



REQUEST FOR PROPOSAL

RFP FOR PROVISION OF QUALITY ASSURANCE AND QUALITY CONTROL SERVICES

RFP-2025-007/002

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CLOSING DATE: 18th JULY 2025 3 PM EAT

RFP for PROVISION OF QUALITY ASSURANCE AND QUALITY CONTROL SERVICES.

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RFP for PROVISION OF QUALITY ASSURANCE AND QUALITY CONTROL SERVICES.

EXPRESSSION OF INTENT TO PARTICIPATE IN TENDER

This form is to be completed on receipt of the tender document from Britam Holding PLC.

This page is to be completed immediately and scan copy in PDF format e-mailed to Procurement tenders@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 provision of **QUALITY ASSURANCE AND QUALITY CONTROL SERVICES**.

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 **RFP for Provision of Quality Assurance and Quality Control Services** 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 tenders@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.

RFP for PROVISION OF QUALITY ASSURANCE AND QUALITY CONTROL SERVICES.

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: tenders@britam.com . The subject on the email should be **"CLARIFICATION ON THE RFP FOR PROVISION OF QUALITY ASSURANCE AND QUALITY CONTROL SERVICES"**.

- 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 has substantial investments in the banking sector. For More information, please visit <http://www.britam.com>

2.1 Britam's Vision

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

2.2 Britam's Mission

Providing you with financial security EVERY STEP OF THE WAY.

3 OVERVIEW OF THE PROPOSAL

3.0 Overview

Britam Holdings PLC (Britam) is seeking the services of a qualified and experienced firm to provide Quality Assurance and Quality Control (QA & QC) services to ensure that Britam's systems consistently meet defined quality standards, align with user and business requirements, and operate reliably and securely. The engagement will adhere to relevant ISO standards for system quality assurance and control, including but not limited to ISO/IEC 25010 (Software Quality Model), ISO/IEC/IEEE 29119 (System Quality Framework), ISO/IEC 12207 (Software Lifecycle Processes), ISO/IEC 27001 (Information Security Management), and ISO/IEC 20000 (IT Service Management). These standards will guide the implementation of structured, consistent, and auditable quality management processes across Britam's technology landscape.

3.1 Objective of the RFP

The objective of this engagement is to ensure that projects are delivered on time, within budget and are of the desired quality through:

- Well defined business requirements,
- structured testing processes,
- Minimized defects in production (early defect detection and prevention).
- Comply with ISO best practices and standards: -support in ensuring quality standards and best practices are enforced during all stages of project implementation and system implementation.

3.2 Scope of Work

The selected service provider will be responsible for providing qualified staff on a need basis to handle the following areas:

a) Quality Assurance

Quality Assurance is a proactive and process-oriented approach that focuses on preventing defects in products or services by ensuring that the processes used to manage and create deliverables are followed correctly.

To achieve this the following will be expected from the resource(s) provided:

1. Develop and maintain quality in development, selection and implementation of systems (and system changes) and products, assurance on policies, procedures, and success criteria across the Britam Group.
2. Ensure that value processes are in place, maintained throughout the IT systems implementation and software development life cycles and reviewed/revisited periodically to ensure all standard operating procedures reflect the most up-to-date, internationally accepted practices.
3. Enforce compliance with evolving innovations and support responsiveness to (and adoption of) new technologies.
4. Verify documentation and review of existing project implementation, administrative and internal control (processes and systems) making appropriate recommendations and follow-ups for improvement.
5. Evaluate and enforce the systems implementations' Test Strategies and Test Plans defining the quality approach, timeline, entry/exit criteria for all assigned projects.
6. Actively contributes to project planning including contingency planning, risk assessment, tracking and management of progress, issues, risk and resources.

7. Provide effective and timely communication of project status, progress, issues and risks to the Project Manager and Project Owner.
8. Prepare and present reports to the project's Steering Committee(s), the Board Audit & Risk Committee and the Board IT Committee (when required), clearly describing the key gaps and practical recommendations for improvement.
9. Attend and participate in Management meetings (when invited) to enhance understanding of Britam's strategy.
10. Identify and analyze issues gaps, and other problems, particularly when such gaps recur in multiple projects; recommends and facilitates solutions to these issues.
11. Formulate timely reports on project quality status and documentation to track progress in assigned projects.
12. Identify training requirements with project teams. Conduct user training on quality assurance i.e. policies, standards and best practices.
13. Communicate quality standards and parameters to Project Teams, product development team, IT and other appropriate members of staff.
14. Demonstrates subject matter expertise in all assigned projects and tasks.
15. Maintain documentation of project audits and quality assurance activities.

b) Quality Control

A Quality Control (QC) team in systems development, selection, and implementation will have the role of ensuring that the final product or system meets the defined quality standards and user requirements. QC will primarily be concerned with **detecting and correcting defects** in the actual product / system, a reactive and product-oriented approach that focuses on identifying defects in the actual products or services through inspection, testing, and review.

Summary of deliverables:

A breakdown of the key deliverables, categorized by the phases of systems development, customization, selection, and implementation:

a. Deliverables During Systems Development (Design & Coding Phases):

| No. | Name | Description | Purpose |
|-----|---------------------------------|---|---|
| 1 | Test Plan Document: | A comprehensive document outlining the overall strategy, scope, objectives, resources, schedule, and types of testing to be performed. It defines what will be tested, how it will be tested, who will do it, and when as per the defined business requirements | Provides a roadmap for all testing activities and ensures alignment among stakeholders. |
| | Test Cases Scenarios: | Detailed step-by-step instructions for executing specific tests, including pre-conditions, input data, expected results, and post-conditions. | Ensures thorough and consistent testing, allowing for repeatable verification of functionalities. |
| | Test Data Sets: | The actual data (e.g., user profiles, transaction details, specific values) are used to execute the test cases. This can include positive, negative, boundary, and edge case data. | Simulates real-world scenarios and helps uncover issues related to data handling. |
| | Defect Reports/Bug Logs: | Detailed documentation of every identified defect or bug. Each report includes a unique ID, description, steps to reproduce, actual vs. expected results, severity, priority, screenshots/videos (if applicable), and status. | Facilitates clear communication with development teams for bug fixing and tracking the resolution progress. |
| | Test Reports: Summary | A consolidated report providing an overview of testing activities for a specific phase or build. It includes information on test coverage, number of tests executed, passed/failed tests, number of defects found, resolved defects, re-opened defects, and overall quality assessment. | Communicates the quality status to project management and stakeholders, helping them make informed release decisions. |

| No. | Name | Description | Purpose |
|-----|-----------------------------|--|--|
| | Traceability Matrix: | A table or document that maps requirements to test cases. It ensures that every requirement has at least one corresponding test case. | Guarantees comprehensive test coverage and verifies that all specified requirements are being tested. |
| | Performance Testing: | Documentation of the results from performance testing (e.g., load testing, stress testing). Includes metrics like response times, throughput, error rates, resource utilization (CPU, memory), and scalability analysis. | Identifies performance bottlenecks and ensures the system can handle expected user loads and data volumes. |
| | Security Testing: | Reports detailing identified security vulnerabilities, potential exploits, and recommendations for remediation. This may include findings from penetration testing, vulnerability scanning, etc. | Helps secure the system against malicious attacks and data breaches. |
| | Usability Testing: | Documentation of findings from usability testing, highlighting areas where the user interface or workflow could be improved for better user experience. Includes user feedback and observations. | Ensures the system is intuitive, efficient, and user-friendly. |

b. Deliverables During System Selection:

| No. | Name | Description | Purpose |
|-----|--|---|--|
| 1 | Quality Evaluation: | Assessments of potential vendor systems based on predefined quality criteria (e.g., performance benchmarks, security compliance, usability metrics, integration capabilities). | Provides objective data to support the decision-making process for system selection. |
| | Proof-of-Concept Test Results (where applicable): | Detailed reports on the outcomes of hands-on testing of shortlisted vendor solutions against critical business requirements and quality standards during a POC phase. | Verifies the practical applicability and quality of a system before a full commitment. |
| | Risk Assessment (Quality-focused): | Documents show potential quality-related risks associated with different system choices, such as integration complexities, known defects in third-party components, or scalability limitations. | Inform stakeholders about potential quality pitfalls and helps in mitigation planning. |

c. Deliverables During System Implementation:

| No. | Name | Description | Purpose |
|-----|--|---|--|
| 1 | User Acceptance Testing (UAT): | A formal document summarizing the results of UAT, including test cases executed by end-users, defects found, and formal signoffs from business stakeholders indicating their acceptance of the system. | Confirms that the system meets business requirements and is ready for deployment from the users' perspective. |
| | Data Migration & Validation: | Documentation confirming the accuracy, completeness, and integrity of data migrated from legacy systems to the new one. This includes reconciliation reports. | Ensure that critical business data is correctly transferred and usable in the new system. |
| | Integration Testing: | Verifying that the newly implemented system integrates seamlessly and correctly with other internal and external systems. | <ul style="list-style-type: none"> Confirms interoperability and data flow between connected systems. |
| | Deployment Verification (Smoke Test): | <ul style="list-style-type: none"> A quick, high-level verification immediately after system deployment to ensure that critical functionalities are working as expected in the production environment. | <ul style="list-style-type: none"> Provides an immediate "all clear" signal post-deployment. |
| | Post-Implementation Defect identification and monitoring: | <ul style="list-style-type: none"> A log specifically for tracking any issues or bugs discovered in the live production environment shortly after go-live. | <ul style="list-style-type: none"> Manages and prioritizes immediate post-launch issues. |

| | | | |
|--|---|--|---|
| | Lessons Learned (Quality-focused): | <ul style="list-style-type: none"> A document summarizing insights gained from the entire system development, selection, and implementation process specifically related to quality control, identifying what worked well and what could be improved for future projects. | <ul style="list-style-type: none"> Drives continuous improvement in quality processes and methodologies. |
|--|---|--|---|

3.3 Roles and Responsibilities

Service Provider:

- Assign a qualified and experienced QA and QC resources preferably ISTQB-certified personnel (minimum of Foundation Level) as requested.
- Ensure adherence to defined quality processes and timelines.
- Introduction or suggestion of test management tools for use during testing

Management of the assigned staff Britam (Client):

- Provide access to system documentation, environments, and key stakeholders.
- Provide a functional laptop.
- Provide access to facilities for work-related purposes.
- Review and approve test artifacts.
- Facilitate knowledge transfer and clarify requirements.
- Provide guidance and oversight through the in-house QA resource

Note: All documents, data and reports must be centrally stored in a shared folder and remain Britam's property.

3.4 Duration

The initial engagement period is 6 months, with an option for extension based on performance and project requirements.

3.5 Performance Metrics

Quality project delivered as per the expected scope and standard

- % Test Case Coverage
- Mean Time to Detect (MTTD) and Resolve (MTTR)
- Compliance with laid out SLAs and KPIs
- Change Management plan

3.6 Compliance Requirements

- All activities must comply with relevant QA & QC international standards (ISO)
- Must follow GDPR/data protection guidelines if handling sensitive user data.
- Adhere to relevant Britam's internal policies and procedures

3.7 Reporting and Communication

- Weekly/milestone-based review meetings with the internal QA lead in liaison with project managers, team members and business owners.
- Real-time updates via test management tools.
- Monthly performance review meetings.
- Update of project document repository

3.8 Technical Proposal

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

- I. **Company Profile:** Document detailing the company including its background, Products & services, clients and expertise
- II. **Product roadmap:** Comprehensive Product/System roadmap detailing past and future releases
- III. **Project execution Plan:** Comprehensive and clear project execution plan with timelines for each activity.
- IV. **Project Team:** Documentation detailing the proposed project team including the Professional qualifications, experience and role.
- V. **Project governance structure:** document detailing the Respondent project governance structure detail the escalation matrix, risk management and problem management policy.
- VI. **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.

3.9 Financial Proposal

- I. Provide competitive financial proposal detailing the following (please include applicable taxes);

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** 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 RFP)
- (viii) Britam **Supplier Code of Conduct** (document to be provided to accompany this RFP)
- (ix) Britam Business Litigation and Probity; and Lead Time and Credit Period Declaration Form (document to be provided to accompany this RFP).

4.2 Bid Preparation and Submission

RFP For Provision of Quality Assurance and Quality Control Services RFP-2025-007-002

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

tenders@britam.com

with a clear subject line "*RFP FOR P PROVISION OF QUALITY ASSURANCE AND QUALITY CONTROL SERVICES RFP-2025-007/002*"

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 QUALITY ASSURANCE AND QUALITY CONTROL SERVICES.

- 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

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 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.

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 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 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

6.2.5 Variations

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