



SONARWA Life
Assurance Company Limited

**TENDER FOR CUSTOMIZATION, TRAINING
AND COMMISSIONING OF AN INSURANCE
ENTREPRISE SOFTWARE APPLICATION
SYSTEM**

27 June 2024

1. Company Profile

SONARWA Life Assurance Company Limited (SONARWA LIFE) is a public limited liability company, duly registered under the laws of Rwanda and licensed by the National Bank of Rwanda to transact in Life insurance and pension management. As part of our digital transformation journey aimed at harmonizing service delivery, we are seeking a qualified vendor to provide an integrated insurance policy management system. SONARWA Life's principal place of business is located at RSSB Pension Plaza Tower 2, No 23 KN3 Ave, P.O. Box 1774, Kigali, Rwanda. Contact us at info@sonarwalife.co.rw or +250 788 500 144.

2. State of Technology

SONARWA Life has progressively adopted various technology solutions to meet evolving business needs. Our internal team has developed multiple custom software applications, resulting in the use of five different systems to manage various business aspects:

- **Individual Line Business:** Managed through a vendor-provided solution with several unimplemented features and limited extensibility.
- **Group Line Business:** Managed internally developed solutions with underwriting capabilities, supplemented by other systems for additional functionalities.
- **Finance Module:** Managed through a third-party DOS-based solution, posing technological risks and lacking integration with other systems.
- **Loan Protection Underwriting:** Managed through an internally developed web-based application deployed to banking partners.
- **Claims Management:** Managed through a internal-provided solution with several unimplemented features and limited extensibility.

Given the siloed nature of our current systems, we have set up a data hub for reporting purposes. However, an integrated system is needed to combine all functionalities into a more efficient and cohesive solution.

3. System Requirements

The proposed system must encompass the following modules:

- Policy Factory
- Policy Administration
- Reinsurance
- Claims Management
- Finance Management
- Distribution Channel Management
- Reporting and Analysis
- Access Management
- API for External Partners and Integrations

4. Technical and Functional Specifications

1. **Data Management and Reporting:** The system should allow technical departments to manage data efficiently, track activities, and produce accurate reports in a timely manner.
2. **Underwriting and Claims Management:** The underwriting department should be able to analyze risks, determine policy terms, calculate premiums, and manage claims efficiently, minimizing fraudulent claims.
3. **Product and Policy Administration:** The system must support flexible product setup, automated policy administration, and efficient claims processing, including support for individual and group products, pensions, and new product configurations.
4. **Business Channel Management:** The system should manage all sales channels, including agents, brokers, and sales staff, with capabilities for commission calculation and performance tracking.
5. **Finance and Accounting:** The finance module must integrate seamlessly with business modules, manage real-time financial records, support general ledger posting, and handle various payment modes.
6. **Reinsurance:** The system must manage reinsurance processes, including treaty and facultative reinsurance, and generate necessary statements for premium and claim recovery.

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7. **Wealth Management and Investment:** The system should include modules for investment and asset management, either integrated or compatible with third-party systems.
8. **API and Third-Party Integration:** The system must support integration with external partners for regulatory reporting, premium collection, and enhanced customer experience.
9. **Business Intelligence and Data Analytics:** The system must feature robust reporting capabilities, personalized dashboards, and support for data-driven decision-making.
10. **Compliance with IFRS 17:** The system should include functionalities to meet IFRS 17 requirements, including policy system data extraction, actuarial and risk modelling, reporting, and integration with the general ledger.
11. **Audit and Risk Management:** An integrated audit and risk management module is desirable to support departmental objectives and ensure compliance.
12. **Data Migration:** The system must facilitate the migration of data spanning over 20 years.

5. Implementation and Support

5.1. Vendor Expertise and Team Composition

The vendor must provide details of the implementation team, demonstrating expertise in deploying similar systems. A local implementation team with a proven track record is preferred. The vendor should outline the implementation plan, release management, and bug fix strategy.

5.2. Training

The vendor must present a comprehensive training plan for SONARWA Life staff, ensuring effective knowledge transfer from the implementation team to internal personnel.

5.3. Confidentiality and Intellectual Property

The vendor must guarantee the confidentiality of custom developments and parameterization, ensuring protection against unauthorized use by local market competitors.

6. Selection Criteria

This tender is open to national and international bidders. The evaluation will follow a two-phase process: functionality assessment and price evaluation. Proposals must be priced reasonably, including setup, licensing, support, and maintenance costs. Prices should be quoted in Rwandan Francs.

6.1. Administrative Requirements

Vendors must submit the following documents electronically to procurementlife@sonarwa.co.rw:

- Cover letter
- Certificate of incorporation/company registration
- Tax clearance certificate/compliance certificate
- Certificate of non-bankruptcy
- Implementation strategy and schedule
- Team credentials
- Customer references
- Financial offer (including infrastructure costs)
- Any other relevant documentation

6.2. Technical Requirements

A suitable bidder shall fulfill a minimum of the following requirements:

6.2.1. Company Experience:

- A registered company with more than 4 years of experience in the ICT sector.
- Demonstrated experience in the deployment and management of large enterprise software applications in the Life Insurance sector.
- A minimum of 3 letters of recommendation for similar work have been completed in a large Life Insurance organization within the last 3 years.

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6.2.2. Staff Qualifications:

- At least 5 staff members with degrees in Computer Science or Information Technology and a minimum of 4 years of experience in software development.

6.2.3. Key Personnel:

- **Software Project Manager:**
 - Responsibilities include project planning, team leadership, project tracking, and ensuring adherence to timelines and budgets.
 - Requirements: Bachelor's degree in a related field, project management certification (e.g., PMP, ITIL, PRINCE2), and over 4 years of experience in project management and software development.
- **Systems Deployment Engineer:**
 - Responsibilities include network and system troubleshooting, security management, and customer training.
 - Requirements: Bachelor's degree in computer science or a related field, relevant certifications (e.g., Microsoft, Linux, COMPTIA A+), and expertise in system administration and hardware maintenance.
- **Business Analyst:**
 - Responsibilities include requirement analysis, process improvement, quality assurance, and stakeholder communication.
 - Requirements: Bachelor's degree in information technology or computer science, over 5 years of experience in systems development and analytics, and proficiency in database management and technical writing.
- **Software Engineers/Programmers:**
 - Responsibilities include software design, development, testing, and maintenance.
 - Requirements: Degree in Computer Science or a related field, professional certification in modern web-based development tools, and at least 4 years of experience in enterprise application development.

7. Timeline

Date	Activities
June 27 th 2024	Publication of RFP document
June 27 th – July 5 th 2024	Clarifications where needed
July 8 th 2024	Submission deadline – at 9AM Kigali Time
July 15 th 2024	Communication to selected vendors

Note: The above timeline is tentative and subject to change. Notifications will be sent via email if changes occur.

Done at Kigali June 27, 2024



Dianah MUKUNDWA
Chief Executive Officer

