



NW Realite
VALUERS & PROPERTY CONSULTANTS

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**REQUEST FOR QUOTATION FOR
CLEANING SERVICES FOR THE COMMON
AREA PREMISES, KCB TOWERS-
UPPERHILL NAIROBI
KCB STAFF PENSION FUND
C/O NW REALITE LIMITED
TENDER NO. NWR/KCBSPPF/11/11/2024**

REQUEST FOR QUOTATION (RFQ)

REFERENCE NO: NWR/KCBSPF/11/11/2024	Date: 11th November, 2024
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SECTION 1: REQUEST FOR QUOTATION (RFQ)

Our client through their duly appointed property managers **NW REALITE LIMITED** invites Quotations from eligible suppliers to offer **CLEANING SERVICES** for common areas 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 **0728651221**.

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

Deadline for the Submission of Quotation	The Tender is to be completed and submitted on or before 21st November at 4.00 PM.
Method of Submission	Quotations must be submitted through www.srmhub.com <ul style="list-style-type: none"> • File Format: Electronic • It is recommended that the entire Quotation be consolidated into as few attachments as possible. • The proposer should receive an email acknowledging email receipt.
Cost of preparation of quotation	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.
General Conditions of Contract	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.
Documents to be submitted	Bidders shall include the following documents in their quotation: (II): Confidential Business Questionnaire Form duly completed and signed (III): Technical and Financial Offer duly completed and signed in accordance with the Schedule of Requirements in (1)
Quotation validity period	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.
Price variation	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.
Payment Terms	100% within 60 days after receipt of goods, works and/or services and submission of payment documentation.
Clarifications	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 15 th November, 2024
Evaluation criteria	<ul style="list-style-type: none"> ▪ Full compliance with all requirements as specified in (I) ▪ Full acceptance of the General Conditions of Contract

	<ul style="list-style-type: none"> ▪ Prior experience in air conditioning services, similar organizations. ▪ Qualifications of staff to be assigned to the engagement ▪ NITA Certification, NEMA Registration, County Trade license, OSHA Certification and firm's understanding of work to be performed ▪ References ▪ Completeness and timeliness of the proposal
Type of Contract to be awarded	Purchase Order
Expected date for contract award.	1 st December,2024
Publication of Contract Award	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.
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of NW REALITE which can be accessed at website.

I) 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) CLEANING OF OFFICES AND CONFERENCE ROOMS

a) Carpets

- Vacuum all carpeted areas daily for soft carpets. For other areas, frequency shall be agreed upon prior to contract.
- Carpets should be maintained free from pins, stains, debris, and dust.

b) Light Switches & Power Sockets

- Switches and sockets should be free from dust, marks, fluff, and stains.
- Any cracks on switches and sockets should be reported to the Bank.

c) Office Tables/Desks

- Tabletops and legs should be free from dust and cobwebs.
- Ashtrays, where applicable, should be in position and free from all debris.
- Fax machines, telephone sets, and wires should be free from dust and fluff.
- Desks should be left in the expected correct position.

d) Doors & Door Frames

- Doors and frames should be free from soapy water stains and dust.
- Door handles and locks should be free from marks and fluff and should be shiny.
- Doors that do not close easily or hinges that make noise should be reported to the Bank.

e) Windows

- Should be clean, leaving no streaks or spots.
- Free from dust and oily stains.
- Window sills should be free of dust, with no cobwebs present.

f) Waste Paper Bins

- Should be emptied regularly and kept externally clean.
- Should be well-positioned.

g) Skirting

- Free from dust, carpet lint, and stains.

h) Desk Chairs

- Free from dust, marks, and stains, including underneath.

- Should be left in the correct expected position.

i) Floor (non-carpeted)

- Free from litter, detergent deposits, or polish.
- Should be dry, shiny, and free of debris in corners, with no detergent or polish build-up.

j) Flower Pots

- Should be externally clean at all times.
- Plants should be watered regularly to avoid wilting.
- Leaves should be periodically wiped with care to avoid damage.

2) CLOAKROOMS

a) Toilets

- Seats, enclosures, piping, and water closets should be shiny with no stains.
- Toilet bowls should be free from marks or stains.
- The water seal level should be free from circular stains.
- Toilet brush and holder should be clean and shiny with no marks.
- Pipes leading from the toilet bowl should be clean.
- Walls should be clean, dry, and shiny.
- Doors, frames, and locks should be shiny and free from deposits.
- Toilet paper should be available and suitably positioned as agreed.

b) Handwash Basin

- Basin, drain, chalk, plug, soap dish, and tap should be stain-free and dry.
- Underneath basin fittings should be free of stains, dust, cobwebs, and marks.

c) Mirror

- Top edges should be free from dust.
- The entire mirror should be clean, free from stains, fluff, and streak marks, and should be shiny.

d) Walls & Surroundings

- Walls should be dry, shiny, and unstained.
- Free of dust and cobwebs.
- Hand dryers should be clean and not blocked by debris.

e) Urinals

- Should be clean and free from debris, marks, and stains.
- Toilet (moth) balls should be present in the required number at all times.
- Drains should be clean and not blocked by fluff and debris.

f) Bathrooms

- Shower curtains should be clean and free from watermarks.
- Soap dishes should be clean, shiny, and free from soap build-up, stains, and dust.
- Drains should be clean and free from fluff and debris.

g) Floor

- Clean and shiny.
- Free from litter, soap deposits, and stains.
- Corners should be free from debris, soap build-up, and accumulated dirt.

3) PUBLIC AREAS

a) Corridors and Entrances

- Floors should be free from marks, leaves, stains, and litter.
- Ashtrays and dust bins should be free from litter and properly positioned.
- Electric sockets and switches should be free from finger marks and dust.

b) Reception Areas

- The entire floor should be clean and free from dust, stains, and litter.
- Skirting should be clean.
- Reception desk and chairs should be clean, shiny, and free from cobwebs.
- Ashtrays and dust bins should be free from litter and properly positioned.
- Walls should be shiny and free from dust and cobwebs.
- Sockets and switches should be clean and shiny.
- Door mats and mud scrapers should be free from mud and dust.
- Door frames and handles should be free from marks and stains.
- Plan pots and containers should be clean, dry, and free from dust and cobwebs.

c) Gardens, Lawns, and Roads

- Free from dirt.
- Plants should be well-maintained, including regular watering as necessary.
- Waste bins should be cleaned and emptied regularly.

d) Areas Around ATM Machines

- Waste should be collected regularly to avoid build-up.
- Waste bins should be cleaned externally and internally.

e) Car Parks

- Waste should be collected regularly to avoid build-up.
- Waste bins should be cleaned externally and internally.

4) WASTE DISPOSAL

- Dumping should occur at approved and agreed sites.
- The supervisor should visit the branch/unit twice a month.
- The Branch Manager should maintain a register to be signed off as verification of visits.

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

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

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"/>	Requirements and Terms and Conditions: 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"/>	Ethics: 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"/>	Conflict of interest: 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"/>	Bankruptcy: 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"/>	Offer Validity Period: 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.

Cleaning 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.
- Discuss a detailed cleaning schedule and task breakdown for daily, weekly, and periodic cleaning 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 cleaning 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]

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Dear Sir/Madam

We, the undersigned, offer to provide **CLEANING SERVICES** for the common area at **KCB TOWERS** in accordance with your Request for Proposal datedand 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.

Item NO.	Description	QTY	Frequency of Service	Unit cost	Total cost
1	Cleaners	11	Monthly		
2	Air freshener	8 PCS	Monthly		
3	Hand cream	20 LTS	Monthly		
4	Detergent	20 LTS	Monthly		
5	Disinfectant	20 LTS	Monthly		
6	Toilet Balls	1 DOZAN	Monthly		
7	Toilet Paper	NONE	Monthly		
8	Vim	10 KGS	Monthly		
	Vat 16%				
GRAND TOTAL					

Any other cost may deem necessary.

Kind Regards,

Organization.....

Authorized person.....

Designation.....

Signature.....

Date.....

Stamp

IV) SITE VISIT FORM

TENDER NAME:

.....

TENDER No:

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

I hereby certify that I have viewed the **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.