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Service Outsourcing Policy

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UNIVERSITY OF KABIANGA

ISO 9001:2015 CERTIFIED

SERVICE OUTSOURCING POLICY

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INSTITUTIONAL ABBREVIATIONS AND ACRONYMS

DVC (A&F) Deputy Vice-Chancellor (Administration and Finance)

SOP Service Outsourcing Policy

UoK University of Kabianga

DEFINITION OF TERMS

Outsourcing: Practice of hiring a party outside University of Kabianga to perform services and create goods that traditionally were performed by the University own employees and staff.

Service: Work done or help provided for the public (University of Kabianga) such services include and not limited to: Cleaning, Catering, hostels and accommodation, professional and consultancy services.

EXECUTIVE SUMMARY

The emerging trends in Education and Business Sectors as captured in the Constitution of the Republic of Kenya and the Kenya Vision 2030 among other national documents call for joint efforts between Universities, stakeholders, the Private sector and the general public. The trend is generating a demand for increased resources that can support various aspects of the core mandate of the University. There is an increasing competition for a smaller pool of funding available and a decrease in core institutional funding. As a result, a growing gap is witnessed between demand to expand institutional activities and institutional funding which is unsustainable. In line with these trends the University of Kabianga has developed a Service Outsourcing Policy (SOP) to assist in efficient and cost effective service delivery.

The purpose of this Policy is to reduce on unnecessary expenditure e.g. leave allowance, medical allowance, pension contribution and extraneous allowance, avoid unnecessary labour and trade union disputes, in addition to enhancing effective and efficient service delivery to the clients. Services shall be outsourced competitively adhering to the procurement regulations of the Government of Kenya. A contract of engagement with the service providers will be developed and mutually signed.

Signed:.....**Date:**

Vice-Chancellor

PREAMBLE

University of Kabianga (UoK) was awarded a Charter on 1st March, 2013 with a view of creating more learning opportunities. It was initially established as a Campus of Moi University. The Campus was officially decreed by His Excellency the third President of the Republic of Kenya, Hon. Mwai Kibaki at Kabianga High School grounds on the 10th of May, 2007. The facility was officially handed over to Moi University by the Ministry of Agriculture on 8th November, 2007. The University Campus was elevated to a Constituent College of Moi University by Kabianga Order 2009, through the Legal Notice No 77 in the Kenya Gazette Supplement No. 36 of 29th May, 2009.

The University of Kabianga is situated in what was formerly Kabianga Agricultural Training Centre which has a long history dating back to 1925. Between 1925 and 1959, the facility was Kabianga Agricultural Centre. Thereafter in 1959 it transformed into Kabianga Agricultural Training Centre managed by the Ministry of Agriculture to provide short courses, workshops/seminars, and exhibition and extension services to the farming community, in the South Rift Region of Kenya.

1.1 THE VISION OF UNIVERSITY

To be a leading University in scientific innovation for the betterment of humanity

1.2 THE MISSION OF THE UNIVERSITY

The University of Kabianga Mission is to create, preserve and transfer knowledge and technology through quality and entrepreneurial education, research, extension, and partnership with government, industry and non-state actors whilst ensuring a sustainable environment.

1.3 THE PHILOSOPHY

The philosophy of the University of Kabianga is to foster intellectual development, excellence, creativity and innovation, academic freedom, equity, integrity, peace and sustainability through relentless search for truth.

1.4 CORE VALUES

The core values of the University coined as “METIP” reflects the University Culture and is meant to inspire efficient and effective service delivery across the University. They are:

- 1) M- Meritocracy
- 2) E- Excellence
- 3) T- Teamwork
- 4) I- Innovation
- 5) P- Professionalism

1.5 UNIVERSITY ORGANIZATIONAL STRUCTURE

University of Kabianga is a corporate organization established by the Universities Act (2012) and it has various bodies for its effective management. These include:-

- a) Chancellor
- b) Council
- c) The University Management Board
- d) The Senate
- e) Schools, Institutes, Directorates, Centers and Departmental Boards

The roles, functions and membership of these Boards are stipulated in the Order and in the Statutes.

1.5.1 THE CHANCELLOR

Chancellor is titular head of University of Kabianga.

1.5.2 THE COUNCIL

The Council is the governing body of the University through which it can act, administer property and funds, and receive monies, plant and equipment materials, gifts and grants for its use. The Council is also responsible for the welfare of staff and students and can enter into association with other universities and institutions within Kenya or otherwise as it may deem necessary and appropriate.

The other function of the Council is to appoint staff and conduct disciplinary action against staff and students in consultation with relevant University organs.

1.5.3 THE UNIVERSITY MANAGEMENT BOARD

The management Board is responsible for implementing Council and Senate decisions. It is also responsible in providing directives and guidelines to the University's subsystems for the enhancement of the efficient running of the University.

1.5.4 SENATE

The Senate is the body responsible for academic matters in the University and the final authority on all such matters.

1.5.5 SCHOOLS, INSTITUTES, DIRECTORATES, CENTERS AND DEPARTMENTAL BOARDS

The Schools and Departmental Boards play a major role in academic and administrative functions of the University. The functions of these Boards are clearly stipulated in the University Charter and Statutes and they assist the Deans and Heads of Department in the Management of their respective Schools and Departments respectively.

1.6 FUNCTIONS OF THE UNIVERSITY

- i. To provide University education aimed at producing mature, competent and conscientious graduates with appropriate skills, ability and desire to contribute to the wellbeing and development of the people of Kenya, East African region and the global community, in accordance with the national philosophy of mutual social responsibility and international conventions.
- ii. To provide education for national service, community outreach and development which reflect the national cultural heritage.
- iii. To develop and transmit knowledge and skills through research and training at undergraduate and postgraduate.
- iv. To preserve, produce, process, transmit and disseminate knowledge and stimulate the intellectual life and cultural development of Kenya.
- v. To conduct examinations for, and to grant degrees, diplomas and other awards of the University
- vi. To determine who may teach, what may be taught and how it may be taught in the University.
- vii. To play an effective role in the development and expansion of opportunities of Kenyans wishing to continue with their education.
- viii. To address emerging issues of national, regional and global importance.

2.0. INTRODUCTION

This policy gives clear guidelines to University of Kabianga and other stakeholders on service outsourcing at the University.

3.0. POLICY

This policy ensures cost effective, efficient, reliable and timely service delivery to the clients by outsourcing competitively services as guided by relevant regulations of the Government of Kenya.

4.0. PURPOSE

The purpose of this Policy is to reduce on unnecessary expenditure e.g. leave allowance, medical allowance, pension contribution and extraneous allowance, avoid unnecessary labour and trade union disputes, in addition to enhancing effective and efficient service delivery to the clients.

5.0. RATIONALE

The rationale of the Service Outsourcing Policy (SOP) is to reduce wastage and cut costs to ensure the students and staff of UoK access quality services by improved performance through outsourcing activities. The University has a primary responsibility of providing quality services and ensuring that the University gets value for its money. The University therefore will be able to concentrate on its core function which is teaching, research and outreach.

6.0. OBJECTIVES

The objectives of UoK Service Outsourcing Policy are to:-

- (i) Support the University to focus on its core mandate
- (ii) Provide quality services to the University main clients
- (iii) To ensure cost effectiveness in service delivery at the University.
- (iv) Avoid constant trade and labour disputes.

7.0. SCOPE

The scope of the policy is outsourcing of services that includes and not limited to:-

- i. Security
- ii. Cleaning
- iii. Catering
- iv. Hostels and accommodation
- v. Professional and consultancy services.

8.0: MANAGERIAL RESPONSIBILITY

The Deputy Vice-Chancellor (Administration and Finance) in consultation with the Vice-Chancellor and top management is responsible for managing and reviewing this policy, however, the implementation lies with the Deputy Vice-Chancellor (Administration and Finance) and the Registrar (Administration) under the terms of reference of Service Outsourcing Policy.

9.0 LEGAL AND POLICY FRAMEWORK

- (i) The University will follow the human resource policy on contract engagements.
- (ii) The policy will adhere to the requirements of the Kenyan constitution, the Employment Act 2007, the Labour Relations Act 2007 and the principles of Law of Contract.

10.0. PROCEDURES OF OUTSOURCING SERVICES

Security, cleaning, catering, hostels, accommodation services and professional and consultancy services shall be outsourced competitively adhering to the procurement regulations of the Government of Kenya, the Public Procurement and Asset Disposal Act (2015) and other relevant regulations of the Government of Kenya. A contract of engagement with the service providers will be developed and mutually signed. The contract shall be reviewed yearly.

11.0: IMPLEMENTATION

Implementation of this policy shall be vested in the office of the Deputy Vice-Chancellor (Administration and Finance). Services in Departments will be outsourced progressively over a number of years as stipulated in the strategic plan and the Heads and key staff will oversee the operations of the outsourced services

12.1 Role of the University Council

- (i) Provide guidelines in formulation of SOP and ensuring that the set standards are met;
- (ii) Approve the SOP;
- (iii) Approve short, medium and long term implementation plans;
- (iv) Allocate financial resources for the implementation of the SOP.

12.2 Role of The University Management Board

- i. Mobilize and propose financial resource allocation for the implementation of the SOP to the Council
- ii. Recommend for approval the SOP to the University Council.
- iii. Recommend for Approval work plans, strategic plan and budgets of the SOP to the Council.
- iv. Recommend for approval financial progress reports to the Council.
- v. Monitor and evaluate the implementation of the SOP
- vi. Ensure implementation of the SOP through the existing University structures

13.0. SERVICE OUTSOURCING COMMITTEE

There shall be a Service Outsourcing Committee consisting of not less than six and not more than nine persons. Their terms of reference will include but not limited to the following:-

- (i) Ensuring that there is efficient, reliable and timely provision of services.

- (ii) Ensuring that all outsourcing firms must be registered with the relevant professional bodies.
- (iii) Ensuring that all contracts shall be outsourced competitively on a yearly basis.
- (iv) Address any other matter of relevance

14.0. AMENDMENT OF THE POLICY

This policy shall be revised after every three (3) years and/or when need arises.

APPENDIX I

THE SERVICE OUTSOURCING COMMITTEE:

Service Outsourcing Committee for the University of Kabianga is necessary to address areas of outsourcing services. The membership of the committee is as follows:

- | | | |
|-----------------------------------|---|-----------|
| 1) DVC (Administration & Finance) | - | Chairman |
| 2) Senate Representative | - | Member |
| 3) Registrar (Administration) | - | Member |
| 4) Finance officer | - | Member |
| 5) Legal officer | - | Member |
| 6) Co-opted members | - | 2 members |
| 7) Procurement Officer | - | Secretary |