



Request for Proposal (RFP)

ESAMI/RFP/2026/03

Facilities Management Services

For The Eastern and Southern African Management
Institute (ESAMI)

1. Background

The Eastern and Southern African Management Institute (ESAMI) is an intergovernmental regional management development centre established to develop leadership and management capacity within the region and the African continent. ESAMI invites proposals from suitably qualified and experienced facilities management companies to provide integrated facilities management services at its office premises at Njiro Hills, Arusha, Tanzania.

2. Objective

The objective of this assignment is to ensure that ESAMI's premises are maintained in a safe, functional, clean, compliant and cost-effective condition, while minimising operational disruptions. The successful Service Provider will be responsible for planning, coordinating, supervising, delivering, monitoring and reporting on facilities management services.

3. Assignment Outcomes

The following are the expected outcomes of this assignment:

- a) Facilities and building systems remain operational and fit for purpose.
- b) Preventive maintenance reduces avoidable failures, emergency repairs and lifecycle costs.
- c) Faults and service requests are recorded, prioritised, resolved and closed within agreed service levels.
- d) Utilities, generator fuel, materials and maintenance expenditure are monitored and controlled.
- e) Health, safety and environmental risks are identified and addressed promptly.
- f) ESAMI receives complete and reliable facilities records and management reports.

4. Scope of Services

The successful Service Provider should provide comprehensive facilities management services covering the following key areas:

4.1. General Facilities Management

- a) Coordinate and supervise all facilities services covered by the contract
- b) Undertake routine inspections of the premises and maintain an inspection schedule and checklist.

- c) Management and tracking of maintenance requests and faults.
- d) Coordination of technicians, suppliers and specialist contractors.
- e) Maintenance of appropriate facilities records including but not limited to asset register, equipment history, manuals, maintenance records and contractor records.
- f) Prepare the annual facilities plan, preventive maintenance schedule and related budget estimates for ESAMI approval.
- g) Attend facilities review meetings and provide technical advice on repairs, replacements and lifecycle requirements.
- h) Submission of monthly facilities management reports.

4.2. Building Maintenance

The Service Provider shall develop and implement an annual preventive maintenance schedule and provide corrective maintenance for:

- a) Electrical installations and lighting.
- b) Lightning protection system and earthing
- c) Plumbing, sanitary fittings, water supply and sewerage drainage systems.
- d) Doors, windows, locks, ceilings, walls, roofs and floors.
- e) Painting, masonry and minor civil works.
- f) Carpentry and joinery.
- g) Office fixtures and fittings.
- h) Water pumps, storage tanks and associated controls.
- i) Air conditioning, ventilation and other mechanical installations.
- j) Other maintainable facilities on the site inventory

4.3. Utilities and Backup Power

The Service Provider shall:

- a) Records and analyse electricity and water consumption and identify unusual usage or losses.
- b) Recommend practical conservation measures and report significant utility variances
- c) Monitor continuity of water supply and condition of water pumps and storage tanks.
- d) Operate or coordinate generator testing, servicing and repairs in accordance with manufacturer requirements
- e) Maintain generator running hours and fuel records and reconcile fuel receipts, issues and balances Monitor and coordinate other building-related utilities.

4.4. Grounds, Waste and Pest Management

- a) Maintain external areas, storm water channels and drainage in a safe and orderly condition.
- b) Arrange timely removal of external waste and debris.
- c) Proper collection and disposal of office waste.
- d) Appropriate handling of recyclable, hazardous and electronic waste.
- e) Implement scheduled preventive and responsive pest control measures using approved products and licensed personnel (where required).

4.5. Health, Safety and Environment (HSE)

The Service Provider shall:

- a) Comply with applicable occupational health, safety, environmental, labour and building requirements in Tanzania and with ESAMI policies.
- b) Prepare task-specific risk assessments and method statements for higher-risk work.
- c) Conduct routine safety inspections, identify and report hazards and track corrective actions.

- d) Provide appropriate personal protection equipment (PPE) and ensure safe working practices, isolation procedures, signage and access control.
- e) Monitor inspection and servicing of fire safety equipment.
- f) Support emergency preparedness activities and evacuation arrangements.
- g) Immediately report accidents, incidents, near misses, property damage, serious hazards and significant safety risks, followed by a written report and corrective action plan.
- h) Maintain all licences, permits, certifications and statutory records required for the services.

4.6 Specialist Services and Subcontractors

The Service Provider may use specialist subcontractors only with ESAMI's prior approval. Approval does not relieve the Service Provider of responsibility for service quality, safety, statutory compliance, confidentiality, supervision or the acts and omissions of subcontractors. The Service Provider shall verify the competence, licences and insurance of each specialist before deployment.

5. Service Management

The Service Provider shall establish an effective system for receiving, recording, tracking and closing facilities-related requests. The Service Provider shall maintain a single register of all service requests. Each request shall have a unique reference, date and time reported, location, description, priority, assigned person, actions taken, materials used, completion time, cost where applicable, user confirmation and closure status.

The successful bidder shall provide an emergency contact that can be reached outside normal working hours.

Bidders shall confirm these targets or propose justified improvements. Final targets, operating hours and escalation contacts will be agreed in the Service Level Agreement. Delays caused solely by ESAMI approval, restricted access or unavailable approved parts shall be recorded and excluded only where the Service Provider notified ESAMI promptly and mitigated the impact.

6. Staffing and Personnel

Bidders shall:

- a) Propose an appropriate staffing structure for delivering the required services. The proposed structure should include, as appropriate, Facilities Manager or Supervisor, Facilities or Maintenance Technician(s) and Specialist technicians on call.
- b) Provide an organogram, staffing schedule, role descriptions and escalation arrangements.
- c) Deploy personnel with appropriate qualifications, experience, licences and legal authority to work in Tanzania.
- d) Conduct pre-employment checks appropriate to each role and provide identification and uniforms.
- e) Provide adequate supervision, relief cover and continuity during leave, absence and staff turnover.
- f) Replace personnel whose conduct, competence or performance is reasonably rejected by ESAMI.
- g) Remain solely responsible for remuneration, taxes, statutory contributions, insurance, discipline and all employer obligations relating to its personnel and subcontractors.
- h) Ensure personnel comply with ESAMI's security, confidentiality, safeguarding and workplace rules.

7. Materials, Spare Parts, Tools and Equipment

- a) The Service Provider shall supply all ordinary tools, testing equipment, protective equipment and consumables included in its proposal.
- b) The Service Provider shall establish appropriate arrangements for obtaining materials and spare parts required for maintenance.
- c) The financial proposal shall clearly distinguish items included in the monthly fee from reimbursable parts, materials and specialist services.
- d) No chargeable repair, replacement or expenditure outside the agreed contract price may proceed without prior written ESAMI approval, except under an agreed emergency procedure necessary to protect life or property.
- e) For reimbursable purchases, the Service Provider shall provide specifications, quotations where required, delivery records, receipts and other evidence

requested by ESAMI. All reimbursable expenditure shall demonstrate value for money.

- f) Parts shall be new, fit for purpose, compatible with the relevant equipment and covered by available manufacturer or supplier warranties.
- g) Removed parts and unused materials purchased by ESAMI remain ESAMI property and shall be accounted for.
- h) The Service Provider shall maintain stock records for ESAMI-funded critical spares and consumables.

8. Deliverables and Reporting

Deliverable	Minimum content	Due
Mobilization plan	Team, contacts, handover, asset verification, risks, initial inspections and first 90-day programme	Within 10 working days of contract commencement
Asset and condition baseline	Verified asset register, criticality, condition, warranties, certificates and priority defects	Within 30 calendar days
Annual facilities plan	Preventive maintenance programme, statutory inspections, lifecycle priorities and budget estimates	Within 30 calendar days and updated annually
Monthly report	Preventive and corrective maintenance undertaken; Outstanding repairs and service requests and ageing; Utilities consumption; Generator operations and fuel consumption where applicable; HSE issues and incidents; Waste and pest management activities; Contractor performance; Facilities expenditure; Key risks and outstanding actions; Recommendations and planned activities for the following month	By the fifth working day of the following month

Deliverable	Minimum content	Due
Incident report	Facts, immediate controls, impact, root cause, corrective actions, owner and due date	Immediate notification; written report within 24 hours for serious incidents
Contract close-out report	Open work, asset and record handover, keys, manuals, warranties, suppliers and recommendations	No later than contract expiry or termination date

9. Minimum Bidder Requirements

Bidders must demonstrate:

- i. Legal registration and authority to conduct business in Tanzania.
- ii. At least three (3) years' experience in facilities management.
- iii. Experience managing comparable office, commercial or institutional facilities.
- iv. Capacity to provide services in Arusha.
- v. Qualified technical and supervisory personnel.
- vi. Appropriate health, safety and quality management arrangements.
- vii. Adequate insurance coverage.
- viii. Financial and operational capacity to undertake the assignment.
- ix. Reliable arrangements for emergency response and specialist support.
- x. Satisfactory references from comparable clients.

10. Proposal Submission Requirements

Bidders shall submit separate technical and financial proposal. ESAMI may treat legal eligibility and other expressly identified mandatory documents as preliminary pass or fail requirements before detailed technical and financial evaluation.

10.1 . Technical Proposal

The Technical Proposal should contain:

- Company profile and legal registration documents from relevant authorities
- Understanding ESAMI's requirements and any material assumptions.
- Proposed facilities management methodology and work plan for each service area.
- Proposed staffing structure and CVs of key personnel.
- Subcontracting arrangements and proposed specialist partners, if any
- Preventive and corrective maintenance approach.
- Health, Safety, Environment, quality assurance and risk management approach.
- Service request, escalation and emergency response arrangements.
- Proposed reporting and service-request management approach.
- Mobilization plan and implementation timetable.
- Evidence of similar or comparable assignments, including at least three recent contracts or references.
- Relevant licences, certifications and insurance documentation.
- A schedule of deviations, exclusions and proposed alternatives to these Terms of Reference if any

10.2. Financial Proposal

The Financial Proposal clearly state:

- Monthly facilities management fee.
- Personnel costs, where applicable, if not included in the management fee.
- Any other recurring charges and consumables.
- Applicable taxes.
- Services included in the monthly fee.

- Services to be charged separately.
- Rates or basis of charging for additional services.
- Any exclusions and assumptions.

Prices shall be quoted in Tanzania Shillings and shall clearly indicate all applicable taxes. Bidders shall provide sufficient details to enable ESAMI to identify the total recurring cost and the basis for any additional charges.

The table below presents the recommended Financial Proposal Schedule

11. Evaluation Criteria

Proposals will be evaluated as follows:

S/N	Evaluation Criteria	Weight
1.	Company experience and track record	15%
2.	Understanding and proposed methodology	20%
3.	Technical capacity and maintenance approach	15%
4.	Staffing and key personnel	10%
5.	HSE, quality assurance and risk management	10%
6.	Reporting, service management and response arrangements	10%
7.	Financial proposal and value for money	20%
	Total	100%

ESAMI may conduct reference checks, bidder presentations, interviews and/or site visits as part of the evaluation process.

12. Site Visit

Bidders may arrange a site visit to enable them to assess the premises, existing building systems, equipment, maintenance requirements and other conditions that may affect service delivery and pricing. A bidder that does not arrange site visit remains responsible for obtaining sufficient information to submit a complete proposal. Any clarification that materially affects the procurement will be communicated in accordance with ESAMI's procurement process

13. Submission Instructions

Proposals should be submitted as follows:

RFP: Provision of Facilities Management Services – ESAMI Arusha Office through Email; Procurement@esami-africa.org **within fourteen days from the date of this advertisement.**

Late submissions shall not be considered.