



REQUEST FOR PROPOSAL (RFP) FOR HR OUTSOURCING SERVICES

1. Introduction

KCB Bank Kenya Limited invites proposals from qualified and experienced Human Resource Consultancy Firms and Workforce Outsourcing Service Providers, duly incorporated and registered in Kenya, to provide outsourced staffing and workforce management services.

The Bank seeks to appoint a reputable service provider to deliver end-to-end workforce outsourcing solutions, including recruitment, onboarding, employment administration, payroll processing, statutory compliance and employee lifecycle management.

The engagement will support temporary, fixed-term, project-based, seasonal and other contractual staffing requirements across the Bank. The successful provider must demonstrate the capacity, systems and expertise to manage outsourced employees across different job categories and locations while maintaining high standards of compliance, confidentiality and service delivery.

2. Organization Background

KCB Bank is a leading commercial Bank in the East Africa region renowned for its diversity and growth potential.

KCB Group has a three-year strategy dubbed “Transforming Today Together” which will be achieved through four pillars:

- Customer-Centered Value Propositions.
- Leverage Group Capabilities for Efficient Scale.
- Digital Leadership.
- Optimize Data & Analytics.

3. Purpose of Request for Proposal

The purpose of this RFP is to appoint a reputable HR consultancy and workforce outsourcing partner to provide flexible and compliant staffing solutions for designated roles across the Bank.

The service provider will support the Bank in sourcing, deploying and managing outsourced employees/contractors while ensuring efficient administration, payroll management, statutory compliance and employee lifecycle management.

4. Scope of Work

Proposals should address:

A. Recruitment & Selection Services



- Review job requirements and refine job descriptions to ensure clarity of responsibilities, key performance indicators (KPIs), and monthly deliverables.
- Develop candidate profiles aligned to organizational needs and role specifications.
- Advertise vacancies through appropriate and strategic recruitment channels to attract qualified candidates.
- Screen applications and prepare longlists and shortlists of qualified candidates.
- Conduct preliminary interviews to assess candidates' technical competencies, experience, and cultural fit.
- Administer technical, aptitude, or psychometric assessments where required.
- Conduct comprehensive reference checks and verify academic, professional, and employment credentials.
- Perform background screening, including criminal record checks where applicable.
- Submit detailed candidate profiles, interview summaries, assessment outcomes, and final recommendations.

B. Employment Administration / Employer of Record (EOR) Services

- Prepare and issue employment contracts compliant with Kenyan labour laws and regulations.
- Manage employee onboarding processes and documentation.
- Maintain and securely manage employee records and HR documentation.
- Provide ongoing HR support throughout the employment period.
- Act as Employer of Record where applicable, ensuring employment compliance and administration.

C. Payroll Management

- Process monthly payroll for all recruited employees.
- Generate and distribute employee payslips.
- Compute and remit all statutory deductions, including PAYE, NSSF, SHA/SHIF, Housing Levy and any other applicable deductions.
- Maintain employee leave records and attendance summaries where required.
- Prepare and submit monthly payroll reports and reconciliations.

D. Compliance & HR Advisory Support

- Ensure ongoing compliance with Kenyan labour laws and statutory requirements.
- Provide HR advisory services on employee relations matters, including disciplinary processes, leave management, grievances, and separations.
- Ensure proper employee exit management and offboarding processes at the completion of assignments or termination of employment.

1. Proposal Requirements

Proposals should include the following information:

- Company background.
- References from at least three current clients preferably within the financial services industry.
- CVs of key personnel in the firm



2. Selection Criteria

Proposals will be evaluated based on the following criteria:

- Minimum five (5) years' experience providing recruitment and/or outsourced HR services in Kenya
- Vendor reputation in the market.
- Technical support and customer service.
- Composition and qualifications & experience of the team proposed to work on this assignment.
- Cost-effectiveness.

3. Pricing

The costs should be in Kenya shillings inclusive of all taxes; clearly stating Man/Day rates where appropriate. **All taxes and VAT** must be clearly stipulated and separated from the base.

4. Delivery

Delivery and performance of the Services shall be made by the successful Bidder in accordance with the time schedule as per Proposal and subsequent Agreement.

5. Delayed Delivery by The Consultant

If at any time during the performance of the Contract, the Bidder should encounter conditions impeding timely delivery and performance of the Services, the Bidder shall promptly notify in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidder's notice, shall evaluate the situation and may at its discretion extend the Bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

6. Bid Effectiveness

It is on condition of the KCB Bank Kenya Ltd is that the supplier guarantees the sufficiency and effectiveness of the consultancy proposed to meet the KCB Group requirements as outlined in this document.

The KCB Bank Kenya Ltd will hold the supplier solely responsible for the accuracy and completeness of information supplied in response to this tender. The KCB Group will hold the supplier responsible for the completeness of the consultancy proposed and that were the supplier to be awarded the tender, they would implement the consultancy without any additional requirements from the KCB Group.

7. Payment Terms

All vendors will be expected to upload e-tims compliant invoices and any supporting documents for payment processing to finance through the Oracle Fusion Portal. KCB Group PLC payment terms are **45 days** from date of receipt of a complete and verified invoice/delivery note

NOTE: THE KCB GROUP SHALL ONLY MAKE PAYMENTS THROUGH A KCB ACCOUNT.



8. Subcontracting

The Consultant agrees to take overall responsibility for any services rendered; regardless of whether third parties are engaged by the supplier or the supplier himself carries them out.

The consultant shall not subcontract any portion of the service without prior written consent.

9. Submission Guidelines

The bid documents should be submitted in the KCB Sourcing Portal on or before **30th October 2026 at 3:00pm EAT**

Response received in any other form will be rejected. Kindly comply.

Questions or clarifications should be submitted in the message section of the supplier portal on or before **28th October 2026 Time 4:00Pm EAT.**