



# **Request For Proposal (RFP)**

**For Deployment of Resource Management Software (RMS)**

**Pioneer Insurance Holdings Limited**

**Date: 11/12/2025**

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## 1. Introduction

Pioneer Insurance Holdings Limited invites qualified vendors to submit proposals for the supply, installation, customization, and implementation of a **Resource Management Software (RMS)**. The software is expected to automate and streamline human resource, asset, and resource management processes to improve operational efficiency, transparency, and data-driven decision-making.

## 2. Objectives

The objective of this project is to deploy an integrated Resource Management System that will:

- Enhance efficiency and accuracy in staff and resource management.
- Facilitate timely decision-making through real-time data and analytics.
- Improve employee engagement and productivity through self-service tools.
- Ensure compliance with organizational policies and statutory requirements.
- Support scalability, integration, and long-term sustainability.

## 3. Scope of Work

The successful bidder will be responsible for:

1. **Supply, configuration, and customization** of the software solution.
2. **Data migration** from existing systems.
3. **Integration** with existing application systems.
4. **User training** and capacity building for administrators and end-users.
5. **Provision of support, maintenance, and system updates** for post-implementation period.

## 4. System Modules and Functional Requirements

The Resource Management Software should include, at minimum, the following modules:

### 4.1 Staff Management

- Centralized employee records management



- Digital personnel files and employment history
- Job profiles, transfers, and promotions tracking

## **4.2 Recruitment**

- Job requisition and approval workflows
- Online job postings and candidate applications
- Shortlisting, interview scheduling, and onboarding management

## **4.3 Time & Attendance**

- Biometric or card-based attendance tracking
- Integration with leave management for real time absenteeism tracking

## **4.4 Leave Management**

- Online leave application and approval workflows
- Leave balances, carry-forward, and reporting
- Automated notifications and integration with attendance records

## **4.5 Performance Management**

- KPI-based and 360° performance evaluations
- Goal setting, progress monitoring, and appraisals
- Performance analytics and reporting dashboards

## **4.6 Disciplinary & Compliance Management**

- Case tracking and documentation
- Policy adherence monitoring and reporting
- Compliance alerts and audit trails

## **4.7 Employee Self-Service (ESS) Portal**

- Access to payslips, leave balances, and personal data
- Application and approval requests (leave, loans, training, etc.)
- Internal communication and feedback features

## **4.8 Learning & Development (L&D)**

- Training needs assessment and planning
- Course scheduling, registration, and completion tracking
- E-learning content support and certification management

## **4.9 Procurement & Asset Management**

- Asset acquisition, tagging, and lifecycle tracking
- Procurement planning and supplier management
- Maintenance schedules and depreciation tracking

#### **4.10 Resource Management**

- Resource allocation and utilization tracking
- Departmental resource budgeting and forecasting
- Real time resource booking and reservation
- Integration with events and meeting scheduling

#### **4.11 Loan Management**

- Loan application and approval workflows
- Repayment schedules and deductions integration with payroll
- Real-time loan balance tracking and reporting

#### **4.12 Payroll**

- Automate payroll computation based on salary structures, statutory deductions, allowances, overtime, commissions, and leave.
- Multi-level approval workflow (preparation → review → approval → posting).
- Allow for batch payroll processing and reprocessing where corrections are required.
- Generate payroll summaries, individual payslips, and variance reports.
- Automatically calculate statutory deductions such as PAYE, NHIF, NSSF, HELB, etc. (Kenya-specific)
- Update statutory tables and rates

### **5. Technical Requirements**

The proposed solution should meet the following minimum specifications:

- **Architecture:** Web-based system.
- **Database:** Capable of working with enterprise-grade database.
- **Integration:** Ability to integrate existing applications through APIs.
- **Security:** Role-based access control, encryption, and audit trails.
- **Scalability:** Modular design allowing for future feature additions.
- **Hosting:** On-premises or cloud-based options

### **6. Vendor Qualifications**

Vendors must provide evidence of:



- Proven experience in implementing similar systems within the past 5 years.
- At least **three (3)** references from clients using similar solutions.
- Technical and functional expertise in HR and Resource Management software.
- Qualified personnel with experience in software deployment and training.

## 7. Deliverables

- Functional and technical requirements documentation
- Configured and customized RMS solution
- Data migration and system integration reports
- User and technical manuals
- Training and knowledge transfer sessions
- Post-implementation support and maintenance plan

## 8. Proposal Submission Guidelines

Interested vendors should submit their proposals including the following:

1. Company profile and legal registration documents
2. Technical proposal (methodology, implementation plan, timelines, and deliverables)
3. Financial proposal
4. References and past project summaries
5. Proposed project team composition

## 10. Implementation Timeline

The expected project implementation duration is from the date of contract signing, covering:

- System customization and configuration
- User training and data migration
- Testing, commissioning, and go-live
- Post-implementation support phase

## 11. Terms and Conditions

- Pioneer Insurance reserves the right to accept or reject any or all proposals.
- All costs related to proposal preparation shall be borne by the bidder.
- Any form of canvassing will lead to disqualification.
- Confidentiality of all submitted information must be maintained.

## **12. Contact Information & Submission Deadline**

### **12.1 Submission Date:**

7<sup>th</sup> of January, 2026 by 11:00 AM

### **12.2 Format:**

- Technical Proposal
- Financial Proposal
- Sealed in one envelope

### **12.3 Submission Method:**

Submit physical proposal document sealed in an envelope addressed to:

The ICT Steering Committee  
Pioneer Insurance Holdings  
Pioneer House, 6<sup>th</sup> Floor  
Moi Avenue-Nairobi

Subject: **RFP for Deployment of Resource Management Software**