



TENDER NOTICE

REQUEST FOR PROPOSALS (RFP)

FOR

PROVISION OF LAUNDRY SERVICES AT THE AMREF INTERNATIONAL UNIVERSITY NORTHLANDS CAMPUS

TENDER NO./AMIU/04/07/2025/008

AMREF HEALTH AFRICA

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PART A: TECHNICAL REQUIREMENTS

Section 1: Introduction

Amref Health Africa, headquartered in Kenya, remains the largest Africa-based international non-governmental organization currently running programmes in over 35 countries in Africa with lessons learned over 60 years of engagement with governments, communities and partners to ensure sustainable health access in Africa. Amref Health Africa also incorporates programme development, fundraising, partnership, advocacy and communication offices in Europe and North America as well as subsidiaries including Amref Flying Doctors, Amref International University (AMIU) and Amref Health Innovations.

Section 2: Background Information

As part of its commitment to enhancing student welfare and improving campus convenience, Amref International University (AMIU) intends to establish a fully operational laundry facility within its campus premises. The facility will serve students, staff, and other authorized users. To this end, the University is inviting proposals from qualified and experienced service providers to set up, equip, and operate a commercial-grade laundry service.

Section 3: Period of Performance

The contract shall be awarded for an initial period of two (2) years, renewable upon satisfactory performance and mutual agreement.

Section 4: Deliverables

Annex 1: Scope of Work

Section 5: Invitation to Tender

Amref Health Africa invites proposals from the University is inviting proposals from qualified and experienced service providers to set up, equip, and operate a fully functional laundry business within a designated space on campus. as outlined under Annex 1: Scope of Work.

1. Interested eligible bidders may downloaded from Amref Health Africa website; <http://amref.org/tenders/> or the Amref International University website <https://amref.ac.ke/tenders/> by interested bidders upon payment of non-refundable fee of **Ksh.2,000**. The payment should be made through the following Bank account(s): **National Bank of Kenya Account No.: 01020058330100, Wilson Branch OR via MPesa Paybill: 890750 Account: 'AMIU Laundry Services'**.

Note: Amref Health Africa will not issue eTIMS receipt for payment made.

2. Candidates will then attach the **copy of the mobile money receipt or copy of banking deposit slip to the tender documents as proof of purchase of tender document.**
3. Completed Tender Documents are to be enclosed in a plain sealed envelope(s) clearly marked with the tender name and tender reference number and should be addressed to the following address:

**Group Financial Resources Director
Amref Health Africa
P.o. Box 27691-00506,
NAIROBI**

4. Proposals should be dropped at the **Amref International University (AMIU) - Tender Box at the Main Reception in Northlands - Ruiru (Entrance Opposite Clay Works along Thika Road)**. Tenders will be opened at **12 noon** on the closing date in the presence of the Tenderers' representatives who choose to attend at Amref International University.
5. The closing date for applications is on **Friday 18th July 2025 at 12.00 noon (EAT)**.
6. The proposals will be opened physically on **Friday 18th July 2025 at 12.00 noon (EAT)** in the presence of the candidates, representatives or bidders who may choose to attend.
7. Prices quoted should be inclusive of VAT and all other applicable taxes and must be in Kenya Shillings and shall remain valid for 90 days from the closing date of the tender. The prices in your financial quotation should be broken down per Part B: Financial Proposal.

Section 6: Instructions to Tenderers

6.1 Eligible Tenderers.

- 6.1.1 This invitation for tender is open to all eligible tenderers.
- 6.1.2 Tenderers shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

6.2 Cost of tendering.

- 6.2.1 The tenderer shall bear all costs associated with the preparation and submission of its bid. Amref Health Africa or its agents, will under no circumstance be responsible or liable for those costs regardless of the conduct or outcome of the tendering process.

6.3 Specific Instructions

- 6.3.1 Bidders must quote for services as requested in order to qualify for evaluation.
- 6.3.2 The final submitted proposal shall be in English.
- 6.3.3 The proposal submitted should be bound.
- 6.3.4 Site Visits shall be facilitated at the following dates and time;

Day	Date	Start Time	Contact Persons	Venue
1	8 th July 2025	9am to 12 Noon	Rose Sidho/ Eunice Chumo	Amref International University Grounds, Northlands in Ruiru (Entrance Opposite Clay Works)
2	9 th July 2025	9am to 12 Noon		

Note: Please ensure you obtain a duly signed and stamped Site Visit Certificate, issued by the AMIU Operations Office. Kindly contact Eunice Chumo or Rose Sidho at Tel: 0112 352 343 for assistance.

For ease of the process, interested Bidders MUST keep time. Late arrivals will have to reschedule to attend the next available time slot for site visit.

Interested bidders should send the full names and ID numbers of representatives expected to attend the site visit for prior approval to amiu.coo@amref.ac.ke before 4:30pm the day prior to the visit date.

NB: After the site visit, all bidders should have the site visit certificate duly signed and stamped (from the AMIU Operations Office – **Contact: Eunice Chumo or Rose Sidho Tel: 0112352343**)

6.4 Amendment of documents

- 6.4.1 At any time prior to the deadline for submission of Proposals, Amref Health Africa for any reason, whether at its initiative or in response to a clarification requested by a prospective tenderer, may modify the tender by amendments.
- 6.4.2 All prospective candidates who have received the tender will be notified of the amendment in writing or by post and will be binding on them.
- 6.4.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their bid, Amref Health Africa at its discretion may extend the deadline for the submission of Proposals.

6.5 Prices and Currencies

- 6.5.1 The tenderer shall indicate on the appropriate Price Schedule, the unit prices inclusive of all taxes and the total tender price.
- 6.5.2 Prices quoted by the tenderer shall be fixed during the tender validity period and not subjected to variation on any account. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 6.5.3 **The price quoted shall be in Kenya Shillings.**

6.6 Validity of Proposals

- 6.6.1 Proposals shall remain valid for 90 days after the date of tender opening prescribed by Amref Health Africa. Tenders valid for a shorter period shall be rejected by Amref Health Africa as non-responsive.
- 6.6.2 In exceptional circumstances, Amref Health Africa may solicit the tenderers' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tenderer may refuse the request. A tenderer granting the request will not be required nor permitted to modify its tender.

6.7 Deadline for Submission of Proposals

- 6.7.1 Proposals must be sent so as to be received by Amref Health Africa not later than **Friday 18th July 2025 at 12.00 noon (EAT).**

6.8 Modification of Proposals

- 6.8.1 The tenderer may modify or withdraw its tender after the tender's submission provided that written notice of the modification, including substitution or withdrawal of the Proposals, is received by Amref Health Africa prior to the deadline prescribed for submission of Proposals.
- 6.8.2 The tenderer modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 2.10:1. A withdrawal notice may be sent by email but followed by a signed confirmation copy, postmarked no later than the deadline for submission of tender.
- 6.8.3 No tenderer may be contacted after the deadline for submission of Proposals.

6.9 Withdrawals of tender

- 6.9.1 No tender may be withdrawn in the interval between the deadline for submission of Proposals and the expiration of the period of tender validity specified by the tenderer.

6.10 Opening of Proposals

- 6.10.1 The tenderers' names, tender modifications or withdrawals, and such other details as Amref Health Africa, at its discretion may consider appropriate, will be announced at the opening.
- 6.10.2 Amref Health Africa will prepare a tender opening report.

6.11 Clarification of Proposals

- 6.11.1 To assist in the examination, evaluation and comparison of Proposals Amref Health Africa, at its discretion, may ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or Substance of the tender shall be sought, offered, or permitted.
- 6.11.2 Any effort by the tenderer to influence Amref Health Africa in the tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderer's tender.

6.12 Evaluation and Comparison of the Proposals

- 6.12.1 Amref Health Africa will examine the Proposals to determine whether they are complete, whether any computation errors have been made, whether required securities/tender purchases have been furnished, whether documents have been properly signed and whether the Proposals are generally in order. After examination, a tender that will be determined to be substantially non-responsive will be rejected by Amref Health Africa.
- 6.12.2 Amref Health Africa will evaluate and compare the Proposals, which have been determined to be substantially responsive.
- 6.12.3 Amref Health Africa will notify bidders who will be required to provide samples in good time with specific sample submission details following the finalization of the preliminary evaluation.
- 6.12.4 Amref Health Africa will ensure that the submitted samples are catalogued accordingly and correspond to the assigned bid number(s). The tenderers should ensure that all their samples have been captured correctly.

6.13 Notification of Award

- 6.13.1 Prior to the expiration of the period of tender validity, Amref Health Africa will notify the successful tenderer in writing that the tender has been accepted.
- 6.13.2 Simultaneously the other tenderers shall be notified that their Proposals have been unsuccessful.

6.14 Appeal Period

- 5.14.1 Any vendor/service provider who wishes to appeal against the outcome of the tender shall do so in writing within 3 working days of the date of the notification/regret letter. Any letter received after the third day shall not be responded to and shall be treated as null and void. Amref Health Africa shall have dispensed with this procurement.

6.15 Contacting Amref Health Africa

- 6.15.1 No tenderer shall contact Amref Health Africa on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.
- 6.15.2 Any effort by a tenderer to influence Amref Health Africa in its decisions on tender evaluation, tender evaluation committee, or contract award will result in the rejection of the tenderer's tender.

Section 7: Eligibility Requirements and Technical Specifications

Any interested bidder, shall provide, in its submission in response to this RFP, sufficient documentary evidence of adherence to the eligibility and minimum qualification criteria detailed below. Amref Health Africa will assess the documents submitted by the applicants in response to this RFP.

7.1 Preliminary Evaluation Criteria:

Proposals received will be evaluated based on the below criteria.

Bids **lacking any of the documents** below will be considered as non-responsive and therefore will be eliminated at this stage.

PRELIMINARY EVALUATION OF MANDATORY REQUIREMENTS				
Mandatory Requirements				
No.	Particulars	Marks	Compliant	Non-compliant
1.	Copy of Certificate of Incorporation/Certificate of Registration	1 or 0		
2.	Copy of Valid KRA Tax Compliance Certificate	1 or 0		
3.	Must provide a copy of Valid business Trading License	1 or 0		
4.	Must attach Mobile money deposit receipt/ copy of banking deposit slip as proof of purchase of tender document.	1 or 0		
5.	Submit current CR12 from the Registrar of Companies (generated not earlier than May 2024) or copies of identification cards for Sole Proprietors/Partnerships. (Must Specify the shareholding)	1 or 0		
6.	Must submit copies of 2 most recent audited financial reports (from 2022) and each MUST be signed and dated by the Auditor and the firm's Directors. (Both reports must have unqualified/unmodified auditor's opinion).	1 or 0		
7.	Duly signed and stamped Site Visit Certificate (<i>issued by the AMIU Operations Office - Eunice Chumo or Rose Sidho Tel: 0112352343</i>)	1 or 0		
Bids missing any of the 7 requirements listed above shall be disqualified at this stage				

Note: All the above documents numbered 1 to 7 should be packaged and arranged in that order under the preliminary evaluation criteria section of the tender document.

7.2 Technical Evaluation Criteria:

The firm should have qualified personnel with relevant training, skills, and abilities and experience in laundry service operations. CVs and professional certificates must be attached for key staff.			
No.	Technical Requirements	Max Score	Score
1.	a) Attach a detailed Company Profile – [5 Marks] b) Provide an organogram of the company, including Key Personnel (management and technical teams) – [5 Marks]	10 Marks	
2.	<p>Must attach CVs and professional certificates for the Core Team Members, which should outline their qualifications and relevant experience.</p> <p><i>Key Personnel Qualifications and Experience</i></p> <p>a) Laundry Operations Manager (Team Lead) <i>- (Qualification – Relevant University Degree/Diploma, for instance in hospitality, housekeeping, or related field)</i></p> <p>i. At least 7 years’ experience - [6 Marks] ii. More than 3 years but less than 7 years’ experience - [3 Marks] iii. Less than 3 years’ experience - [2 Marks] iv. No CV provided/Irrelevant qualifications - [0 Marks]</p> <p style="text-align: right;">[Max 6 mks]</p> <p><u>The list of proposed team members should include;</u></p> <p>b) Laundry Technicians/Operators (Minimum 2 staff) <i>(Diploma/Certificate in laundry operations or equivalent)</i></p> <p>i. At least 5 years’ experience - [4 Marks Each] ii. Less than 5 years’ experience - [2 Marks Each] iii. No CV provided/ Irrelevant qualifications - [0 Marks]</p> <p style="text-align: right;">[Max 8mks]</p> <p>c) Support Staff (e.g. Sorters, Drivers, Ironers) (Minimum 3 staff)</p> <p>i. Basic training and at least 2 years of relevant experience - [2 Marks Each] ii. Less than 2 years’ relevant experience - [1 Mark Each] iii. No CV provided /Irrelevant experience - [0 Marks]</p> <p style="text-align: right;">[Max 6 mks]</p>	20 Marks	

3.	<p>Past Experience in Laundry Services [Max 10 mks] Attach reference letters, contracts for completed or ongoing laundry service assignments from previous clients within the last 5 years (from 2020 to date). The references must be relevant to institutional or commercial laundry services (e.g. hospitals, hotels, universities).</p> <p>Scoring Criteria:</p> <ul style="list-style-type: none"> • 3 or more relevant assignments – 10 Marks • 2 relevant assignments – 5 Marks • 1 relevant assignment – 1 Mark • Not provided/Irrelevant – 0 Marks 	10 Marks	
4.	<p>Service Delivery & Laundry Plan – [Max 10 mks] The scope emphasizes daily operations, turnaround time, and suitability for students and staff. Evaluate how well bidders plan to deliver these.</p> <p>Scoring Criteria:</p> <ul style="list-style-type: none"> • Detailed Daily Service Workflow and Turnaround Timelines – 4 marks • Student/staff-focused packages (e.g. weekly/monthly plans) – 3 marks • Operating hours, accessibility (evenings/weekends), and responsiveness – 3 marks • No Service Delivery & Laundry Plan specified – (0 mks) 	10 Marks	
5.	<p>Equipment & Layout Proposal – [Max 8 mks] The scope requires bidders to set up and equip the facility. This criterion evaluates adequacy and quality of proposed equipment and space utilization.</p> <p>Scoring Criteria:</p> <ol style="list-style-type: none"> a) List of proposed laundry equipment with specs (washer/dryers, ironing stations) – 4 marks b) Proposed layout/schematic for the facility – 2 marks c) Photos or diagrams of similar setups (if available) – 2 marks d) No Equipment & Layout Proposal specified – (0 mks) 	8 Marks	
6.	<p>Maintenance, Hygiene & Waste Management Plan – [Max 7 Marks]</p> <p>Scoring Criteria:</p> <ol style="list-style-type: none"> i. Evidence of preventive maintenance schedule for machines – 3 marks ii. Hygiene protocols and SOPs – 2 marks iii. Wastewater and solid waste disposal plan – 2 marks iv. No Maintenance, Hygiene & Waste Management Plan specified – (0mks) 	7 Marks	

7.	Staffing Plan & Customer Interaction Standards – [5 Marks] While staff qualifications are already assessed, this item ensures bidders demonstrate structure, capacity to scale, and professionalism in operations, per the scope. <u>Scoring Criteria:</u> <ul style="list-style-type: none"> • Staff structure with shift schedules and roles – 2 marks • Staff training in hygiene/safety/service etiquette – 2 marks • Uniforming/identifiability/Code of Conduct – 1 mark 	5 Marks	
Total Marks		70 Marks	

NB: The pass mark for technical evaluation will be 49 out of 70 marks (70%). Bidders who score below the pass mark will be considered non-responsive and will not move to the next evaluation stage (financial evaluation).

Section 8: Confidential Business Questionnaire

You are requested to give the particulars indicated in part 1 and either part 2(a), 2(b) or 2(c) whichever applies to your type of business.

Part 1 - General

Business Name: Location of Business premises:
Country/Town..... Postal Address:
Code: Town: Tel No.: E-
mail: Fax:
Nature of Business:

Part 2 (a) – Individuals

Your Name in full: Nationality:
Country of Origin: Citizenship details

Part 2 (b) – Partnership

	Name:	Nationality:	Citizenship Details:	Shares
1.			
2.			
3.			

Part 2 (c) – Registered Company

Private or Public:
.....

State the nominal and issue capital of the company:
.....
.....

Nominal KES:

Issued KES:

Give details of all directors as follows:

	Name:	Nationality:	Citizenship Details:	Shares
1.			
2.			
3.			

Section 9: References

BANK REFERENCES	
BANK HOLDING MAIN ACCOUNT	
Bank name and address:	
Name of account:	
Account number:	How long open?

COMMERCIAL REFERENCES		
Provide names and contact details of two customers who may be approached to verify your capacity to perform against similar contracts.		
LOCAL/INTERNATIONAL TRADE REFERENCE – CUSTOMER 1		
Name and address:		
Activity:	Period of relationship:	
Contact name:	Fax no.:	
Telephone No.:		
LOCAL/INTERNATIONAL TRADE REFERENCE – CUSTOMER 2		
Name and address:		
Activity:	Period of relationship:	
Contact name:	Fax no.:	Telephone No.

PART B: FINANCIAL PROPOSAL

No.	Item Description	UoM	Unit Cost (KES)	Total Cost (KES)
1.	Laundry Setup Cost (One-time cost to equip, and prepare laundry space)	Lump Sum		
2.	Equipment Supply & Installation (Washing machines, dryers, ironing stations, if applicable specify - plumbing, drainage, ventilation, etc.)	Lump Sum		
3.	Monthly Rent Proposal (Payable to the University for use of space)	Per Month		
4.	Laundry Service Pricing (For Students & Staff – <i>attach detailed service menu with unit rates e.g. per kg/item, bundles</i>)	As per menu		
5.	Staffing Costs (Estimated monthly operational staff cost – optional for bidder's internal planning)	Per Month		
6.	Maintenance & Hygiene Plan Cost (Monthly/Annual provision for equipment servicing, consumables, cleaning etc.)	Monthly/Annually		
7.	Waste Management Compliance (Any setup costs related to wastewater and waste disposal infrastructure)	Lump Sum		
8.	Utilities (Water & Electricity via sub-meter – estimated usage; include cost breakdown for planning purposes)	Monthly Estimate		
SUB-TOTAL (BEFORE TAX)				
ADD: TAXES (e.g. VAT 16%, Withholding Tax 5%)				
GRAND TOTAL (KES, Inclusive of All Applicable Taxes)				

Note:

- i. In case of a discrepancy between the unit price and the total, the unit price shall prevail.
- ii. Include a separate sheet for the detailed laundry service pricing menu (per item, per bundle, or per kg)

Currency	Grand Total	In Figures:
Kenya Shillings	Grand Total	In Words:

<p>Bidder's Name:</p> <p>Bidder's Address:</p>	<p>Date:</p>	<p>Signature and Stamp</p>
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Note: Indicate the breakdown of all taxes.

DECLARATION

I/We have completed this form (s) accurately at the time of reply and it is agreed that all responses can be substantiated, if requested to do so, and that any inaccuracy in the information filled herein will lead to disqualification of the tenderer.

For and behalf of:

Name:

Date: Signature:

PROPOSAL SUBMISSION DETAILS

What to submit:

- **Company details:** Brief description of the company including copy of registration documents - headquarters address, trading licenses, and all relevant information that allows to have a better understanding of the company.
- **All certificates/licenses and documents** mentioned under the Eligibility and Minimum Qualification Criteria section of this RFP document, including a copy of the applicant's registration, proof of being up to date with payment of tax obligations, etc.
- **References:** Provision of copies of reference documents, and track record of professional performance confirming that similar services have been satisfactorily provided in compliance with compulsory requirements (norms and standards), including the amount of contracts. Clients' names and email contacts shall be indicated in this documentation.

How to Submit and When to Submit:

Any proposal received and not conforming to the tender guidelines will be considered as technically non-compliant and the application may be rejected.

The deadline for submission of the proposals is on or before **Friday 18th July 2025 at 12.00 noon (EAT)** and all interests/applications must be dropped at the **Amref International University (AMIU) - Tender Box at the Main Reception in Northlands - Ruiru (Entrance Opposite Clay Works along Thika Road)** in an envelope marked with the **Tender Reference Number, Tender Name, Vendors Name and Vendors Contact Details**.

Submissions that are received by Amref Health Africa after the deadline indicated above, for whatever reason, shall not be considered for review. This RFP does not entail any commitment on the part of Amref Health Africa, either financial or otherwise.

Applicants are encouraged to provide all supporting documentation along with their Proposals.

Amref reserves the right to accept or reject any or all bids and is not bound to give reasons for its decision.

ANNEX 1: SCOPE OF WORK

Amref International University seeks to enhance student welfare and campus convenience by offering laundry services within its premises. To this end, the University is inviting qualified and experienced bidders to submit proposals to establish, equip, and operate a fully functional laundry business within a designated space on campus. The facility is intended to serve students, staff, and other authorized users of the university. The bidder should be able to, professionally set up a laundry facility, provide affordable, efficient, and hygienic laundry services.

Scope of Work

The selected bidder will be responsible for the following:

a. Setup and Installation

1. Renovate and equip the allocated laundry space for commercial use.
2. Install appropriate commercial-grade laundry machines, including washing machines, dryers, ironing stations, and related infrastructure.
3. Ensure installation of compliant plumbing, electrical, drainage, and ventilation systems.
4. Adhere to all university facility and safety standards during setup.

b. Service Delivery

1. Offer daily washing, drying, folding, and optional ironing services to students and staff.
2. Provide laundry packages suited to student needs (e.g., weekly, monthly bundles).
3. Maintain regular operating hours, including evenings and weekends, subject to university policy.
4. Ensure professional handling of garments and prompt service turnaround.

c. Staffing and Operations

1. Employ trained and courteous personnel to manage daily operations.
2. Ensure staff are uniformed, identifiable, and trained in customer service, hygiene, and safety.
3. Maintain high standards of cleanliness, professionalism, and accountability.

d. Maintenance and Hygiene

1. Conduct regular maintenance and servicing of all laundry equipment at service provider own cost.
2. Maintain cleanliness of the laundry premises at all times.
3. Properly manage waste and wastewater in accordance with environmental health standards and university regulations.

Terms and Conditions

a. Contract Duration

The contract shall be awarded for an initial period of two (2) years, renewable upon satisfactory performance and mutual agreement.

b. Utilities

The bidder shall be responsible for water and electricity usage, through a sub metre. The metre will be provided by the university.

c. Rent

Pay a fixed monthly rental fee to the university. The bidder to provide the financial proposal and agreed upon prior to contract signing.

d. Licensing and Compliance

The bidder must be a legally registered business in Kenya. Must obtain and maintain all necessary licenses and permits to operate a laundry business.

e. Insurance

The bidder shall insure all laundry equipment, Staff (as per labor laws), Customer garments in their care
The university shall not be liable for any damages, losses, or claims.

f. Branding and Promotion

Any branding, signage, or marketing material within the university must be pre-approved by the university administration. Promotions targeting students should maintain dignity, affordability, and relevance.

g. Code of Conduct

Staff must adhere to university decorum, including respectful interaction with students and staff.
No form of discrimination, harassment, or unprofessional conduct will be tolerated.

Bid Submission Requirements

1. Company profile and experience in similar setups (include references).
2. Detailed technical proposal, including:
 3. Laundry service plan
 4. Equipment list
 5. Staff structure and training plan
 6. Maintenance and waste management plan
 7. Proposed layout or schematic for laundry space setup
8. Financial proposal, including:
 - i. Pricing of services for students/staff
 - ii. Rental proposal
9. Valid business registration documents, tax compliance certificate, and business license.