



PIONEER ASSURANCE COMPANY LIMITED
REQUEST FOR PROPOSAL (RFP)

**SUPPLY, IMPLEMENTATION AND SUPPORT OF AN ANTI-MONEY
LAUNDERING/ COUNTER TERRORISM FINANCING (AML/CFT)
SOLUTION**

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1. SECTION 1 – REQUEST FOR PROPOSAL

1.1 Introduction

Pioneer Assurance Company Limited, a licensed insurance company operating in Kenya and regulated by the Insurance Regulatory Authority (IRA), invites qualified and experienced Bidders to submit proposals for the supply, implementation, and support of an Anti-Money Laundering/ Counter Terrorism Financing (AML/CFT) Solution.

1.2 Description, Aims and Objectives

The objective of this RFP is to procure a modern, scalable, and compliant AML/CFT solution that will strengthen the Company's compliance with the Proceeds of Crime and Anti-Money Laundering Act (POCAMLA), related regulations, FATF recommendations, and international best practices.

The key objectives of the solution sought are to;

- Enhance customer due diligence and ongoing monitoring capabilities;
- Automate screening against sanctions, PEPs, watch-lists, and adverse media;
- Improve risk-based customer profiling;
- Ensure timely detection and management of AML/CFT-related alerts;
- Support regulatory reporting and audit requirements; and
- Enable future scalability and integration with internal systems

The implementation will be executed in two (2) phases:

- Phase 1: Customer Screening and Monitoring
- Phase 2: Transaction Monitoring and System Integration

1.3 Scope of Work

The successful Bidder will play a key role in the following areas;

1. Provision of a SaaS cloud-based AML/CFT solution;
2. Configuration and implementation of Phase 1 and Phase 2 capabilities;
3. Integration with existing internal systems (where applicable);
4. User training and knowledge transfer; and
5. Ongoing support, maintenance, and system upgrades

2. SECTION 2 – TECHNICAL AND FUNCTIONAL REQUIREMENTS

2.1 Phase 1 requirements – Customer Screening and Monitoring

The AML/CFT solution must support approximately 70,000 customer screening scans annually and provide, at a minimum, the following capabilities;

- 1. Deployment Model**
 - SaaS cloud-based solution
 - Bidder to specify cloud hosting provider and data residency options
- 2. Sanctions Screening**
 - Screening against global sanctions lists including but not limited to:
 - OFAC
 - United Nations (UN)
 - European Union (EU)
 - UK HMT and other relevant global lists
 - Bidder to disclose all sanctions lists supported.
- 3. PEP Screening**
 - Screening against global Public and Private Politically Exposed Persons (PEP) lists
 - Bidder to disclose PEP list providers and update frequency
- 4. Watch-list & Adverse Media Screening**
 - Automated screening against watch-lists and negative/adverse media sources
 - Bidder to specify data sources and coverage
- 5. Customer Risk Scoring**
 - Risk scoring and profiling of customers
 - Bidder to specify whether the risk engine is rule-based, AI-driven, or hybrid
 - Ability to configure risk parameters and thresholds
- 6. Ongoing Customer Monitoring**
 - Continuous monitoring of customer profiles against updated lists and risk indicators
- 7. Alert Management**
 - Real-time generation of alerts for matches and high-risk indicators
 - Prioritization and categorization of alerts
- 8. Four-Eye (Maker-Checker) Principle**
 - Maker-checker workflow for review, escalation, and approval of flagged alerts
- 9. KYC / KYB & Document Management**
 - Capture, storage, and management of KYC and KYB documents
 - Support for document uploads and audit trails
- 10. Batch Screening**
 - Ability to perform batch screening for bulk customer files
- 11. User Access & Security**
 - Role-based access control
 - Bidder to state the number of supported concurrent users
- 12. Reporting & Regulatory Compliance**

- Generation of standard and ad-hoc reports
- Reports to support regulatory reviews, audits, and proof of compliance

13. Implementation & Support

- Initial system setup, configuration, and customization
- Ongoing technical and functional support
- Clearly defined Service Level Agreements (SLAs)

2.2 Phase 2 requirements – Transaction Monitoring and Integration

Upon successful roll out of phase 1, Pioneer Assurance **may elect** to roll out phase 2 of the project and the Bidder must be ready to provide, at a minimum, the following services and capabilities;

1. Integration

- Integration with the Company’s internal systems, including but not limited to;
 - Pioneer Assurance Core Insurance System
 - Payment platforms (banks, mobile money, payment gateways)
 - Customer Relationship Management (CRM) system
- Support for APIs and standard integration protocols
- Secure data exchange and encryption

2. Transaction monitoring

- Monitoring of financial and non-financial transactions for suspicious activity
- Configurable monitoring scenarios and thresholds
- Bidder to state whether transaction monitoring is rule-based, AI-driven, or hybrid
- Ongoing tuning and optimization of monitoring rules/models
- Alert generation and case management for suspicious transactions

2.3 Additional Technical Requirements

- Cloud security controls and certifications (e.g., ISO 27001)
- High availability and disaster recovery
- Data encryption at rest and in transit
- Comprehensive audit logs and system monitoring
- Compliance with Kenyan data protection laws

3. SECTION 3 – BIDDER QUALIFICATIONS

3.1 Bidders must demonstrate;

- Proven experience implementing AML/CFT solutions for insurance or financial services institutions;
- Experience in African and Kenyan regulatory environments;
- Availability of local or regional support; and

- Financial stability and capacity to support long-term engagement.

4. SECTION 4 – PROPOSAL SUBMISSION REQUIREMENTS

4.1 Format of RFP response and other information for Bidders

- 4.1.1. The overall summary information regarding the **Supply, Implementation and Support of an Anti-Money Laundering/ Counter Terrorism Financing (AML/CFT) Solution is given in Section 1.3 – Scope of Work**. The Bidder shall include in their offer, any additional services considered necessary for the successful implementation of their proposal.
- 4.1.2. Proposals from Bidders should be submitted in two distinct parts, namely **Technical proposal** and **Financial proposal** and these should be in two separate documents, both of which should then be submitted by **Electronic Mail** with the subject: **“PIONEER INSURANCE PRC/PACL/RISK/2026/001”** by the **17th of February 2026 at 11:00 AM East African Time (EAT)**.
- 4.1.3. The two separate documents should be clearly marked **“Technical Proposal”**, and **“Financial Proposal”**, respectively, and should bear the name of the Bidder.
- 4.1.4. The Technical Proposal should;
 - a. Provide a company profile as per Bidder questionnaire in Annexure 3; and
 - b. Contain a preliminary work plan or project plan with a clear breakdown of phases or work streams.
- 4.1.5. The **Financial proposal** shall clearly indicate the total cost of carrying out the solution as follows;
 - a. The Bidder shall provide a firm price for the Original Contract Period. All costs associated with the required **AML/CFT Solution** shall be included in the prices. The Bidder shall provide an itemized list of all items included and summarize the costs.
 - b. Additional applicable Cost and related costs that Bidder deems necessary to meet the requirements specified in proposal.
 - c. Anticipated annual cost inflation.

- 4.1.6. Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission. Pioneer Assurance Company Limited will make its best efforts to arrive at a decision within this period.
- 4.1.7. Assuming that the Contract will be satisfactorily concluded, the Bidders shall be expected to commence the assignment after the final agreement is reached.
- 4.1.8. The contracting arrangements shall define clearly the responsibilities and the services to be provided by each firm in the case of a joint venture.
- 4.1.9. The bid documents shall be sent by Electronic Mail to the following address **and on or before the closing date of 17th of February 2026 at 11:00 AM East African Time (EAT).**

E: itsteeringcommittee@pioneerassurance.co.ke

- 4.1.10. Pioneer Assurance Company Ltd reserves the right to accept or 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 to any Bidder or any obligation to inform the Bidder the grounds for its action.
- 4.1.11. Neither this RFP nor the Bidder's terms and conditions will not form part of any contract with Pioneer Assurance Company Ltd in relation to this RFP.
- 4.1.12. Canvassing is prohibited and will lead to automatic disqualification.
- 4.1.13. The Bidder shall bear all costs associated with the preparation and submission of its bid and Pioneer Assurance Company Ltd will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4.2. Clarification of Bidding Document

- 4.2.1. All correspondence related to the contract/proposal shall be made in English. Should there be any ambiguity, conflict, discrepancy, omission, uncertainty or any other error, the Bidder shall seek clarification in writing sent to the Project Manager through email to:

itsteeringcommittee@pioneerassurance.co.ke

- 4.2.2. Any clarification sought by the Bidder in respect of the RFP shall be sent at least 3 working days (excluding weekends) before the deadline for submission of bids in writing to Pioneer Assurance Company Limited via the same email.

4.2.3. It is the responsibility of the Bidder to obtain further information required to complete this RFP.

4.2.4. Any clarification requests and their associated response will be circulated to Bidders.

4.2.5. The last date for receipt of requests for clarifications from Bidders is **Friday 13th February 2026 at 11:00 A.M East African Time (EAT).**

4.2.6. The RFP clarification template is as follows;

No	Date	Section /Paragraph	Question
1			
2			
3			
(1) Question (s) mailing date			
(2) From the Pioneer Assurance Company Ltd. Document.			

4.2.7. 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.

4.3. Amendment of Bidding Document

4.3.1. At any time prior to the deadline for submission of bids, Pioneer Assurance Company Ltd, 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.

4.3.2. 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 RFP document.

4.3.3. To allow prospective Bidders reasonable time to take any amendments into account in preparing their bids, Pioneer Assurance Company Ltd may at its sole

discretion extend the deadline for the submission of bids based on the nature of the amendments.

4.4. Responsiveness of Proposals

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

4.5. Bid Evaluation and Comparison of Bids

4.5.1. Proposals will be evaluated based on;

- a. Compliance with functional requirements
- b. Technical capability and scalability
- c. Vendor experience and references
- d. Implementation methodology and timelines
- e. Total cost of ownership

5. SECTION 5 – CONFIDENTIALITY

All information provided in this RFP shall be treated as confidential and used solely for the purpose of preparing a proposal.

6. RFP TIMELINES

1. RFP Issue Date: 27th January, 2026
2. Proposal Submission Deadline: 17th February, 2026
3. Vendor Notification: 27th February, 2026