



REQUEST FOR PROPOSAL

SOS/NO 0017/06/2026: REQUEST FOR PROPOSAL FOR PROPERTY MANAGEMENT AND REAL ESTATE AGENCY SERVICES.

1. Background

SOS Children's Villages Zambia is an independent, non-governmental social development organization that enables children to grow up in a loving home with parents or caregivers. SOS Children's Villages operates in more than 130 countries worldwide with the objective of creating a positive environment that maximizes opportunities for vulnerable children to develop, particularly those who have lost or are at risk of losing parental care.

In Zambia, SOS Children's Villages operates in four locations: Lusaka, Livingstone, Chipata, and Kitwe. The organization owns and manages various properties, including residential houses and social amenities such as schools, clinics, sports fields, and related infrastructure.

SOS Children's Villages Zambia invites proposals from qualified and experienced Real Estate Agents or Property Management Firms to manage its property portfolio across the four locations. This is a commission-based engagement suitable for a self-driven and results-oriented professional or firm capable of managing all aspects of property administration.

2. Eligibility Requirements

Interested bidders must submit the following documentation:

- a. Copy of Business Registration Certificate (PACRA Incorporation Certificate)
- b. Valid Tax Clearance Certificate
- c. Company Profile
- d. Names, qualifications, and experience of key personnel
- e. Proof of registration as a Real Estate Agent or Property Manager
- f. Minimum of five (5) years proven experience in real estate agency or property management services.

g. Demonstrated knowledge of the rental market in the following locations:

- Lusaka
- Livingstone
- Chipata
- Kitwe

h. Evidence of strong negotiation, communication, and stakeholder management skills

i. Demonstrated ability to work independently with minimal supervision

j. Knowledge of Zambian real estate laws, tenancy regulations, and lease administration

k. Ownership of reliable transport will be an added advantage

3.Scope of Services

The successful bidder will be responsible for the management of SOS Children's Villages Zambia properties, including but not limited to:

Tenant Management

- Advertising and marketing vacant properties
- Tenant sourcing, screening, and placement
- Conducting property viewings
- Maintaining tenant records

Lease Administration

- Preparation and execution of legally compliant tenancy agreements
- Management of lease renewals and terminations
- Ensuring compliance with lease terms and conditions

Rent Collection

- Collection and monitoring of rental payments
- Issuance of receipts and payment records
- Monthly rental reconciliations
- Follow-up on rental arrears and defaulting tenants

Property Maintenance

- Coordination and supervision of repairs and maintenance works
- Routine property inspections
- Monitoring contractors and service providers
- Ensuring properties remain in good condition

Reporting

- Submission of regular occupancy reports
- Rental income reports and reconciliations
- Maintenance reports and updates
- Property inspection reports with photographs

4. Proposal Requirements

Bidders must submit a detailed Property Management Proposal covering the following areas:

A. Service Delivery Approach

- Scope of services offered
- Tenant sourcing and screening procedures
- Rent collection methods
- Maintenance management processes
- Property inspection schedules
- Reporting procedures

B. Tenant Management Policies

- Tenant screening criteria
- Lease administration procedures
- Eviction procedures
- Complaint and dispute resolution processes

C. Reporting Framework

- Monthly financial reports
- Occupancy reports
- Maintenance reports
- Inspection reports with photographs

- Annual summaries for tax and investment purposes

5. Compensation

The engagement shall be on a commission-only basis.

The successful bidder shall indicate the proposed percentage commission to be charged on rental income collected and any other applicable fees.

6. Additional Information

Eligible bidders may obtain further information from:

Procurement Office

SOS Children's Villages Zambia

Plot No. 23217/35, PHI

Justo Mwale Road

Email: Procurement.NO@sos-zambia.org

All procurement-related communication shall be conducted strictly via email for documentation purposes.

7. Submission of Proposals

All bids/proposals must be submitted electronically to:

Procurement.NO@sos-zambia.org

Submission Deadline

Monday, 13th July 2026 at 17:00 hours

Late submissions shall not be accepted.

8. Vendor Eligibility Checklist.

Vendors are required to provide written confirmation and supporting documentation where applicable.

#	Criteria	Mark	Vendor feedback
1	Confirm your legal form of business (submit business registration certificate)	Submit	
2	Confirm your legal form of business (submit valid tax clearance certificate)	Submit	
3	Registration with the Zambia Institute of Estate Agents (ZIEA),	Submit	
4	Confirm that bankruptcy, winding up does not exist		
5	Confirm that no conviction for professional misconduct, fraud, corruption, insolvency exist	Confirm	
6	Confirm that no use of child labour or forced labour exist.	Confirm	
7	Confirm that conflict of interest does not exist	Confirm	
8	Confirm that no misrepresentation of information exists	Confirm	
9	Confirm acceptance of payment after delivery of service	Confirm	
10	Confirm availability of products or services on set dates	Confirm	

Vendor Declaration

I/We hereby certify that the information provided above is true and accurate and that all supporting documents submitted are valid and current.

Authorized Representative: _____

Position: _____

Company Name: _____

Signature: _____

Date: _____