



**REGISTRATION OF DEBT COLLECTORS FOR
THE YEARS 2023-2026**

TENDER NO. KRC/2023/139

REGISTRATION OF DEBT COLLECTORS

- i. The Kenya Reinsurance Corporation intends to Register debt collectors for the provision of debt collection services for the financial years 2023 to and 2026. Interested eligible debt collectors are invited to apply for registration.

TENDER NUMBER: KRC/2023/139 PROVISION OF DEBT COLLECTION SERVICES

Reference Number	DESCRIPTION/CATEGORY	ELIGIBILITY
KRC/2023/139	PROVISION OF PROFESSIONAL DEBT COLLECTION SERVICES FOR THE YEARS 2023 TO 2026	OPEN

- ii. Interested and eligible applicants may download the registration document from the Kenya Reinsurance Corporation website www.kenyare.co.ke free of charge or from the **Public Procurement Information Portal (PPIP)** at <https://tenders.go.ke/>. Complete registration documents MUST be submitted in plain sealed envelopes clearly marked **KRC/2023/XXX Provision of professional debt collection Services for the years 2023 to 2024**. All bidders interested in participating in the tender are required to forward their contact details on email to procurement@kenyare.co.ke in case of any further tender addendum.
- iii. Completed registration documents, in a plain sealed envelope, clearly marked **“REGISTRATION OF DEBT COLLECTORS FOR 2023 to 2026”** and bearing the respective **REFERENCE NUMBER & CATEGORY** but no indication of the applicant, and deposited in the Tender Box located on the **16th floor of Reinsurance Plaza Aga Khan Walk NAIROBI** or be sent to:

**Managing Director
Kenya Reinsurance Corporation, Ltd
Reinsurance Plaza, Nairobi
Aga Khan Walk
P.O. Box 30271 - 00100
NAIROBI**

- iv To be received by **14TH JUNE 2023 at 10.00 a.m.** The registration documents will be opened the same day and time in the Corporation’s Boardroom in the presence of bidders or their representatives who choose to attend. Applications received late will not be accepted.

GENERAL INSTRUCTIONS

1. You are requested to provide all the general information as per the prequalification document.
2. The Corporation attaches great importance to correct information given. If the information given is found to be incorrect in any respect, the applicant shall be rendered ineligible for registration.
3. The Corporation serves the right to visit and inspect business premises of all the applicants to verify the information provided.
4. This document is eligible for one category only.
5. All information provided will be treated as confidential.
6. Your prequalification document should be submitted spiral/velo bound and properly page numbered. The Corporation shall not be responsible for loss of documents not bound/loose.

REGISTRATION INSTRUCTIONS

1.1 Introduction

The Kenya Re would like to invite interested candidates who must qualify by meeting the set criteria as provided to perform the contract for the provision of debt collection services.

1.2 Prequalification Objective

The main objective is to provide debt collection services to the Corporation as and when required during the stated period.

1.3 Invitation of prequalification

Debt collectors registered with Registrar of Companies under the Laws of Kenya in respective services are invited to submit their registration documents to the Corporation so that they may be registered for the provision of debt collection services.

1.4 Experience

Prospective debt collectors must have carried out successful delivery of similar services to Government/Corporate/institutions of similar size. Potential debt collectors must demonstrate the willingness and commitment to meet the prequalification criteria.

1.5 Additional Information

Kenya Re reserves the right to request submission of additional information from prospective bidders.

2. BRIEF CONTRACT REGULATIONS/GUIDELINES

2.1 Collection fees

The collections fees due for successfully collected debts on the collection accounts shall be a commission of 10% of the collected debt value.

2.2 Payments

Collection fees shall be payable to the consultant within 30 days of submission of the respective invoice by the consultant subject to satisfactory completion of the contracted services to be acknowledged by the corporation in writing.

3. REGISTRATION DATA INSTRUCTIONS

3.1 The attached questionnaire forms described are to be completed by prospective debt collectors who wish to be registered for submission of tender for the specific tender.

3.1.1 The registration application forms which are not filled out completely and submitted in the prescribed manner will not be considered. All the documents that form part of the proposal must be written in English and indelible.

3.2 QUALIFICATION

3.2.1 It is understood and agreed that the registration data on prospective bidders is to be used by KenyaRe in determining, according to its sole judgment and discretion, the qualifications of prospective bidders to perform in respect to each tender item/category as described by the client.

3.2.2 Prospective bidders will not be considered qualified unless in the judgment of KenyaRe they possess capability, experience, qualified personnel available and suitability of equipment and net current assets or working capital sufficient to satisfactorily execute the contract for goods/services.

3.3 ESSENTIAL CRITERIA FOR PREQUALIFICATION

3.3.1 (a) Experience: Prospective bidders shall have at least 5 years' experience in the provision of the services and allied items in case of potential supplier/contractor should show competence, willingness and capacity to service the contract.

(b) Prospective providers should possess special experience and capability to deliver the services at short notice.

3.3.2 Personnel

The debt collectors shall provide pertinent information to demonstrate that they have qualified staff to carry out the assignment. Curriculum Vitae of at most five (5) key personnel for individual or group to execute the contract must be indicated.

3.3.3 Financial Condition

3.3.4 The debt collector's financial condition will be determined by the latest financial statement submitted with the prequalification documents as well as letters of reference from previous performances. Potential suppliers/contractors will be registered on the satisfactory information given.

3.3.5 Special consideration will be given to the financial resources available as working capital, taking into account the amount of uncompleted orders on contract and now in progress. Potential bidders shall provide evidence of financial capability to execute the contract.

3.3.6 Past Performance

Past performance will be given due consideration in prequalifying bidders. Letter of reference from past customers should be included.

3.4 Statement

Application must include a sworn statement by the tenderer ensuring the accuracy of the information given.

3.5 Withdrawal of prequalification

Should a condition arise between the time the firm is registered to bid and the bid opening date which could substantially change the performance and qualification of the bidder or the ability to perform such as but not limited to bankruptcy, change of ownership or new commitments, KenyaRe reserves the right to reject the tender from such a bidder even though they have been initially registered.

3.6 The firm must have a fixed Business Premise and must be registered in Kenya with certificate of Registration, Incorporation/Memorandum and articles of Association, copies must be attached.

3.6.1 The firm must show proof that it has paid all its statutory obligations and have a Valid Tax Compliance Certificate.

REGISTRATION DOCUMENTATION

(TENDER SUBMISSION REQUIREMENTS)

All firms **should** provide copies of the following:-

1. Submit a copy of the **Certificate of Registration** - mandatory.
2. Submit a copy of the **VAT/ PIN certificate** of the company - mandatory.
3. Submit a copy of a **Valid Tax Compliance Certificate** from KRA - mandatory
4. Submit a copy of the **current trade license/business permit** from local County -

Mandatory for open category groups

5. Submit your Company's profile and company manpower/staff capacity
6. Fill and submit the confidential business questionnaire.
7. **Declaration** – All firms must fill and sign the declaration form that they are not barred from participating in a procurement proceeding - Mandatory

CONFIDENTIAL BUSINESS QUESTIONNAIRE GENERAL INFORMATION

Category applied.....

Company name.....

P. O. Box..... Town..... Post code.....

Telephone number(s).....

Mobile number(s).....

Fax number(s).....

Email address.....

Physical address.....

Building.....Floor.....

Plot number.....Door.....

Street.....

Nature of business.....

Certificate of Registration/Incorporation No (attach copy)

Trade license (Mandatory for open category groups) No (attach copy)

VAT/PIN Certificate
No(attach copy)

Tax Compliance certificate No.. (attach copy)

Contact persons:

Name.....Position.....

Name.....Position.....

Name.....Position.....

COMPANY PROFILE (submit a copy)

A. Names of Directors:

1.....Nationality.....

2.....Nationality.....

3.....Nationality.....

4.....Nationality.....

B. Personnel

Number of staff
employed.....

Qualifications.....

Level of
experience.....

C. Experience

No. of years the company has been in operation

Referees:

Name of company:

Postal address:.....

Contact person:.....

Signature:

Company rubber stamp:

Name of company:

Postal address:.....

Contact person:.....
Signature:
Company rubber stamp:

Name of company:
Postal address:.....
Contact person:.....
Signature:
Company rubber stamp:

Scope of clientele (attach at least five (5) current letters of recommendation from reputable organizations that you have been providing similar services for the last 5 years.

D. Customer service

Do you have a dedicated customer help desk?

Do you carry out customer satisfaction surveys?.....

Do you have a customer technical back up team?.....

NB: You will be required to separately attach a COMPREHENSIVE company profile detailing ALL the requested information.

FINANCIAL

A. Financial position

You will be required to demonstrate that the company’s financial position is healthy enough to enable you transact business with KenyaRe.

B. Magnitude of business

Please indicate the maximum amount of business (in financial terms) your company can handle at any given time.....

D. Credit period

Please indicate the credit period you are willing to offer KenyaRE.....

E. Annual turnover

What is your annual turnover?.....

REGISTRATION EVALUATION CRITERIA

Mandatory prequalification submissions

NO.	MANDATORY REQUIREMENTS	Mandatory (Yes/No)
MR1	Copy of the Certificate of Registration/Incorporation	Yes
MR2	Copy of the VAT/ PIN certificate of the company	Yes
MR3	Copy of a Valid Tax Compliance Certificate from KRA	Yes
MR4	Current trade license/business permit from local County	Yes
MR5	Current Valid CR12	Yes
MR6	Filled confidential business questionnaire	Yes
MR7	Filing, signing, and rubber stamping of sworn statement	Yes
MR8	Declaration form – must be signed.	Yes
MR9	Tender document to be serialized from page one up to the last including attachments/appendixes	Yes

Note: Failure to submit all the mandatory documents in the respective categories will lead to automatic disqualification. Firms that meet the above requirements in the respective categories will be subjected to further detailed evaluation in stage two (2) as follows.

S/no.	TECHNICAL CAPACITY EVALUATION STAGE TWO	Points/ Marks
1	Experience	
	Company profile and number of years in the business for provision of debt collection: At least 5 years and above. (10 marks) 3 to 4 years. (5 Marks) less than 2 years in operation. (2 marks)	10
	Provide list of at least 5 corporate clients served in the last five years with telephone numbers and contact persons. 1mark for each client up to a maximum of 5 marks	5
	The firm should provide at least five (5) Reference sites in debt collection. Provide certified recommendation letters or contracts in debt collection from established firms/institution/Corporation. 5mark per proof. Total Marks 25 marks	25
2	Personnel	
	Team Leader’s relevant professional experience, and qualifications: Level of experience in debt collection more than <i>5 years</i> Provide supporting documents (certificates and testimonials).	10

S/no.	TECHNICAL CAPACITY EVALUATION STAGE TWO	Points/ Marks
	Adequacy for the assignment: Demonstrate experience in similar assignments. Bidders should attach letters or reports of proof of staff having accomplished similar assignments- 2 marks for each staff up to a maximum of 10 marks	10
	Give a listing of team composition including task assignments. Provide Curriculum Vitae (CV) for Key staff to be engaged in the assignment – 2 marks for each CV, up to a maximum of five CVs. Attach evidence of qualification in a business-related course.	10
3	Work Plan and Methodology The firm should provide a logical, well- structured work plan consistent with the timeframes and terms of References.	10
4	Professional indemnity cover 2million and above – 10marks 1-1.9 million – 5marks Below 1million – 0marks	10
5	Financial Financial position @ 5 marks - audited financial accounts for the last two years 2020 & 2021 (2.5 marks each year)	5
6	Supplier details Confirmation of physical address e.g., a lease or title deed or a utility bill	5
Total marks		100

The qualification points/marks is 60 and above.

NB.

1. Bids must be valid for a period of 120 days or above.
2. Those who score 60 and above will be considered registered for debt collection.

Financial

The collections fees due for successfully collected debts on the collection accounts shall be a commission of 10% of the collected debt value.

KENYA REINSURANCE CORPORATION LIMITED

QUALITY POLICY

As a **leading partner in securing the future**, we commit to **provide sustainable risk and financial solutions** through:

- Provision of risk management solutions that secure the future and create value for our stakeholders.
- Compliance with International Standards as well as Quality Management System (QMS) requirements as outlined in ISO 9001.
- Compliance with all applicable regulatory and statutory requirements, and any other requirements that may not be statutory/regulatory.

We undertake to realize the above by tracking and monitoring the performance of our Corporate Objectives, as outlined below:

- Growing shareholders' value** by improving the quality of reinsurance business portfolio; maximizing return on investments; containing management expenses and improving credit control operations.
- Improving customer centricity** through enhancing customer satisfaction; maintaining ISO 27001 and ISO 9001 certifications and initiating IT capability and maturity assessment.
- Improving analytics capabilities** by utilizing smart analytics to increase efficiency and grow into new markets.
- Leveraging on technology to improve processes** by enhancing use of new information technologies; providing a robust and secure IT infrastructure; enhancing collaboration across the Corporation through digital solutions and protecting integrity of the Corporation's information and IT assets.
- Growing market share** through enhancing brand visibility and recognition; improving credit rating; and advocating for domestication of insurance and reinsurance for government projects.
- Strengthening the human resource capacity** by attracting and retaining competent and diverse human resource; building staff capacity; implementing a culture change programme and strengthening performance management systems.
- Strengthening governance practices** by reviewing the existing legal and regulatory framework and streamlining decision-making authority levels within the Kenya Re Group.



viii) Enhancing enterprise risk management through enhancing risk maturity; enhancing business continuity and enhancing actuarial function.

ix) Strengthening internal controls by enhancing assurance reporting to the HQ and subsidiary audit committee boards and enhancing internal controls.

Consistent with this policy, specific quality objectives have been established at relevant functions and levels within the Corporation. By mutual encouragement, commitment and cooperation through teamwork, all Kenya Re employees will perform their tasks diligently towards the achievement of our quality objectives and continual improvement of the quality management system.

This Policy shall be communicated and understood internally by all employees, and externally by all other stakeholders as well (through our website: www.kenyare.co.ke). It shall be reviewed for continuing suitability taking into account changing Quality Management System requirements and other best practices.

**DR. HILLARY WACHINGA,
MANAGING DIRECTOR**

DATE: _____

18/5/2023



PUBLIC

KENYA REINSURANCE CORPORATION LIMITED

INFORMATION SECURITY POLICY

It is the policy of the Kenya Reinsurance Corporation (Kenya Re) that information confidentiality, integrity, and availability requirements, needs and expectations of interested parties are identified and that information is protected through a systematic process of risk assessment and risk treatment to satisfy, as appropriate, interested parties and needs of the Corporation in consideration of its mission to provide risk management solutions that secure the future and create value for stakeholders.

To ensure the integration and effective management of information security practices within Kenya Re, an Information Security Management System (ISMS) has been established, implemented, maintained, and shall be continually improved in accordance with the requirements of ISO/IEC 27001. The management system shall be independently audited for conformity at least once annually and results reported to the Managing Director.

As part of this framework, measurable information security objectives shall be established and monitored in the Corporation at all departmental levels. The overall performance of the ISMS shall be reviewed by the Management at planned intervals, and at least once annually or in the event of significant changes to ensure the continuing suitability, adequacy, and effectiveness of the ISMS.

The Corporation is committed to:-

- Establishing, implementing, maintaining, and continually improving the ISMS in accordance with the requirements of ISO/IEC 27001,
- Establishing and reviewing Information Security objectives at all Functions,
- Managing of information security risks through risk assessment and treatment,
- Reviewing the ISMS at planned intervals and in the event of significant changes to ensure its continuing suitability, adequacy, and effectiveness, and
- Providing assurance to interested parties of the Corporation's information security capability and commitment in meeting their requirements and expectations through third-party audits.

This Policy shall be communicated and understood internally by all employees, and externally by all other stakeholders as well (through our website: www.kenyare.co.ke). It shall be reviewed for continuing suitability taking into account changing Information Security Management System requirements and other best practices.



**DR. HILLARY WACHINGA,
MANAGING DIRECTOR**

DATE: _____

18/5/2023



PUBLIC

KENYA REINSURANCE CORPORATION LIMITED

ANTI – CORRUPTION POLICY

Kenya Re has committed itself to “Zero” tolerance on corruption and working with the government and other agencies in tackling the vice. Part of our corporate values is “integrity”; Kenya Re does not engage in corruption or any form of unethical inducement or payment including facilitation payments and “kickbacks”.

In order to achieve this, Kenya Re is committed to ensure that:

- No form of bribery or corruption is tolerated.
- Strong internal controls to avert any form of corruption are put in place at all times.
- All employees avoid any activities that might lead to or suggest a conflict of interest with the business of the Corporation.
- Employees declare gifts accepted or offered which will be subjected to managerial review.
- A strong corporate governance framework which encompasses accountability, transparency, participation, equality, rule of law, capacity and competence and responsiveness to people’s needs is consistently embraced.
- Immoral behaviour, favouritism, discrimination and nepotism are not tolerated.
- All corruption cases reported by any employee are handled expeditiously and fairly.
- The protection of the identity of persons making corruption disclosures and also take all possible actions to protect individuals subject to unfair or malicious allegations.
- For disciplinary cases, the process as detailed in the HR Policy will be followed.
- Staff are continuously sensitized and trained on matters of ethics and integrity once every year.

This Policy document shall be reviewed from time to time at such intervals as management may determine.


DR. HILLARY WACHINGA,
MANAGING DIRECTOR

DATE:

18/5/2023