



**REQUEST FOR PROPOSAL**

**PROVISION OF A PRIVILEGE ACCESS MANAGEMENT SECURITY SOLUTION**

**RFI-2024-004/0001**

**RELEASE DATE:** 30th April 2024

**CLOSING DATE:** 24<sup>th</sup> May 2024

## Table of Contents

<b>EXPRESSION OF INTENT TO PARTICIPATE IN TENDER.....</b>	<b>4</b>
<b>1 INTRODUCTION.....</b>	<b>5</b>
1.0 Purpose of the Tender .....	5
1.1 Acknowledgement of Bidding Documents .....	5
1.2 Point of Contact .....	5
<b>2 ABOUT BRITAM HOLDINGS PLC.....</b>	<b>6</b>
2.0 Organization Profile .....	6
2.1 Britam Vision.....	6
2.2 Britam Mission.....	6
<b>3 OVERVIEW OF THE PROPOSAL .....</b>	<b>7</b>
3.0 Overview.....	7
3.1 Objective of the RFP.....	7
3.2 Scope of Work.....	7
3.3 System Requirements.....	7
3.4 Quantity .....	9
3.5 Qualifying criteria and Requirements.....	9
<b>4 FORMAT OF RESPONSE TO TENDER.....</b>	<b>10</b>
4.0 MANDATORY Information to be provided by bidders.....	10
4.1 General Information about the firm.....	10
4.2 Bid Preparation and Submission.....	10
<b>5 GENERAL CONDITIONS OF CONTRACT.....</b>	<b>11</b>
5.1. INTRODUCTION .....	11
5.2. AWARD OF CONTRACT.....	11
5.3. APPLICATION OF GENERAL CONDITIONS OF CONTRACT.....	11
5.4. BID VALIDITY PERIOD .....	11
5.5. NON-VARIATION OF COSTS.....	11
5.6. DELAYS IN THE BIDDER'S PERFORMANCE .....	12
5.7. LIQUIDATED DAMAGES FOR DELAY .....	12
5.8. GOVERNING LANGUAGE.....	12
5.9. APPLICABLE LAW.....	12
5.10. SUCCESSFUL BIDDER'S OBLIGATIONS .....	12
<b>6 BRITAM SUPPLIER CODE OF CONDUCT.....</b>	<b>14</b>
6.1 GENERAL.....	14
6.2 PROVISIONS .....	14
6.2.1 Relations with competitors.....	14
6.2.2 Bribes, Conflicts of Interest, Gifts and other Courtesies .....	14
6.2.2.1 Bribes.....	14
6.2.2.2 Gifts and other business courtesies.....	14
6.2.2.3 Conflicts of Interest .....	15
6.2.3 Compliance and implementation.....	15
6.2.3.1 Licenses and Returns.....	15
6.2.3.2 Taxation, Financial Integrity and Retention of Records.....	15
6.2.4 Violations.....	16

---

6.2.5 *Variations*..... 16

**EXPRESSION OF INTENT TO PARTICIPATE IN TENDER**

This form is to be completed on receipt of the tender document from Britam Holding Company (Kenya) Limited.

This page is to be completed immediately and scan copy in PDF format e-mailed to Procurement [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 Holding Company Limited ("Britam") invites qualified firms to submit their proposals for the provision of a Privilege Access Management Security Solution.

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 RFI for information that is confidential and therefore commits in equal terms to reciprocal confidentiality.

### 1.1 Acknowledgement of Bidding Documents

Britam invites proposals for **Privilege Access Management Security Solution** in accordance with the requirements set out in this document. Within **three (3) 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 RFI 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 OF PRIVILEGE ACCESS MANAGEMENT SECURITY SOLUTION"**

- All responses from Britam to the Bidder shall be channelled through the Procurement Officer.

- 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 5 days prior to the close of the RFP.

## 2 ABOUT BRITAM HOLDINGS PLC

### 2.0 Organization Profile

**Britam Holdings PLC** ("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. For more information, please visit <http://www.britam.com>.

The Group offers a wide range of products and services to individuals, small businesses, corporations, and government entities. The range of products includes life insurance, pensions, health insurance, and general insurance through its insurance businesses in the region. The financial solutions which include, unit trusts, investment planning, wealth management, offshore investments, retirement planning and discretionary portfolio management which are offered through its asset management business. In addition, the company carries out property development, and also has substantial investments in the banking sector. For More information, please visit <http://www.britam.com>

### 2.1 Britam Vision

To be LEADING diversified financial services company in our chosen markets across Africa.

### 2.2 Britam Mission

Providing you with financial security EVERY STEP OF THE WAY.

### **3 OVERVIEW OF THE PROPOSAL**

#### **3.0 Overview**

Suppliers are key stakeholders in the operation of Britam Holdings Plc. Their on boarding process is required to be fair, transparent and competitive devoid of any malpractices as provided for in the Procurement Policy. To achieve this objective, the process of prequalification shall be carried out through a third-party consultant with proven track record in delivery and execution with utmost professionalism.

#### **3.1 Objective of the RFP**

Britam seeks to contract a company to supply and install a privilege access management security solution to cover the entire Britam domain, cloud and on prem.

#### **3.2 Scope of Work**

The privilege management security solution should meet the below expectations.

##### **1. Track and Secure Every Privileged Account:**

- Continuously discover privileged accounts.
- Develop governance for privileged access.
- Remove inappropriate privileged access.

##### **2. Govern and Control Access:**

- Implement effective life cycle processes for privileged accounts.
- Enable just-in-time access to minimize standing privileges.
- Ensure appropriate access without compromising security.

##### **3. Record and Audit Privileged Activity:**

- Deploy privileged (administrative) session recording for visibility.
- Analyze recorded sessions to detect anomalies.
- Maintain a comprehensive audit trail.

##### **4. Training & Support:**

- Provide handover training to the team for day-to-day management of the solution.
- Provide vendor training for two people.

#### **3.3 System Requirements.**

<b>Requirements</b>	<b>Requirement Classification</b>
<b>Have the ability to group and identify all IT admin Users</b>	<b>Functional</b>
Develop an access requirements matrix based on User IT Business Role and their access requirements (Application of Least Privileged Access Management)	Functional
<b>Ability to identify all access accounts on the infrastructure stack and the associated permissions and entitlements</b>	<b>Functional</b>
<b>Ability to classify and categories infrastructure Access Accounts</b>	<b>Functional</b>
Ability to apply a risk score to the access accounts depending on the permission and entitlements and level of control required	Functional
Ability to classify these access accounts according to access account type	Functional
<b>Ability to identify which access accounts require PAM Controls, and apply the appropriate PAM Controls:</b>	<b>Functional</b>
Ability to secure password in an electronic password vault	Functional
Ability to rotate passwords for built-in accounts	Functional
Ability to link Generic Accounts to Named Users	Functional
Applying "Least Privileged Permission" when granting access on PAM Accounts	Functional
Ability to set Time Based expiry on access	Functional
Ensuring PAM account passwords always remain invisible (or if exposed are reset immediately after use)	Functional
System access logs	Functional
Session monitoring & recording for high-risk accounts	Functional
Session transcribing & interpretation for high-risk accounts	Functional
Session halting (Preventing actions within the session) for high-risk accounts	Functional
Triggering alerts / alarms for high-risk accounts	Functional
Audit trail of events	Functional
<b>Create the supporting approval workflow mechanisms for the use of Privileged Accounts (i.e., linking to Helpdesk Control authorization process)</b>	<b>Functional</b>
Create the functionality to increase access accounts risk Score depending on what High-Importance application makes use of the infrastructure	Performance Efficiency
<b>Create the required workflow mechanism to support access control Processes</b>	<b>Functional</b>
Create the ability to compare Access Account on end points against authorized access requests, with the intention of identifying un-authorized access being granted	Security
<b>Create a Privileged User access control dashboard detailing access across each area as well as per high-priority application</b>	<b>Functional</b>
Ensure Password Management on access accounts is in place	Security
Create the ability to report on area's where Password Management is restricted	Security
<b>Ability to vault all SSH key-pairs and rotate them on a routine basis</b>	<b>Security</b>
<b>Provide High Availability setup for business continuity.</b>	<b>Functional</b>



### 3.4 Quantity

1. Britam Internal admins – 10
2. Third Party (Vendors) – 10 concurrent sessions
3. Vendor training for 2 people.

### 3.5 Qualifying criteria and Requirements

The proposed solution should meet the following criteria.

- Must be a partner of Delinea (Thycotic), CyberArk or Wallix.
- Demonstrate capability to install and maintain Privilege Access Management Solution.
- Individual technical skill in relation to maintain Privilege Access Management deployment.
- Vendor capability to cover regional project.
- Provide training and support.
- Support a hybrid setup, cloud on prem setup.

The vendor should highlight resource requirement (Storage, RAM e.t.c) for the setup proposed.

#### Technical Proposal

Potential respondent to provide the following **mandatory** information.

- I. **Company Profile:** Document detailing the company including its background, Products & services, clients, and expertise.
- II. **Functional documentation:** Comprehensive product/system documentation detailing the systems functional capabilities.
- III. **Technical documentation:** Comprehensive system technical documentation detailing the following.
  - Detailed System architecture
  - Detailed proposed deployment architecture and Deployment specification (e.g. server and storage specifications)
  - Security overview of the system
  - System dependencies and accompanying products.
  - API catalogue for out of the box APIs
- IV. **Product roadmap:** Comprehensive Product/System roadmap detailing past and future releases.
- V. **Project execution Plan:** Comprehensive and clear project execution plan with timelines for each activity.
- VI. **Project Team:** Documentation detailing the proposed project team including the Professional qualifications, experience, and role.

- VII. **Project governance structure:** document detailing the Respondent project governance structure detail the escalation matrix, risk management and problem management policy.
- VIII. **System maintenance and support plan:** Document detailing Respondent proposed post implementation system maintenance and support plans.
- IX. **References:** Potential vendor to provide references and summary of similar jobs undertaken in last 3 years. Kindly following details project baseline and actual timelines, project scope, project outcomes.

### Financial Proposal

- I. Provide competitive financial proposal detailed financial proposal.

## 4 FORMAT OF RESPONSE TO TENDER

### 4.0 MANDATORY 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.

- (i) **Certificate of registration** (or its equivalent) that is valid in accordance with any legally recognised jurisdiction.
- (ii) **Tax compliance certificate** (or its equivalent) that is valid in accordance with any legally recognised jurisdiction.
- (iii) Current County **Trade license/Business permit**
- (iv) **Accreditations** or a licence where applicable
- (v) **Company Profile**, with a clear **organogram** and area of speciality
- (vi) List of **Directors** (Name, ID Number/passport number, Nationality, Telephone and physical address)
- (vii) Britam **Non-Disclosure Agreement** (document to be provided to accompany this RFI)
- (viii) Britam **Supplier Code of Conduct** (document to be provided to accompany this RFI)
- (ix) Britam Business Litigation and Probity; and Lead Time and Credit Period Declaration Form (document to be provided to accompany this RFI).

### 4.2 Bid Preparation and Submission

#### RFP for provision of a Privilege Access Management Security Solution RFI-2024-04/0001

All Tenders may also be posted/ delivered earlier than the deadline to the below email:

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

with a clear subject line “*RFP for provision of a Privilege Access Management Security Solution RFI-2024-04/0001*”

Offers must be submitted in two separate documents, 1(one) technical- and 1 (one) commercial bid, **password protected** and clearly identified as:

- The file with the technical proposal should be identified as follows:  
**NAME OF THE COMPANY, TECHNICAL PROPOSAL FOR PROVISION OF A PRIVILEGE ACCESS MANAGEMENT SECURITY SOLUTION**
- The file with commercial proposal should be identified as follows:  
**NAME OF THE COMPANY, COMMERCIAL / FINANCIAL PROPOSAL**

## **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 5.7.

## **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 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.

## 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

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 times act in a manner that will uphold and encourage healthy competition.

#### 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 – Kes1500 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.

#### *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.