



**REQUEST FOR PROPOSAL**

**PROVISION OF BUILDING MANAGEMENT SYSTEM MAINTENANCE SERVICES FOR BRITAM TOWER**

**RFP-2026-002-005**

**RELEASE DATE: 24.02.2026.**

**CLOSING DATE: 06.03.2026, 5PM EAT**

*RFP- PROVISION OF BUILDING MANAGEMENT SYSTEM MAINTENANCE SERVICES FOR BRITAM TOWER*

**EXPRESSION OF INTENT TO PARTICIPATE IN TENDER**

This form is to be completed on receipt of the tender document from Britam Holdings Plc.

This page is to be completed immediately and scan copy in PDF format e-mailed to Procurement [Tenders@britam.com](mailto:Tenders@britam.com). The data contained in this form will be used to send out any addenda that may arise. Firms that do not register their interest by completing this form may not be sent addenda that may arise.

Name of the firm’s representative completing this form:

\_\_\_\_\_

Firm’s Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signed by (Name): \_\_\_\_\_

Position in Firm: \_\_\_\_\_

## 1 INTRODUCTION

### 1.0 Purpose of the Tender

The Britam Holdings Plc ("Britam") invites qualified firms to submit their quotations for office fit out at Britam Offices.

This Request for Proposal (RFP) is being made available to interested service providers on a restricted tender basis. This document is intended to provide vendors with sufficient understanding of the Britam's requirements to enable them to respond.

For the purposes of the RFP, it is necessary to disclose information in this document, and its schedules, which is considered confidential and should therefore not be used (otherwise other than in furtherance of this tender) or disclosed to any third party without explicit prior written consent of Britam.

Britam on its part also acknowledges that it is requesting through this RFP for information that is confidential and therefore commits in equal terms to reciprocal confidentiality.

### 1.1 Acknowledgement of Bidding Documents

Britam invites proposals for office fit out at Britam Offices in accordance with the requirements set out in this document. Within three (3) working days of receipt of the RFP, the Bidder is required to acknowledge receipt of the RFP and notify his intention to submit a bid by email to Britam at [Tenders@britam.com](mailto:Tenders@britam.com). The mail will include the signed registration template on Page 4 of this document.

Working days are defined as being any day of the week between Monday and Friday (0800 – 1700 Hrs) excluding weekends and gazetted public holidays in the Republic of Kenya).

Failure to do so shall be perceived as an intention not to submit a bid and the Bidder will be eliminated from the bid process and required to destroy the RFP document in keeping with confidentiality requirements.

### 1.2 Point of Contact

All enquiries or correspondence concerning the details of this tender should be addressed, in the first instance by e-mail to: [Tenders@britam.com](mailto:Tenders@britam.com) . The subject on the email should be **"REQUEST FOR CLARIFICATION – PROVISION OF BUILDING MANAGEMENT SYSTEM MAINTENANCE SERVICES FOR BRITAM TOWER"**

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**Site visit is scheduled on Monday 26<sup>th</sup> February at 10am – Contact Person Martin Kinyua 0720255430**

- All responses from Britam to the Bidder shall be channeled through the Procurement Officer.
- It is the responsibility of the Bidder to obtain any further information required to complete this RFP.
- Any clarification request and their associated response will be circulated to all Bidders.

**2 ABOUT BRITAM HOLDINGS PLC****2.0 Organization Profile**

Britam Holdings PLC ("Britam") is a leading diversified financial services group, listed on the Nairobi Securities Exchange. The group has interests across the Eastern and Southern Africa region, with operations in Kenya, Uganda, Tanzania, Rwanda, South Sudan, Mozambique, and Malawi. The group offers a wide range of financial products and services in Insurance, Asset management, Banking and Property. For more information, please visit <http://www.britam.com>.

The Group offers a wide range of products and services to individuals, small businesses, corporations, and government entities. The range of products includes life insurance, pensions, health insurance, and general insurance through its insurance businesses in the region. The financial solutions which include, unit trusts, investment planning, wealth management, offshore investments, retirement planning and discretionary portfolio management which are offered through its asset management business. In addition, the company carries out property development, and has substantial investments in the banking sector. For More information, please visit <http://www.britam.com>

**2.1 Britam Vision**

To be the LEADING diversified financial services company in our chosen markets across Africa.

**2.2 Britam Mission**

Providing you with financial security EVERY STEP OF THE WAY.

**3. Terms of Reference**

The BMS is a critical facility infrastructure that monitors, controls, and optimizes the building's mechanical and electrical systems, including HVAC, lighting, access control, fire systems, and energy performance.

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Regular preventive maintenance is vital to ensure continuous operation, minimize downtime, enhance energy efficiency, and maintain safety compliance across all building systems.

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## **2. Business Objectives**

- To ensure the **optimal performance, reliability, and uptime** of the Britam Tower BMS infrastructure.
- To enable **efficient monitoring and control** of building systems for safety, comfort, and energy savings.
- To comply with operational, safety, and statutory maintenance requirements for high-rise commercial buildings.
- To minimize operational costs through proactive maintenance, diagnostics, and timely fault resolution.
- To engage a **certified BMS integrator/service provider** with demonstrable experience in WEBCTRL Software

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## **3. Scope of Work**

Maintenance of the Building Management System shall include, but not be limited to, the following:

### **3.1 Location**

- Britam Tower – Upper Hill, Nairobi

### **3.2 System Description**

The BMS covers the integrated monitoring and control of:

- HVAC systems
- Electrical systems and power monitoring
- Fire alarm and detection interfaces
- Access control and security systems
- Lighting control and scheduling
- Water supply and pumping systems
- Generators and lifts integration points

### **3.3 Scope of Service**

The Contractor shall:

- Provide **quarterly preventive maintenance** and **24/7 corrective maintenance** services.
- Conduct routine inspection, system diagnostics, and optimization of BMS controllers, sensors, and field devices.
- Verify data integrity, communication links, and alarms across all subsystems.
- Ensure all BMS applications and databases are backed up and kept up to date.
- Monitor, calibrate, and test sensors (temperature, humidity, pressure, CO<sub>2</sub>) and field control devices.
- Provide technical recommendations for performance improvement and energy optimization.
- Ensure full integration functionality between BMS and fire alarm, HVAC, and lighting systems.

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## 4. Functional Requirements

The Contractor shall:

### 4.1 Personnel and Certification

- Deploy **certified BMS engineers or technicians** trained by the system manufacturer.
- Maintain a **dedicated 24-hour emergency response line**.
- Respond to system faults within **2 hours** for critical alarms and **4 hours** for non-critical issues.

### 4.2 Preventive Maintenance Tasks

Each scheduled visit shall include:

- Visual inspection of control panels, sensors, and field devices.
- Review of communication between main and sub-controllers.
- Testing of alarms, trends, and data points for accuracy.
- Cleaning of panels, terminals, and controller housings.
- Checking for software errors, communication faults, and response times.
- Updating configuration settings and system backups.
- Calibration of all analog input/output devices to manufacturer tolerances.

### 4.3 Corrective Maintenance

- Identify and rectify system faults and communication errors.
- Use only **OEM-approved or equivalent parts** meeting or exceeding manufacturer standards.
- Submit **fault analysis reports** with cost estimates for Britam's approval before replacement.

### 4.4 Documentation and Reporting

- Provide signed service dockets upon each visit.
- Submit **quarterly maintenance reports** detailing work done, faults identified, and corrective actions.
- Maintain updated asset lists, system drawings, and configuration documentation.
- Provide an **annual system health report** summarizing performance trends and recommendations.

### 4.5 Safety and Compliance

- Follow Britam's HSE and IT security policies when handling network-connected BMS systems.
- Coordinate with Britam Facilities before undertaking any shutdown or controller reset.

### 4.6 Warranty and Service Quality

- All services and parts shall carry a **minimum 30-day workmanship warranty**.

Ensure 100% system operability post-maintenance and confirm with Britam Facilities before sign-off

#### **4.7 Deliverables**

- Quarterly preventive maintenance reports.
- Annual system performance and optimization report.
- Fault escalation and resolution logs.
- Updated configuration backups and network topology documentation.
- System certification of full operational status annually.

#### **4.8 Contract Duration – 2 Years**

### **3.3 EVALUATION CRITERIA**

#### **STAGES OF EVALUATION:**

A) Mandatory requirements will determine the satisfactory responsiveness of a tenderer, failure to meet any of these set requirements as noted hereunder will render a tender nonresponsive and will automatically be disqualified.

B) Technical Evaluation: Only bidders who will attain an overall score of 70 marks and above in the technical evaluation will have their financial proposals evaluated.

C) Financial Evaluation Stage award criteria: The lowest evaluated tender for the complete schedule will be recommended for award.

### i. PRELIMINARY EVALUATION CRITERIA

No.	Criteria	Compliance Requirement
1	Copy of Certificate of Registration / Incorporation	Mandatory
2	Valid EPRA (Energy and Petroleum Regulatory Authority) ICT / Controls or Electrical Contractor License (Class A or B)	Mandatory
3	Valid KRA Tax Compliance Certificate	Mandatory
4	Valid County Business Permit showing registered office location	Mandatory
5	System-generated CR12 (for incorporated firms), issued within the last 3 months	Mandatory
6	Company Profile highlighting relevant experience in <b>Building Management Systems (BMS) maintenance, controls, and automation</b>	Mandatory
7	Detailed Work Plan and Methodology aligned to BRD scope (preventive, corrective, and calibration works for WEBCTRL-based BMS)	Mandatory
8	Signed Site Visit Certificate from Britam Representative	Mandatory
9	Valid Workplace Safety and Health Compliance Certificate (OSHA / DOSHS)	Mandatory
10	Valid NEMA Waste Handling/Disposal Certificate (for electronic waste and components)	Mandatory

### • Technical Evaluation Criteria

Criteria	Maximum Score	Description
<b>Relevant Experience</b>	20	Evidence of at least <b>5 similar corporate BMS maintenance projects</b> (covering HVAC, fire, lighting, access control, or power systems) completed in the last 5 years. Attach LPOs, completion certificates, and client references.
<b>Technical Proposal &amp; Methodology</b>	20	Demonstrate understanding of the BMS scope. Quarterly preventive maintenance, 24/7 fault response, calibration of sensors (temperature, humidity, CO <sub>2</sub> , pressure), software diagnostics, data integrity checks, and system backups. Include fault escalation and reporting plan.

Criteria	Maximum Score	Description
<b>Key Personnel Qualifications &amp; Experience</b>	20	Provide <b>certified BMS engineers/technicians</b> trained on <b>WEBCTRL or equivalent</b> platforms. Include CVs, training certificates, and OEM authorization letters (e.g., Automated Logic, Honeywell, Siemens, or Schneider).
<b>Work Program / Implementation Schedule</b>	10	Present a detailed quarterly maintenance schedule, SLA response plan (2-hour critical fault, 4-hour non-critical), and reporting frequency (quarterly and annual system performance reports).
<b>Capacity to Deliver</b>	10	Provide evidence of diagnostic tools, laptops with BMS software licenses, calibration devices, and data backup infrastructure. Include proof of ownership or access to licensed BMS tools.
<b>Health, Safety &amp; Environmental Plan</b>	10	Submit a comprehensive <b>HSE and IT security compliance plan</b> , addressing safe handling of electrical and networked systems, confined-space work, and compliance with OSHA 2007 and ISO 45001.
<b>Compliance to Labor Laws</b>	10	Provide proof of compliance with minimum wage laws, staff insurance (WIBA/NHIF/NSSF), and PPE provision for all site personnel.
<b>Total</b>	<b>100</b>	

Only bidders who score 70 marks and above will be subjected to Financial Evaluation. Those who score below 70 marks will be eliminated at this stage from the entire evaluation process and will not be considered further.

### Financial – (Scores - 30%)

Provide a competitive financial proposal detailing the project costs (please include applicable taxes).

### 3.4 PRICE SCHEDULE

No	Entity	Quarterly Rate Inclusive of VAT	Annual Rate Inclusive of VAT
1	Britam Tower		

### 3. FORMAT OF RESPONSE TO TENDER

- Information to be provided by bidders.

All bids should contain ALL INFORMATION REQUESTED IN SECTIONS 4.1 TO 4.5. The information should be in the following order.

- **General Information about the firm**

Provide the following documentation in respect of your company.

- (i) Certificate of registration (or its equivalent) that is valid in accordance with any legally recognized jurisdiction.
- (ii) Tax compliance certificate (or its equivalent) that is valid in accordance with any legally recognized jurisdiction.
- (iii) Current County Trade license/Business permit
- (iv) Accreditations or a license where applicable
- (v) Company Profile, with a clear organogram and area of speciality
- (vi) List of Directors (Name, ID Number/passport number, Nationality, Telephone and physical address
- (vii) Britam Supplier Code of Conduct (document to be provided to accompany this RFQ)

- **Bid Preparation and Submission**

Bid documents in soft copy merged in one PDF (not zipped single documents) must be submitted in two separate documents, 1(one) technical- and 1 (one) commercial bid, password protected and clearly identified as:

- The file with the technical proposal should be identified as follows:

**NAME OF THE COMPANY, TECHNICAL PROPOSAL FOR PROVISION OF BUILDING MANAGEMENT SYSTEM MAINTENANCE SERVICES FOR BRITAM TOWER.**

- The file with commercial proposal should be identified as follows:

**NAME OF THE COMPANY, COMMERCIAL / FINANCIAL PROVISION OF BUILDING MANAGEMENT SYSTEM MAINTENANCE SERVICES FOR BRITAM TOWER.**

All Tenders may also be posted/ delivered earlier than the deadline to the below email:

**TO: [Tenders@britam.com](mailto:Tenders@britam.com)**

All bids must be submitted in soft copy. No hard copies will be accepted.

Both files **must be password protected** and electronically submitted as prescribed on this RFP document.

Passwords should be shared 30 minutes after the closing date of the RFP and not earlier.

#### **4. GENERAL CONDITIONS OF CONTRACT**

##### 5.1 Introduction

Specific terms of contract shall be discussed with the bidder whose proposal will be accepted by the Company. The resulting contract shall include but not be limited to the general terms of contract as stated below from 5.2 to 5.14.

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## 5.2 Award of Contract

Following the opening and evaluation of proposals, the Company will award the Contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid. Britam will communicate to the selected bidder its intention to finalize the draft conditions engagement in consultation with the bidder.

## 5.3 Application of General Conditions of Contract

These General Conditions (sections 5.2 to 5.14) shall apply to the extent that they are not superseded by provisions in other parts of the Contract that shall be signed.

## 5.4 Bid Validity Period

Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission.

## 5.5 Non-variation of Costs

The prices quoted for the service and subsequently agreed and into the contract shall be held fixed for the contract period.

## 5.6 Delays in the Bidder's Performance

- 3.1.1. Delivery and performance of the Transaction shall be made by the successful Bidder in accordance with the time schedule as per Agreement.
- 3.1.2. If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify the Company in writing of the fact of the delay, its likely duration, and its cause(s). As soon as practicable after receipt of the Bidder's notice, the Company shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.
- 3.1.3. Except in the case of "force majeure" as provided in Clause 5.14, a delay by the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of liquidated damages pursuant to Clause 5.7.

### **3.2. Liquidated damages for delay**

The contract resulting out of this RFP shall incorporate suitable provisions for the payment of liquidated damages by the bidders in case of delays in performance of contract.

### **3.3. Governing Language**

The Contract shall be written in the English Language. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall also be in English language.

### **3.4. Applicable Law**

This agreement arising out of this RFP shall be governed by and construed in accordance with the laws of Kenya and the parties submit to the exclusive jurisdiction of the Kenyan Courts.

### **3.5. Successful Bidder's Obligations**

The successful bidder:

- 3.5.1. Is obliged to work closely with Britam staff, act within its own authority, and abide by directives issued by the Company that are consistent with the terms of the Contract.
- 3.5.2. Will abide by the job safety measures and will indemnify the Company from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold the Company responsible or obligated.
- 3.5.3. Will be responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanours.
- 3.5.4. Will not disclose the Company's information it has access to, during the course of the work, to any other third parties without the prior written authorization of the Company. This clause shall survive the expiry or earlier termination of the contract.

## **5. BRITAM SUPPLIER CODE OF CONDUCT**

### **2.1 GENERAL**

This Code is applicable to all Britam suppliers (hereinafter "Supplier" or "Suppliers") and their employees (be they temporary, casual, or permanent) and sub-contractors throughout the world.

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Britam requires all Suppliers to conduct their business dealings with Britam in compliance with this Code and in compliance with all laws applicable to the Supplier's' business, wherever conducted. By entering business transactions with Britam, the Supplier agrees to abide by the terms of this Code and acknowledge that compliance with this Code is required to maintain the Supplier's status as a Britam Supplier. Britam shall have the right to terminate any Supplier's contract for failure to comply with the provisions of this Code. Britam recognizes that local laws may in some instances be less restrictive than the provisions of this Code. In such instances Suppliers are expected to comply with the Code. If local laws are more restrictive than the Code, then Suppliers are expected to comply with applicable local laws.

## **2.2 PROVISIONS**

In particular, Suppliers must comply with the following:

### **2.2.1 Relations with competitors**

Suppliers will be required to comply with applicable antitrust or competition laws and will not engage in any restrictive trade practices. Suppliers will at all times act in a manner that will uphold and encourage healthy competition.

### **2.2.2 Bribes, Conflicts of Interest, Gifts and other Courtesies**

#### **2.2.2.1 Bribes**

Suppliers shall not make or offer bribes or payments of money or anything of value to any Britam employee or any other person including officials, employees, or representatives of any government or public or international organisation, or to any other third party for the purpose of obtaining or retaining business with Britam. For the avoidance of doubt Britam considers an act of bribery to include the giving of money or anything of value to anyone where there is belief that it will be passed on to a government official or Britam employee for this purpose. Suppliers are required to comply with all applicable local anti-bribery laws.

#### **2.2.2.2 Gifts and other business courtesies**

Suppliers shall ensure that any expenditure incurred in relation to any particular Britam employee or government official is in the ordinary and proper course of business and cannot reasonably be construed as a bribe or so as to secure unfair preferential treatment. A general guideline for

evaluating whether a business courtesy is appropriate is whether public disclosure would be embarrassing to the Supplier or Britam.

Britam employees may accept unsolicited gifts from Suppliers provided:

- they are items of nominal value – Kes1500 or less, or
- they are advertising or promotional materials having wide distribution e.g., calendars, stationaries, diaries, etc.; and
- Acceptance of the gift does not violate any applicable law.

#### 2.2.2.3 Conflicts of Interest

No supplier shall enter into a financial or any other relationship with a Britam employee that creates a conflict of interest for Britam. A conflict of interest arises when the material personal interests of the Britam employee are inconsistent with the responsibilities of his/her position with the company. All such conflicts must be disclosed and approval to the transaction given.

### 2.2.3 Compliance and implementation

#### 2.2.3.1 Licenses and Returns

The Supplier will be required to obtain and renew, in accordance with any law or regulations all permits, licenses and authorizations required for it to carry out its business. In addition, the Supplier will be required to prepare and file any returns that it may be required to file under its incorporation statute, the Companies Act.

#### 2.2.3.2 Taxation, Financial Integrity, and Retention of Records

- The Supplier will comply with all revenue laws and will not evade tax.
- Suppliers will be required to maintain accurate and reliable financial and business records and shall not have any false or inaccurate accounting books or records related to Britam for any reason. Suppliers shall maintain all business records at the minimum in compliance with the provisions outlined by the Kenya Revenue Authority or local revenue authorities from time to time.

- When any government investigation or audit is pending or ongoing then Suppliers will not destroy any relevant records until the matter has been investigated and closed.

#### 2.2.4 Violations

If a Supplier becomes aware of any known or suspected improper behaviour by another Supplier in relation to their dealings with Britam or if a bribe or other inducement is requested from a Supplier by any Britam employee or any other person with the promise of influencing Britam's position as far as that Supplier is concerned or if the Supplier feels that a conflict of interests exists with one of Britam's employees then all pertinent details should be reported in confidence to the following Contact Address

[Tenders@britam.com](mailto:Tenders@britam.com)

#### 2.2.5 Variations

Britam reserves the right to vary this Code at any time.