



KENYA REINSURANCE CORPORATION ZAMBIA LTD

**REQUEST FOR PROPOSAL FOR PROVISION OF CONSULTANCY
SERVICES TO CARRY OUT HR COMPLIANCE AUDIT AT KENYA
REINSURANCE CORPORATION ZAMBIA**

TENDER NO: KRCZ/2024/013

SUBMISSION DEADLINE: 28TH JUNE 2024

**AT THE DG OFFICE PARK, NO. 1 CHILA ROAD
P.O. BOX 30578-10101
Lusaka, Zambia**

E-mail: procurement@kenyare.co.ke

Website: www.kenyare.co.ke

HR COMPLIANCE AUDIT CONSULTANT

- i. The Kenya Reinsurance Corporation Zambia Ltd intends to engage a consultant to carry out a HR compliance audit at the organization. Interested eligible HR consultancies are invited to submit bids.

TENDER NUMBER: KRCZ/2024/013 REQUEST FOR PROPOSAL FOR PROVISION OF CONSULTANCY SERVICES TO CARRY OUT HR COMPLIANCE AUDIT AT KENYA RE ZAMBIA

Reference Number	DESCRIPTION/CATEGORY	ELIGIBILITY
KRCZ/2024/013	REQUEST FOR PROPOSAL FOR PROVISION OF CONSULTANCY SERVICES TO CARRY OUT HR COMPLIANCE AUDIT AT KENYA RE ZAMBIA	OPEN

Interested and eligible applicants may download the registration document from the Kenya Reinsurance Corporation website www.kenyare.co.ke free of charge. Complete registration documents MUST be submitted in plain sealed envelopes clearly marked **KRCZ/2024/013 Request for proposal for provision of consultancy services to carry out HR Compliance Audit at Kenya Re Zambia**

- ii. . 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 **"CONSULTANCY SERVICES FOR HR COMPLIANCE AUDIT AT KENYA RE ZAMBIA"** and bearing the respective **REFERENCE NUMBER & CATEGORY** but no indication of the applicant, and deposited in the Tender Box located at **Kenya Reinsurance Corporation** offices at **DG Office Park, Chila Road** or be sent to::

Regional Manager
Kenya Reinsurance Corporation Zambia Ltd
DG Office Park
Chila Road
P.O. Box 30578 - 10101
LUSAKA

- iv To be received by **28TH JUNE 2024 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. All information provided will be treated as confidential.
5. 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

Kenya Reinsurance Corporation (Kenya Re) is a leading reinsurer and is mandated to provide reinsurance services for both the domestic and international markets. In line with its commitment to upholding regulatory standards and best practices, Kenya Re seeks to conduct a comprehensive Human Resources (HR) Compliance Audit.

1.2 Prequalification Objective

The primary objective of this audit is to assess the compliance of Kenya Re's HR practices with applicable laws, regulations, internal policies, and industry standards. Specifically, the audit aims to:

- Identify any gaps or non-compliance areas within the HR function.
- Evaluate the effectiveness of existing HR policies and procedures.
- Provide recommendations for enhancing HR compliance and efficiency.

1.3 Invitation of Quotation

HR Consultants are invited to submit their registration documents to the Corporation so that they may be evaluated for the provision of consultancy services in HR Compliance audit.

1.4 Experience

Prospective HR Consultants must have carried out successful delivery of similar services to Corporate institutions of similar size. Potential HR Consultants must demonstrate the willingness and commitment to meet the evaluation criteria.

1.5 Additional Information

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

2. BRIEF CONTRACT REGULATIONS/GUIDELINES

2.1 Scope of Work:

The HR Compliance Audit will encompass, but not be limited to, the following areas:

a) Recruitment and Selection Processes:

Review of recruitment policies, procedures, and documentation to ensure compliance with labor laws and equal opportunity regulations.

b) Employment Contracts and Terms:

Examination of employment contracts, terms of employment, and related documentation to verify adherence to legal requirements and internal standards.

c) Compensation and Benefits:

Assessment of compensation structures, benefits packages, payroll processes, and compliance with statutory requirements such as minimum wage laws and social security contributions.

d) Employee Relations:

Evaluation of employee grievance handling mechanisms, disciplinary procedures, conflict resolution processes, and adherence to labor laws.

e) Health and Safety:

Review of workplace health and safety policies, practices, training programs, and compliance with occupational health and safety regulations.

f) Training and Development:

Assessment of training needs analysis, training programs, employee development initiatives, and compliance with training-related regulations.

Record Keeping: Examination of HR records management practices, data privacy compliance, and the security of personnel files.

2.2 Methodology

The audit will be conducted through a combination of document reviews, interviews with key personnel, observation of HR processes, and analysis of relevant data and records. The audit team will utilize standardized checklists and assessment tools to ensure thoroughness and consistency in the evaluation process.

2.3 Confidentiality

All information obtained during the audit process will be treated with the utmost confidentiality and used solely for the purpose of the audit. Confidentiality agreements may be required for external consultants involved in the audit.

3. Deliverables

The following deliverables are expected upon completion of the HR Compliance Audit:

- Comprehensive audit report detailing findings, observations, and recommendations for each audited area.
- Presentation of audit findings to the Kenya Re Zambia management team, including key stakeholders in the HR function.
- Action plan outlining prioritized recommendations and proposed timelines for implementation.
- Timeline:
- The HR Compliance Audit is expected to be completed within 3 months, with interim progress reports provided as necessary.
- Team Composition:
- The audit team will comprise experienced professionals with expertise in HR management, compliance, and auditing. The team may include internal resources from Kenya Re or external consultants with relevant qualifications and experience.

4. REGISTRATION DATA INSTRUCTIONS

4.1 The attached questionnaire forms described are to be completed by prospective HR consultants who wish to be registered for submission of tender for the specific tender.

4.1.1 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.

4.2 QUALIFICATION

4.2.1 It is understood and agreed that the registration data on prospective bidders is to be used by Kenya Re 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.

4.2.2 Prospective bidders will not be considered qualified unless in the judgment of Kenya Re 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.

4.3 ESSENTIAL CRITERIA FOR BIDDING

4.3.1 (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.

4.3.2 Personnel

The HR Consultant 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.

4.3.3 Financial Condition

4.3.4 The consultant's financial condition will be determined by the latest financial statements submitted with the tender documents as well as letters of reference from previous performances. Potential suppliers/contractors will be registered on the satisfactory information given.

4.3.5 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.

4.3.6 Past Performance

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

4.4 Statement

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

4.5 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.

4.6 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.

4.6.1 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 **TPIN certificate** of the company - mandatory.
3. Submit a copy of a **Valid Tax Compliance Certificate** from ZRA - mandatory
4. Submit your Company's profile and company manpower/staff capacity
5. Fill and submit the confidential business questionnaire.

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 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 Kenya RE.....

E. Annual turnover

What is your annual turnover?.....

TENDER FORM

To: Kenya Reinsurance Corporation Zambia Limited,
1 Chila Road D.G. Office Park, Kabulonga,
P.O Box 30578,
Lusaka, Zambia.

Gentlemen and/or Ladies:

Having examined the bidding documents the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **HR COMPLIANCE AUDIT SERVICES FOR KENYA REINSURANCE CORPORATION ZAMBIA LIMITED**

KRCZ/2024/015 in conformity with the said bidding documents for the sum of _____ VAT Inclusive

or such other sums as may be ascertained in accordance with the Schedule of Rates attached herewith and made part of this Tender.

If our Tender is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Employer.

We agree to abide by this Tender for a period of 90 days from the date fixed for Tender opening under Clause 5 of the Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Tender you may receive.

Dated this _____ day of _____ 2024.

[signature]

[in the capacity of]

Duly authorized to sign Tender for and on behalf of _____

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 ZRA	Yes
MR4	Filled confidential business questionnaire	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	<p>Experience</p> <p>Firm should be experienced in providing HR Consultancy services, with atleast two or more similar projects in the last 10 years related to the following;</p> <ul style="list-style-type: none"> a) Business organization or operational restructuring b) Development of management capacity/change management c) Advise on applicable laws, regulations and policies governing staff matters, employee rights, employee benefits, employment status, retention, selection, separation, leave, disciplinary processes, grievance procedures etc d) Skills audit <p>At least 5 years and above. (10 marks) 3 to 4 years. (5 Marks) Less than 2 years in operation. (2 marks)</p>	10
	<p>The firm should provide at least four (4) reference clients in HR Consultancy. Provide certified recommendation letters or contracts in HR Consultancy from established firms/institution/Corporation.</p> <p>2.5marks per proof. Total Marks 10 marks.</p>	10

S/no.	TECHNICAL CAPACITY EVALUATION STAGE TWO	Points/ Marks
2	Personnel	
	Consultants relevant professional experience, and qualifications: <ol style="list-style-type: none"> 1. MSc. in Human Resource Management or MBA with specialization in Human Resource Management or equivalent or 2. Team leader with a university degree in business or social sciences with atleast 10 years experience in Human Resource consultancy or equivalent. or 3. Legal expert with atleast 10 years experience in public or private sector human resource optimization 	10
	Level of experience in HR consultancy more than <i>5 years</i> Provide supporting documents (certificates and testimonials).	10
	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
Total marks		70

The qualification points/marks is 40 and above to proceed to financial evaluation.

NB.

1. Bids must be valid for a period of 120 days or above.
2. Those who score 40 and above will be considered registered for financial evaluation.

FINANCIAL EVALUATION

The formula in determining the financial score is as follows:- (The single currency for the price conversion is ZAMBIAN KWACHA)

$$SF = \frac{FM}{F} \times 100$$

SF = Financial Score

FM = Lowest Financial Proposal

F = Financial Proposal under consideration.

The weights given to the technical proposal (T) is 0.70 and for financial proposal (P) is 0.30.

The lowest bid will be given maximum financial score.

NB: Bidders should indicate their costs for the assignment in the Form of Tender document inclusive of VAT in Zambian Kwacha.

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.

A handwritten signature in blue ink, consisting of a stylized 'H' and 'W'.

**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

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