



## **Request For Calls for proposals**

### **To Conduct**

### **Risk Management Training Services under a framework agreement.**

**Document Release Date:** 18<sup>th</sup> March 2024

**Last Date for Receipt of Proposals:** 27<sup>th</sup> March 2024

**Time:** 11:00HRS

**Tender Number:** PRF14003

**Submission Method:** email [tenders@redcross.or.ke](mailto:tenders@redcross.or.ke)

**Tender Opening Venue and Time:** Virtually via Microsoft Teams at 1200HRS

## **Introduction**

### **Background**

Kenya Red Cross Society is a humanitarian relief organization created through an Act of Parliament, Cap 256 of the Laws of Kenya on 21st December 1965. It is a voluntary aid Society auxiliary to the public authorities in the humanitarian field and the only National Red Cross Society that carries out its activities in the Kenyan territory. In relation to public authorities, the Society maintains an autonomy, which allows it to act at all times in accordance with the Fundamental Principles of the Red Cross and Red Crescent Movement.

The Society, with its headquarters in Nairobi, has eight regional offices and 47 county branch offices. KRCS works with different partners and Sub-recipients (SR) in Kenya and within Africa.

The Society manages a wide range of programs funded by different donors. These are implemented across the 47 counties by KRCS staff and volunteers. Each program has unique objectives and as such comes with different risks. There are currently 54 projects running at KRCS across the Kenya. The Society also fully owns a range of commercial entities in different industries.

### **Objective**

The Society seeks to continuously equip its Boards, management, staff, volunteers and sub-recipients/sub-contractors of donor funds with adequate risk management skills and to raise the risk awareness at the Society to enable them adequately manage the risks that they face in their various lines of work. In addition, KRCS seeks to continuously foster a positive risk culture, where decision making is guided by best available information and is within the Society's risk-taking limits.

This Request for Proposals (RFP) document is intended to lead to identification of a panel of suitably qualified and experienced trainers for the provision of risk management training services to Kenya Red Cross Society and its and its associated programs and commercial entities. The training will be required by different groups at different times, and the trainers will be called upon to facilitate based on their expertise in the required training topics and their availability.

This document constitutes the formal Request for Proposals (RFP) for the Provision of Risk Management Training Services and is being availed to bidders via email.

## **Current context**

The Society has been implementing Risk Management since 2018 guided by a risk management framework which outlines various roles and responsibilities assigned to various categories of management and staff. As part of the strategy of empowering staff to effectively execute their roles, the Society intends to conduct various customized trainings on Risk Management for various groups.

The Society's ERM objective is to align strategy, fund, process, people, technology and knowledge in order to evaluate and manage opportunities, uncertainties and threats in a structured, disciplined manner, ensuring that risk implications are considered when making strategic and operational decisions. The ERM framework is designed to increase the understanding of the risks inherent in the Society in order to improve decision-making.

## **Aims and Objectives of the engagement**

The objective of the training sessions is to enhance the effectiveness of the participants in their role as well as compliment ongoing efforts to strengthen risk management within the Society. At the end of the trainings, the participants should be able to: -

- Appreciate the need for risk management.
- Understand the process of identifying, assessing, managing/treating, monitoring and reporting on risks.
- Understand and apply techniques and tools used in the risk management process.
- Determine the appropriate risk appetite and tolerance levels.
- Develop risk categories and risk limits.
- Understand the importance of implementing identified risk management actions.
- Review the approach to risk management and recommend changes or improvements to key elements of processes and procedures.
- Understand the roles and responsibilities of various parties in the risk management process.
- Appreciate the emerging trends in risk management especially in the humanitarian sector.

- Understand key risks that face the humanitarian sector.
- Identify, categorize and assess priority risks faced by KRCS.
- Generally, embrace a framework & techniques to inculcate a risk management culture within KRCS.

The above will vary based on the specific session that the participants have undergone.

The training sessions are aimed at creating awareness and building skills and knowledge on various risk management topics including:

1. Enterprise Risk Management
2. Business Continuity Management
3. Ethics (Business and Humanitarian sector)
4. Compliance Management
5. Risk Culture
6. Project Risk Management
7. Risk-based Internal Audit
8. Corporate Governance
9. Cyber-security Risk Management
10. Operational Risk Management
11. Technology Risk Management

Ultimately, the sessions should help enhance the risk consciousness of the Board, Management, staff, volunteers and other partners (sub-recipients and subcontractors) which will enable them to adequately identify, evaluate and prioritize their risks.

### **Project Deliverables**

At least one week before agreed course dates, the Trainer will provide KRCS with a list of key documentation to be shared with participants such as course outline, training manual and case studies to be used in delivery of the course and any other material necessary for the training.

After the training, the Trainer will provide:

- i. A detailed training report incorporating list of participants and training program. The report should provide lessons learnt, areas of improvement any feedback from the participants and recommended enterprise risk management framework implementation tools
- ii. Attendance registers
- iii. Evaluation forms

**Proposed dates**

The Trainers will be required to hold sessions over a 2-year period starting March 2024. Specific dates and training topics/details will be agreed on in consultation with the trainers.

**Format of RFP Response and other Information for Bidders**

The overall summary information regarding the assignment is given in section 1.3 –Aims and objectives. The bidder shall include in their offer any additional services or items considered necessary for the successful completion of the project.

Bidders shall submit a single proposal containing both a technical and financial section.

The Technical section should contain the following:

- a. Profile of the firm
- b. Profile of the personnel to be involved in the work, with emphasis on academic qualifications and experience in Risk Management training and consulting.
- c. Range of ERM and related topics that are available and a summary of the curriculum/course content

The Financial section should indicate the basis for costing the engagement and should be broken down e.g. trainer rate per session, daily rate, course rate per participant etc. as may be applicable, to enable scaling of requirements. This should be inclusive of all applicable taxes.

KRCS will decide on the venue and directly meet the costs, including the transport and accommodation costs of the consultant where the venue is outside Nairobi.

A two-stage procedure will be adopted by the Society for evaluating the proposals, with the technical and financial evaluation of all proposals received on time being completed prior to any oral evaluations being conducted. The proposals will be evaluated based on the following general areas:

- Firm's general experience in the field of assignment
- Firm's financial capacity – audited financial statements for the past 3 years
- Understanding of the aims and objectives
- Range of training offerings/topics
- The qualifications and relevant experience of the personnel

- Proposals for technical requirements.
- Overall value proposition/ transfer of knowledge
- Costing model

The Trainer will be required to submit the following for consideration by the Society:

1. Firm or individual profile indicating the nature of corporate training services offered.
2. A Risk Management training proposal to meet the set objectives. The proposal should seek to demonstrate competence and expertise in undertaking the training and as a minimum should provide the following:
  - i. Detailed CVs of Trainers who will undertake the training.
  - ii. References of corporate clients who have successfully undergone similar training in the last 5 years. Include the names, addresses and contact details of these organizations.
  - iii. Details of the course content.
  - iv. The methodologies to be used such as lectures, case studies etc.
  - v. The materials and training aids to be used such as training notes, videos etc.

All costs pertaining to the preparation of a proposal and negotiations of a contract shall be borne by the firms submitting proposals.

## ANNEX 1: TECHNICAL PROPOSAL FORMAT

- 1) **Introduction:** description of the firm, the firm's qualifications, and statutory compliance. (2 pages)
- 2) **Background:** Understanding of the engagement, context objectives and requirements for services. (2 pages)
- 3) **Proposed methodology** – Details of course contents, delivery methodologies to be used, materials and training aids. (5 pages)
- 4) **Firms experience** in undertaking assignments of similar nature and experience for similar clients in the last 5 years. (2 pages)  
(Separately attach references and summary scope of the engagement)
- 5) **Pool of experts available at the firm** (As per annex 2) - 1 page
- 6) **Basis for costs charged/costing structure** (professional fee and disbursements)

## ANNEX 2: TENDER ASSESSMENT CRITERIA

A two-stage assessment procedure will be used to evaluate all proposals from bidders. The total number of points which each bidder may obtain for its proposal is:

- Technical and Financial Proposal      50 marks
- Oral presentation      50 marks

The proposal (technical and financial sections) will be evaluated prior to the oral evaluation sessions. All proposals attaining a minimum of 35 pts shall be invited for the oral session.

### 1. Mandatory Requirements.

The proposal shall ONLY be evaluated on the basis of its adherence to the following compulsory requirements, this applies to both local and international firms or individuals.

Document/ Requirements	Yes/No
Tax compliance certificate	
Certificate of incorporation/registration (only applicable for firms)	
Copy of PIN certificate (applicable for individuals)	
<b>Proceed to next stage (Yes/No)</b>	

## 2. Assessment of the Proposal

The proposal shall be evaluated on the basis of its responsiveness to the TOR. Specifically, the following criteria shall apply:

Evaluation Criteria	Maximum Points
1) Profile - Description of the consultant/Firm's Qualifications <ul style="list-style-type: none"><li>• Company profile and documentation (5 pts)</li><li>• For individuals, include resume, relevant academic and professional certificates (one pt for every relevant document up to a maximum of 5 pts).</li><li>• Training accreditation/affiliation with accredited training Institutions (5 pts)</li></ul>	10
2) <b>Proposed Methodology:</b> Curriculum/range of training courses, delivery methodologies	15
3) <b>Firms experience in undertaking assignments of similar nature in the past 5 years:</b> Provide a summary and supporting information on experience, and related technical and geographic coverage. <ul style="list-style-type: none"><li>• Humanitarian sector clients – 5 pts</li><li>• Corporate/public sector clients – 5 pts</li></ul>	10
4) <b>Proposed Team Composition:</b> Tabulate the team composition to include the general qualifications, suitability for the specific task to be assigned and overall years of relevant experience to the proposed assignment. <ul style="list-style-type: none"><li>• The proposed team composition should balance effectively with the necessary skills and competencies required to undertake the proposed assignment.</li><li>• Provide CVs for training team</li></ul>	10
5) Details and suitability of costing structure	5
<b>TOTAL SCORE</b>	<b>50</b>



## GENERAL INSTRUCTIONS

Please read carefully the method of tender submission and comply accordingly.

1.1.1. KRCS reserves the right to accept or to reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to any Bidder or any obligation to inform the Bidder of the grounds for its action.

### 1.1.2. Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Society will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### 1.1.3. Clarification of Bidding Document

All correspondence related to the contract shall be made in English. Any clarification sought by the bidder in respect of the consultancy shall be addressed at least **five (5) days** before the deadline for submission of bids, in writing to the tenders' email below.

The queries and replies thereto shall then be circulated to all other prospective bidders (without divulging the name of the bidder raising the queries) in the form of an addendum, which shall be acknowledged in writing by the prospective bidders.

Enquiries for clarifications should be sent by e-mail to [tenders@redcross.or.ke](mailto:tenders@redcross.or.ke)

### 1.1.4. Amendment of Bidding Document

At any time prior to the deadline for submission of bids, KRCS, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment.

All prospective Bidders that have received the bidding documents will be notified of the amendment in writing, and it will be binding on them. It is therefore important that bidders give the correct details in the format given on page 1 at the time of collecting/receiving the bid document.

To allow prospective Bidders reasonable time to take any amendments into account in preparing their bids, KRCS may at its sole discretion extend the deadline for the submission of bids based on the nature of the amendments.

### 1.1.5. Deadline for Submission of Bids

Bids should reach [tenders@redcross.or.ke](mailto:tenders@redcross.or.ke) on or before **27<sup>th</sup> March 2024** at **1100HRS**. Bids received after the above-specified date and time shall not be considered.

*Bidders should provide softcopy technical and financial proposal clearly marked “**Technical and financial Proposal – Name of Bidder**”. The subject of your email should read “**Tender No. PRF14003 – Call for Risk Management Training Services**”*

**The proposal should be addressed as indicated above to reach the under signed by 27<sup>th</sup> March 2024 at 1100HRS for the tender to be opened at 1200HRS:**

Any bid received by KRCS after this deadline will be rejected.

#### **1.1.6. Cost Structure and non-escalation**

The bidder shall, in their offer, detail the basis/costing structure for charging professional fees across the various scope of works. The proposed costing structure shall be in a format adequately suitable to allow for scaling.

No price/rate escalation under this contract shall be allowed. KRCS shall not compensate any bidder for costs incurred in the preparation and submission of this RFP, and in any subsequent pre-contract process.

#### **1.1.7. Taxes and Incidental Costs**

The prices and rates in the financial offer will be deemed to be inclusive of any other incidental costs. Please note that KRCS is zero rated on VAT and prices should be exclusive of VAT.

#### **1.1.8. Responsiveness of Proposals**

The responsiveness of the proposals to the requirements of this RFP will be determined. A responsive proposal is deemed to contain all documents or information specifically called for in this RFP document. A bid determined not responsive will be rejected by the Organization and may not subsequently be made responsive by the Bidder by correction of the non-conforming item(s).

#### **1.1.9. Currency for Pricing of Tender**

All bids in response to this RFP should be expressed in Kenya Shillings. **Expressions in other currencies shall not be permitted.**

#### **1.1.10. Correction of Errors.**

Bids determined to be substantially responsive will be checked by KRCS for any arithmetical errors. Errors will be corrected by KRCS as below:

- a) Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern, and
- b) Where there is a discrepancy between the unit rate and the line total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

The price amount stated in the Bid will be adjusted by KRCS in accordance with the above procedure for the correction of errors.

#### **1.1.11. Confidentiality**

The Bidder shall treat the existence and contents of this RFP, and all information made available in relation to this RFP, as confidential and shall only use the same for the purpose for which it was provided.

The Bidder shall not publish or disclose the same or any particulars thereof to any third party without the written permission of KRCS, unless it is to Bidder's Contractors for assistance in preparation of this Tender. In any case, the same confidentiality must be entered into between Bidder and his Contractors.

#### **1.1.12. Corrupt or Fraudulent Practices**

KRCS requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

KRCS will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

Further a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating, please report any malpractices to [complaints@redcross.or.ke](mailto:complaints@redcross.or.ke)