REQUEST FOR PROPOSAL FOR PROVISION FOR PROPERTY MANAGEMENT AND LETTING SERVICES FOR KENNINDIA ASSURANCE COMPANY LIMITED

Website: www.kenindia.com

ADVERT DATE: **26.11.2025**

CLOSING DATE: **04.12.2025, 11:00 A. M**

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1. INTRODUCTION

Kenindia Assurance Company Limited is a leading insurance and investment firm with significant holdings in real estate assets, including commercial office buildings and residential properties. In line with its strategic focus on maximizing asset performance, Kenindia seeks to engage a competent property management company capable of providing full-spectrum management services.

Kenindia Assurance Company Limited (Kenindia) invites proposals from qualified and experienced Property Management Firms to provide end-to-end property management services for its diverse portfolio of residential and commercial properties located across Kenya.

The objective of this engagement is to ensure professional, efficient, and transparent management of Kenindia's property assets, delivering value to both the company and its tenants through improved operational performance, tenant satisfaction, and optimized financial returns.

The successful firm will be expected to oversee all aspects of property management — including leasing, maintenance, tenant relations, financial administration, and compliance — under the guidance and supervision of Kenindia's Administration Department.

This RFP outlines the scope of work, submission requirements, and evaluation process for the selection of the preferred service provider.

2. SCOPE OF SERVICES

The Property Management Firm will facilitate management, administration and control of the property by provision of the following Services among others;

a) Marketing and Letting of space and car park facilities
b) Negotiating leases and licenses in line with best practices in the industry as well as Preparation, Execution and Registration of leases
c) Collection of Rent, Parking Fees and Service Charge
d) Payment and reconciliation of land rent and rates
e) Management of the Service Charge Accounts
f) Maintenance of Rent, Parking Fees and Service Charge registers
g) Preparation of service charge monthly budget and expenditure reports
h) Coordination of service charge audit and implementation of recommendation thereon.
i) Contracting and supervision in conjunction with the landlord of all repairs/renovation

j) Procurement and Supervision of Service Providers in consultation with Kenindia
k) Maintenance and repair of building parts in consultation with Kenindia
l) Pay utility bills i.e. water and electricity
m) Liaise with the landlord lawyers and resolve any legal matters
n) Liaison with client property management department
o) Co-ordinate the audit of the service charge accounts and recover any excess expenditure as stipulated in the leases
p) Preparation of monthly management reports to be submitted to Kenindia on or before 10th day of the following month and make quarterly presentation before the Procurement Committee for the client
q) Conduct annual reconciliation and submit report on the buildings physical space and the spaces under lease
r) Risk Management especially with respect to security and public health (Occupational Safety and Health guidelines and regulations)
s) Carry out annual Property Market rent surveys to identify changing trends and make recommendations.
t) Recommendations on capital improvements and asset value enhancement
u) Advisory on operational efficiencies and cost optimization
v) Yearly performance reviews and strategic planning support.

3. PROPERTY PORTFOLIO OVERVIEW

Kenindia's property portfolio comprises both residential and commercial assets located in major towns and cities in Kenya. A detailed schedule of properties, including size, location, and occupancy details, will be shared with shortlisted firms.

a) Commercial Properties

- Kenindia House
- Jeevan Bharati Building
- Kenindia Plaza
- Kenindia Business Park
- Industrial Area

b) Residential Properties

- Brookside Drive
- Residential (Ojijo Close and Forces Lane)
- Rhapta Road
- General Mathenge Drive

4. PROPOSAL REQUIREMENTS (COMPULSORY)

a) Company registration certificate
b) Company KRA pin certificate
c) Company KRA compliance certificate
d) SHA compliance certificate
e) NSSF compliance certificate
f) Directors' membership with EARB and ISK
g) Professional indemnity cover - 1m (one million shillings)
h) Company Profile
i) Audit reports for year 2023 and 2024
j) Copy of CR 12
k) Copy of Current Single Business Permit
l) Copy of Bank Statements verified by the Bank
m) Copies of Recommendation Letters from 3 reputable clients for the last 2years.

5. TECHNICAL PROPOSAL

The bidder shall submit adequate information to demonstrate their technical capability in terms of qualification and experience of the staff to cover all the envisaged tasks. The information which should be in brief summaries.

Experience and References

a) Details of at least three (3) similar assignments for mixed-use or institutional clients
b) With Contact details of client references
c) Service Approach and Methodology
d) Description of proposed management approach and operational plan
e) Staffing plan with Curriculum vitae for the key proposed staffs
f) Technology tools to be used
g) Approach to tenant relations and maintenance management

6. FINANCIAL PROPOSAL

Detailed management fee structure (percentage or fixed rate) and any additional charges and payment terms.

7. EVALUATION CRITERIA

Proposals will be evaluated based on the following weighted criteria:

Evaluation Criteria	Weight
Relevant experience and qualifications	25%
Service approach and methodology	25%
Financial proposal	25%
References and track record	15%
Innovation and value addition	10%

8. SUBMISSION INSTRUCTIONS

Completed proposals must be submitted in a Sealed Envelope on 9th Floor, Administration Department not later than **4th December 2025 at 11:00 a.m.**

Subject Line: *"RFP for End-to-End Property Management Services – Kenindia Assurance Company"*

To: Managing Director
Kenindia Assurance Company Limited
Kenindia House, Loita Street
P.O. Box 44372-00100 GPO Nairobi], Nairobi, Kenya
Late or incomplete submissions will not be considered.

9. RFP TIMELINE

Activity	Date
RFP Issued	26/11/2025
Deadline for Questions	28/11/2025
Submission Deadline	04/12/2025 , 11:00 a.m

10. TERMS AND CONDITIONS

- Kenindia Assurance Company Limited reserves the right to accept or reject any or all proposals without assigning reasons.
- Submission of a proposal does not constitute a contract or commitment by Kenindia.
- All costs related to proposal preparation and submission shall be borne by the bidder.
- Confidentiality of submitted proposals will be maintained during and after the evaluation process.

11. CONTACT FOR CLARIFICATIONS

All requests for clarification, site visits or additional information should be addressed in writing to: Head of HR & Adm: Email: **(Administration@kenindia.com**)

12. CANCELLATION CLAUSE.

12.1. Right to Cancel

Kenindia Assurance reserves the right to cancel, suspend, or withdraw this Request for Proposal (RFP), in whole or in part, at any time prior to the award of a contract, without incurring any liability to any bidder.

12.2. Notification of Cancellation

In the event of cancellation, all registered bidders will be notified in writing or via email.

12.3. No Obligation

Issuance of this RFP does not obligate Kenindia Assurance to award a contract, enter into any agreement, or pay any costs incurred by bidders in the preparation and submission of proposals.

12.4. Conditions for Cancellation

Cancellation may occur due to, but is not limited to:

- Changes in organizational priorities or budgetary constraints;
- Unsatisfactory quality, completeness, or competitiveness of proposals;
- Regulatory, legal, or policy considerations; or
- Any other reason deemed in the best interest of Kenindia Assurance.

12.5. **Bidder Acknowledgment**

By submitting a proposal, the bidder acknowledges and accepts that Kenindia Assurance has the sole discretion to cancel the RFP, and waives any claims for costs, expenses, or damages related to such cancellation.

Issued by:
Kenindia Assurance Company Limited
Kenindia House, (Loita Street)
Nairobi, Kenya