



**REGISTRATION OF SUPPLIERS FOR PROCUREMENT
OF AIR TICKETS (FRAMEWORK AGREEMENT) FOR
A PERIOD OF THREE YEARS 2024-2026**

TENDER NO. KRCZ/2023/040

DEADLINE: WEDNESDAY 6TH DECEMBER 2023

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1. REGISTRATION INSTRUCTIONS.

1.1. Invitation of Registration.

- a) The Kenya Reinsurance Corporation Zambia Ltd invites sealed applications from competent firms for registration for provision of air tickets for the period 2024 to 2026. Interested eligible suppliers are invited to apply for registration, indicating the category of goods, works or services they wish to supply/provide.
- b) Prospective bidders can download the tender document from the Kenya Re website **www.kenyare.co.ke** or requested via email to **limbani@kenyare.co.ke** **FREE OF CHARGE.**
- c) Completed applications for registration must be submitted in plain sealed envelopes clearly marked Tender No. and the registration Category and should be addressed to:-

Managing Director
Kenya Reinsurance Corporation Zambia Ltd
DG Office Park, No. 1 Chila Road,
P.O. Box 30578
Lusaka, Zambia

- To be received by **Wednesday 6th December 2023 at 10.00 a.m.** The registration documents will be opened the same day and time in the Corporation's Boardroom in the presence of bidders or their representatives who choose to attend. Applications received late will not be accepted.
- d) Kenya Re will prepare a list of prequalified suppliers not exceeding 7 number per category. In preparing the list bidders will be ranked as per scored marks as per evaluation criteria.
 - e) Letters of Notification to individual bidders will be provided. Successful bidders will be required to send their acceptance letters in the format.
 - f) All applications must be clearly marked as follows:

"TENDER NO. KRCZ/2023/040, REGISTRATION OF SUPPLIERS FOR PROVISION OF AIR TICKETS 2024 TO 2026"

g) Registration Categories

| REGISTRATION OF SUPPLIERS FOR PROVISION OF AIR TICKETS 2024/2025 | | |
|---|---|--------------------|
| CATEGORY NO. | CATEGORY DESCRIPTION | ELIGIBILITY |
| KRCZ/2023/040 | Provision of air tickets (IATA registered firms only) | OPEN TO ALL |

1.2. Experience

Prospective suppliers must have carried out successful provision of air tickets supply and delivery of similar items/services to international institutions of similar size and complexity. Potential suppliers must demonstrate the willingness and commitment to meet the registration criteria.

1.3. Registration Document

This document includes questionnaire forms and documents required of prospective suppliers. To be considered for per-qualification, prospective suppliers must submit all the information herein requested.

1.4. Invitation to Tenders/Quotations

As the need arises, quotations will be invited from pre-qualified firms in the relevant category in accordance with the public procurement regulations of Kenya.

2. **REGISTRATION DATA INSTRUCTIONS.**

2.1 **Registration data forms.**

2.1.1. The attached questionnaire forms PQ-1, PQ-2, PQ-3, PQ-4, PQ5, PQ-6 and PQ-7 are to be completed by prospective suppliers who wish to be listed/registered as suppliers in the specified categories as necessary.

2.1.2 **The registration application forms must be filled fully; incomplete application will lead to disqualification.**

2.2 Qualification

2.2.1 It is understood and agreed that the registration data on a prospective bidder is to be used by Kenya Re in determining, according to its sole judgment and discretion, the qualifications of prospective bidder to perform in respect of the items/services required in the respective category.

2.2.2 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 required.

2.3 Essential Criteria for Registration

- (a) Experience: Prospective bidder shall have experience in the supply of goods or services and allied items. Potential supplier/contractor should show competence, willingness, and capacity to service the contract.
- (b) Prospective supplier must possess all the statutory documents i.e., registration certificate, Zambia Revenue Authority requirement for VAT registration/TPIN and must provide valid tax compliance certificate.

3.3 Financial Condition

The supplier's financial condition will be determined by latest bank statement submitted with the registration documents as well as letters of reference from their bankers regarding supplier's credit position. Potential suppliers/contractors will be registered on the satisfactorily information given.

3.4 Past Performance

Past performance will be given due consideration in registering bidders. **Letters of reference from past customers should** be included in form PQ-3 and **documentary evidence** of contracts executed where applicable.

3.5 Sworn Statement

Application **must** include a sworn statement (form PQ-7) by the Tenderer ensuring the accuracy of the information given.

3.6 Registration Criteria

Pass Mark: 70 % and over.

3.6.1 Evaluation Criteria for Travel Agents-

| Required Information | Form Type |
|--|-----------|
| 1. Registration Documentation | PQ-1 |
| 2. Registration Data | PQ-2 |
| 3. Past Experience | PQ-3 |
| 4. Bank Statement | PQ-4 |
| 5. Confidential Questionnaire | PQ-5 |
| 6. Litigation History | PQ-6 |
| 7. Sworn Statement | PQ-7 |
| 8. Attach copy of current Valid IATA Certificate | |

3.7 Submission of Registration Documents

The registration documents dully filled with the necessary attachments should be arranged in a systematic order during submission in the following sequence:

- Cover Page indicating the name of Bidder, category No. and Description.
- PQ1 Registration documentation, **MANDATORY**.
- PQ2 Registration form duly filled.
- PQ 3 Experience of the firm form duly filled with the necessary evidence where necessary.
- PQ 4 Copies of financial statements.
- PQ 5 Confidential Business Questionnaire duly filled.
- PQ 6 Litigation History.
- PQ7 Sworn Statement.
- PQ8 – Valid IATA Certificate.

FORM PQ -1

REGISTRATION DOCUMENTATION.

This is preliminary registration of statutory documents which **shall** be provided by all bidders.

- i) Copy of Certificate of registration or incorporation.
- ii) Copy of **Valid tax compliance certificate** from Zambia Revenue Authority. The validity will be verified using the ZRA Checker.
- iii) Copy of TPIN Certificate/Copy of VAT registration certificate.
- iv) Physical address.
- v) Provide telephone number and email.
- vi) Certificates from affiliated bodies/associations where applicable.
- vii) Proof of experience from at least three clients (Attach letters of recommendation for each reference given) –

COMPLIANCE EVALUATION

Minimum Requirements

Bidders Response (*will comply/will not comply*)

1. Provision of air ticketing with local and international on short notice.
2. Ensure availability of air ticketing at any time as required and as possible by allocating dedicated staff (s) to offer the services.
3. Provide cost effective and efficient services to by providing the best discounted tickets prices available.
4. To make cancellations and re-routing of itinerary as may be required from time to time.
5. The invoiced amounts **MUST** be presented in separate column indicating various charges among other details as below: -
 - a) Name of passenger
 - b) Destination
 - c) Airline
 - d) Cost of ticket per airline market rate
 - e) Service charge
 - f) other charges as applicable
 - g) other taxes as applicable
 - h) Total cost

Status (Compliant/Not Compliant)

Note: Bidder must be compliant in 1-5 above to progress further.

NB: Failure to submit any of the above **mandatory** requirements will lead to **Automatic Disqualification.**

| DETAILED EVALUATION MATRIX | | |
|--|--|-------------------------|
| EVALUATION REQUIREMENT | CRITERIA / PARAMETER | MAXIMUM SCORE(S) |
| MANDATORY DOCUMENTS | | |
| Copy of <u>firm's</u> valid certificate of tax compliance (to be verified with ZRA Checker) | Must attach a valid copy | Yes/No |
| Copy of certificate of Registration from PACRA; | Must attach a valid copy | Yes/No |
| Physical address, Telephone Number and Email | To provide | Yes/No |
| IATA certificates | Must attach a valid copy | Yes/No |
| Duly filled, stamped and stamped confidential questionnaire | 1 mark for document and 0 marks for none | 5 marks |
| Experience of the firm in air ticketing services | 3 years and above Others prorated as <u>Number of year X 20</u> 3 | 15 marks |
| Provide a list of clients and reference letters served in the last 3 years | 5 clients and above <u>Number of year X 15</u> 3 | 25 marks |
| Financial capability. Submit bank statement for at least the last year. 3 years or more preferable. | 3 years and above Others prorated as <u>Number of year X 20</u> 3 | 15 marks |
| Management Staff: - qualification and experience on air ticketing. Degree in Tourism, Air ticketing or equivalent | Manager 5 years or more experience must provide CV. <u>Number of year X 20</u> 5 | 20 marks |
| Other Staff Minimum two staff with Diploma in Tourism, Air ticketing or equivalent | Other staff 3 years or more experience <u>Number of year X 20</u> 5 | 10 marks |
| Confirmation of past or pending litigation against the Corporation; | 5 marks if no case against the Corporation. Disqualification if has case against the Corporation. | 5 marks |
| Duly executed sworn statement | 5 marks for duly completed sworn statement PQ7; 0 marks | 5 marks |
| Total Technical Score | | 100 marks |

NB: a) Kenya Re Reserves the right to determine the maximum number of suppliers of Air Ticketing Services to the Corporation.

FORM PQ-2

REGISTRATION DATA

CONTRACTOR IDENTIFICATION

1. Legal name of firm

Post office addressPost Code.....

City.....

Country.....

Land Line Telephone No(s).....

Person to contact.....

Cell Phone No.....

Title.....

2. Organization & Business Information.....

Director.....

Secretary.....

General Manager.....

Treasurer.....

Others.....

Partnership (if applicable)

Names of Partners.....

3. Business founded or incorporated

4. Under present management since

5. a) Bank reference and address.....

b) Enclose copy of the organization chart of the firm indicating the main fields of activities.

Marks allocation
(1 Mark each for each point. - Max 5 Marks)

FORM PQ-3

PAST EXPERIENCE

**NAMES OF APPLICANTS OTHER CLIENTS DEALT WITH IN THE PAST.
(BIDDERS MUST ATTATCH A LETTER OF RECOMMENDATION FROM EACH
REFERENCE GIVEN)**

1. (i) Name of client (Organization).....
 (ii) Address
- (iii) Telephone No.....
- (iv) Value of contract.....
- (v) Contact person
- (vi) Signature
- (vii) office stamp of the organization

2. (i) Name of client (Organization).....
- (ii) Address of Client (Organization).....
- (iii) Telephone No.....
- (iv) Value of contract.....
- (v) Contact person
- (vi) Signature
- (vii) office stamp of the organization

3. (i) Name of client (Organization).....
- (ii) Address of Client (Organization).....
- (iii) Telephone No.....
- (iv) Value of contract.....
- (v) Contact person
- (vi) Signature
- (vii) office stamp of the organization

Others.....

NB: -Provide letters of recommendation from at least 3 (three) of your major clients listed.

Marks Allocation

For each reference.

0-1-year -1 mark out of 3 marks

2-3 year -2 marks out of 3 marks

4 years and above – 3 Marks out of 3 marks

For overall total marks the above will be added for each reference and calculated relative to the total marks allocated in the evaluation criteria.

FORM PQ-4

FINANCIAL STATEMENT.

Attach a copy of the firm's bank statement for at least the past five months.

Marks allocation

1 Mark for each month of bank statement provided- Max 5 marks.

FORM PQ-5

CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give the particulars indicated in part 1 and either part 2(a) 2 (b) or 2 (c) whichever applies in 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.....Tel/No.....
Nature of Business.....
Current Trade License No.....Expiring date.....
Maximum value of business which you handle at any one-time K (ZMW).....
Name of your bankers.....Branch.....
Are you an agent of the Kenya National Trading Corporation? YES/NO.....

Part 2 (a) – Sole Proprietor:

Your name in full..... Age.....
Nationality.....Country of origin.....
Citizenship details.....

Part 2 (b) – Partnership:

| Name | Nationality | Citizenship Details | Shares |
|--------|-------------|---------------------|--------|
| 1..... | | | |

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

Part 2(c) – Registered Company.

Private or Public

State the nominal and issued capita of the company.

Nominal K.....

Issued K.....

Marks allocation

1 mark for filling part 1 and

1 mark for filling any of part 2

Total 2 marks

FORM PQ-6

LITIGATION HISTORY

Name of Contractor/Supplier

Contractors/Suppliers should provide information on any history of litigation or arbitration resulting from contracts executed in the last five years or currently under execution.

| Year | Award for or against | Name of client cause of Litigation and matter in dispute | Disputed Amount (current value, ZMW. Equivalent |
|------|----------------------|--|---|
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Marks allocation
5 Marks for form Duly Completed

FORM PQ-7

SWORN STATEMENT

Having studied the registration information for the above project We/I hereby state:

- a). The information furnished in our application is accurate to the best of our knowledge.
- b). That in case of being pre-qualified we acknowledge that this grants us the right to participate in due time in the submission of tenders or quotation(s) based on provision in the quotation or tender documents.

Applicant's Name:

Represented by:

Designation:

Signature:

Date:

(Full name and designation of the person signing and stamp or seal of the firm)

Marks allocation

5 Marks for form Duly Completed

FORM PQ-8

IATA CERTIFICATE

SECTION V – SCHEDULE OF REQUIREMENTS

The Kenya Reinsurance Corporation Zambia Limited requires engaging the services of travel agents for provision of Air Travel arrangements on a need basis for a period of two (2) years on a framework Agreement with a mid-term review of performance.

The most cost-effective and practical means of air transport is to be used at all times. Priority will however be given to Kenya Airways unless in such destinations where Kenya Airways and its partners do not fly.

The air travel arrangements will be made with the following considerations.

The registered Travel Agency will be required to provide the following.

1. Provide Air Ticket to the Kenya Reinsurance Corporation Zambia Limited immediately the request is made.
2. Travel Agency must confirm in writing that they will focus on The Corporation requirements and be available on a 24-hour basis.
3. Provide effective and efficient services by providing tickets at the best discounted rates.
4. Prepare itineraries and air ticketing plans for The Corporation Staff as and when need arises.
5. Use the most cost-effective and direct routes available.
6. Ensure minimum price and lead time in the provision of the tickets.
7. Make changes on bookings as requested.
8. To up-date The Corporation on current market fares, special air fares and air ticketing packages.
9. Issue and deliver tickets or e-tickets based upon PROPER AUTHORISATION from The Corporation and take the shortest lead when itinerary and delivery of tickets is requested.
10. Commit in writing that they will dedicate personnel(s) to be responsible for the Corporation air ticketing and related services.

11. Provide services from 7:00 to 18:30 hours during working days and provide contact numbers of experienced travel consultant for 24-hour emergency services on weekends and official holidays as required.
12. Provide information on airport closures, delayed flights or prevailing security concerns which may affect travel to any destination.
13. Advise and submit corporate discounts and air miles.
14. Investigate complaints and follow up.

Management Reports

The Travel Agent shall submit monthly reports to The Corporation showing tickets issued, routes, officers ticketed, cost of ticket or any other format agreed upon before contract signing.

1. Ticket issued route.
2. Officers ticketed.
3. Cost of the ticket
4. Any other format (indicate)

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.
- The Corruption Prevention Committee is at liberty to prescribe the disciplinary action to be taken against the employee(s) concerned.
- 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.

KENYA REINSURANCE CORPORATION LIMITED

QUALITY POLICY

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

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

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

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



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

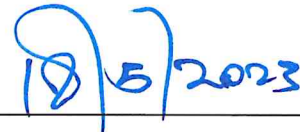
ix) Strengthening internal controls by enhancing assurance reporting to the HQ and subsidiary audit committee boards and enhancing internal controls.

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

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


DR. HILLARY WACHINGA,
MANAGING DIRECTOR

DATE: _____





PUBLIC

KENYA REINSURANCE CORPORATION LIMITED

INFORMATION SECURITY POLICY

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

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

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

The Corporation is committed to:-

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

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



**DR. HILLARY WACHINGA,
MANAGING DIRECTOR**

DATE: _____

18/5/2023



PUBLIC

KENYA REINSURANCE CORPORATION LIMITED

ANTI – CORRUPTION POLICY

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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