



**THE FOLLOWING ARE THE AMENDMENTS TO TENDER KALRO/004/HQTS/2021-2022/
KALRO/005/HQTS/2021-2022/ KALRO/006/HQTS/2021-2022 and KALRO/007/HQTS/2021-2022**

ADDENDUM 1

Tender Number	Tender Description	Amendment
KALRO/004/HQTS/2021-2022	Provision Staff Medical Insurance (Underwriters Only)	<ol style="list-style-type: none"> 1. All eligible bidders are allowed to submit their bid. 2. The closing date is hereby extended to 7th September 2021 at 11 am.

a) Mandatory Requirements to be met by the Insurance Brokers

No	Mandatory Requirement (BROKERS)	YES/NO
1	Current Registration Certificate by Insurance Regulatory Authority to operate.	
2	Registration Certificate with the Commissioner of Insurance.	
3	Business Registration/ Corporation certificate of the insurance broker.	
4	Evidence of annual gross premium in excess of Ksh 500,000,000 in year 2020 in Medical Insurance	
5	Evidence of paid up capital of at least Kshs 100 Million.	
6	Reference letters from at least five (5) reputable clients, two (2) of whom must have a premium of over Ksh 200 million and the other three (3) with premium of over Ksh 30 million during last three years	
7	The Underwriter must have offered Medical Insurance cover to at least five (5) clients with at least 1,000 employees each for at least two years	
8	Submit a copy of the audited accounts for last three preceding years with an average annual turnover of at least 2.5% over the tenderer's contract premium	
9	Must be a current member of the Association of Insurance Brokers of Kenya (AIBK)	
10	Provide valid Tax Compliance Certificate from KRA.	

No	Mandatory Requirement (BROKERS)	YES/NO
11	Provide a copy of current CR-12 from Registrar of Companies	
12	Current and valid copy of business license from the local authority where the business is located	
13	Tender security of Kenya Shillings Five million (Kshs. 5,000,000.00) in form of a Demand Bank Guarantee from a bank recognized by Central Bank of Kenya, valid for 120 days after date of closing tender.	
14	The bidder must be a registered insurance brokerage Company	
15	Bidders must quote for Staff Medical Insurance both Inpatient and Outpatient from one underwriter.	
16	Must provide a country wide list of approved health providers where they have credit facilities (KALRO reserves the right to confirm directly with these providers the existence of credit facilities)	
17	Company profile	
18	Duly filled in, signed and rubber stamped Form of Tender	
19	Duly filled in, signed and rubber stamped Confidential Business Questionnaire	
20	Duly filled Certificate of Independent Tender Determination	
21	Duly filled Form SD1 Self declaration confirming that the tenderer is not debarred in the matter of the Public Procurement and Asset Disposal Act 2015	
22	Duly filled Form SD2 Self Declaration confirming that the tenderer will not engage in any corrupt or fraudulent practice	
23	Duly filled Declaration and Commitment to the Code of Ethics.	
24	Properly bound (spiral or perfect cover, hard cover or case bound), serialized tender document	
25	Power of attorney to confirm that the tender has been duly signed by the person lawfully authorized	
26	Tenderers qualified under AGPO must provide evidence of registration in this category	
27	The broker shall propose only one underwriter. Where a broker proposes Quotations from more than one underwriter the bids shall be treated as non-responsive.	
28	A brokers quote shall be supported by the proposed underwriters quotation. Where a broker proposes a price lower than that of the underwriter, it should be accompanied by an underwriters letter undertaking that they shall effect cover on the lower quote.	

b) Technical Evaluation Criteria

No.	Technical Evaluation Criteria	Maximum Points
	Criteria	
1	<p><u>A) Key personnel qualification and Experience (15 points)</u></p> <ul style="list-style-type: none"> • Provide Five (5) Key professional staff with specific portfolio /task each with the following minimal qualification and experience: <ul style="list-style-type: none"> ✓ Principal Officer-Degree in Insurance or Actuarial Science or equivalent, and be an Associate of the Chartered Insurance Institute (attach copies of qualification certificates) 2.5 points ✓ Three senior officers who must have a minimum of a Diploma of the Chartered Insurance Institute with at least five years of experience in the insurance industry handling medical insurance (attach copies of qualification certificates) 10 points ✓ One qualified medical personnel(attach copies of qualification certificates) 2.5 points 	15 points
	<p><u>B) Company's Past Experience (15 points)</u></p> <ul style="list-style-type: none"> ✓ The company must have offered Medical Insurance cover (out-patient and In-Patient) to at least five (5) large clients with a minimum of 2,000 employees each and have serviced them for at least two consecutive years. Provide details of clients as below: <ul style="list-style-type: none"> ✓ Full name of client ✓ Address ✓ Contact Person (landline and mobile no.) ✓ Client employee numbers ✓ Annual Premium charged ✓ Evidence of letters of engagement, contract award from the said three clients • KALRO reserves the right to carry independent confirmation from their own sources. Tenderer found to have given false information shall have their tender rejected. 	15 points

C) Scope of Medical Insurance (15 points)

Tenderer shall submit quotation indicating the premium quoted and any extensive clauses which enhance the utility of the insurance cover and not a **standard policy cover**.(One underwriter per broker)

Provide an enhanced family cover to one principal member, a spouse and four (4) children.

(PROVISION OF MULTIPLE COVER OPTIONS AND PREMIUMS WILL NOT BE ALLOWED.

ALL FIRMS MUST PRESENT ONE OVERALL PREMIUM COST AS THEIR BEST AND FINAL OFFER)

- ✓ Indicate in detail on how the cover will be administered
- ✓ Full details of what the cover excludes
- ✓ Dependents eligibility
- ✓ Provide a detailed Transitional arrangement on how to cover pre-existing conditions
- ✓ Outpatient cover content with the applicable premium
- ✓ Inpatient cover content with the applicable premium
- ✓ Dental cover content
- ✓ Optical cover content
- ✓ Maternity cover content
- ✓ Covid – 19 and other pandemics
- ✓ Circumcision
- ✓ Any other applicable premiums payable
- ✓ Evacuation (Ambulances/Air)
- ✓ Free Cover Limits
- ✓ Ward Charges
- ✓ Indicate all costs on cover including administrative costs (if applicable)
- ✓ Provide Chronic Disease List (CDL) indicating diseases not covered
- ✓ Full details of medical cover for members while on duty outside Kenya and exclusions that are applicable
- ✓ Admission of new and exit of members into the cover
- ✓ Procedures to be followed to cover maternity cases
- ✓ Give details of the claims settlement turnaround time
- ✓ All limits of Liability must be clearly indicated

- ✓ Demonstrate the current geographical service distribution network by giving the full details of appointed Hospitals, Clinics, Doctors and specialists across the country who will be able to be accessed by the employees and their dependents.

N/B-The provider **MUST** demonstrate having an extensive and reputable network of hospitals, clinics, pharmacies and laboratories within easy reach of KALRO staff and their dependents countrywide) (**KALRO reserves the right to verify this information**)

- ✓ Other Additional benefits under the cover

No.	Technical Evaluation Criteria	Maximum Points
	<p>D) <u>Business Support (20 Points)</u></p> <ul style="list-style-type: none"> • Highest business volumes handled in the last three years related to Medical Insurance Cover (20 points) • Kshs. 500 Million and above – 20 points • Kshs.499 Million-250 Million – 15 points • Kshs. 250 Million and below -10 points 	20 Points
	A. Full details of tenderer's appointed bankers -10 points	10
	Tenderers authority to seek references- (Authority must be in writing and duly signed)	5
	<p><u>E) Serialized Tender Document</u> Serialized tender document to conform to table of content and neatness of document -</p> <p><u>NOTE</u> Only Tenderers scoring a minimum of 75% of the Technical score will have their Financial Bids evaluated.</p>	10
	<p><u>FINANCIAL EVALUATION</u></p> <ol style="list-style-type: none"> 1. The shortlisted bidders who score above 75% shall be invited for a detailed 10 minutes PowerPoint presentation to KALRO team on Q & A session. 2. The Medical Insurance Company that presents the best <u>TERMS</u> shall be recommended for award as appropriate. <p>AGPO qualified tenderers will have a 10% preferential treatment</p>	10
TOTAL		100

ADDENDUM 2

Tender Number	Tender Description	Amendment
KALRO/005/HQTS/2021-2022	Provision of Insurance Services; Group Life Cover Group Personal Accident (Underwriters Only)	1. All eligible bidders are allowed to submit their bid. 2. The closing date is hereby extended to 7 th September 2021 at 11 am.
KALRO/006/HQTS/2021-2022	Provision of Work Injury Benefit Act (WIBA) Insurance Cover (Underwriters only)	
KALRO/007/HQTS/2021-2022	Provision of Motor Vehicle Insurance Cover (Underwriters Only)	

Other conditions to be met by the brokers

a) Mandatory Requirements to be met by the Insurance Brokers

No	Mandatory Requirement (BROKERS)	YES/NO
1	Current Registration Certificate by Insurance Regulatory Authority to operate.	
2	Registration Certificate with the Commissioner of Insurance.	
3	Business Registration/ Corporation certificate of the insurance broker.	
4	Evidence of annual gross premium in excess of Ksh 500,000,000 in year 2020	
5	Evidence of paid up capital of at least Kshs 100 Million.	
6	Reference letters from at least five (5) reputable clients, two (2) of whom must have a premium of over Ksh 200 million and the other three (3) with premium of over Ksh 30 million during last three years	
7	The Underwriter must have offered Insurance cover to at least five (5) clients with at least 1,000 employees each for at least two years	
8	Submit a copy of the audited accounts for last three preceding years with an average annual turnover of at least 2.5% over the tenderer's contract premium	
9	Must be a current member of the Association of Insurance Brokers of Kenya (AIBK)	
10	Provide valid Tax Compliance Certificate from KRA.	
11	Provide a copy of current CR-12 from Registrar of Companies	

No	Mandatory Requirement (BROKERS)	YES/NO
12	Current and valid copy of business license from the local authority where the business is located	
13	Tender security of Kenya Shillings Five million (Kshs. 5,000,000.00) in form of a Demand Bank Guarantee from a bank recognized by Central Bank of Kenya, valid for 120 days after date of closing tender.	
14	The bidder must be a registered insurance brokerage Company	
15	Must provide a country wide list of approved health providers where they have credit facilities (KALRO reserves the right to confirm directly with these providers the existence of credit facilities)	
16	Company profile	
17	Duly filled in, signed and rubber stamped Form of Tender	
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23	Properly bound (spiral or perfect cover, hard cover or case bound), serialized tender document	
24	Power of attorney to confirm that the tender has been duly signed by the person lawfully authorized	
25	Tenderers qualified under AGPO must provide evidence of registration in this category	
26	The broker shall propose only one underwriter. Where a broker proposes Quotations from more than one underwriter the bids shall be treated as non-responsive.	
27	A brokers quote shall be supported by the proposed underwriters quotation. Where a broker proposes a price lower than that of the underwriter, it should be accompanied by an underwriters letter undertaking that they shall effect cover on the lower quote.	

b) Technical Evaluation Criteria

No.	Technical Evaluation Criteria	Maximum Points
	Criteria	
1.	Evidence of the firm’s past experience in providing similar Services:- <ul style="list-style-type: none"> • 2 clients - 5 points • 4 clients - 15 points • 5 clients - 20 points 	20 points
2.	Provide Letters of Reference/Recommendation from past clients where the firm has provided similar insurance services: <ul style="list-style-type: none"> • 2 client - 5 points • 4 clients - 15 points • 5 clients - 20 points 	20 points
3.	Serializing of document to conform to the Table of Contents and neatness of Bid document	10 points
4.	Academic & Professional Qualifications and experience in relevant field for at least four (4) key professional staff proposed for the assignment and indicate their portfolio/tasks (Attach copies of certificates and CVs): <ul style="list-style-type: none"> • Master’s Degree in relevant field - 20 points • Bachelor’s Degree in relevant field - 15 points • Diploma - 5 Points 	20 points
5.	Indicate least period used to settle previous claims upon presentation of all required documents. (Attach evidence) <p>3 Months and below - 15 points</p> <p>4-6 Months - 10 points</p> <p>7 Months and above - 5 points</p>	15 points
6.	Provide Firm’s Audited Accounts for the last three (3) years (2018, 2019 and 2020) <p style="text-align: center;">15 points</p>	15 points
TOTAL		100
<p>NB: a. To qualify for financial evaluation a tenderer must score a minimum of 75 points. Tenderer who score less than 75% at the technical evaluation stage will be disqualified from further evaluation.</p> <p>b. Tender registered under AGPO will be exempt from submitting Bid bond, Audited accounts and Referees. However they MUST submit valid copy of AGPO registration and a duly filled in, signed and rubberstamped Tender Security Declaration Form</p>		
<p>B. FINANCIAL EVALUATION</p> <p>1. The commercial evaluation and final ranking of the bids will take into consideration the scope of the cover in relation to the premium, Exclusion Clauses, and other pertinent terms and conditions of tender.</p>		

2. The evaluation committee will determine whether the financial Bids are complete. The cost of items not priced shall be assumed to be included in other costs in the Financial

Bid. In all cases, the total price of the Financial Bid as submitted shall prevail

Stevens Musewe
FOR DIRECTOR GENERAL