

REQUEST FOR PROPOSALS – REINSURANCE BUSINESS PLACEMENT SYSTEM (MARKETPLACE)

INSTRUCTIONS TO BIDDERS (ITB)

ITB REF	Data Sheet	
1	Assignment	Reinsurance Business Placement System (Marketplace) - Supply, Implementation, Configuration, and onboarding of clients, with option for system ownership by procuring party
2	Issued By	ZEP-RE (PTA Reinsurance Company) ZEP-RE Place, Longonot Road, Upper Hill P.O Box 45277 - 00100, Nairobi, Kenya Website: https://zep-re.com
3	RFP Issue Date	23 rd April 2026
4	Point of Contact for Clarification	Email: aosman@zep-re.com
5	Amendments	At any time prior to the deadline for submission of proposals, ZEP-RE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective proposer, amend the RFP documents. Any amendments will be issued to all participating bidders via email.
6	Language	All proposals and related correspondence shall be in English.
7	Conflict of Interest	Bidders must declare any potential or actual conflict of interest.
8	Documents Comprising the Proposal	<p>Technical Proposal</p> <p>This should comprise the following at a minimum:</p> <ul style="list-style-type: none"> • Eligibility documents (certificate of incorporation, tax compliance, confirmation of no sanctions) • Methodology and approach for implementing the solution • Capacity and experience of the firm and team members, including references for similar projects and relevant certifications • Quality control mechanisms, demonstrating compliance with international standards and robust internal policies • Independence and objectivity, describing how the firm will ensure unbiased delivery and avoid conflicts of interest • Project plan, timeline, and deliverables, specifying the details and frequency of engagement deliverables • Involvement of other specialists and experts, if applicable <p>Financial Proposal</p> <ul style="list-style-type: none"> • Proposed fees for implementation and maintenance, stated in United States Dollars (USD), inclusive of all taxes and VAT <p>System Ownership Proposal</p>

		<ul style="list-style-type: none"> • Proposal for procuring parties to own part of the system, or part of the company owning the system
9	Proposal Validity Period	Proposals must remain valid for 90 days from proposal submission deadline.
10	Email Address for submission of Proposals	<p>To: Insurtech Desk Email: aosman@zep-re.com</p> <p>Please include the subject line “REINSURANCE BUSINESS PLACEMENT SYSTEM” of the email.</p>
11	Deadline for Submission of Proposals	9 th May 2026
12	Selection Method	Most Advantageous Offer from technically qualified proposals
13	Proposals Evaluation Criteria	<p>The Client will evaluate Proposals based on their responsiveness to the Terms of Reference, applying the following evaluation criteria:</p> <p>13.1: Mandatory Eligibility Requirements</p> <ul style="list-style-type: none"> • Certificate of incorporation or operating license • Tax compliance certificate • Confirmation that the firm is not sanctioned or blacklisted by any government or international institution <p>13.2: Technical Proposal</p> <ul style="list-style-type: none"> • System capability to meet requirements - 50 • Relevant experience of the firm and team in similar projects (especially in insurance/reinsurance/financial sector) — 30 points • Implementation Methodology — 20 points <p>13.3: Financial Proposal Among the Proposals that score higher than the minimum technical score, the lowest evaluated cost is considered the Most Advantageous.</p> <p>13.4: System Ownership Proposal Among the Proposals that score higher than the minimum technical score, the best ownership terms is considered the Most Advantageous.</p>
14	Minimum score for the Technical Proposals	65 points out of 100

TECHNICAL TERMS OF REFERENCE (TOR)

1. Introduction

ZEP-RE (also called PTA Reinsurance Company) is a leading reinsurer in Africa and a specialized institution of the Common Market for Eastern and Southern Africa (COMESA). The company was established in 1990 under the then Preferential Trade Area, a precursor to COMESA, to develop the insurance and reinsurance industries and support capacity building. ZEP-RE, which opened in 1993, is headquartered in Nairobi, Kenya, and has regional hubs/ offices in Nairobi, Harare, and Abidjan. In addition to these regional hubs, the company has country offices in six other countries: Zambia, Ethiopia, Uganda, Rwanda, Democratic Republic of Congo, and Sudan.

2. Objective

The aim is to acquire and deploy a multi-entity, multi-country Business Placement System (Marketplace) that facilitates the end-to-end placement lifecycle across risk recording, offer management, premiums, and claims, with robust workflow, compliance, security, and integration capabilities. Cedents and Brokers will post business they would like to place, risk carriers will quote, and the business will then be accepted.

3. Scope of Work

The proposed solution must:

- Record business available for placement
- Manage offers from risk carriers
- Manage premium collection.
- Handle claims processing.
- Provide centralized management, automation, and monitoring.
- Ensure scalability for future growth and flexibility in deployment.
- Integrate with partners and participants

4. Technical Requirements

Feature / Functionality Requirement		Available, Customisation required Not Available	Remarks / Reference to proposal annexure
No	Recording Process		
1	Ability to record and submit risks digitally with dynamic forms per line of business		
2	Dynamic, line-of-business specific risk capture forms with configurable fields, mandatory rules, and conditional logic; submission blocked unless 95% mandatory fields complete.		
3	Ability to validate completeness of risk information (e.g., % audit of risk data elements)		
4	Validation and completeness scoring with itemized error messages; admin-configurable thresholds.		
5	Ability to generate printable/exportable risk summaries		
6	One-click export to PDF (human-readable) and CSV (machine-readable).		
7	Ability to log all risk placement actions in an auditable, time-stamped manner		
8	Immutable audit trail capturing who/what/when and before/after values.		
9	Ability to upload supporting documents required for risk placement		

Feature / Functionality Requirement		Available, Customisation required Not Available	Remarks / Reference to proposal annexure
10	Document upload with virus scanning, file-type/size controls, and version history.		
11	Ability for cedants to track status of placed risks		
12	Lifecycle statuses with dashboard: New/In Review/Invited/Quoted/Bound/Declined; timestamps visible.		
13	Ability to validate completeness of risk information (e.g., % audit of risk data elements)		
14	Ability to generate printable/exportable risk summaries		
15	Ability to upload supporting documents required for risk placement		
16	Ability to record visitor temperature record, with future upgrade to auto scanning gadget		
17	Notifications to reinsurers for risk invitations		
	Offer Management		
18	Ability for reinsurers to review, accept, decline, or counter risk offers		
19	Reinsurers can review, accept, decline, or counteroffers; actions require comments and are time-stamped.		
20	Attachment with version control and change notes; permitted formats and size limits enforced.		
21	Structured negotiation trail with version history (who/what/when) and comparison view.		
22	Multi-participation supported; allocations must total 100%; partial binds and automatic recalculation.		
23	Ability to attach documents and comments to offers		
24	Ability to negotiate terms within the platform (counter-offers)		
25	Ability to manage multiple reinsurer participations and share allocations		
26	Ability to view offer history and versioning		
27	Comprehensive, read-only audit trail with export.		
	Premium Management		
28	Ability to initiate and record premium payments (EFT, online payment, upload slip)		
29	Automated reconciliation of premium against written lines		
30	Notification of premium receipt to reinsurers		
31	Ability to view premium outstanding, paid, and partially paid statuses		
32	Automated premium reminders and ERP/GL integration		
	Claims Management		
33	Ability to capture early claim intimation		
34	Automatic reinsurers claim share calculation		
35	Notification of claim submission and updates		
36	Ability for reinsurers to approve/decline claim shares		
37	Claims workflow with reserve tracking		
	Workflow and Approvals		
38	Conditional routing in approvals; workflow analytic		
39	Ability to configure multi-step approval workflows		
40	Ability to create entity specific workflows		
41	Ability to create approval thresholds (any to sign, stepped approval)		
	Regulatory and Compliance		
42	Ability to generate regulatory reports (country specific formats) Data retention and right-to-erasure workflows		
43	MFA/SSO; ISO 27001/SOC 2 evidence; pen testing		

Feature / Functionality Requirement		Available, Customisation required Not Available	Remarks / Reference to proposal annexure
44	OpenAPI docs, webhooks with signed payloads, and integration monitoring		
45	Ability to automate Negative Market Sip externalization		
46	User and system audit trails for compliance		
	Data Security and Protection		
47	Compliance with data protection laws (e.g., PDPA, GDPR equivalents)		
48	Encryption of sensitive insurer/reinsurer data		
49	Multitenant isolation for country/entity specific data		
50	Role based access control with least privilege policy		
	Integration		
52	REST API connectivity to insurer core systems		
53	Ability to provide SOAP/XML integrations for legacy systems Webhooks for event-based integration		
	Non-Functional Requirements		
54	Performance: 3s p95 for key UI actions under 1,000 concurrent users.		
55	Availability: 99.5% monthly uptime.		
56	Backup & Recovery: RPO ≤ 4h; RTO ≤ 8h.		
57	Usability: Responsive web UI; WCAG 2.1 AA where feasible		
	Ownership		
58	The partners would like to have full or part ownership of the system, or the company owning the system		
59	Vendors must state IP model (full client ownership / joint IP / licensed), provide code escrow for licensed solutions, and define source code review rights.		