



KENYA INSTITUTE OF SUPPLIES MANAGEMENT

EXPRESSION OF INTEREST (EOI)

STRATEGIC PARTNERSHIP FOR THE PROVISION OF MOTOR VEHICLE INSURANCE PRODUCTS AND SERVICES TO KISM MEMBERS

EOI Reference No.: KISM/EOI/2026/02

Issue Date: 08/09/2026

Closing Date: 16/08/2026

1. INTRODUCTION

The Kenya Institute of Supplies Management (KISM) invites eligible and suitably qualified insurance companies to submit Expressions of Interest for a strategic partnership for the provision of **Motor vehicle insurance products and related insurance services to members of the Institute.**

The proposed partnership is intended to provide KISM members with access to competitive, reliable and convenient motor vehicle insurance solutions and related value-added services.

The partnership is expected to culminate in the execution of a **Memorandum of Understanding (MoU)** between KISM and the selected insurance company, establishing a structured framework for delivery of member-focused insurance products and services.

2. BACKGROUND

KISM is a body corporate established under the Supplies Practitioners Management Act, 2007 and is the national professional body for procurement and supply chain management professionals in Kenya.

The Institute is committed to enhancing the welfare and value proposition available to its members. As part of this commitment, KISM seeks strategic partnerships with reputable organizations that can provide quality products and services on preferential and competitive terms.

Motor vehicle insurance is an important recurring need for a significant proportion of professionals and vehicle owners. KISM therefore seeks an insurance partner capable of offering members competitive premiums, flexible

payment arrangements, responsive claims services and additional value-added benefits.

3. OBJECTIVE OF THE EXPRESSION OF INTEREST

The objective of this EOI is to identify a reputable insurance company to enter into a strategic partnership with KISM for the provision of motor vehicle insurance products and related services to eligible members.

The partnership should seek to:

- Provide competitive motor vehicle insurance premiums;
- Offer preferential terms and benefits to KISM members;
- Improve accessibility and convenience of insurance services;
- Provide efficient claims processing and settlement;
- Offer flexible payment arrangements;
- Provide member education and insurance advisory services;
- Facilitate digital access to insurance products and services; and
- Establish a sustainable long-term relationship between KISM and the selected insurance partner.

4. SCOPE OF THE PROPOSED PARTNERSHIP

The selected insurance partner is expected to offer a comprehensive range of motor vehicle insurance products, including but not limited to:

4.1 Comprehensive Motor Insurance

Coverage may include:

- Accidental damage;
- Theft;
- Fire;
- Third-party liability;
- Malicious damage;
- Windscreen cover;
- Political violence and terrorism, where applicable;
- Personal accident benefits, where applicable;
- Emergency assistance; and

- Other relevant extensions.

4.2 Third-Party Motor Insurance

The partner should provide legally compliant third-party motor insurance products at competitive rates and with efficient issuance and renewal processes.

4.3 Value-Added Services

Respondents are encouraged to propose additional services, including:

- Roadside assistance;
- Towing services;
- Emergency response;
- Vehicle recovery;
- Accident assistance;
- Windscreen replacement;
- Courtesy vehicle arrangements, where available;
- Vehicle tracking/security solutions;
- Motor vehicle inspection support;
- Digital policy issuance and renewal; and
- Other innovative motor insurance benefits.

5. PREFERENTIAL MEMBER BENEFITS

Interested insurers should propose special benefits for KISM members.

These may include:

- Preferential insurance premiums;
- Flexible premium payment options;
- Discounts or negotiated rates;
- Waiver or reduction of selected administrative charges;
- Flexible renewal arrangements;
- Enhanced policy benefits;
- Dedicated relationship management;
- Priority claims support;

- Free or discounted vehicle valuation/inspection services where applicable;
- Roadside assistance;
- Financial literacy/insurance awareness sessions; and
- Other innovative member benefits.

Respondents should clearly state the monetary and non-monetary value of each proposed benefit.

6. CLAIMS MANAGEMENT

A key consideration in the proposed partnership will be the insurer's ability to provide efficient and customer-focused claims services.

The EOI should therefore clearly demonstrate:

- Claims notification channels;
- Claims response timelines;
- Claims assessment process;
- Average claims settlement timelines;
- Availability of digital claims reporting;
- Network of approved garages;
- Geographic coverage of service providers;
- Emergency assistance arrangements;
- Customer complaints and escalation mechanisms; and
- Claims performance indicators.

Respondents should provide relevant claims-performance statistics for the most recent available period.

7. MEMBER ENGAGEMENT AND CUSTOMER SERVICE

The successful partner will be expected to work with KISM to create awareness among members.

The proposed engagement model may include:

- Member sensitization forums;
- Insurance clinics;
- Webinars;

- Digital campaigns;
- Insurance advisory sessions;
- Dedicated telephone/email channels;
- Dedicated relationship officers;
- Motor insurance renewal reminders; and
- Periodic member engagement and feedback.

The partner should provide a clear description of how KISM members will access the proposed services.

8. ELIGIBILITY REQUIREMENTS

Interested insurance companies should:

- Be duly incorporated and legally established in Kenya;
- Hold a valid licence from the Insurance Regulatory Authority (IRA) to conduct the relevant classes of insurance business;
- Demonstrate satisfactory experience in motor vehicle insurance;
- Demonstrate adequate financial and operational capacity;
- Have an established claims management system;
- Have adequate geographical coverage in Kenya;
- Demonstrate an established network of garages, assessors, towing providers and other service providers;
- Demonstrate appropriate governance, risk-management and compliance systems;
- Have a satisfactory market and regulatory record; and
- Be willing to enter into a strategic partnership and MoU with KISM.

9. INFORMATION TO BE SUBMITTED

Interested insurance companies should submit a comprehensive EOI containing:

A. Company Profile

- Certificate of incorporation/registration;
- Valid IRA licence;
- Company profile;

- Ownership and governance structure;
- Years of operation;
- Principal office and branch/network coverage;
- Contact details of authorized representatives; and
- Relevant regulatory/compliance information.

B. Relevant Experience

Respondents should provide:

- Experience in motor vehicle insurance;
- Experience serving professional bodies, associations, employers or similar organizations;
- Details of comparable partnerships;
- Relevant client references; and
- Evidence of claims-handling capability.

C. Proposed Insurance Products

The submission should provide details of:

- Comprehensive motor insurance;
- Third-party motor insurance;
- Available extensions;
- Premium/rating methodology;
- Policy limits;
- Excesses/deductibles;
- Exclusions;
- Applicable fees and charges;
- Payment options;
- Renewal arrangements; and
- Other material policy conditions.

D. Proposed KISM Member Benefits

Respondents should provide a detailed schedule showing:

Proposed Benefit	Standard Offering	Proposed KISM Member Offering
Comprehensive cover		
Third-party cover		
Premium discount		
Payment terms		
Roadside assistance		
Windscreen cover		
Claims support		
Other benefits		

E. Claims Service

Provide information on:

- Claims notification channels;
- Claims processing procedure;
- Claims turnaround times;
- Claims settlement performance;
- Approved garage network;
- Towing/recovery arrangements;
- Digital claims systems; and
- Customer escalation procedures.

F. Digital Capability

Respondents should demonstrate available digital solutions for:

- Quotation;
- Policy purchase;
- Payment;
- Policy issuance;
- Claims notification;
- Claims tracking;

- Renewals; and
- Customer support.

10. PROPOSED STRATEGIC PARTNERSHIP

The selected insurance company will be expected to work with KISM to establish a structured member-benefit programme.

The proposed partnership may include:

- Joint development of member-focused insurance products;
- Preferential rates and benefits;
- Joint member awareness initiatives;
- Dedicated customer service arrangements;
- Insurance education;
- Digital engagement;
- Periodic performance reporting;
- Joint review meetings; and
- Continuous improvement of the member offering.

11. PROPOSED MOU FRAMEWORK

Following selection and successful negotiations, KISM intends to enter into an MoU with the preferred insurance company.

The MoU is expected to cover:

- Purpose and objectives;
- Scope of the partnership;
- Roles and responsibilities of each party;
- Member eligibility;
- Product and service offerings;
- Preferential member benefits;
- Marketing and communication;
- Branding and use of intellectual property;
- Data protection and confidentiality;
- Customer service standards;

- Claims service standards;
- Performance monitoring;
- Reporting requirements;
- Governance and review mechanisms;
- Compliance and regulatory requirements;
- Dispute resolution;
- Term and renewal;
- Termination; and
- Any other mutually agreed provisions.

12. EVALUATION OF EXPRESSIONS OF INTEREST

KISM will evaluate EOIs based on criteria including:

Evaluation Area	Indicative Weight
Regulatory compliance and institutional capacity	15%
Motor insurance experience and track record	15%
Competitiveness of proposed insurance products	20%
Preferential benefits for KISM members	20%
Claims management and customer service	15%
Digital capability and accessibility	5%
Strategic partnership/MoU proposal	10%
Total	100%

KISM may invite shortlisted respondents to make presentations and/or participate in clarification and negotiation sessions.

13. IMPORTANT CONDITIONS

- This EOI is intended to identify a strategic insurance partner and does not constitute an offer by KISM to purchase insurance services for itself.
- Submission of an EOI does not create a contractual relationship between KISM and any respondent.
- KISM does not guarantee any minimum number of policies, premiums, renewals or business volumes.

- Individual KISM members shall contract directly with the selected insurer and remain subject to the insurer's underwriting and applicable policy terms.
- KISM shall not be responsible for underwriting decisions, premium payments, claims decisions or claims settlement.
- The final partnership shall be subject to satisfactory due diligence, applicable approvals and execution of an MoU.
- All proposed products and benefits shall comply with applicable insurance laws and regulatory requirements.
- The insurer shall be responsible for ensuring that all information provided to members is accurate, clear and not misleading.
- All costs associated with preparation and submission of the EOI shall be borne by the respondent.
- KISM reserves the right to accept or reject any submission without assigning a reason, subject to applicable requirements.

14. SUBMISSION OF EXPRESSIONS OF INTEREST

Interested insurance companies should submit their EOI electronically in PDF format to:

The Chief Executive Officer

Kenya Institute of Supplies Management
KISM Towers, 12th Floor, Ngong Road
P.O. Box 30400-00100
Nairobi, Kenya

Email: ceo@kism.or.ke

The subject of the email should be:

“EXPRESSION OF INTEREST – STRATEGIC PARTNERSHIP FOR MOTOR VEHICLE INSURANCE – KENYA INSTITUTE OF SUPPLIES MANAGEMENT

The EOI should be received on or before **16/08/2026 at 11:00 a.m.**

15. CONTACT

For clarification regarding this EOI, interested institutions may contact:

Chief Executive Officer

Kenya Institute of Supplies Management
KISM Towers, 12th Floor, Ngong Road
Nairobi, Kenya

Telephone: +254 111 024 800

Email: ceo@kism.or.ke

16. RESERVATION

KISM reserves the right to modify, amend, extend or withdraw this EOI process where it considers it necessary and in accordance with applicable requirements.

CHIEF EXECUTIVE OFFICER
KENYA INSTITUTE OF SUPPLIES MANAGEMENT

