



DEVTRACO COURTS RESIDENTS ASSOCIATION (DEVCRAS) CITY OF HOPE, COMMUNITY 25, TEMA

REQUEST FOR PROPOSAL (RFP)

27 July 2026

Dear Sir/Madam,

RE: REQUEST FOR PROPOSAL – PROVISION OF ESTATE MANAGEMENT SERVICES, DEVTRACO COURTS, CITY OF HOPE, COMMUNITY 25, TEMA

The Devtraco Courts Residents Association (“DEVCRAS”) invites your company to submit a proposal to provide comprehensive Estate Management Services for Devtraco Courts, City of Hope, Community 25, Tema, following the terms set out in this Request for Proposal (“RFP”).

DEVCRAS is the residents' registered association responsible for the community and is in the process of transitioning full estate management from the developer's management subsidiary to an independent, professional Estate Management Company, with a target handover date of 1st September 2026. This RFP, and the Terms of Reference governing its evaluation, have been presented to and accepted by residents.

1. Background

Devtraco Courts is a residential estate within City of Hope, Community 25, Tema, comprising condominiums and houses under the oversight of DEVCRAS, as the residents' registered Association. Since 1st June 2026, DEVCRAS has directly managed waste collection, water supply liaison, and general estate upkeep through an internal Liaison Team, as an interim measure. DEVCRAS is now seeking a qualified Estate Management Company to assume full, professional management of the estate.

2. Objective of this RFP

DEVCRAS seeks a company capable of delivering full estate management services, with a permanent on-site presence, professional systems for financial management and reporting, and a demonstrated ability to manage comparable residential estates. The successful company is expected to be fully operational on site from 1st September 2026.

3. Scope of Services Required

The successful company will be expected to deliver, at minimum:

- Estate security management – personnel, supervision, and access control, including operation of the Estate's Boom Barrier system.



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- Waste management coordination – oversight of contracted waste collection services across the estate.
- Water supply management – valve maintenance and liaison with the Ghana Water Company to resolve supply issues.
- General repairs, landscaping, fumigation and cleaning of all common areas.
- Collection and financial management of the Estate Management Fund (EMF), with transparent monthly reporting to DEVCRAS.
- Stakeholder engagement with utility providers, the District Assembly, Police Service, Fire Service, and other relevant bodies.
- A resident help-desk and complaints resolution system, with defined response-time standards.
- A full-time, on-site Estate Manager and support staff, plus a clear transition plan for taking over from the current arrangement with minimal disruption to residents.

4. Eligibility Requirements

To be eligible, your company must be able to demonstrate:

1. Valid registration and licensing as a company in Ghana, in good standing with the Registrar of Companies and applicable tax authorities.
2. A minimum of three (3) years' experience managing gated residential estates or communities of comparable size and complexity.
3. At least three (3) verifiable references from current or recent estate management clients.
4. Adequate financial standing, including the capacity to pre-finance operational costs such as staff salaries where billing cycles require it.
5. Appropriate insurance cover, or the ability to procure it, including public liability and cover for security personnel where applicable.
6. No material conflict of interest with the estate's current developer or its management subsidiary (JSA), or full disclosure of any such relationship.

5. Proposal Format & Required Contents

Proposals must be submitted in two clearly separated and independently sealed/attached parts: a Technical Proposal and a Financial Proposal. Do not combine pricing information within the Technical Proposal.

Technical Proposal must include:

- Company profile, certificate of incorporation, and evidence of relevant licences/registrations.
- A method statement addressing each service area listed in Section 3.



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- Evidence that your company has previously operated using measurable Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), including sample KPIs/SLAs used on comparable contracts and how performance against them was tracked and reported to clients.
- Proposed organisational and staffing structure, including CVs of key personnel, particularly the proposed on-site Estate Manager.
- A transition and implementation plan with a realistic timeline for taking over by 1st September 2026.
- At least three client references with names and contact details, and details of comparable estates managed.
- A signed conflict-of-interest declaration.

Financial Proposal must include:

- A detailed, itemised management fee structure and billing basis.
- Any additional, contingent, or pass-through costs, clearly identified and explained.
- Confirmation that the proposal remains valid and open for acceptance for a minimum of 90 days from the submission deadline.

6. Submission Instructions

- Proposals must be submitted electronically as PDF documents (Technical Proposal and Financial Proposal as separate files) to the email address given in Section 10, by the deadline in Section 9.
- Each file should be clearly named with your company's name and “Technical” or “Financial” as appropriate.
- Proposals received after the submission deadline will not be considered.
- Any request for clarification must be submitted in writing to the point of contact in Section 10 by the clarification deadline in Section 9. Responses will be shared with all invited companies to ensure fairness.
- Companies must not contact individual DEVCRAS Governing Council members, Evaluation Committee members, or residents directly regarding this RFP. All communication must go through the designated point of contact.

7. Evaluation Criteria

Proposals will be evaluated by an Evaluation Committee comprising DEVCRAS's Transition Team and two independent advisers with procurement and estate management experience, against the weighted criteria below. A minimum technical threshold applies before financial proposals are opened and scored.



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Evaluation Criterion	Weight	Focus
Company Profile, Track Record & References	20%	Experience managing comparable gated estates; verifiable references
Technical & Operational Proposal	25%	Approach to security, waste, water/utilities, maintenance, customer service; demonstrated track record of operating with measurable KPIs and SLAs
Staffing & Management Structure	15%	Proposed Estate Manager and key staff qualifications and structure
Financial Proposal & Value for Money	25%	Fee structure, cost transparency, competitiveness
Transition & Implementation Plan	10%	Realistic, low-disruption handover plan
Governance, Reporting & Compliance	5%	Reporting model, insurance, statutory compliance

Shortlisted companies may be invited to present their proposal to the Evaluation Committee and, where practical, to host a reference/site visit.

8. Indicative Timeline

Activity	Date	Time
RFP issued to prospective companies	Monday, 27 July 2026	10:00AM GMT
Deadline for written clarification questions	Wednesday, 5 August 2026	5:00 PM GMT



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DEVCRAS responses to clarifications circulated to all bidders	Friday, 7 August 2026	10.00AM GMT
Proposal submission deadline	Saturday, 15 August 2026	5:00 PM GMT
Eligibility screening & technical/financial evaluation	16 – 21 August 2026	–
Shortlisted company presentations	22 – 23 August 2026	–
Reference checks and site visits (where applicable)	24 – 25 August 2026	–
Evaluation Committee recommendation to Governing Council	26 August 2026	–
Governing Council decision	27 August 2026	–
Contract negotiation and signing	28 – 30 August 2026	–
Handover and onboarding of new Estate Manager	1 September 2026	–

9. Submission Deadline & Point of Contact

Proposals must be received no later than 5:00 PM GMT on Saturday, 15 August 2026.

All submissions and clarification requests should be directed to the Governing Council, Devtraco Courts Residents' Association. **Executive Secretary** can be reached on **0244651183** for submission of soft copy proposals.

Physical delivery of the hard copy proposals to Devtraco Courts Community 25, Tema is also acceptable.

10. General Terms & Conditions

- This RFP does not commit DEVCRAS to award a contract to any company, and DEVCRAS reserves the right to reject any or all proposals, request revised proposals, or cancel this process at any stage without liability.



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- DEVCRAS is under no obligation to select the lowest-priced proposal; award will be based on the weighted evaluation criteria in Section 7.
- Companies bear all costs associated with preparing and submitting their proposals.
- All information submitted will be treated as confidential by DEVCRAS and used solely for the purposes of this evaluation.
- The successful company will be required to enter into a formal management agreement with DEVCRAS, incorporating service-level standards, reporting obligations, fee terms, and termination provisions.

We look forward to receiving your proposal and thank you for your interest in supporting Devtraco Courts through this important transition.

2026 Governing Council