CIC-RFP-75-25 SUPPLY & IMPLEMENTATION OF A NEW GENERAL INSURANCE SYSTEM

QUERIES/CLARIFICATIONS & RESPONSES   - (I)   13th JUNE 2025

No.	RFP	Category	Query/Clarification	Response
1	Touches on all aspects of RFP section 2: functional requirements	General query	Is there provision / allowance for niche solution or software providers to submit a bid response covering only specific sections of their solution, including integration architecture showing how the niche solutions would fit into the overall tech landscape covered by the RFP.	*CIC Group is interested in an end to end solution. Therefore, each vendor must demonstrate capabilities to provided the complete solution not piecemeal modules.*
2	Touches on all aspects of RFP section 2: functional requirements	General query	Is it recommended to partner with other solution providers to ensure holistic end-to-end bid submission, covering most, if not all aspects of the RFP.	*For efficient coordination of support activities, we would prefer to enter into partnership with a vendor with a complete end-to-end solution*
3	The company has over 25 branches in Kenya and regional presence in South Sudan, Uganda and Malawi	General query	Is the implementation required only in Kenya or in all four countries?	*For now, only in Kenya*
4	Bidders should provide a detailed cost breakdown in Kenya Shillings (CIC General Insurance Ltd will not accept amounts in any other currency)	Price Schedule	As an international company, we kindly request your approval to submit our quotation in a standard international currency, such as US dollars (USD).	*That is in order, submit your proposal in USD (US Dollars)*
5	The bidders are advised to provide a detailed summarized proposal with a three-year total cost of ownership for all the lots they are participating in. where applicable indicate any secondary costs like upgrade costs	General query	The pricing template includes rows for a 5-year TCO. Kindly confirm whether a 3- year or 5-year TCO is required.	*Kindly share a 5-year TCO (Total cost of Ownership)*
6	Document Backup: All quotes and their associated documents must be	Functional Requirements	Does CIC use any EDMS (Electronic Document Management System) presently?	*In the process of procuring one.*

	securely stored and backed up in the Electronic Document Management System (EDMS).			
7	System Integration: Ensure seamless integration with other business systems (e.g., travel platforms).	Functional Requirements	What are other business systems other than travel insurance, are required to be integrated with proposed system?	*Travel portal, AKI DMVIC, KRA E-TIMS, AKI IMIDS, AML solution, Service Provider portal, Mobile APP(s). Simply put, we need APIs to provide flexibility to integrate with third party solutions.*
8	Credit WORTHINESS: Link the client's PIN to a Provided CRB data through our system and be indicating Red/ Not allow Credit on the clients with a blurred credit score and those with goodcredit score to allow credit	Functional Requirements	Is CIC using any system to check credit score of a client based on KRA PIN? Can you please explain CRB Data through CIC System?	*We currently don't have one. We are keen to see what vendors can offer.*
9	Approved documents to be picking the creator's name and the electronic signature and name of the approver	Functional Requirements	Does CIC use any platform for Electronic Signature?	*NO, currently CIC Group doesn't have one.*
10	System to have ability to integrate with a web portal to allow clients to self-service	Functional Requirements	Does CIC have web portal for Client self – service?	*Yes, a web portal exists. However, the Group would wish to have a more robust one that is seamlessly integrated with the core system to eliminate manual intervention.*
11	Ability of the system to support issue resolution through the use of the short messaging platform and instant chat (feedback) and social media Platforms	Functional Requirements	Requesting to elaborate expectation from the system against this requirement	*Public facing modules to have enhanced customer engagement capabilities e.g. chat options, and social media engagement options.*
12	Ability to avail commissions computation and sale data to a third-party system i.e. system for second/multilayer commissions processing and generation of commissions statements- credit Control	Functional Requirements	Which third party system is mentioned/being referred to in this case?	*Group Finance module (Microsoft Dynamics AX).*
13	Ability to integrate with Client/Service provider portals	Functional Requirements	Does CIC use any service provider portal as present?	*Yes, CIC Group wants to procure a system that comes with a more robust self-service portal though.*

14	Ability to integrate with a third- party AML solution for screening customers	Functional Requirements	Does CIC use any AML System?	*Yes, CIC Group expects to procure a system that can easily be integrated to third party AML.*
15	Ability to integrate with a Third-party Mobile App to enable agents to onboard clients, purchase products, initiate renewals, and report claims.	Functional Requirements	Does CIC use any Mobile App?	*CIC Group is in the process of acquiring a Mobile App.*
16	Ability to integrate with an Enterprise GL solution i.e. Microsoft Dynamics AX	Functional Requirements	Does CIC use any Core Finance System / GL System?	*Yes, Microsoft Dynamics AX*
17	Data Migration	Functional Requirements	Current Data Volume (Approximately): How many customers? How many policies? How many intermediaries? Average number of policy generation per day?	*To be provided once CIC Group identify the best solution provider to partner with.*