



**REQUEST FOR PROPOSAL**

**BRITAM LIFE IT PROJECTS RISK MANAGEMENT CONSULTANCY SERVICES**

**Release Date: Thursday November 19<sup>th</sup>, 2020**

**Last Date for Receipt of bids: Friday 4<sup>th</sup> December, 2020, 3.00 PM (GMT+3)**

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**EXPRESSSION OF INTENT TO PARTICIPATE IN TENDER**

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

This page is to be completed immediately and scan copy in PDF format e-mailed to [procurement@britam.com](mailto:procurement@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 Life Assurance Company (“Britam”) invites qualified firms to submit their proposals for the Provision of Risk Management Consultancy Services for its ongoing IT projects.

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 the Provision of Risk Management Consultancy Services for IT Projects in accordance with the requirements set out in this document. Within four (4) 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 [procurement@britam.com](mailto:procurement@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: [procurement@britam.com](mailto:procurement@britam.com). The subject on the email should be "CLARIFICATION ON THE RFP FOR PROVISION RISK MANAGEMENT CONSULTANCY SERVICES FOR BRITAM LIFE IT PROJECTS."

- All responses from Britam to the Bidder shall be channelled through the Procurement Manager.
- 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.
- All clarifications must be sought at the latest 3 days prior to the close of the RFP.

## 2 ABOUT BRITAM

### 2.0 Organization Profile

**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. Britam Life Assurance Company (Kenya) Ltd is a fully owned subsidiary of Britam Holdings Plc. For more information please visit <http://www.britam.com/>

### 2.1 Britam Vision

To be your most trusted financial partner.

### 2.2 Britam Mission

To provide outstanding financial services to our customers

### 3 OVERVIEW OF THE PROPOSAL

#### 3.0 Overview

In an effort to increase sales and improve customer service, Britam Life Assurance Company identified various initiatives to undertake. The initiatives form the Projects Portfolio for the Business Unit and commenced in the Financial Year 2019. The table below details the initiatives / projects.

Project	Solution	Implementation partner
Group Life and Credit Life	TBC	TBC
Digital Sales	TBC	TBC
Digital Service	TBC	TBC
Pensions	TBC	TBC
Individual Life	TBC	TBC
Payments	TBC	TBC
Cross functional initiatives	TBC	TBC
Others as may be assigned from time to time*	TBC	TBC

*\*See appendix 1 for comprehensive list*

#### 3.1 Objective of the Risk Management

The initiatives will drastically change Britam's internal control environment. The objective of the Risk Management review is to provide the Board and Management of Britam with assurance that: -

1. The processes adopted in implementation of the new systems are appropriate.
2. Project risks are identified, analysed, mitigated and monitored throughout the project.

The engagement will adopt a risk based approach focusing on the areas expected to have the greatest impact on the IT systems to be delivered by the project.

### 3.2 Scope of Work

While different partners will adopt different approaches to implementing the systems, the key milestones and principles are expected to be the same. The consultant is expected to provide Risk Management services across the projects. For each project, the explicit scope inclusions are detailed in the table below.

<b>Project phase</b>	<b>Areas of focus</b>
Plan Risk Management	<ul style="list-style-type: none"> <li>Review the project charter, project management plan, project documents, enterprise environmental factors and organisational process assets for all projects.</li> <li>Based on the review of the documents highlighted above, develop a risk management plan.</li> </ul>
Identify Risks	<ul style="list-style-type: none"> <li>Review the project management plan, project documents, agreements, procurement documentation, enterprise environmental factors, organisational process assets to identify risks that face the projects.</li> <li>Based on the review, identify the various risks that face the projects and document these in a risk register and risk report.</li> </ul>
Perform Risk Assessment	<ul style="list-style-type: none"> <li>Using the risk assessment matrix, identify the probability and impact of the risks identified.</li> <li>After completion of the risk assessment update the risk register and risk report.</li> </ul>
Plan Risk Responses	<ul style="list-style-type: none"> <li>Discuss the risks identified with the project managers, project owners and process owners and brainstorm on plan risk responses to mitigate against the risks.</li> <li>Review the project management plan, project documents, enterprise environmental factors and organisational process assets together with project managers, project owners and process owners to identify key changes that need to be made after identification of the plan risk responses.</li> <li>After these discussions, project coordinators and managers will document the results in the change requests, project management plan updates and project documents updates.</li> </ul>
Implement Risk Responses	<ul style="list-style-type: none"> <li>Confirm that the change requests and project documents updates incorporate the risk responses identified.</li> </ul>
Monitor Risks	<ul style="list-style-type: none"> <li>Carry out audits and meetings to monitor the risks identified, risk responses and their implementation.</li> <li>The results of risk monitoring will be updated in the risk registers and risk reports.</li> </ul>



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## 4 FORMAT OF RESPONSE TO TENDER

### 4.0 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.

#### 4.1 General Information about the firm

Provide the following documentation in respect of your company or in respect to individual applicants:

- Certificate of Registration or Incorporation (for companies)
- Current Trade Licence/Business Permits (s) (for companies)
- PIN certificate (applicable for company and those applying as individuals)
- VAT compliance certificate (applicable for company and those applying as individuals)
- CR12 for companies – Those applying as individual applicants to provide copies of ID/Passport
- Company Profile, with a clear organogram and area of speciality (for companies). Individual applicants to provide their CVs and area of speciality.
- Sign and return Britam NDA and Supplier Code of Conduct (to be provided as a link in Britam website)

#### 4.2 Organization of the firm/individual applicants

- Depth of the firm's/individual applicants practice in serving global clients of the scale and scope of Britam.
- Briefly highlight the profiles and technical qualifications of key staff to be involved in the project – experience in systems audit should be highlighted.
- Statement summarizing the benefit to Britam of engaging the firm/engaging the individual applicant

#### 4.3 Reference Sites

Statement of capabilities and references in similar projects undertaken over the last five years including a brief description of the projects undertaken and reference letters. There will be an added advantage if the firm/individual has relevant experience with a similar insurance an asset management company in Africa.

By responding to this Tender the service provider confirms that they have no objection to Britam obtaining independent references from their current customers in furtherance of this Tender.

#### **4.4 Particulars of the Project Deliverables**

This section shall provide details including but not limited to your project methodology and major project milestones and deliverables per phase of the project as outlined in paragraph 3.2

#### **4.5 Bid Preparation and Submission**

Bid documents should be put in plain sealed envelopes labelled as below and dropped in the tender box located on 5<sup>th</sup> floor Britam Centre, Nairobi.

### **RFP FOR PROVISION OF RISK MANAGEMENT CONSULTANCY SERVICES – BRITAM LIFE IT PROJECTS**

Tenders may also be posted 7 days earlier than the deadline to:

The Procurement Manager  
Britam Head Office  
Mara / Ragati Road Junction, Upper Hill  
P. O. BOX 30375 – 00100 NAIROBI

And marked at the top **“DO NOT OPEN BEFORE DECEMBER 4<sup>th</sup> 2020, 3:00 PM (GMT +3)”**

Offers must be submitted in two separate documents, a technical and commercial bid and must be submitted in separate files envelopes, clearly labelled as:

- The file with the technical proposal should be identified as follow  
**NAME OF THE COMPANY, TECHNICAL PROPOSAL FOR PROVISION OF RISK MANAGEMENT CONSULTANCY SERVICES – BRITAM LIFE IT PROJECTS**
- The file with commercial proposal should be identified as follows:  
**NAME OF THE COMPANY, COMMERCIAL / FINANCIAL PROPOSAL FOR PROVISION OF RISK MANAGEMENT CONSULTANCY SERVICES – BRITAM LIFE IT PROJECTS**

A soft copy of the bid should also be submitted on CD together with the bid documents through the tender box. No soft copy submission of the bid shall be made through any electronic means prior to the bid opening. Any such electronic submission shall lead to disqualification of the bid.

## **5 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.

### **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**

- 5.6.1. Delivery and performance of the Transaction shall be made by the successful Bidder in accordance with the time schedule as per Agreement.
- 5.6.2. 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.

- 5.6.3. 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 5.8.

### **5.7. 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.

### **5.8. 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.

### **5.9. 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.

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

The successful bidder:

- 5.10.1. 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.
- 5.10.2. 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.

- 5.10.3. Will be responsible for managing the activities of its personnel, or subcontracted personnel, and will hold itself responsible for any misdemeanours.
- 5.10.4. 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

### **5.11. PAYMENT TERMS**

Britam will not make any payments in advance. Britam will issue an LPO for all services required and the LPO will be paid 30 days from receipt of invoices in arrears.

Britam will not accept partial deliveries and neither will it make partial payments.

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## **6 BRITAM SUPPLIER CODE OF CONDUCT**

### **6.1 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. 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 into 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.

### **6.2 PROVISIONS**

In particular, Suppliers must comply with the following:

#### **6.2.1 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-time act in a manner that will uphold and encourage healthy competition. The applicable anti-trust legislation with regard to Kenya operations is the Restrictive Trade Practices, Monopolies and Price Control Act (Cap 504 Laws of Kenya).

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

##### *6.2.2.1 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.

#### *6.2.2.2 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 – KShs 1500 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.

#### *6.2.2.3 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.

### **6.2.3 Compliance and implementation**

#### *6.2.3.1 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 (Cap 486 Laws of Kenya) or applicable local or Kenyan revenue legislation.

#### *6.2.3.2 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.

#### **6.2.4 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

Procurement [procurement@britam.com](mailto:procurement@britam.com)

#### **6.2.5 Variations**

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

## Appendix 1: Scope of Projects Portfolio – Britam Life Assurance Co. (K) Ltd.

No.	Program	Project
1	Digital Sales	Corporate Website
		Mobile App
2	Self-Service for Retail Life Insurance Products	Customer Portal
		Mobile App
3	Retail Life Business Process Optimization	New Post Covid Operations Model
		iGas & Image Now Enhancements
		Integrations (i.e. ERP, iGas, Image Now & CRM)
4	Corporate Life Business Process Optimization	New Post Covid Operations Model
		Procurement & implementation of a new group life system
5	Pensions Business Process Optimization	New Post Covid Operations Model
		Fundmaster XI Enhancements
6	Self-Service for Pensions Products	Annuities & Income Drawdown (Customer Portal & Mobile App)
		Corporate Customers & Scheme Members

<b>8</b>	Operational Excellence	Lean Six Sigma Process Improvement Initiatives
		Automation of Commission Processes
		Automation of Workflows & Document Management
		Partner Portal for Medical Doctors/Reports
		Automation of Process & Procedure Documentation
		ERP Enhancements
<b>9</b>	Business Intelligence	Sales & Operational reports
		Management dash boards
<b>10</b>	IFRS 17	Depends on initiatives cascaded from Britam Group