



KENINDIA

KENINDIA ASSURANCE COMPANY LIMITED

REQUEST FOR PROPOSALS

PREQUALIFICATION OF OFFICE CLEANING, SANITATION,
AND WASTE MANAGEMENT SERVICE PROVIDERS

RFP AT A GLANCE

RFP Number	KICL/RFP/OCS/002/07/2026
Issue Date	July 28, 2026
Proposal Due Date	August 7, 2026 at 5:00 PM EAT
Questions Deadline	August 3, 2026 at 5:00 PM EAT
Submission Method	Electronic (email) — administration@kenindia.com
Clarifications To	administration@kenindia.com
Proposal Validity	Minimum 180 days from submission date
Assignment Period	24 Months (Approved Vendor Panel)

1. BACKGROUND AND CONTEXT

Kenindia Assurance Company Limited, established in 1978, is one of Kenya's leading providers of General and Life insurance services with nearly five decades of market experience. Operating under the oversight of statutory bodies including the Insurance Regulatory Authority (IRA), the company is committed to maintaining the highest standards of corporate governance, environmental health, safety, and institutional presentation.

To ensure a pristine, hygienic, and safe working environment across its corporate facilities and branch network, Kenindia is undertaking a competitive prequalification process. This RFP seeks to engage reputable, experienced, and legally compliant facility management and cleaning service providers for inclusion on our approved vendor list for comprehensive office cleaning, washroom sanitation, window cleaning, deep cleaning, and waste management services.

2. ASSIGNMENT OBJECTIVE

The primary objective of this prequalification exercise is to build a panel of highly competent service providers capable of maintaining superior corporate hygiene standards by:

- **Ensuring daily facility hygiene:** Executing systematic daily cleaning, sweeping, vacuuming, and dusting across all workstations, reception areas, and conference rooms.
- **Maintaining high-standard sanitization:** Providing continuous cleaning and disinfection to office facilities.
- **Implementing sustainable waste management:** Sorting, handling, and disposing of corporate waste safely and in full alignment with local environmental and county regulatory standards.
- **Executing specialist deep cleaning:** Carrying out scheduled periodic restoration of carpets, upholstered seating, hard floor buffing, and high-level exterior/interior glass cleaning.
- **Enforcing occupational health and safety:** Guaranteeing that all cleaning personnel operate under strict health, safety, and insurance guidelines (WIBA/Public Liability).

3. ASSIGNMENT SCOPE

The engagement covers the following office locations:

#	Name of Property	Number of Cleaners Required
1	Kenindia House-Head Office	14
2	Jeevan Bharati Building	5
3	Westlands Branch	1
4	Mombasa Branch	2
5	Nakuru Branch	1
6	Kisumu Branch	1
7	Nyeri Branch	1
8	Kisii Branch	1
9	Machakos Branch	1
10	Thika Branch	1
11	Meru Branch	1
12	Kilifi Branch	1
13	Kakamega Branch	1
	Total	31

The engagement spans six (6) core operational service lines:

- **Daily office cleaning and maintenance:** Routine cleaning, damp-mopping, vacuuming, dusting, and wiping down of workstations, executive suites, conference rooms, communal areas, and reception spaces.
- **Sanitization and washroom management:** Continuous cleaning and chemical disinfection of sanitary facilities.
- **Window and glass partition cleaning:** Regular cleaning and polishing of interior glass walls, office partitions, mirrors, and exterior accessible windows.
- **Environmental waste management:** Safe emptying, segregation, transportation, and environmentally compliant disposal of office waste to county-designated collection sites.
- **Specialized deep cleaning:** Scheduled deep extraction cleaning of office carpets, steam cleaning of upholstered furniture, and industrial floor stripping, scrubbing, and polishing.
- **Provision of machinery and eco-friendly consumables:** Deployment of industrial-grade machinery (scrubbers, polishers, wet/dry vacuums) and supply of biodegradable, eco-friendly cleaning detergents and supplies.

4. KENINDIA'S RESPONSIBILITIES

Kenindia will support the prequalified vendors by:

- Providing clear access schedules and security clearances to facilities, offices, and branch locations.
- Designating an internal Property/Facility Manager and Project Steering Group for performance supervision.
- Providing utility connections (water and power supply) necessary for executing cleaning operations.
- Providing consumables for use in the washrooms and kitchens of the respective facilities.
- Conducting quarterly performance reviews and Service Level Agreement (SLA) audits.

5. SERVICE PROVIDER DELIVERABLES

Prequalified service providers will be expected to deliver the following operational outputs:

#	Deliverable	Description
1	Inception and deployment plan	Detailed work schedule, staff deployment roster, site-specific cleaning schedules, and safety execution plan.
2	Daily and weekly service execution log	Signed daily washroom and workstation cleaning logs verified by Kenindia floor supervisors.
3	Quarterly deep cleaning schedule	Execution report for carpet extraction, chair shampooing, and hard floor restoration.

#	Deliverable	Description
4	Staff health, safety and compliance pack	Up-to-date staff WIBA insurance certificates, medical fitness records, and Certificates of Good Conduct.
5	Waste disposal compliance certificates	Proof of safe waste transfer and environmental compliance from licensed waste handlers.

6. SERVICE PROVIDER RESPONSIBILITIES

The selected service providers will be required to fulfill the following cross-cutting operational responsibilities:

- **Reporting and quality control:** Maintain on-site supervisors to conduct shift inspections and submit monthly service quality reports to Kenindia Management.
- **Statutory and labor compliance:** Strict compliance with Kenyan labor laws, including standard wages, statutory deductions, and provision of personal protective equipment (PPE).
- **Equipment and material supply:** Maintain reliable, well-serviced industrial cleaning equipment and ensure uninterrupted availability of eco-friendly consumables.
- **Staff vetting and discipline:** Ensure all deployed staff wear clear uniforms, display name tags, and hold valid Police Clearance Certificates (Certificates of Good Conduct).
- **Environmental and safety standards:** Enforce safe chemical handling and non-disruptive cleaning operations during business hours.

7. MANDATORY SUBMISSION REQUIREMENTS

All proposals must include the following documents. Failure to submit any mandatory item will result in automatic disqualification.

#	Mandatory Document
1	Valid Certificate of Incorporation / Business Registration
2	Valid CR12 Form (for Limited Companies) or CR13 (for Sole Proprietorships/Partnerships)
3	Valid Tax Compliance Certificate (TCC) from the Kenya Revenue Authority (KRA)
4	Valid KRA PIN Certificate
5	Valid Business Permit / Unified Business Permit from the relevant County Government
6	Proof of Work Injury Benefits Act (WIBA) Insurance Policy or Public Liability Cover
7	Evidence of at least three (3) similar corporate cleaning contracts in the last three years (attach Contracts, LPOs, or Reference Letters)
8	CVs and valid Police Certificates of Good Conduct for supervisory and key operational personnel

8. TECHNICAL PROPOSAL REQUIREMENTS

The Technical Proposal (max 10 pages, A4, single-spaced, typed in English) must address the following elements:

Section	Required Content
Firm Profile	Years in operation (minimum 10 years), company structure, head office physical location, and facility management experience.
Operational Leadership	Profile and credentials of the Account Manager / Operations Supervisor serving as primary client liaison.
Staffing and Roster Plan	Proposed staff deployment ratios, supervisor-to-cleaner ratios, emergency backup staffing, and shift plans.
Proposed Methodology	Operational plan covering daily cleaning routines, washroom sanitization, deep cleaning frequencies, and waste segregation.
Equipment and Detergents	Schedule of owned industrial cleaning machinery and full disclosure of eco-friendly/biodegradable chemical detergents to be used.

Section	Required Content
Quality Assurance	Quality control checklists, performance audit procedures, and client grievance resolution protocols.
Past Performance	Reference details for at least 3 active or past corporate clients, including contract scope and client contact details.
Contractual Integrity	Self-declaration regarding any contracts terminated or ongoing legal disputes within the last three years.
Value Addition	Innovative cleaning technologies, sustainable waste recycling options, or complementary sanitation services offered at no extra cost.

9. COST PROPOSAL REQUIREMENTS (FINANCIAL CAPABILITY & RATES)

The Cost Proposal must be submitted as a separate document and must not be referenced in the Technical Proposal. All costs must be quoted in Kenya Shillings (KES) and remain valid for a minimum of 180 days. The following elements are required:

#	Cost Element	Description / Basis	Pricing Unit
1	Monthly Fixed Fee	Full monthly management fee inclusive of routine daily cleaning labor and supervision. This should be inclusive of washing detergents.	Monthly lump sum
2	Specialized Deep Cleaning	Square footage / unit rate for carpet extraction, hard floor scrubbing/polishing, and window cleaning.	Per sq. ft. / Per session
3	Waste Management Fee	Monthly collection and off-site disposal fee by licensed environmental handlers.	Monthly lump sum
4	Financial Capability Evidence	Audited financial statements for the last two (2) consecutive years and 6 months certified bank statements.	Documentation
5	Applicable Taxes	All statutory taxes (e.g., VAT) must be explicitly itemized.	As applicable

Note: The Cost Proposal must be signed and stamped by an authorized company officer. Unclear or conditional financial structures will lead to disqualification.

10. EVALUATION CRITERIA

Evaluation will follow a two-stage prequalification framework:

Stage 1: Technical & Capacity Evaluation (Scored out of 100)

No.	Technical Evaluation Criteria	Score
1	Firm's Experience and profile (Minimum 10 years in corporate office cleaning)	20
2	Staff qualification and vetting (CVs, Certificates of Good Conduct, supervisor experience)	25
3	Methodology and quality control plan (Cleaning work plan, washroom schedule, QA checks)	25
4	Equipment and eco-friendly chemicals (Owned machinery, safe chemical declaration)	10
5	Past Performance and client references (3 corporate recommendation letters)	15
6	Proposed Value addition	5
	TOTAL	100

Stage 2: Financial and Combined Evaluation

Component	Basis of Evaluation	Weight
Technical and Capacity Proposal	Quality of operational approach, equipment, and experience	70%
Financial and Rate Card Competitiveness	Unit cost reasonableness	30%
Minimum Technical Pass Mark	Bidders scoring $\geq 70\%$ proceed to the prequalified vendor panel	70%

Kenindia is not bound to award based solely on the lowest cost or highest technical score. Inclusion in the vendor panel will be based on the best overall value balancing both technical merit and cost-effectiveness.

11. MINIMUM QUALIFICATIONS

Qualification Area	Requirement
Years in Operation	Minimum 10 years of continuous operation in commercial facility cleaning and janitorial services.
Legal Registration	Valid registration in Kenya, active County Business Permit, and valid KRA Tax Compliance Certificate.
Insurance Coverage	Active Work Injury Benefits Act (WIBA) policy and Public Liability Cover for operational personnel.
Corporate Experience	Successfully executed at least 3 corporate office cleaning contracts within the past 3 years.
Equipment Capability	Demonstrated ownership or leased access to industrial vacuum cleaners, carpet extractors, and floor buffing machines.
Financial Stability	Positive cash flow evidenced by 2 years of audited financial statements and 6 months of certified bank statements.
Local Operations and presence	Physical office or operational depot within reasonable distance to ensure prompt service delivery at Kenindia facilities.

Confidentiality and Ownership: All operational information, site plans, and documentation shared during this prequalification exercise must be treated as strictly confidential. All reports, schedules, and materials produced for Kenindia Assurance Company Limited remain its exclusive property.