JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

JOOUST STAFF RETIREMENT BENEFITS SCHEME

REQUEST FOR PROPOSAL (RFP): PROVISION OF FUND ADMINISTATOR SERVICES FOR JOOUST SRBS

RFP NO: JOOUSTSRBS/2026/03

1. BACKGROUND

The Jaramogi Oginga Odinga University of Science and Technology (JOOUST) Staff Retirement Benefits Scheme is a defined contribution pension scheme established to provide retirement benefits to eligible university employees in accordance with the Retirement Benefits Authority (RBA) Act and the Scheme's Trust Deed and Rules.

The Trustees have initiated the procurement of a **Fund Administrator** to provide professional pension administration services for the Scheme. The appointment is intended to strengthen governance, improve operational efficiency, and ensure compliance with the Retirement Benefits Act, RBA Regulations, and the Trust Deed and Rules. The procurement follows the principles of fairness, transparency, competitiveness, and value for money under procurement policy framework.

2. OBJECTIVE OF THE RFP

The objective of this RFP is to identify a licensed Administrator that demonstrates:

- Efficient administration of the Scheme.
- Compliance with the Retirement Benefits Act and RBA Regulations.
- Accurate maintenance of member records and benefits.
- Timely preparation of statutory and management reports.
- High-quality service to Scheme members and the Board of Trustees.
- Adoption of best practices in pension administration, governance, and risk management.

3. INFORMATION REQUIRED

Interested Approved Administrator should provide:

1. Mandatory Requirements

S/No	Item Description	YES/NO
1.	Certified copy of Certificate of Incorporation or Certificate of Registration	
2.	Copy of current certificate of Confirmation of Directors and Shareholding	
3.	Copy of Valid Tax Compliance Certificate	
4.	Duly filled, signed and stamped Confidential Business Questionnaire	
5.	Certified copy of County Government Single Business Permit	

6.	Certified copy of Valid current Certificate of Registration as a Pension Scheme Administrator issued by the Retirements Benefits Authority	
7.	Duly filled, signed and stamped Form of proposal	
8.	Proposal validity period of at least 30 days.	
9.	Duly Filled, Signed and Stamped Price Schedule Form	
10.	Certified, duly filled, signed and stamped Self-Declaration Form that the Tenderer is Not Debarred by Public Procurement Review Authority (PPRA).	

11.	Certified, duly filled, signed and Stamped Self Declaration form that the Tenderer will not engage in any Corrupt or Fraudulent Practice.	
12.	Certified, duly filled, signed and stamped Declaration and Commitment form to the Code of Ethics	
13.	Original and "Copies" of the bid document must be sequentially paginated / serialized, including all attachments	
14.	Power of Attorney giving the name of the person who should be signing the bid, authorizing him to submit / execute the agreement as a binding document	
15.	Submit the required number of copies i.e. One (1) Original and One (1) Copies	
16.	Audited Accounts 2023, 2024, 2025	
17.	Certified, duly filled, signed and stamped Certificate of Independent Proposal Determination	

NB: All copies that require certification to be certified by an Advocate and Commissioner for Oaths of High Court of Kenya

AT THIS STAGE, THE TENDERER'S SUBMISSION WILL EITHER BE RESPONSIVE OR NON-RESPONSIVE. THE NON-RESPONSIVE SUBMISSIONS WILL BE ELIMINATED FROM THE ENTIRE EVALUATION PROCES

Technical

CRITERIA	REQUIREMENTS	MARKS
A. Bidders Information Provide relevant company information to illustrate experience in pension administration business	Company Profile & (5mk) List of Directors with respective shareholding details of citizenship (5mk)	10

B. Bidders Key Personnel Qualifications, Competence, and Value Addition Services; (i) Provide information on the Human Resource and relevant experience to handle the assignment (ii) Ability to provide other value addition services within the proposed fee scale: a) Mode and Frequency of reporting to the scheme's Board of Trustees and AGM, last report being for financial year end of June every year b) Capacity Building and knowledge transfer for Scheme's Board of Trustees and Secretariat c) Administrative Advisory and consulting services d) Advice on emerging local and global markets trends, forecasts, opportunities and access to up to date market research	Organisation Structure (1mk) Curriculum Vitae (1mk) Academic Certificates (1mk) Professional Qualifications: (i) Two fully qualified Actuaries (1mk) (ii) Two CPA-K qualified accountants (1mk) (iii) Trustee Certification Trainers (1mk) (iv) An Advocate (1mk) Each staff shall have a minimum of a degree in Actuarial Science, Law, Human Resources, Finance/Economics/ Accountants and/or any other relevant discipline or related field of study with a professional membership in relevant courses to professional bodies. (1mk) A minimum of 10 years' experience in provision of Scheme Administration services (1mk) Detailed write-up on Value Addition Service 1mk	10

N/B: Provide a detailed write up/capability statement on the above.		
C. Bidders Experience (i) Attach proof of the clients in form of award letters or contract agreements. (ii) Provide a detailed work plan and methodology on how the Scheme Administration will be carried out.	Attach the following: List of 15 Clients you offer administration services to; out of which Five (5) must be Public Universities with a cumulative portfolio of not less than Kshs 5 Billion). Provide proof (Names, addresses, contact person) (10mks) o Award letters or Contracts agreements (2mks) Confirmation / Reference Letters from clients …… (3mks) o A detailed Workplan and Methodology (5mks)	20

D. Bidders IT Capabilities Provide evidence of an Administration Systems capacity with the most modern Pension Administration System in the market.	Fully automated system (1mks) Web based system (2mks) API Integration capabilities (2mks) Web based Trustee Management Portal with: (5mks) (i) Meeting management Module. (ii) Online approval capabilities. (iii) Compliance Dashboards. (iv) Trustee Election (v) Document Management Member Management System with: (5mks) (i) Member servicing functionality. (ii) Education tools. (iii) Projection Tools on Retirement Savings. (iv) Tracking Functionality on member actions (Benefits claim and transfers) (v) Self-onboarding Risk Management Module (5mks) Disaster Recovery Plan (5mks) Audit and Control processes (5mks)	30
E. Bidders proposed work plan. Provide detailed methodology in undertaking administration services and also transition process.	Detailed step by step process on transition and timelines. (5mks) Administration Services processes. (3mks) Accounting processes. (3mks) Compliance Processes. (3mks) Client Engagement plan. (3mks) Customer Service Standards. (3mks)	20
F. Business Support Professional Indemnity Cover.	Provide evidence of Professional Indemnity Cover of at least Kshs.500 million (3mks)	3
G. Industry Survey	Provide evidence of industry survey tools on performance and industry hot topics for the last 2 years attach evidence (5mks)	5

H. Governance Provide a statement/declaration executed by the Board of Directors and witnessed by a commissioner of oath stating that administrative decisions of the Pension Scheme Administrator with regards to JOOUST Staff Retirement Benefits Scheme, shall be independent of any undue influence and/or directions of major shareholders or interest groups and shall remain so for the duration of the Pension Scheme Administrator contract.	Declaration Statement (2mks)	2
TOTAL TECHNICAL		100

Tenderers will proceed for Pitch (Oral Presentation) stage if they score a minimum of 70 marks and above in the Technical Evaluation criteria. Technical will carry a weighting of 70%.

CRITERIA	REQUIREMENTS	MAX. MARKS
Methodology	• Detailed step by step process on transition and timelines. (5mks) • Administration Services processes. (5mks) • accounting processes. (3mks) • Compliance Processes. (3mks) • Client Engagement plan. (3mks) • Customer Service Standards. (3mks) • Document Management support system (3mks)	25
Automation & Digitization	• Fully automated system (10 mks) • Web based system API Integration capabilities– Including with other service providers if any (15 mks) • Web based Trustee Management Portal (5mks) • Management Portal with: . (10mks) i. Meeting management Module. ii. Online approval capabilities. iii. Compliance Dashboards. iv. Member Management System with: v. Member servicing functionality and education tools. vi. Projection Tools on Retirement Savings. vii. Tracking Functionality on member actions	40

	(Benefits claim and transfers) viii. Risk Management Module ix. Disaster Recovery Plan x. Audit and Control processes	
Value Add	Highlight Value add services that you can offer to the scheme (10mks)	10
Training Services	• Capacity and Track Record (8mks) • Innovations (7mks)	15
Strategic and Global Partnerships	Demonstrate existence of global and strategic partnerships that add value to the scheme (10mks)	10
TOTAL PITCH		100

Tenderers will proceed to the financial evaluation stage if they score a minimum of 70 marks and above in the Oral Presentation criteria. Pitch (Oral Presentation) will carry a weighting of 70%.

. Financial Strength

- Assets Under Management as an approved Administrator 10%
- Solvency Ratio. 100% and above
- Credit Rating from an accredited rating facility. 10%

. Service Standards

- Benefit payment turnaround time after receipt of complete documentation and trustee
- Approval 10%
- Frequency of Administrative reports. 10%
- Dedicated relationship Administrator. 10%
- Trustee training and support. 10%
- Value Add services 10%

. Fees

- Approved Fund Administrators fees 10%
- Any other applicable charges 5%

4. SUBMISSION OF PROPOSALS

Interested Approved Fund Administrators are requested to submit Proposals together with all supporting documentation by 5.00 pm, 14th August 2026.