

## **REQUEST FOR PROPOSALS (RFP) / TERMS OF REFERENCE**

### **PREQUALIFICATION OF INSURANCE BROKERS FOR PROVISION OF INSURANCE BROKERAGE SERVICES**

#### **1. Introduction**

Shelter Afrique ("the Bank") is a pan-African Development Finance Institution (DFI) dedicated to financing affordable housing and related infrastructure across Africa. To strengthen its risk management and governance frameworks, the Bank seeks to empanel a panel of qualified insurance brokers to provide insurance brokerage and advisory services.

This RFP invites reputable, competent, and duly licensed insurance brokerage firms to submit proposals for consideration.

#### **2. Objectives of the Engagement**

The appointed insurance brokers shall:

- Provide professional advice and support on insurance placement, servicing, and claims management.
- Ensure Shelter Afrique obtains optimal and cost-effective insurance coverage across all classes of business.
- Advice on risk management strategies and market trends.
- Ensure compliance with applicable laws, regulatory frameworks, and best practice standards.

#### **3. Scope of Services**

The selected brokers will be required to provide, at a minimum, the following services:

##### **i. Insurance Policy Management**

- Evaluate existing policies and recommend improvements.
- Prepare underwriting submissions and negotiate competitive terms with insurers.
- Provide policy documents, schedules, and endorsements accurately and on time.

##### **ii. Claims Management**

- Provide proactive claims administration support, including reporting, follow-up, and resolution.
- Assist Shelter Afrique in preparing claims documentation and negotiating settlements.

##### **iii. Risk Management and Advisory**

- Conduct periodic risk assessments and recommend loss control strategies.
- Provide stewardship reports and policy summaries annually.
- Deliver updates on market trends, regulatory changes, and emerging risks.

**iv. Customer Service**

- Provide a dedicated client service team.
- Deliver timely support for day-to-day insurance queries.

**4. Minimum Eligibility Criteria**

Interested insurance brokers must meet the following minimum requirements:

1. Be registered and licensed by the Insurance Regulatory Authority (IRA) in Kenya.
2. Have at least **10 years' experience** in providing insurance brokerage services.
3. Demonstrated experience serving **DFIs, commercial banks, multinational corporations, or similar institutions**.
4. Be duly registered as a **Data Controller/ Processor with the ODPC Kenya**.
5. Maintain a **designated DPO** and demonstrate implementation of **data protection/ cybersecurity policies**.
6. Provide evidence of conducting **annual cybersecurity vulnerability and penetration testing**.
7. Be tax-compliant and provide valid **KRA PIN and Tax Compliance Certificate**.
8. Provide at least **three (3) references** from reputable clients.
9. Provide proof of **professional indemnity insurance** coverage.

**5. Proposal Submission Requirements**

Proposals must include the following:

1. **Executive Summary.**
2. **Company Profile:**
  - Background and history.
  - Years in operation.
  - Physical and contact address, branch network.
  - IRA registration details.
3. **Team and Expertise:**
  - Names, roles, and qualifications of key staff.
  - Experience with similar clients.
4. **Approach and Methodology:**
  - Proposed approach to placement, risk management, and claims handling.

- Market access and list of underwriters represented.
- Value-added services and innovations.
- 5. Compliance:**
  - Confirmation of ODPC registration.
  - Confirmation of DPO appointment.
  - Description of data protection, cybersecurity, and AML/KYC frameworks.
  - Evidence of penetration testing reports (summary only).
- 6. Fee Structure:**
  - Proposed compensation/ commission structure.
  - Disclosure of any additional charges.
- 7. References:**
  - At least three (3) current clients (DFI/Bank/large corporation preferred).
- 8. Legal Disclosures:**
  - Conflicts of interest.
  - Pending litigation, if any.

## 6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Criteria	Weight (%)
Relevant experience and technical capacity	25
Team qualifications and expertise	15
Approach, methodology, and innovation	20
Compliance with regulatory, data protection & AML standards	20
References and track record	10
Fee structure and value for money	10

## SUBMISSION OF PROPOSALS:

The Consultants are encouraged to submit the proposals for the Scope of Work to demonstrate that they have the requisite capabilities and competencies.

Completed Technical and Financial proposals should be addressed to:

Procurement & Disposal Committee  
Shelter-Afrique Centre – 5<sup>th</sup> Floor  
Longonot Road, Upper Hill, Nairobi  
P.O. Box 41479-00100, GPO Nairobi, Kenya  
Tel : +254 20 4978000  
E-mail: [procurement@shelterafrique.org](mailto:procurement@shelterafrique.org)

And should be received in Shelter-Afrique by **1700hrs on 12<sup>th</sup> September 2025**