

CENTRE FOR RIGHTS EDUCATION AND AWARENESS

(CREAW)

REQUEST FOR PROPOSAL

MED-1/RFP/2026

INSURANCE BROKERAGE SERVICES

CLOSING DATE 19TH JULY 2026

BACKGROUND

The **Centre for Rights, Education and Awareness (CREAW)** is a feminist NGO in Kenya dedicated to advancing women's and girls' rights and promoting social justice. CREAW operates in 31 counties, with a physical presence in 7 counties. Its strategic priorities include:

1. Ending violence against women and girls
2. Advancing sexual and reproductive health rights
3. Promoting women's economic justice
4. Strengthening women's rights organizations and movements
5. Enhancing women's participation in leadership and decision-making

REQUEST FOR PROPOSAL

CREAW invites proposals from established and licensed insurance brokerage firms to partner with us in delivering comprehensive insurance solutions, including Group medical cover and Workman Injury Benefit ACT (WIBA). Proposals should be comprehensive, with a focus on cost-efficiency, service reliability, and alignment with CREAW's mission.

OBJECTIVE

The objective of this RFP is to procure the services of a reputable and licensed insurance brokerage company with proven expertise and resources to ensure proper management of CREAW insurance covers in accordance with the requirements set out.

SCOPE OF SERVICES

The Centre for Rights Education and Awareness (CREAW) seeks the support of an insurance agency to support CREAW in the overall management of the specified classes of Insurance schemes. The scope will include (but not limited to)

1. Analyze and provide professional technical advice on the bids received for all insurance covers that CREAW may wish to agree to.
2. Negotiate with insurance companies to offer the best terms and premiums to CREAW
3. Support CREAW in mitigating risks and developing working risk management strategies.

4. Handle policy renewals and amend policies.
5. Act as the liaison between CREAW and the Underwriters.
6. Update CREAW on legislative and regulatory changes.
7. Review insurance policies and advise CREAW of any emergent issues.
8. Provide professional and technical advice in the event of special claims.
9. Any other services as may be mutually agreed upon in writing between CREAW and the broker/agent

PROPOSAL SUBMISSION GUIDELINES

The interested firms must submit their proposal, which should ;

1. Demonstrate experience with insurance brokerage for NGOs/INGOs or similar civil society organizations in Kenya (minimum 3-5 years).
2. Demonstrate their proven ability to design, procure, manage, and renew Group Health and WIBA programs for multi-site organizations; experience with program-related insurance, property, general liability, and staff benefits is a plus.
3. Evidence of successful claims management support and servicing for NGO clients, including onboarding, policy issuance, endorsements, and renewals.
4. Submission of at least three verifiable client references from NGOs/INGOs (preferably in the last 3 years), with contact details, scope of coverage, and a brief description of the engagement outcome.

For submission of questions/clarifications relating to this RFP, please email CREAW at Procurement@creawkenya.org and reference **MED-1/RFP/2026- [AGENCY NAME]** in the subject section of your email by **19th July 2026**.

REQUIREMENTS

The firm must have the following;

1. A copy of a valid certificate with the IRA (Insurance Regulatory Authority)
2. Certificate of Company Registration under the Companies Act.
3. Copy of Valid Tax Compliance Certificate.
4. Provide details of the key personnel to be CREAW contact person, including their CVs.

APPROACH, METHODOLOGY & IMPLEMENTATION PLAN

1. A clear, phased approach covering: needs assessment, market research and analysis, proposal sourcing, negotiation, policy issuance, onboarding, and ongoing account management.
2. Delivery timeline with key milestones, e.g., kickoff, policy selection, certificate issuance, onboarding of staff, first renewal.
3. Methodology for cost containment and value for money without sacrificing coverage quality.
4. Quality assurance measures, governance framework, and reporting cadence (e.g., quarterly performance and claims reporting, annual risk assessment, and governance meetings).

EVALUATION CRITERIA

Proposals will be assessed on:

	AREA OF ASSESSMENT	%
1	Past Performance - Provide references from three Organizations to whom you have provided similar services in the last three years, for two consecutive years – Preferably local NGOs / INGO's if any	20%
2	Provide the additional benefits/services that CREAW would gain if we were to award the contract. Bidder must demonstrate that they have value-added services, including: risk surveys, advisory services, and scheduled review meetings	10%
3	Technical assessment - The bidder must demonstrate deep knowledge and provide a detailed work plan and delivery methodology/ plan outlining the following: 1. Turnaround time for claims 2. Response to inquiries 3. Claims handling procedures and documentations 4. Any other offerings/innovations	40%
4	Demonstrated cost savings or efficiency gains achieved for similar clients.	30%
	TOTAL SCORE	100%

TERMS AND CONDITIONS OF THE PROPOSAL

CREAW reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with this assignment.

CREAW reserves the right not to make any appointment from the proposals submitted. Service providers shall not make available or disclose details pertaining to their proposal to anyone not specifically involved, unless authorized to do so by CREAW.

CREAW Service providers are required to declare any conflict of interest they may have in the transaction for which the proposal is submitted or any potential conflict of interest. CREAW reserves the right not to consider further any proposal where such a conflict of interest exists or where such a potential conflict of interest may arise.

CONFIDENTIALITY STATEMENT

All data and information received from CREAW for this assignment are to be treated as confidential and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to CREAW.