



**REQUEST FOR PROPOSALS (RFP)**

**TENDER NO: IRA/153/2018-2019**

**PROVISION OF CONSULTANCY SERVICES FOR THE ASSESSMENT  
OF IMPACT OF CONSUMER EDUCATION ACTIVITIES**

**INSURANCE REGULATORY AUTHORITY (IRA)  
P.O. BOX 43505-00100  
NAIROBI.**

**Tel: +254-20-4996000; Cell: +254-719-047000**

**E-mail: [procurement@ira.go.ke](mailto:procurement@ira.go.ke); Website :<http://www.ira.go.ke>**

**MARCH, 2019**

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## SECTION I: LETTER OF INVITATION

12<sup>th</sup> March, 2019

TO All Eligible Bidders

**TENDER NO: IRA/153/2018-2019 - PROVISION OF CONSULTANCY SERVICES FOR THE ASSESSMENT OF IMPACT OF CONSUMER EDUCATION ACTIVITIES**

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- 1.1 The Insurance Regulatory Authority (IRA) invites proposals from qualified Researchers to carry out Consultancy Services for the Assessment of Impact of Consumer Education Activities. The scope of services is detailed in the terms of reference.
- 1.2 The Request for Proposals (RFP) includes the following documents:
- Section I - Letter of invitation
  - Section II - Information to consultants  
Appendix to Consultants information
  - Section III - Terms of Reference
  - Section IV - Technical proposals
  - Section V - Financial proposal
  - Section VI - Standard Contract Form
- 1.3 Prices quoted should be inclusive of all taxes and delivery costs and shall remain valid for a period of **90** days from the closing date of the tender.
- 1.4 Interested candidates may obtain further information and inspect the Tender documents at the Insurance Regulatory Authority offices (Procurement Office) at Zep-Re Place, Longonot, Upper Hill, (Tenth Floor) Nairobi during normal working hours and/or downloaded from the Authority's website at [www.ira.go.ke](http://www.ira.go.ke) or the Public Procurement Information Portal [www.tenders.go.ke](http://www.tenders.go.ke) free of charge.
- Interested and eligible bidders are required to download the tender document from the website free of charge and immediately email their names and contact details to: [procurement@ira.go.ke](mailto:procurement@ira.go.ke) for purposes of any clarification communication or addenda.
- 1.5 Completed tender documents are to be enclosed in plain sealed envelopes, marked with the tender number and tender name and be deposited in the Tender Box at Insurance Regulatory Authority Offices on 10<sup>th</sup> Floor, Zep Re Place, Longonot Road, Upperhill, Nairobi or be addressed to :-

Chief Executive Officer,  
Insurance Regulatory Authority,  
10<sup>th</sup> Floor Zep Re Place, Longonot Road, Upperhill,  
P .O. Box 43505 – 00100 Nairobi, Kenya  
Telephone: +254-20-499600  
Email: [procurement@ira.go.ke](mailto:procurement@ira.go.ke); Website: <http://www.ira.go.ke>

so as to be received on or before **27<sup>th</sup> March, 2019** at **11:00 a.m.**

- 1.6 Tenders will be opened immediately thereafter in the presence of the bidders representatives who choose to attend the opening on the **27<sup>th</sup> March, 2019**, at **11:00 a.m.** **Late submission of proposals shall be rejected.**
- 1.7 Interested and eligible bidders are required to e-mail their names and contact details to [procurement@ira.go.ke](mailto:procurement@ira.go.ke) for purposes of any clarification communication or addenda.
- 1.8 IRA is a Corruption free organization. Any corruption attempt, pressure, or influence should be reported to the C.E.O. on the address provided in clause 1.4 above or email [ethics@ira.go.ke](mailto:ethics@ira.go.ke)
- 1.9 Upon receipt, please inform us:
  - (a) that you have received the letter of invitation;
  - (b) whether or not you will submit a proposal for the assignment.

Yours sincerely,

**FELIX K. CHELIMO**  
**MANAGER, PROCUREMENT**  
**FOR: INSURANCE REGULATORY AUTHORITY**

## **SECTION II: INFORMATION TO CONSULTANTS (ITC)**

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## **SECTION II: INFORMATION TO CONSULTANTS (ITC)**

### **2.1 Introduction**

- 2.1.1 The Client named the Appendix to “ITC” will select a firm among those invited to submit a proposal, in accordance with the method of selection detailed in the appendix. The method of selection shall be as indicated by the procuring entity in the Appendix.
- 2.1.2 The consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Appendix “ITC” for consulting services required for the assignment named in the said Appendix. A Technical Proposal only may be submitted in assignments where the Client intends to apply standard conditions of engagement and scales of fees for professional services which are regulated as is the case with Building and Civil Engineering Consulting services. In such a case the highest ranked firm of the technical proposal shall be invited to negotiate a contract on the basis of scale fees. The proposal will be the basis for Contract negotiations and ultimately for a signed Contract with the selected firm.
- 2.1.3 The consultants must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain first-hand information on the assignment and on the local conditions, consultants are encouraged to liaise with the Client regarding any information that they may require before submitting a proposal and to attend a pre-proposal conference where applicable. Consultants should contact the officials named in the Appendix “ITC” to arrange for any visit or to obtain additional information on the pre-proposal conference. Consultants should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.
- 2.1.4 The Procuring entity will provide the inputs specified in the Appendix “ITC”, assist the firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and reports.
- 2.1.5 Please note that (i) the costs of preparing the proposal and of negotiating the Contract, including any visit to the Client are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.
- 2.1.6 The procuring entity’s employees, committee members, board members and their relative (spouse and children) are not eligible to participate.
- 2.1.7 The price to be charged for the tender document shall not exceed Kshs.1,000/=.

2.1.8 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

## **2.2 Clarification and Amendment of RFP Documents**

2.2.1 Consultants may request a clarification of any of the RFP documents only up to three [3] days before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, telex, facsimile or electronic mail to the Client's address indicated in the Appendix "ITC". The Client will respond by cable, telex, facsimile or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.

2.2.2 At any time before the submission of proposals, the Client may for any reason, whether at his own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex or facsimile to all invited consultants and will be binding on them. The Client may at his discretion extend the deadline for the submission of proposals.

## **2.3 Preparation of Technical Proposal**

**2.3.1** The Consultants proposal shall be written in English language

**2.3.2** In preparing the Technical Proposal, consultants are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

**2.3.3** While preparing the Technical Proposal, consultants must give particular attention to the following:

- (i) If a firm considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-consultancy as appropriate. Consultants shall not associate with the other consultants invited for this assignment. Any firms associating in contravention of this requirement shall automatically be disqualified.
- (ii) For assignments on a staff-time basis, the estimated number of professional staff-time is given in the Appendix. The proposal shall however be based on the number of professional staff-time estimated by the firm.

- (iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.
- (iv) Proposed professional staff must as a minimum, have the experience indicated in Appendix, preferably working under conditions similar to those prevailing in Kenya.
- (v) Alternative professional staff shall not be proposed and only one Curriculum Vitae (CV) may be submitted for each position.

**2.3.4** The Technical Proposal shall provide the following information using the attached Standard Forms;

- (i) A brief description of the firm's organization and an outline of recent experience on assignments of a similar nature. For each assignment the outline should indicate *inter alia*, the profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.
- (iii) A description of the methodology and work plan for performing the assignment.
- (iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.
- (v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.
- (vi) Estimates of the total staff input (professional and support staff staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.
- (vii) A detailed description of the proposed methodology, staffing and monitoring of training, if Appendix "A" specifies training as a major component of the assignment.
- (viii) Any additional information requested in Appendix "A".

**2.3.5** The Technical Proposal shall not include any financial information.



## **2.4 Preparation of Financial Proposal**

- 2.4.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section D). It lists all costs associated with the assignment including; (a) remuneration for staff (in the field and at headquarters), and; (b) reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, if it is a major component of the assignment. If appropriate these costs should be broken down by activity.
- 2.4.2 The Financial Proposal should clearly identify as a separate amount, the local taxes, duties, fees, levies and other charges imposed under the law on the consultants, the sub-consultants and their personnel, unless Appendix “A” specifies otherwise.
- 2.4.3 Consultants shall express the price of their services in Kenya Shillings.
- 2.4.4 Commissions and gratuities, if any, paid or to be paid by consultants and related to the assignment will be listed in the Financial Proposal submission Form.
- 2.4.5 The Proposal must remain valid for 90 days after the submission date. During this period, the consultant is expected to keep available, at his own cost, the professional staff proposed for the assignment. The Client will make his best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants shall agree to the extension.

## **2.5 Submission, Receipt, and Opening of Proposals**

- 2.5.1 The original proposal (Technical Proposal and, if required, Financial Proposal; see para. 1.2) shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person authorized to sign the proposals.
- 2.5.2 For each proposal, the consultants shall prepare the number of copies indicated in Appendix “A”. Each Technical Proposal and Financial Proposal shall be marked **“ORIGINAL”** or **“COPY”** as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.

- 2.5.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “**TECHNICALPROPOSAL,**” and the original and all copies of the Financial Proposal in a sealed envelope clearly marked “**FINANCIAL PROPOSAL**” and warning: “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**”. Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Appendix “ITC” and be clearly marked, “**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE.**”
- 2.5.4 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Appendix “ITC”. Any proposal received after the closing time for submission of proposals shall be returned to the respective consultant unopened.
- 2.5.5 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the opening committee. The Financial Proposal shall remain sealed and deposited with a responsible officer of the client department up to the time for public opening of financial proposals.

## **2.6 Proposal Evaluation General**

- 2.6.1 From the time the bids are opened to the time the Contract is awarded, if any consultant wishes to contact the Client on any matter related to his proposal, he should do so in writing at the address indicated in the Appendix “ITC”. Any effort by the firm to influence the Client in the proposal evaluation, proposal comparison or Contract award decisions may result in the rejection of the consultant’s proposal.
- 2.6.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

## **2.7 Evaluation of Technical Proposal**

- 2.7.1 An Evaluation Committee appointed by the Client shall evaluate the winning proposal that shall have passed the technical and financial evaluation.

## **2.8 Public Opening and Evaluation of Financial Proposal**

- 2.8.1 After Technical Proposal evaluation, the Client shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered non-responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned after completing the selection process. The Client shall simultaneously notify the consultants who have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals and stating that the opening ceremony is open to those consultants who choose to attend. The opening date shall not be

sooner than two (2) days after the notification date. The notification may be sent by registered letter, cable, telex, facsimile or electronic mail.

- 2.8.2 The Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultant, the technical. Scores and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening.
- 2.8.3 The evaluation committee will determine whether the financial proposals are complete (i.e. whether the consultant has costed all the items of the corresponding Technical Proposal and correct any computational errors. The cost of any unpriced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.
- 2.8.4 While comparing proposal prices between local and foreign firms participating in a selection process in financial evaluation of Proposals, firms incorporated in Kenya where indigenous Kenyans own 51% or more of the share capital shall be allowed a 10% preferential bias in proposal prices. However, there shall be no such preference in the technical evaluation of the tenders. Proof of local incorporation and citizenship shall be required before the provisions of this sub-clause are applied. Details of such proof shall be attached by the Consultant in the financial proposal.
- 2.8.5 The formulae for determining the Financial Score ( $S_f$ ) shall, unless an alternative formulae is indicated in the Appendix "ITC", be as follows:  $-S_f = 100 \times \frac{F_m}{F}$  where  $S_f$  is the financial score;  $F_m$  is the lowest priced financial proposal and  $F$  is the price of the proposal under consideration. Proposals will be ranked according to their combined technical ( $St$ ) and financial ( $S_f$ ) scores using the weights ( $T$ =the weight given to the Technical Proposal;  $P$ = the weight given to the Financial Proposal;  $T + P = 1$ ) indicated in the Appendix. The combined technical and financial score,  $S$ , is calculated as follows:  $-S = St \times T \% + S_f \times P \%$ . The firm achieving the highest combined technical and financial score will be invited for negotiations.
- 2.8.6 The tender evaluation committee shall evaluate the tender within 30 days of from the date of opening the tender.
- 2.8.7 For this consultancy assignment, price variations shall not be allowed.
- 2.8.8 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price
- 2.8.9 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

## **2.9 Negotiations**

- 2.9.1 Negotiations should there be any will be held at the clients offices. The aim is to reach agreement on all points and sign a contract.
- 2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing, quoted prices and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then work out final Terms of Reference, staffing and bar charts indicating activities, staff periods in the field and in the head office, staff-months, logistics and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the Contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.
- 2.9.3 Unless there are exceptional reasons, the financial negotiations will not involve the remuneration rates for staff (no breakdown of fees).
- 2.9.4 Having selected the firm on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the firm may be disqualified.
- 2.9.5 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations the Client and the selected firm will initial the agreed Contract. If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate a contract.
- 2.9.6 The procuring entity shall appoint a team for the purpose of the negotiations.

## **2.10 Award of Contract**

- 2.10.1 The Contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other consultants on the shortlist that they were unsuccessful and return the Financial Proposals of those consultants who did not pass the technical evaluation.
- 2.10.2 The selected firm is expected to commence the assignment on the date and at the location specified in Appendix “A”.

2.10.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.10.4 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.10.5 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.10.6 To qualify for contract awards, the tenderer shall have the following:

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- (d) Shall not be debarred from participating in public procurement.

## **2.11 Confidentiality**

2.11.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the Contract.

## **2.12 Corrupt or Fraudulent Practices**

2.12.1 The procuring entity requires that the consultants observe the highest standards of ethics during the selection and award of the consultancy contract and also during the performance of the assignment. The tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.12.2 The procuring entity will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.12.3 Further a consultant who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

## **Appendix to Information to Consultants**

The following information for procurement of consultancy services and selection of consultants shall complement or amend the provisions of the information to consultants, wherever there is a conflict between the provisions of the information and to consultants and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the information to consultants.

### **Clause Reference**

2.1 The name of the Client is: **Insurance Regulatory Authority (IRA)**

2.1.1 The method of selection is: **Quality Cost Based Selection**

2.1.2 Technical and Financial Proposals are requested: **Yes in separate envelopes clearly sealed and marked.**

The name of the assignment: **Provision of Consultancy Services for the Assessment of Impact of Consumer Education Activities**

The objectives of the assignment: **Provision of Consultancy Services for the Assessment of Impact of Consumer Education Activities**

**The description of the assignment:** As per Terms of reference Section V

2.1.3 A pre-proposal conference will be held: **No**

The name(s), address (es) and telephone numbers of the Client's official(s) are:

<b>Mr. Robert Kuloba</b> <b>Chief Manager, Policy Research &amp; Development</b>	<b>Mr. Felix K. Chelimo</b> <b>Manager, Procurement</b>
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**INSURANCE REGULATORY AUTHORITY,  
10<sup>th</sup> Floor, Zep-Re Place, Longonot Road, Upperhill,  
P.O. Box 43505-00100,  
NAIROBI.  
Telephone: +254-20-49960200  
E-mail: procurement@ira.go.ke**

2.1.4 The Client will provide the following inputs:

**The client shall provide relevant documentation, provide letters of introduction of the consultant to the regulated entities, and be responsible for conference facilities for dissemination of findings. However, the client shall not provide administrative support services like transport, computers, printers, materials etc.**

2.3.3 The estimated number of professional staff months required for the assignment is: **three months.**

- (i) The estimated number of professional staff months required for the assignment is: **At the very extreme, the project should not take more than three months.**
- (ii) The minimum required experience of proposed professional staff is:
  - (a) A post graduate degree in a relevant field such as economics, insurance, finance, business development studies and related social sciences
  - (b) At least 10 years of overall professional research experience in consumer analysis, economic analysis, financial analysis, and business development support to demand side analysis
  - (c) Experience in participatory research and documentation and analysis of the socioeconomic situations of consumers
  - (d) Knowledge and experience of the financial sector and insurance will be an added advantage.
  - (e) Demonstrated track record in preparation of documents, project proposals, evaluation reports and, preferably also, publications within the theme of consumer research
  - (f) Good report writing skills

The project team shall be comprised of people representing diverse qualifications and work experience. The minimum required experience of proposed professional staff is:

- (a) Team leader: Postgraduate degree in social sciences plus over ten years practical experience in managing research studies. In addition the team leader shall be required to have knowledge and understanding of the insurance industry in Kenya.
- (b) The team leader shall be in charge of the overall management and coordination of the project. He/shall ensure that all the project activities are carried out as per the Terms of Reference and on time. Additionally he/she shall be the key contact with the Authority.
- (c) Other team members – At least a degree in Economics or Statistics plus at least five (5) years' experience in undertaking feasibility studies or research studies that have national geographical coverage. The team will report to the team leader and the principal data analyst to carry out the project activities such as data collection and data analysis as may be allocated to them.

Overall, the team must be

- (a) A results-oriented team with excellent interpersonal skills, including enthusiasm, tact, diplomacy and high integrity;
- (b) Concise and analytical thinking;
- (c) Professional in working with client and team player;

- (d) Must be able to communicate effectively in English language (verbally and in writing) in a cross-cultural environment.
- (e) Ability to work with minimal supervision.

- 2.3.4 (i) Training is a specific component of this assignment: **No.**  
(ii) Additional information in the Technical Proposal includes: **N/A**

2.4.2 Taxes: **All taxes are applicable.**

2.4.6 The Proposal must remain valid for 90 days after the submission date.

2.5.2 Consultants must submit **One (1) copy and placed in appropriate envelopes (Technical and Financial).**

2.5.3 The proposal submission address is:-

**Insurance Regulatory Authority,  
10<sup>th</sup>Floor, Zep Re Place, Longonot Road, Upperhill,  
P.O. Box 43505-00100,  
NAIROBI.  
Telephone: +254-20-4996000 : Fax : +254-20-2710126  
E-mail: [procurement@ira.go.ke](mailto:procurement@ira.go.ke)**

Information on the outer envelope should also include: **Tender No. IRA/153/2018-2019 - Provision of Consultancy Services for the Assessment of Impact of Consumer Education Activities.**

2.5.4 Proposals must be submitted no later than the following date and time: **27<sup>th</sup> March, 2018 at 11:00 a.m.** The envelopes that will not fit in the Tender Box shall be delivered to the office of the Manager, Procurement on 10th floor, Zep Re Place.

2.6.1 The address to send information to the Client is:

**Insurance Regulatory Authority,  
10<sup>th</sup>Floor, Zep Re Place, Longonot Road, Upperhill,  
P.O. Box 43505-00100,  
NAIROBI.  
  
Telephone: +254-20-499600, Cell: +254-20-2710126  
E-mail: [procurement@ira.go.ke](mailto:procurement@ira.go.ke)**

## **2.7 Criteria for the Technical Evaluation**

This will be based on the technical proposal submitted in accordance to the forms provided and the following criteria shall be used:-



## **Preliminary Evaluation**

The following are Mandatory Requirements which bidders must comply with:-

- i) Certificate of Registration/Incorporation
- ii) Valid Tax Compliance Certificate from Kenya Revenue Authority (KRA)
- iii) Valid Single Business permit from a County Government (Attach License/payment receipt)
- iv) Dully completed Confidential Business Questionnaire **(MUST be duly filled and signed by authorized signatory)**
- v) Provide copies of audited accounts for the last three (3) years (2015, 2016 and 2017) where applicable
- vi) Attach Clean and Certified copies of Identification documents (IDs or valid Passports) of the Owners/ Directors of the firms and Certified copy of the latest CR 12 issued by the Registrar of Companies. In case of Partnerships names of partners
- vii) Properly bound document/ well-presented document. All pages of the tender document should be serialized or serially numbered in the format required
- viii) Self- declaration that the tenderer will not engage in any corrupt or fraudulent practice signed by the Chief Executive Officer/ Managing Director
- ix) Original and Copy of the tender document shall be placed in a sealed envelope clearly marked **“Original”** and **“Copy”** and addressed as stated in the invitation to tender

## **Criteria for Detailed Technical Evaluation**

The following criteria will be applied in the detailed technical evaluation:-

<b>Element</b>	<b>Points</b>	<b>Criteria</b>
1 Past performance	0 to 10	<ul style="list-style-type: none"><li>• Bidder’s experience in implementing and managing similar surveys requiring data collection from multiple sources while maintaining data quality.</li><li>• Experience related to data collection for customer service studies</li><li>• Demonstrated success in completing project deliverables on time and within budget</li></ul>
2 Technical approach	0 to 20	<ul style="list-style-type: none"><li>• Demonstrated understanding of customer service survey methodology</li><li>• Demonstrated understanding of the requested activities and deliverables and the steps required to accomplish them</li></ul>

Element	Points	Criteria
		<ul style="list-style-type: none"> <li>• Concise description of how the work will be carried out including planning and preparations for data collection; staffing and logistics requirements for field data collection and how they will be accomplished; data security and quality assurance procedures; data management steps and safeguards; analysis methods; and report writing</li> <li>• Realistic timeline for the proposed activities and deliverables</li> </ul>
3 Staffing and Management	0 to 20	<ul style="list-style-type: none"> <li>• Demonstration of staffing needs and a plan for meeting them</li> <li>• Clear and realistic organizational structure and lines of supervision/reporting for the consultancy</li> <li>• Qualifications of the proposed staff</li> <li>• Plan for recruiting staff (as needed)</li> <li>• Clearly defined roles and responsibilities of proposed staff</li> <li>• Understanding of the management challenges and experience based, practical strategies for addressing them</li> <li>• Administrative and management tools and processes that will be employed to ensure the delivery on the assignment will be of high-quality and timely</li> </ul>
4 Well written, comprehensive proposal	0 to 10	<ul style="list-style-type: none"> <li>• Completeness of the materials requested in the RFP</li> <li>• Quality of writing and presentation of proposal materials</li> <li>• These criterion covers <ul style="list-style-type: none"> <li>• how well written the proposal is?</li> <li>• is it formatted well,</li> <li>• void of typographical and spelling errors, and</li> <li>• used appropriate templates such as the past experience and budget templates.</li> </ul> </li> </ul>
5 Pitching	0 to 40	<ul style="list-style-type: none"> <li>• This criterion covers actual presentation of the technical proposal by the consultant to an evaluation committee constituted by IRA. Firms which will score 50% and above in 1-4 above will be invited for pitching. Firms which will score less than 50% will be disqualified from further evaluation.</li> </ul>

The minimum technical score required to pass: **80%**.The weights given to the Technical and Financial Proposals are:

$$\mathbf{T= 0.80}$$

$$\mathbf{P= 0.20}$$

**a) Financial Evaluation**

Each of the financial submissions will be divided by the lowest financial quote to determine the financial score of each bidder.

**Weightage:** This section will carry a total of 20 % of the overall evaluation score. The formula for determining the financial scores is the following:-

**S<sub>f</sub> = 100 x F<sub>m</sub>/F**, in which **S<sub>f</sub>** is the financial score, **F<sub>m</sub>** is the lowest price and **F** is the price of the proposal under consideration.

**The single currency for price conversions is: Kenya Shillings**

The source of official selling rates is: Central Bank of Kenya. The date of exchange rates is: the last date on which the proposal will be submitted.

**b) Combined Technical and Financial Scores**

The following formula shall be used: T.S (80%) + F.S (20 %) = T.T.L (100 %)

T.S = Technical Score (as evaluated above)

F.S = Financial Score (as evaluated above)

T.T.L = Total Score

**c) Successful Proposal**

The successful proposal shall be the responsive proposal with the highest combined Technical and Financial score. The Authority may negotiate with the person who submitted the successful proposal pursuant to section 128 of the Public Procurement & Asset Disposal Act, 2015.

2.10.2 The assignment is expected to commence in **April, 2019**.

## **SECTION III: TECHNICAL PROPOSAL**

### **Notes on the preparation of the Technical Proposals**

- 3.1 In preparing the technical proposals the consultant is expected to examine all terms and information included in the RFP. Failure to provide all requested information shall be at the consultants own risk and may result in rejection of the consultant's proposal.
- 3.2 The technical proposal shall provide all required information and any necessary additional information and shall be prepared using the standard forms provided in this Section.
- 3.3 The Technical proposal shall not include any financial information unless it is allowed in the Appendix to information to the consultants or the Special Conditions of contract.

### **SECTION III: TECHNICAL PROPOSAL**

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**1. TECHNICAL PROPOSAL SUBMISSION FORM** *(in Company letterhead)*

[\_\_\_\_\_ *Date*]

**The Chief Executive Office  
Insurance Regulatory Authority  
10<sup>th</sup>Floor, Zep Re Place, Longonot Road, Upperhill,  
P.O. Box 43505-00100  
Nairobi, Kenya.**

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for \_\_\_\_\_  
\_\_\_\_\_ *[Title of consulting services]* in accordance with your  
Request for Proposal dated \_\_\_\_\_ *[Date]* and our Proposal. We are  
hereby submitting our Proposal, which includes this Technical Proposal, [and a  
Financial Proposal sealed under a separate envelope-*where applicable*].

We understand you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

\_\_\_\_\_ *[Authorized Signature]:*

\_\_\_\_\_ *[Name and Title of Signatory]:*

\_\_\_\_\_ *[Name of Firm]:*

\_\_\_\_\_ *[Address]:*

## 2. FIRM'S REFERENCES

### Relevant Services Carried Out in the Last Five Years that Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff provided by your Firm/Entity(profiles):
Name of Client:		Clients contact person for the assignment:
Client Address ( <i>Postal &amp; Telephone</i> ):		No of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of services (Kshs)
Name of Associated Consultants. If any:		No. of Months of Professional Staff provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader, Principal Analyst) involved and functions performed:		
Narrative Description of project:		
Description of actual services provided by your staff:		

(Authorized representative)

Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_

Title: \_\_\_\_\_ Date\_\_\_\_\_

**Note:** Actual signed letters (scanned and appended or otherwise) of recommendations from the various clients for similar projects completed successfully should also be provided. Letters of offer for the various projects shall not suffice.

**1. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT.**

**ON THE TERMS OF REFERENCE:**

- 1.
- 2.
- 3.
- 4.
- 5.

**ON THE DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT:**

- 1.
- 2.
- 3.
- 4.
- 5.



**2. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT**

## 5. TEAM COMPOSITION AND TASK ASSIGNMENTS

### 1. Core Technical/Research Staff

Name	Position	Task

### 2. Support Staff

Name	Position	Task

**6. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

Proposed Position: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Name of Staff: \_\_\_\_\_

Profession: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Years with Firm: \_\_\_\_\_ Nationality: \_\_\_\_\_

Membership in Professional Societies: \_\_\_\_\_

---

Detailed Tasks Assigned: \_\_\_\_\_

---

**Key Qualifications:**

*[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations].*

---

**Education:**

*[Summarize college/ Company and other specialized education of staff member, giving names of schools, dates attended and degree[s] obtained.]*

---

**Employment Record:**

*[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments.]*

---

**Certification:**

I, the undersigned, certify that these data correctly describe me, my qualifications, and my experience.

\_\_\_\_\_ Date: \_\_\_\_\_  
*[Signature of staff member]*

\_\_\_\_\_ Date: \_\_\_\_\_  
*[Signature of authorized representative of the firm]*

Full name of staff member: \_\_\_\_\_

Full name of authorized representative: \_\_\_\_\_

**7. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL**

Months (in the Form of a Bar Chart)

Name	Position	Reports Due/ Activities	Months (in the Form of a Bar Chart)												Number of months		
			1	2	3	4	5	6	7	8	9	10	11	12			

Reports Due: \_\_\_\_\_

Activities Duration: \_\_\_\_\_

Signature: \_\_\_\_\_  
(Authorized representative)

Full Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

**8. ACTIVITY (WORK) SCHEDULE**

**(a). Field Investigation and Study Items**

*[1<sup>st</sup>, 2<sup>nd</sup>, etc, are months from the start of assignment)*

	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>	10 <sup>th</sup>	11 <sup>th</sup>	12 <sup>th</sup>	
Activity (Work)													
_____													
_____													
_____													
_____													

**(b). Completion and Submission of Reports**

<b>Reports</b>	<b>Date</b>
1. Inception Report	
4. Interim Progress Reports	
3. Draft Report	
4. Final Report	

**9. CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM**

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(b) or 2(c) whichever applied to your type of business.

You are advised that it is a serious offence to give false information on this form.

**Part 1 General**

Business Name .....  
 Location of Business Premises .....  
 Plot No, ..... Street/Road .....  
 Postal address ..... Code..... City/Town.....  
 Tel No. .... Website.....:  
 Email..... Website:.....  
 Nature of Business .....  
 Registration Certificate No.....  
 Maximum value of business which you can handle at any one time – Kshs.  
 Name of your bankers .....  
 Branch.....

	Part 2 (a) – Sole Proprietor Your name in full.....Age..... Nationality.....Country of Origin..... Citizenship details.....																				
	Part 2 (b) – Partnership Given details of partners as follows <table border="0" style="width:100%"> <thead> <tr> <th style="text-align:left">Name</th> <th style="text-align:left">Nationality</th> <th style="text-align:left">Citizenship details</th> <th style="text-align:left">Shares</th> </tr> </thead> <tbody> <tr> <td>1. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship details	Shares	1. ....	.....	.....	.....	2. ....	.....	.....	.....	3. ....	.....	.....	.....	4. ....	.....	.....	.....
Name	Nationality	Citizenship details	Shares																		
1. ....	.....	.....	.....																		
2. ....	.....	.....	.....																		
3. ....	.....	.....	.....																		
4. ....	.....	.....	.....																		
	Part 2 (c) – Registered Company Private or Public State the nominal and issued capital of company Nominal Kshs. Issued Kshs. Given details of all directors as follows <table border="0" style="width:100%"> <thead> <tr> <th style="text-align:left">Name</th> <th style="text-align:left">Nationality</th> <th style="text-align:left">Citizenship details</th> <th style="text-align:left">Shares</th> </tr> </thead> <tbody> <tr> <td>1. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>2. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>3. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> <tr> <td>4. ....</td> <td>.....</td> <td>.....</td> <td>.....</td> </tr> </tbody> </table>	Name	Nationality	Citizenship details	Shares	1. ....	.....	.....	.....	2. ....	.....	.....	.....	3. ....	.....	.....	.....	4. ....	.....	.....	.....
Name	Nationality	Citizenship details	Shares																		
1. ....	.....	.....	.....																		
2. ....	.....	.....	.....																		
3. ....	.....	.....	.....																		
4. ....	.....	.....	.....																		
	Date.....Signature of Candidate.....																				

**FORM SD2  
SELF DECLARATION FORMS (R 62)  
REPUBLIC OF KENYA  
PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA)  
SELF DECLARATION THAT THE PERSON/TENDERER WILL NOT ENGAGE IN  
ANY CORRUPT OR FRAUDULENT PRACTICE**

I, .....of P. O. Box ..... being a resident of  
..... in the Republic of ..... do hereby make a  
statement as follows:-

1. **THAT** I am the Chief Executive/Managing Director/Principal Officer/Director of  
..... (*insert name of the Company*) who is a Bidder in  
respect of **Tender No.** ..... for .....(*insert tender  
title/description*) for .....(*insert name of the Procuring entity*) and duly  
authorized and competent to make this statement.

2. **THAT** the aforesaid Bidder, its servants and/or agents /subcontractors will not  
engage in any corrupt or fraudulent practice and has not been requested to pay any  
inducement to any member of the Board, Management, Staff and/or employees  
and/or agents of .....(*insert name of the Procuring entity*) which is the  
procuring entity.

3. **THAT** the aforesaid Bidder, its servants and/or agents /subcontractors have not  
offered any inducement to any member of the Board, Management, Staff and/or  
employees and/or agents of .....(*name of the procuring entity*)

4. **THAT** the aforesaid Bidder will not engage /has not engaged in any corrosive  
practice with other bidders participating in the subject tender

5. **THAT** what is deponed to hereinabove is true to the best of my knowledge  
information and belief.

Names.....

Signature.....

Date.....

Bidder's Official Stamp

**Note:** This form MUST be filled, signed and submitted by all the bidders participating  
in this tender. This is a mandatory requirement under the Public Procurement Asset  
& Disposal Act, 2015.



## **SECTION IV: FINANCIAL PROPOSAL**

### Notes on preparation of Financial Proposal

1. The Financial proposal prepared by the consultant should list the costs associated with the assignment. These costs normally cover remuneration for staff, subsistence, transportation, services and equipment, printing of documents, surveys etc as may be applicable. The costs should be broken down to be clearly understood by the procuring entity.
2. The financial proposal shall be in Kenya Shillings or any other currency allowed in the request for proposal and shall take into account the tax liability and cost of insurances specified in the request for proposal.
3. The financial proposal should be prepared using the Standard forms provided in this part

## **FINANCIAL PROPOSAL STANDARD FORMS**

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**1. FINANCIAL PROPOSAL SUBMISSION FORM (in Company letterhead)**

\_\_\_\_\_ [Date]

**The Chief Executive Officer  
Insurance Regulatory Authority  
10<sup>th</sup>Floor, Zep Re Place, Longonot Road, Upperhill,  
P.O. Box 43505-00100  
Nairobi, Kenya.**

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for (\_\_\_\_\_) [Title of consulting services] in accordance with your Request for Proposal dated (\_\_\_\_\_) [Date] and our Proposal. Our attached Financial Proposal is for the sum of (\_\_\_\_\_) [Amount in words and figures] inclusive of the taxes.

We remain,

Yours sincerely,

: \_\_\_\_\_ [Authorized Signature]

: \_\_\_\_\_ [Name and Title of Signatory]:

: \_\_\_\_\_ [Name of Firm]

: \_\_\_\_\_ [Address]

**2. SUMMARY OF COSTS**

Costs	Currency(ies)	Amount(s)
Subtotal		
Taxes		
Total Amount of Financial Proposal		_____

**3. BREAKDOWN OF PRICE PER ACTIVITY**

Activity _____	No.: Description: _____
Price Component	Amount(s)
Remuneration  Reimbursable  Miscellaneous Expenses  Subtotal	_____          _____

#### 4. BREAKDOWN OF REMUNERATION PER ACTIVITY

<b>Activity No.</b> _____ <b>Name:</b> _____				
<b>Names</b>	<b>Position</b>	<b>Input (Staff months, days or hours as appropriate.)</b>	<b>Remuneration Rate</b>	<b>Amount</b>
Regular staff (i) (ii)				
Consultants				
Grand Total				

#### 5. REIMBURSABLES PER ACTIVITY

**Activity No:** \_\_\_\_\_ **Name:** \_\_\_\_\_

<b>No.</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Total Amount</b>
1.	Air travel	Trip			
2	Road travel	Kms			
3.	Rail travel	Kms			
4.	Subsistence Allowance	Day			
	Grand Total				

## 6. MISCELLANEOUS EXPENSES

Activity No. \_\_\_\_\_ Activity Name: \_\_\_\_\_

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Communication costs (telephone, telegram, telex)				
2.	Drafting, reproduction of reports				
3.	Equipment: computers etc.				
4	Software				
Grand Total					

## **SECTION V: TERMS OF REFERENCE**

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## **TERMS OF REFERENCE**

### **PROVISION OF CONSULTING SERVICES FOR CONDUCTING IMPACT ASSESSMENT SURVEY**

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#### **1. BACKGROUND**

In the Kenya Vision 2030, insurance is identified as a critical component in transforming the country under the economic pillar. However, the insurance industry is considered small at a penetration of 2.7% in year 2017. The Insurance Regulatory Authority aims to increase the penetration level to 5% by the year 2030. However, the insurance market in the country is increasing in size and sophistication. Therefore, enhancing financial literacy is one of the strategies the Authority is identified by the Authority as a key driver to growing insurance penetration. On the other hand, enhancing financial literacy is one of the important contributors to the achievement of Vision 2030. It is on this basis the Authority has been carrying out various insurance education literacy programs since 2010 in the country. An impact assessment conducted in 2017 showed that insurance awareness had increased to 80% from the baseline of 67% in 2015. Other performance indicators that improved were: perception of insurance; knowledge of insurance and, behavior towards insurance.

Carry out insurance education is a going concern for the Authority and therefore the need to conduct annual impact assessment surveys hence this survey. The main objective of the assessment is to ascertain the progress in the key performance indicators towards achieving the objectives of the insurance education programs by the Authority.

#### **2. STATEMENT OF THE PROBLEM**

One of the objectives of the insurance awareness creation/outreach programs is to increase the level of awareness. In addition, the awareness programs are to: Create positive perception, attitude, knowledge and behavior towards insurance among the public and to empower them to make informed decisions and choices on insurance matters. It is expected that the outcome of these changes in consumer behavior towards insurance will to increase insurance uptake.



An impact Assessment survey conducted in 2016/2017 FY found out that the level of awareness of insurance was at 80% up from a baseline of 67% in the 2014/2015 FY. The Authority has continued to conduct insurance education programs and therefore the need to continuously assess the impact so as to track progress in achieving the intended outcomes. On the other hand, the consumer education strategy is due for review. The findings of the survey will inform on the key areas for review.

### **3. OBJECTIVE OF THE SURVEY**

The key objective of the assessment is to ascertain the relevance, efficiency, effectiveness and sustainability of the awareness creation/outreach programs undertaken by IRA over the last five years since the outreach activities started in terms of achieving the desired results. Specifically to;

- i. Measure the level of change :
  - insurance awareness from the previous impact assessment;
  - perception, attitude, knowledge and behavior (in terms of purchasing or likelihood to purchase insurance) towards insurance attributed to the awareness campaigns;
  - awareness about the role of IRA attributed to the awareness campaigns and;
- ii. Ascertain the intended and unintended consequences of the Authority's Consumer Education programs.
- iii. Identify emerging potential and current insurance consumers' information needs and expectations.
- iv. Identify opportunities and partnerships for the Authority to leverage on and enhance awareness creation
- v. Generate detailed recommendations to inform the review of the consumer education strategy

### **4. METHODOLOGY**

The survey will adopt mixed methodology. The consultant is expected to provide detailed methodology with clear justification of adopting particular methodologies. Further, it is expected that the consultant will do analysis on the shortcomings in the previous impact assessment to inform improvements in the current assessment

## 5. SCOPE OF SERVICES

The consultant shall be expected to develop a detailed assessment framework for the survey to cover but not limited to aspects of;

- ✓ Relevance
- ✓ Effectiveness
- ✓ Efficiency
- ✓ Impact
- ✓ Sustainability

The scope of the assessment shall cover the last five years since the outreach activities began. The areas/activities for assessment are:

- i. Information Education and Communication (IEC) materials
- ii. Radio and TV infomercials
- iii. Agricultural Society of Kenya (ASK) sponsored shows
- iv. Training of Police
- v. Training of insurance champions
- vi. Mobile clinics
- vii. Road shows

In terms of geographical coverage, the assessment will cover all the 47 counties and it is expected that the consultant will come up with an appropriate sampling framework to ensure that the sample is as representative as possible based on the project sites.

## 6. EXPECTED OUTPUTS/DELIVERABLES

- i. A detailed proposal covering but not limited to:-
  - a. Background to the survey
  - b. Statement of the problem
  - c. Purpose
  - d. Detailed methodology clearly demonstrating how the methodology chosen will address the study objectives
  - e. Sampling design and justification for the sampling design chosen
  - f. A skeleton of the appropriate study instrument (broad picture of what shall be covered)
  - g. Detailed work plan for carrying out the assignment
- ii. Inception report
- iii. Data collection instruments. The instruments **MUST** be approved by IRA for use.

- iv. Provide the raw data to IRA in SPSS or any other appropriate format as may be mutually agreed upon
- v. Draft report
- vi. Final report

**7. SERVICES AND FACILITIES TO BE PROVIDED BY THE IRA**

- a) Relevant documentation
- b) Provide letters of introduction
- c) Liaison with different stakeholders as may be appropriate
- d) Conference facilities for presentations and meeting rooms for consultations where applicable.

**8. TRAINING (WHERE APPROPRIATE)**

**N/A**

**9. PROPOSED WORK PLAN**

The survey will take a maximum of three months from the date of award.

**10. REPORTING REQUIREMENTS BY THE CONSULTANT**

The consultants shall submit to the client the following reports, in the form, in the numbers and within the time periods set forth here – below:

<b>NAME OF REPORT</b>	<b>CONTENTS OF REPORT</b>	<b>DATE OF SUBMISSION/APPROVAL</b>
Inception Report	<ul style="list-style-type: none"> <li>a) Show clarity of understanding of the assignment</li> <li>b) Clearly set out and interpret the objectives</li> <li>c) Inventory of information and data collected</li> <li>d) Proposed plan for carrying out the assignment clearly setting out data</li> </ul>	One week after commencement of Contract

	requirements and methodology for collecting the defined data sets	
Study tools	Appropriate study tools containing measurement indicators	One week upon commencement of the exercise/signing of contract
Progress reports	Appropriate written weekly progress reports shall be sent to client during the lifetime of the project via email	weekly
Draft Final report	Elaborating the agreed upon recommendations of the Inception Report and addressing in concrete terms the objectives and the outlined activities of the TOR	Within the last 6th week of the assignment
Final Report and data sets		One week after receiving comments from IRA on the draft final report

All matters pertaining to this assignment will be handled by the Chief Manager, Policy Research and Development.

**11. Terms of Payment**

- a) Forty (20) percent of the Contract Price shall be paid on the commencement date and upon submission of the inception report.
- b) Forty (40) percent of the lump-sum amount shall be paid upon submission of the draft final report.
- c) Forty (40) percent of the lump-sum amount shall be paid upon submission of the final report.

## **SECTION VI - STANDARD FORMS OF CONTRACT**

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# SAMPLE CONTRACT FOR CONSULTING SERVICES

## SMALL ASSIGNMENTS LUMP-SUM PAYMENTS

### CONTRACT

This Agreement, [hereinafter called “the Contract”) is entered into this \_\_\_\_\_[Insert starting date of assignment], by and between \_\_\_\_\_[Insert Client’s name] of [or whose registered office is situated at]\_\_\_\_\_ [insert Client’s address](hereinafter called “the Client”) of the one part AND

\_\_\_\_\_ [Insert Consultant’s name] of [or whose registered office is situated at]\_\_\_\_\_ [insert Consultant’s address](hereinafter called “the Consultant”) of the other part.

WHEREAS the Client wishes to have the Consultant perform the services [hereinafter referred to as “the Services”, and

WHEREAS the Consultant is willing to perform the said Services,

NOW THEREFORE THE PARTIES hereby agree as follows:

#### 1. Services

- (i) The Consultant shall perform the Services specified in Appendix A, “Terms of Reference and Scope of Services,” which is made an integral part of this Contract.
- (ii) The Consultant shall provide the personnel listed in Appendix B, “Consultant’s Personnel,” to perform the Services.
- (iii) The Consultant shall submit to the Client the reports in the form and within the time periods specified in Appendix C, “Consultant’s Reporting Obligations.”

#### 2. Term

The Consultant shall perform the Services during the period commencing on \_\_\_\_\_ [Insert starting date] and continuing through to \_\_\_\_\_ [Insert completion date], or any other period(s) as may be subsequently agreed by the parties in writing.

### 3. Payment

#### A. Ceiling

For Services rendered pursuant to Appendix A, the Client shall pay the Consultant an amount not to exceed\_\_\_\_\_ *[Insert amount]*. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.

#### B. Schedule of Payments

The schedule of payments is specified below (Modify in order to reflect the output required as described in Appendix C.)

Kshs\_\_\_\_\_ upon the Client's receipt of a copy of this Contract signed by the Consultant;

Kshs\_\_\_\_\_ upon the Client's receipt of the draft report, acceptable to the Client; and

Kshs\_\_\_\_\_ upon the Client's receipt of the final report, acceptable to the Client.

Kshs\_\_\_\_\_ Total

#### C. Payment Conditions

Payment shall be made in Kenya Shillings unless otherwise specified not later than thirty [30] days following submission by the Consultant of invoices in duplicate to the Coordinator designated in Clause 4 here below. If the Client has delayed payments beyond thirty (30) days after the due date hereof, simple interest shall be paid to the Consultant for each day of delay at a rate three percentage points above the prevailing Central Bank of Kenya's average rate for base lending.

**4. Project Administration**

**A. Coordinator.**

The Client designates \_\_\_\_\_[insert name] as Client’s Coordinator; the Coordinator will be responsible for the coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables by the Client and for receiving and approving invoices for payment.

**B. Reports.**

The reports listed in Appendix C, “Consultant’s Reporting Obligations,” shall be submitted in the course of the assignment and will constitute the basis for the payments to be made under paragraph 3.

**5. Project Performance Standards**

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the Client considers unsatisfactory.

**6. Confidentiality**

The Consultant shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the Client’s business or operations without the prior written consent of the Client.

**7. Ownership of Material**

Any studies, reports or other material, graphic, software or otherwise prepared by the Consultant for the Client under the Contract shall belong to and remain the property of the Client. The Consultant may retain a copy of such documents and software.

**8. Consultant not to be Engaged in certain Activities**

The Consultant agrees that during the term of this Contract and after its termination the Consultant and any entity affiliated with the Consultant shall be disqualified from providing goods, works or services (other than the



Services and any continuation thereof) for any project resulting from or closely related to the Services.

**9. Insurance**

The Consultant will be responsible for taking out any appropriate insurance coverage

**10. Assignment**

The Consultant shall not assign this Contract or sub-contract any portion of it without the Client’s prior written consent.

**11. Law  
Governing  
Contract and  
Language**

The Contract shall be governed by the laws of Kenya and the language of the Contract shall be English Language.

**12. Dispute  
Resolution**

Any dispute arising out of the Contract which cannot be amicably settled between the parties shall be referred by either party to the arbitration and final decision of a person to be agreed between the parties. Failing agreement to concur in the appointment of an Arbitrator, the Arbitrator shall be appointed by the chairman of the Chartered Institute of Arbitrators, Kenya branch, on the request of the applying party.

**FOR THE CLIENT**

**FOR THE CONSULTANT**

Full name; \_\_\_\_\_  
Title: \_\_\_\_\_  
Signature; \_\_\_\_\_  
Date; \_\_\_\_\_

Full name; \_\_\_\_\_  
Title: \_\_\_\_\_  
Signature; \_\_\_\_\_  
Date; \_\_\_\_\_

**List of Appendices (Forming Part of the Contract)**

Appendix A: -Terms of Reference and Scope of Services

Appendix B: -Consultant’s Personnel

Appendix C: -Consultant’s Reporting Obligations

**ANNEXES**

**ANNEX 1: LETTER OF NOTIFICATION OF AWARD**

Address of Procuring Entity

\_\_\_\_\_  
\_\_\_\_\_

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: Tender No. \_\_\_\_\_

Tender Name \_\_\_\_\_

This is to notify that the contract/s stated below under the above mentioned tender have been awarded to you.

\_\_\_\_\_  
\_\_\_\_\_

1. Please acknowledge receipt of this letter of notification signifying your acceptance.
2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.
3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

*(FULL PARTICULARS)* \_\_\_\_\_  
\_\_\_\_\_

SIGNED FOR ACCOUNTING OFFICER

**ANNEX 2: FORM RB 1**

**REPUBLIC OF KENYA**

**PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW BOARD**

APPLICATION NO.....OF.....20.....

BETWEEN

.....APPLICANT

AND

.....RESPONDENT (*Procuring Entity*)

Request for review of the decision of the..... (*Name of the Procuring Entity*) of  
.....dated the...day of .....20.....in the matter of Tender No.....of  
.....20...

**REQUEST FOR REVIEW**

I/We.....,the above named Applicant(s), of address: Physical  
address.....Fax No.....Tel. No.....Email ....., hereby request the Public  
Procurement Administrative Review Board to review the whole/part of the above  
mentioned decision on the following grounds , namely:-

- 1.
  - 2.
- etc.

By this memorandum, the Applicant requests the Board for an order/orders that: -

- 1.
  - 2.
- etc

SIGNED .....(Applicant)

Dated on.....day of ...../...20...

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**FOR OFFICIAL USE ONLY**

Lodged with the Secretary Public Procurement Administrative Review Board on  
..... day of .....20.....

SIGNED

**Board Secretary**