and disposal guidelines.
- **Electrical System Checks:** Conduct electrical testing and inspect connections, breakers, and fuses to prevent fire hazards and ensure safe system operation.

#### 5. **Reporting and Documentation**

- **Maintenance Logs:** Maintain detailed logs of all inspections, maintenance activities, repairs, and component replacements.
- **Monthly Service Reports:** Provide monthly reports outlining services performed, identified issues, repairs, and any additional recommendations for optimal system performance.
- **Asset Condition Reports:** Offer quarterly assessments of the system's overall condition and advise on potential upgrades, replacement needs, or end-of-life considerations for specific units.

#### 6. **Additional Services (Optional)**

- **Indoor Air Quality Testing:** Provide optional services to test and monitor indoor air quality as needed.
- **Seasonal Start-Up and Shutdown Services:** Prepare the system for seasonal start-up or shutdown if needed.

### **Key Performance Indicators (KPIs)**

- **Response Time:** Timeliness of emergency response and resolution.
- **Service Quality:** Consistent adherence to maintenance schedules and thoroughness in performing tasks.
- **System Uptime:** Percentage of time the system remains operational and fully functional.
- **Documentation Accuracy:** Timely and accurate reporting and documentation of maintenance activities.

**II) CONFIDENTIAL BUSINESS FORM**

*Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with (III): Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

|                 |  |       |
|-----------------|--|-------|
| Name of Bidder: |  |       |
| RFQ reference:  |  | Date: |

**Part 1- REGISTERED COMPANY**

| <b>Item Description</b>                   | <b>Detail</b>                                 |                             |
|---|---|-----------------------------|
| Business Name                             |   |                             |
| Location of business Premises             |   |                             |
| Telephone numbers                         |   |                             |
| Postal Address                            |   |                             |
| Email Address                             |   |                             |
| Plot No./ Street/Road                     |   |                             |
| Nature of business                        |   |                             |
| Bank Information                          | Bank Name:<br>Branch:<br>Bank Account Number: |                             |
| <b>Details of all director as follows</b> |   |                             |
| <b>Name</b>                               | <b>Nationality</b>                            | <b>Citizenship Details.</b> |
|   |   |                             |
|   |   |                             |
|   |   |                             |

**Part 2- SOLE PROPRIETOR.**

Your Name in full..... ID. NO.....  
Nationality..... Country of origin.....  
Citizenship Details.....

**Part 3- PARTENERSHIP.**

| Name | Nationality | CITIZENSHIP DETAILS |
|------|-------------|---------------------|
|      |             |                     |
|      |             |                     |

**Date.....**

**Stamp/Signature of Candidate.....**



**Bidder’s Declaration**

| Yes                      | No                       |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the RFQ, including the RFQ Information and Data, Terms of Reference, the General Conditions of Contract and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.   |
| <input type="checkbox"/> | <input type="checkbox"/> | I/We confirm that the Bidder has the necessary capacity, capability and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.  |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Ethics:</b> In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ; has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer. |
| <input type="checkbox"/> | <input type="checkbox"/> | I/We confirm not to engage in proscribed practices, or any other unethical practice, with the NW REALITE LTD or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the NW REALITE LTD.   |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Conflict of interest:</b> I/We warrant that the bidder has no actual, potential or perceived Conflict of Interest in submitting this Quote, or entering into a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organization’s Point of Contact.   |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Bankruptcy:</b> I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.  |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Offer Validity Period:</b> I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.   |
| <input type="checkbox"/> | <input type="checkbox"/> | By signing this declaration the signatory below represents, warrants and agrees that he/she has been authorized by the Organization/s to make this declaration on its/their behalf.  |

Signature.....

Name.....

Title.....

Date.....

**III) TECHNICAL AND FINANCIAL SUBMISSION FORM.**

*Bidders are requested to complete this form, sign it and return it as part of their bid along with (II): Confidential Business Form. The Bidder shall fill in this form in accordance with the instructions indicated.*

|                 |  |       |
|-----------------|--|-------|
| Name of Bidder: |  |       |
| RFQ reference:  |  | Date: |

**a) Technical Form**

**Background and Summary**

Describe your understanding of the work to be performed and your firm’s ability to perform the work within a specified time frame. This could include;

- One page overview of your firm, including years in business and industry specialties.
- A description of staff levels in your firm.
- A list of your current clients who NW REALITE LTD may contact for references.
- A copy of the most recent quality control review of your firm.

**Air Conditioning Services Approach**

- Describe how your firm will approach the proposed services, including the use of affiliates or staff from other locations, areas that will receive primary emphasis and the type of assistance that will be required from NW REALITE staff.
- A detailed maintenance plan, including routine maintenance frequency and emergency response timelines.
- Discuss a detailed schedule and task breakdown for periodic tasks.
- Describe the site access while addressing how you will handle site challenges and minimize disruption.
- Describe how reports are to be submitted i.e. weekly/monthly reports on completed tasks, service performance, and any issues identified (e.g., need for repairs, replacements, etc...
- Discuss the communication process used by the firm to discuss issues with management and the Board.

**Additional Information**

Please provide a copy of your most recent peer review report. Please provide any additional information, not specifically requested, but which you believe would be useful in evaluating your proposal.

Authorized Signature:.....

Name and Title of Signatory: .....

Name of Firm: .....

Address: .....

b) **Financial Proposal Submission Form.**

Date] .....

To: [Name and address of Client]

.....

Dear Sir/Madam

We, the undersigned, offer to provide **AIR CONDITIONING SERVICES** at **KCB TOWERS** in accordance with your Request for Quotation dated .....and our Proposal (Technical and Financial Proposals. Our attached Financial Proposal is for the sum of Kshs.....

..... [Amount in words and figures]. This amount is inclusive of taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to the expiration of the validity of Ninety (90) days. We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature.....

Name and Title of Signatory: .....

Name of Firm: .....

Address: .....

**BILLS OF QUANTITY  
SUMMARY OF COSTS**

**PRICES SHOULD INCLUDE ALL TAXES.**

| <b>Item No.</b> | <b>Location</b>                           | <b>Description</b>      | <b>Qty</b> | <b>Frequency</b> | <b>Unit cost</b> | <b>Total cost</b> |
|-----------------|---|-------------------------|------------|------------------|------------------|-------------------|
| 1               | Auditorium Office                         | Grills                  | 2          |                  |                  |                   |
| 2               | Auditorium Washroom                       | Fan motors              | 6          |                  |                  |                   |
|                 |   | Grills                  | 4          |                  |                  |                   |
| 3               | Auditorium                                | Ceiling cassette        | 3          |                  |                  |                   |
|                 |   | VRF ducted outside unit | 2          |                  |                  |                   |
|                 |   | VRF ducted inside unit  | 11         |                  |                  |                   |
| 4               | Server Room                               | Samsung split unit      | 2          |                  |                  |                   |
| 5               | 9 <sup>th</sup> to 19 <sup>th</sup> Floor | MC Quay 24,000btu       | 22         |                  |                  |                   |
| 6               | 21 <sup>st</sup> Floor                    | Fan motors              | 7          |                  |                  |                   |
|                 |   | Grills Main stairs      | 20         |                  |                  |                   |

|           |  |                                |            |  |  |  |
|-----------|--|--------------------------------|------------|--|--|--|
|           |  | <b>Grills Fire exit stairs</b> | <b>20</b>  |  |  |  |
|           |  | <b>Grills Lift Lobby</b>       | <b>126</b> |  |  |  |
| <b>7</b>  | <b>Upper ground to 20<sup>th</sup> Floor</b> | <b>Washroom fan motors</b>     | <b>92</b>  |  |  |  |
|           |  | <b>Washroom Grills</b>         | <b>184</b> |  |  |  |
| <b>8</b>  | <b>Basement level 4</b>                      | <b>Fan motors</b>              | <b>17</b>  |  |  |  |
|           |  | <b>Grills</b>                  | <b>50</b>  |  |  |  |
| <b>9</b>  | <b>Basement Level 3</b>                      | <b>Fan motors</b>              | <b>4</b>   |  |  |  |
|           |  | <b>Grills</b>                  | <b>45</b>  |  |  |  |
| <b>10</b> | <b>Basement level 2</b>                      | <b>Grills</b>                  | <b>36</b>  |  |  |  |
| <b>11</b> | <b>Basement Level 1</b>                      | <b>Grills</b>                  | <b>61</b>  |  |  |  |
|           | <b>Total</b>                                 |                                |            |  |  |  |
|           | <b>VAT</b>                                   |                                |            |  |  |  |
|           | <b>Grand Total</b>                           |                                |            |  |  |  |

**Any other cost may deem necessary.**

Kind Regards,

Organization.....

Authorized person.....

Designation.....

Signature.....

Date.....

Stamp

**IV) SITE VISIT FORM.**

**TENDER NAME:**

.....

**TENDER No:**

.....

The bidders shall arrange to view the properties at designated location.

I hereby certify that I have viewed **KCB TOWERS** Property.

**Tenderers Name**.....

Sign.....

Date.....

Stamp.....

**Designated Officer**.....

Sign.....

Date.....

Stamp.....

**V) GENERAL CONDITIONS.**

Acceptance of a quotation neither commits NW REALITE LTD to award a contract to any vendor, even if all requirements stated in the RFQ are met, nor limits our rights to negotiate in our best interests. We reserve the right to contract with a vendor for reasons other than the lowest price. The pricing, terms and conditions offered in your response to this RFQ must remain valid for 90 days from the date the quotation is delivered. Expenses incurred in the preparation of quotations in response to this RFQ and any follow-up information provided is the vendor's sole responsibility. The information contained in the RFQ is confidential and may not be disclosed without the express written permission of NW REALITE LTD.