



KENYA NATIONAL QUALIFICATIONS AUTHORITY (KNQA)

**TENDER NAME: PROVISION OF MEDICAL INSURANCE COVER FOR KNQA
COUNCIL MEMBERS & STAFF (FOR UNDERWRITERS)**

TENDER NO: KNQA/RFP/001/2021-2022

MAY 2021

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SECTION I - INVITATION FOR TENDERS

TENDER NO: KNQA/RFP/001/2021-2022

TENDER NAME: PROVISION OF MEDICAL INSURANCE COVER FOR KNQA COUNCIL MEMBERS & STAFF.

1.1 The *KNQA* invites sealed tenders from eligible candidates for the Provision of Insurance Services (***Medical Insurance Cover***).

1.2 Interested eligible candidates may obtain further information from KNQA website(www.knqa.go.ke)

1.3 A complete tender document may be downloaded from *Authority's* website (www.knqa.go.ke). Those who download the tender need to notify the procuring entity on email: knqa.go.ke@gmail.com Clarifications may be obtained via the same email.

1.4 Tender documents **must** be accompanied by a receipt of a non-refundable fee of **Kshs. 3,000** paid in respect to the Authority under the following bank details:

BANK: KCB BANK LTD

BRANCH: MOI AVENUE

ACCOUNT NO: 1208626825

**ACCOUNT NAME: KENYA NATIONAL
QUALIFICATIONS AUTHORITY**

1.5 Prices quoted should be net inclusive of all taxes, and delivery costs, must be in Kenya Shillings and shall remain valid for (120) days from the closing date of the tender. Bids must be accompanied by a Bid Security of **Kshs. 600,000.00** in form of a bank guarantee or Insurance Company Approved by PPRA.

1.6 Complete tender documents in "**ORIGINAL TENDER, SOFT COPY OF ORIGINAL**" and "**COPY OF TENDER** fully serialized and marked with the tender number and name and should be deposited in the Tender Box at **KNQA, 4TH FLOOR, NACOSTI HEADQUARTERS BUILDING, UPPER KABETE, OFF WAIYAKI WAY** or be addressed to **KENYA NATIONAL QUALIFICATIONS AUTHORITY (KNQA), P.O BOX 72635 - 00200, NACOSTI HEADQUARTERS BUILDING, 4TH FLOOR** so as to be received on or before **25th May at 12.00.**

1.7 Tenders will be opened immediately thereafter in the presence of the candidate's representatives who choose to attend at **KNQA, 4th Floor, NACOSTI Headquarters 'Building, Upper Kabete, off Waiyaki Way.** Bids brought after 25th May 2021 at 12.00 **shall be rejected.**

1.8 The KNQA reserves the right to reject any tender application in whole or part. Canvassing will lead to automatic disqualification.

DIRECTOR GENERAL/ CEO
KENYA NATIONAL QUALIFICATIONS AUTHORITY

SECTION IINSTRUCTION TO TENDERERS

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SECTION II INSTRUCTIONS TO TENDERERS

2.1. Eligible Tenderers

- 2.1.1 This Invitation for Tenders is open to all tenderers eligible as described in the Appendix to Instructions to Tenderers. Successful tenderers shall provide the services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the tender documents.
- 2.1.2 The procuring entity's employees, committee members, Council members and their relatives (spouse and children) are not eligible to participate in the tender unless where specially allowed under section 66 of the Act.
- 2.1.3 Tenderers shall provide the qualification information statement that the tenderer (including all members of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring entity to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for tenders.
- 2.1.4 Tenderers involved in the corrupt or fraudulent practices or debarred from participating in public procurement shall not be eligible.

2.2 Cost of Tendering

- 2.2.1 The Tenderer shall bear all costs associated with the preparation and submission of its tender, and the procuring entity, will in no case be responsible or liable for those costs. Regardless of the conduct or outcome of the tendering process
- 2.2.2 The price to be charged for the tender document shall not exceed Kshs.3000/=
- 2.2.3 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.3 Contents of Tender Document

- 2.3.1 The tender documents comprise the documents listed below and addenda issued in accordance with clause 2.5 of these instructions to tenderers.
- (i) Instructions to Tenderers
 - (ii) General Conditions of Contract
 - (iii) Special Conditions of Contract

- (iv) Schedule of Requirements
- (v) Details of Insurance Cover
- (vi) Form of Tender
- (vii) Price Schedules
- (viii) Contract Form
- (ix) Confidential Business Questionnaire Form
- (x) Tender security Form
- (xi) Performance security Form
- (xii) Insurance Company's Authorization Form
- (xiii) Declaration Form

2.3.2 The Tenderer is expected to examine all instructions, forms, terms and specification in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

2.4 Clarification of Tender Documents

2.4.1 A Candidate making inquiries of the tender documents may notify the Procuring entity by post, fax or by email at the procuring entity's address indicated in the Invitation for tenders. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives not later than seven (7) days prior to the deadline for the submission of the tenders, prescribed by the procuring entity. Written copies of the Procuring entities response (including an explanation of the query but without identifying the source of inquiry) will be sent to all candidates who have received the tender documents.

2.4.2 The procuring entity shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.4.3 Preference where allowed in the evaluation of tenders shall not exceed 15%

2.5 Amendment of Tender Documents

2.5.1 At any time prior to the deadline for submission of tenders, the Procuring entity, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

2.5.2 All prospective tenderers who have obtained the tender documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

2.5.3 In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, the Procuring entity, at its discretion, may extend the deadline for the submission of tenders.

2.6 Language of Tenders

2.6.1 The tender prepared by the tenderer, as well as all correspondence and documents relating to the tender exchanged by the tenderer and the Procuring entity, shall be written in English language. Any printed literature furnished by the tenderer may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the tender, the English translation shall govern.

2.7. Documents Comprising the Tender

2.7.1 The tender prepared by the tenderer shall comprise the following components:

- (a) A Tender Form and a Price Schedule completed in accordance with paragraph 2.8, 2.9 and 2.10 below
- (b) Documentary evidence established in accordance with paragraph 2.1.2 that the tenderer is eligible to tender and is qualified to perform the contract if its tender is accepted;
- (c) Tender security furnished in accordance with paragraph 2.12 (if applicable)
- (d) Declaration Form.

2.8. Form of Tender

2.8.1 The tenderer shall complete the Tender Form and the Price Schedule furnished in the tender documents, indicating the services to be provided.

2.9. Tender Prices

2.9.1 The tenderer shall indicate on the form of tender and the appropriate Price Schedule the unit prices and total tender price of the services it proposes to provide under the contract.

2.9.2 Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable.

2.9.3 Prices quoted by the tenderer shall remain fixed during the Term of the contract unless otherwise agreed by the parties. A tender submitted with an adjustable price quotation will be treated as non-responsive and will be rejected, pursuant to paragraph 2.20.5

2.10. Tender Currencies

2.10.1 Prices shall be quoted in Kenya Shillings only

2.11. Tenderers Eligibility and Qualifications

2.11.1 Pursuant to paragraph 2.1 the tenderer shall furnish, as part of its tender, documents establishing the tenderers eligibility to tender and its qualifications to perform the contract if its tender is accepted.

2.11.2 The documentary evidence of the tenderer's qualifications to perform the contract if its tender is accepted shall establish to the Procuring entity's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

2.12. Tender Security

2.12.1 The tenderer shall furnish, as part of its tender, a tender security for the amount and form specified in the Appendix to Instructions to Tenderers.

2.12.2 The tender security shall not exceed 2 per cent of the tender price.

2.12.3 The tender security is required to protect the Procuring entity against the risk of Tenderer's conduct which would warrant the security's forfeiture, pursuant to paragraph 2.12.7

2.12.4 The tender security shall be denominated in Kenya Shillings and shall be in the form

- a) Bank guarantee
- b) Such insurance guarantee from Insurance registered by approved by Insurance Regulatory Authority.

2.12.5 Any tender not secured in accordance with paragraph 2.12.1. and 2.12.3 shall be rejected by the Procuring entity as non-responsive, pursuant to paragraph 2.20.5

2.12.6 Unsuccessful Tenderer's tender security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of tender validity

2.12.7 The successful Tenderer's tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.29, and furnishing the performance security, pursuant to paragraph 2.30

2.12.8 The tender security may be forfeited:

- (a) if a tenderer withdraws its tender during the period of tender validity.
- (b) in the case of a successful tenderer, if the tenderer fails:
 - (i) to sign the contract in accordance with paragraph 2.29 or
 - (ii) to furnish performance security in accordance with paragraph 2.30.
- (c) If the tenderer rejects correction of an arithmetic error in the tender.

2.13. Validity of Tenders

2.13.1 Tenders shall remain valid for 120 days after date of tender opening pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as non-responsive.

2.13.2 In exceptional circumstances, the Procuring entity may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The tender security provided under paragraph 2.12 shall also be suitably extended. A tenderer granting the request will not be required nor permitted to modify its tender.

2.14. Format and Signing of Tenders

2.14.1 The tenderer shall prepare an original and a copy of the tender, clearly marking each "ORIGINAL TENDER" and "COPY OF TENDER," as appropriate. In the event of any discrepancy between them, the original shall govern.

2.14.2 The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for un-

amended printed literature, shall be initialled by the person or persons signing the tender.

2.14.3 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialled by the person or persons signing the tender.

2.15 Sealing and Marking of Tenders

2.15.1 The original and all copies of the Technical proposal shall be place in a sealed envelope clearly marked "TECHNICAL PROPOSAL" and the original and all copies of the financial proposal shall be place in a sealed envelope clearly marked "FINANCIAL PROPOSAL" and warning **DO NOT OPEN WITH THE TECHNICAL PROPOSAL**" Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other contact information and be clearly marked "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE**"

2.15.2 The inner and outer envelopes shall:

- (a) be addressed to the Procuring entity at the address given in the invitation to tender,
- (b) bear, tender number and name in the invitation to tender and the words:
"DO NOT OPEN BEFORE : 25th May ,2021 at 12.00

2.15.3 The inner envelopes shall also indicate the name and address of the tenderer to enable the tender to be returned unopened in case it is declared "late".

2.15.4 If the outer envelope is not sealed and marked as required by paragraph 2.15.2, the Procuring entity will assume no responsibility for the tender's misplacement or premature opening.

2.16. Deadline for Submission of Tenders

Tenders must be received by the Procuring entity at the address specified under paragraph 2.15.2 not later than **25th May 2021 at 12.00**

2.16.1 The Procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 2.5.3 in which case all rights and obligations of the Procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.16.2 Bulky tenders which will not fit the tender box shall be received by the procuring entity as provided for in the appendix.

2.17. Modification and Withdrawal of Tenders

2.17.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tenders, is received by the Procuring entity prior to the deadline prescribed for submission of tenders.

2.17.2 The tenderer's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of paragraph 2.15. a withdrawal notice may also be sent by fax or email but followed by a signed confirmation copy, postmarked not later than the deadline for submission of tenders.

2.17.3 No tender may be modified after the deadline for submission of tenders.

2.17.4 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.7.

2.18. Opening of Tenders

The Procuring entity will open all tenders in the presence of tenderers' representatives who choose to attend on 25th May ,2021 at 12.00

- 2.18.1 and in the location specified in the invitation for tenders. The tenderers' representatives who are present shall sign a register evidencing their attendance.
- 2.18.2 The tenderers' names, tender modifications or withdrawals, tender prices, discounts, and the presence or absence of requisite tender security and such other details as the Procuring entity, at its discretion, may consider appropriate, will be announced at the opening.
- 2.18.3 The Procuring entity will prepare minutes of the tender opening, which will be submitted to tenderers that signed the tender opening register and will have made the request.

2.19 Clarification of Tenders

- 2.19.1 To assist in the examination, evaluation and comparison of tenders the Procuring entity may, at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.
- 2.19.2 Any effort by the tenderer to influence the Procuring entity in the Procuring entity's tender evaluation, tender comparison or contract award decisions may result in the rejection of the tenderers' tender.

2.20 Preliminary Examination and Responsiveness

- 2.20.1 The Procuring entity will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the tenders are generally in order.
- 2.20.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its tender will be rejected, and its tender security forfeited. If there is a discrepancy between words and figures, the amount in words will prevail
- 2.20.3 The Procuring entity may waive any minor informality or non-conformity or irregularity in a tender which does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any tenderer.

2.20.4 Prior to the detailed evaluation, pursuant to paragraph 2.20, the Procuring entity will determine the substantial responsiveness of each tender to the tender documents. For purposes of these paragraphs, a substantially responsive tender is one which conforms to all the terms and conditions of the tender documents without material deviations the Procuring entity's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

2.20.5 If a tender is not substantially responsive, it will be rejected by the procuring entity and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

2.21. Evaluation and Comparison of Tenders

2.21.1 The Procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20

2.21.2 The Procuring entity's evaluation of a tender will take into account, in addition to the tender price, the following factors, in the manner and to the extent indicated in paragraph 2.22.3.

(a) Operational plan proposed in the tender;

(b) deviations in payment schedule from that specified in the Special Conditions of Contract

2.22.3 Pursuant to paragraph 2.22.2. the following evaluation methods will be applied.

(a) Operational Plan

(i) The Procuring entity requires that the services under the Invitation for Tenders shall be performed at the time specified in the Schedule of Requirements. Tenders offering to perform longer than the procuring entity's required delivery time will be treated as non-responsive and rejected.

- (b) Deviation in payment schedule
 - (i) Tenderers shall state their tender price for the payment on schedule outlined in the special conditions of contract. Tenders will be evaluated on the basis of this base price. Tenderers are, however, permitted to state an alternative payment schedule and indicate the reduction in tender price they wish to offer for such alternative payment schedule. The Procuring entity may consider the alternative payment schedule offered by the selected tenderer.

2.22.4 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.

2.23. Contacting the Procuring entity

2.23.1 Subject to paragraph 2.19 no tenderer shall contact the Procuring entity on any matter relating to its tender, from the time of the tender opening to the time the contract is awarded.

2.23.2 Any effort by a tenderer to influence the Procuring entity in its decisions on tender evaluation, tender comparison, or contract award may result in the rejection of the Tenderers' tender.

2.24 Post-qualification

2.24.1 The Procuring entity will verify and determine to its satisfaction whether the tenderer that is selected as having submitted the lowest evaluated responsive tender is qualified to perform the contract satisfactorily.

2.24.2 The determination will take into account the tenderer financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderer's qualifications submitted by the tenderer, pursuant to paragraph 2.11.2, as well as such other information as the Procuring entity deems necessary and appropriate

2.24.3 An affirmative determination will be a prerequisite for award of the contract to the tenderer. A negative determination will result in rejection of the Tenderer's tender, in which event the Procuring entity will proceed to the

next lowest evaluated tender to make a similar determination of that Tenderer's capabilities to perform satisfactorily.

2.25 Award Criteria

2.25.1 Subject to paragraph 2.29 the Procuring entity will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

2.25.2 To qualify for contract awards, the tenderer shall have the following: -

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- (d) Shall not be debarred from participating in public procurement.

2.26. Procuring entity's Right to accept or Reject any or all Tenders

2.26.1 The Procuring entity reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for the Procuring entity's action. If the Procuring entity determines that none of the tenders is responsive, the Procuring entity shall notify each tenderer who submitted a tender.

2.26.2 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.26.3 A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

2.27 Notification of Award

2.27.1 Prior to the expiration of the period of tender validity, the Procuring entity will notify the successful tenderer in writing that its tender has been accepted.

2.27.2 The notification of award will signify the formation of the contract subject to the signing of the contract between the tenderer and the procuring entity pursuant to clause 2.9. Simultaneously the other tenderers shall be notified that their tenders were not successful.

2.27.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 2.29 the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

2.28 Signing of Contract

2.28.1 At the same time as the Procuring entity notifies the successful tenderer that its tender has been accepted, the Procuring entity will simultaneously inform the other tenderers that their tenders have not been successful.

2.28.2 Within fourteen (14) days of receipt of the Contract Form, the successful tenderer shall sign and date the contract and return it to the Procuring entity.

2.28.3 The contract will be definitive upon its signature by the two parties.

2.28.4 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.29 Performance Security

2.29.1 The successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in a form acceptable to the Procuring entity.

2.29.2 Failure by the successful tenderer to comply with the requirement of paragraph 2.29 or paragraph 2.30.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security, in which event the Procuring entity may make the award to the next lowest evaluated tender or call for new tenders.

2.30 Corrupt or Fraudulent Practices

2.30.1 The Procuring entity requires that tenderers observe the highest standard of ethics during the procurement process and execution of contracts. A tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.30.2 The Procuring entity will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question

2.30.3 Further a tenderer who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public Procurement in Kenya.

Appendix to Instructions to Tenderers

The following information for the procurement of insurance services shall complement, supplement, or amend, the provisions on the instructions to tenderers. Wherever there is a conflict between the provisions of the instructions to tenderers and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the instructions to tenderers.

Instruction to tenderers Reference	<i>Particulars of Appendix to instructions to tenderers</i>
2. 1 Eligible Tenderers	<i>Registered Insurance Underwriters (by Insurance Regulatory Authority-IRA) and Members of the Association of Kenya Insurers (AKI) only</i>
2.12Tender Security	<i>Tender security required- Kshs 600,000 in the form of Unconditional Bank/insurance Guarantee (No self-guarantee)</i>
2. 15. 2 (b)	
2.16.1	<i>As 2.15. 2 (b) above</i>
2.18.1	<i>As 2.15. 2 (b) above</i>
2. 25 (a)	Mandatory Requirements
2. 25 (b)	<p><i>Technical Evaluation</i> <i>Only Firms that will attain overall pass for technical capability, Minimum Score will be 80 % and overall pass for financial capability that will be considered for Financial Evaluation.</i></p> <p><i>The responsive firm that offers the lowest evaluated price will be considered for contract award</i></p>
2. 15. 2 (b)	<i>Closing Date of The Tender Is,</i> .

SECTION III - GENERAL CONDITIONS OF CONTRACT

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SECTION III GENERAL CONDITIONS OF CONTRACT

3.1. Definitions

3.1.1 In this Contract, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the agreement entered into between the Procuring entity and the tenderer, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the tenderer under the Contract for the full and proper performance of its contractual obligations
- (c) "The Services" means services to be provided by the tenderer including any documents, which the tenderer is required to provide to the Procuring entity under the Contract.
- (d) "The Procuring entity" means the organization procuring the services under this Contract
- (e) "The Contractor" means the organization or firm providing the services under this Contract.
- (f) "GCC" means the General Conditions of Contract contained in this section.
- (g) "SCC" means the Special Conditions of Contract
- (h) "Day" means calendar day

3.2. Application

3.2.1 These General Conditions shall apply to the extent that they are not superseded by provisions of other part of the contract

3.3. Standards

3.3.1 The services provided under this Contract shall conform to the standards mentioned in the schedule of requirements.

3.4. Use of Contract Documents and Information

3.4.1 The Contractor shall not, without the Procuring entity's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the

Procuring entity in connection therewith, to any person other than a person employed by the contractor in the performance of the Contract.

3.4.2 The Contractor shall not, without the Procuring entity's prior written consent, make use of any document or information enumerated in paragraph 2.4.1 above.

3.4.3 Any document, other than the Contract itself, enumerated in paragraph 2.4.1 shall remain the property of the Procuring entity and shall be returned (all copies) to the Procuring entity on completion of the contract's or performance under the Contract if so, required by the Procuring entity.

3.5. Patent Rights

3.5.1 The Contractor shall indemnify the Procuring entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the services under the contract or any part thereof.

3.6 Performance Security

3.4.1 Within thirty (30) days of receipt of the notification of Contract award, the successful tenderer shall furnish to the Procuring entity the performance security where applicable in the amount specified in SCC

3.6.2 The proceeds of the performance security shall be payable to the Procuring entity as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract.

3.6.3 The performance security shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring entity and shall be in the form of:

- a) Cash.
- b) A bank guarantee.
- c) Such insurance guarantee approved by the Authority.
- d) Letter of credit.

3.6.4 The performance security will be discharged by the Procuring entity and returned to the Candidate not later than thirty (30) days following the date of completion of the Contractor's performance of obligations under the Contract, including any warranty obligations, under the Contract.

3.7. Delivery of services and Documents

3.7.1 Delivery of the services shall be made by the Contractor in accordance with the terms specified by the procuring entity in the schedule of requirements and the special conditions of contract

3.8. Payment

3.81. The method and conditions of payment to be made to the contractor under this Contract shall be specified in SCC

3.82. Payment shall be made promptly by the Procuring entity, but in no case later than ninety (90) days after submission of an invoice or claim by the contractor

3.9. Prices

3.9.1 Prices charges by the contractor for Services performed under the Contract shall not, with the exception of any price adjustments authorized in SCC vary from the prices quoted by the tenderer in its tender or in the procuring entity's request for tender validity extension the case may be. No variation in or modification to the terms of the contract shall be made except by written amendments signed by the parties.

3.9.2 Contract price variations shall not be allowed for contracts not exceeding one year (12 months)

3.9.3 Where contract price variation is allowed the variation shall not exceed 15% of the original contract price

3.9.4 Price variation requests if approved by relevant authority shall be processed by the procuring entity within 30 days of receiving the request.

3.10. Assignment

3.10.1 The Contractor shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring entity's prior written consent.

3.11. Termination for Default

3.4.2 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Contractor terminate this Contract in whole or in part:

- (a) if the Contractor fails to provide any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring entity.
- (b) If the Contractor fails to perform any other obligation(s) under the Contract
- (c) If the Contract in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the contract

3.11.2 In the event the Procuring entity terminates the contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those un-delivered and the Contractor shall be liable to the Procuring entity for any excess costs for such similar services. However, the contractor shall continue performance of the contract to extent not terminated.

3.12. Termination for Insolvency

3.12.1 The Procuring entity may at any time terminate the contract by giving written notice to the Contractor if the contractor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the contractor, provided that such termination will not prejudice or affect any right

of action or remedy, which has accrued or will accrue thereafter to the procuring entity.

3.13. Termination for Convenience

3.13.1 The Procuring entity by written notice sent to the contractor may terminate the contract in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the procuring entities convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.

3.13.2 For the remaining part of the contract after termination the procuring entity may elect to cancel the services and pay to the contractor an agreed amount for partially completed services.

3.14 Resolution of Disputes

3.14.1 The procuring entity and the contractor shall make every effort to resolve amicably by direct informal negotiations and disagreement or disputes arising between them under or in connection with the contract

3.14.2 If after thirty (30) days from the commencement of such informal negotiations both parties have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to the formal mechanisms specified in the SCC.

3.15. Governing Language

3.15.1. The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which are exchanged by the parties shall be written in the same language.

3.16. Applicable Law

3.16.1 The contract shall be interpreted in accordance with the laws of Kenya unless otherwise expressly specified in the SCC.

3.17 Force Majeure

3.17.1 The Contractor shall not be liable for forfeiture of its performance security, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

3.18 Notices

3.18.1 Any notices given by one party to the other pursuant to this contract shall be sent to the other party by post or by Fax or Email and confirmed in writing to the other party's address specified in the SCC.

3.18.2 A notice shall be effective when delivered or on the notices effective date, whichever is later.

SECTION IV - SPECIAL CONDITIONS OF CONTRACT

Notes on Special Conditions of Contract

1. The clauses in this section are intended to assist the procuring entity in providing contract-specific information in relation to corresponding clauses in the General Conditions of Contract

2. The Provisions of Section IV complement the General Conditions of Contract included in Section III, specifying contractual requirements linked to the special circumstances of the procuring entity and the insurance cover required. In preparing Section IV, the following aspects should be taken into consideration.
 - (a) Information that complement provisions of Section III must be incorporated; and
 - (b) Amendments and/or supplements to provisions of Section III, as necessitated by the circumstances of the specific insurance cover required must also be incorporated.

3. Where there is a conflict between the provisions of the special conditions of contract and the provisions of the general conditions of contract, the provisions of the special conditions of contract shall prevail over the provisions of the general conditions of contract.

4. Any clause to be included in this section must be consistent with the applicable public procurement law and regulations.

SECTION IV – SPECIAL CONDITIONS OF CONTRACT

Special Conditions of Contract as relates to the General Conditions of Contract

Reference of general conditions of Contract	Special condition of contract
3.6 Performance security	Applicable at 10% of the contract sum.
3.7 Delivery of Services	As per bidding document
3.8 Payment Terms	As indicated in ITT above
3.9 Price adjustment	As per bidding document indicated in ITT above
3.16 Applicable law	Kenyan Law
3.17 Duration	One (1) year, from Contract sign date, may be renewed for further one-year subject to satisfactory performance.
3.18 Notices	Director General/CEO, KENYA NATIONAL QUALIFICATIONS AUTHORITY, P.O Box 72635-00200 <u>Nairobi</u>

EVALUATION CRITERIA

The bids will be evaluated using the criteria set as below. Only those bidders who meet the Mandatory requirements will be evaluated further. Technical evaluation overall pass for technical capability, Minimum Score will be 80 % and overall pass for financial capability.

MANDATORY REQUIREMENTS /PRELIMINARY STAGE

	CRITERION	YES/NO
1	Registration Certificate/Letter of Incorporation	
2	VAT certificate	
3	PIN Certificate	
4	Tax Compliance Certificate	
5	Audited Financial Account (2018,2019 and 2020) signed by the Auditor(s) who are approved by Institute of Public Accountants of Kenya (ICPAK) for determining solvency and liquidity of the Insurance Company	
6	Signed Form of Tender	
7	Submit Tender Security Kshs.600, 000.00 in form of a bank/insurance guarantee from either commercial banks or insurance companies approved by PPRA valid for 150 days from date of tender opening. (Note: No self-guarantee or by subsidiary/associated insurance firm (tender security from an insurance company must be provided from a different company)	
8	Completed Confidential Business Questionnaire	
9	Underwriting registration certificate by IRA 2021	
10	Current Professional /Trade membership-AKI 2021	
11	Recommendation letter from at least 5 Clients (medical clients) in the last five years	
12	Panel of Providers (in Nairobi and the Counties)	
13	Evidence of 5 clients (medical clients) each with premiums of Ksh.50m and above	

14	Relevant experience in provision of medical insurance services at least 5 years	
15	Annual Gross premiums (medical insurance business)-Ksh500m	
16	Paid up capital of Ksh.600m	
17	Dully filled, signed and stamped Anti-Corruption Declaration form, Self-declaration Form that your firm has not been debarred from participating in public tender and Commitment letter attached	
18	Company Profile to include management team, Board of directors	
19	Compliance certificate from NSSF and NHIF.	
20	Proof of creditworthiness from your firm's Bankers.	
21	Evidence of "Re-Insurance" arrangements of medical insurance	
22	Provide qualifications and experience in insurance matters of at least 3 (three) key members of staff who will be involved in managing the KNQA Medical scheme.	
23	Provide evidence/recommendations from any five of the listed major hospitals served.	
24	Provide exclusions and any limitations to the cover.	
25	Provide extent of coverage considering remote areas with limited major hospitals.	
26	Provide a list of medical specialists in its panel of consultants. A statement that a consultant/medical specialist not currently in the tenderers panel may be included in the list if required.	
27	State willingness to accommodate hospitals recommended by the client	
28	Confirm sensitization of staff on the usage of cover	
29	Must serialize each bid document including attachments	
30	Must provide original tender and copy of tender	

Firms that do not meet the above Mandatory requirements shall be declared nonresponsive at the preliminary evaluation stage and therefore not subject to further evaluation.

TECHNICAL EVALUATION CRITERIA

(a)Technical Capability

S/No.	CRITERION	Guiding Notes	Points
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1	Medical In-Patient Cover: Overall Limit and Cover type	Clear statements of cover for all categories with no age limit for staff and Council Members and within the stated limits award 10 if not award 0	10
	1. Cat A: Kshs3,500,000 Cover per Family		
	2. Cat B: Kshs3,200,000 Cover per Family		
	3. Cat C: Kshs3,000,000 Cover per Family		
	4. Cat D: Kshs2,500,000 Cover per Family		
5. Cat E: Kshs2,000,000 Cover per Director			
2	Medical In-patient Cover: Dental Ailments Accidental and non-accidental Dental cases (Surgery, other treatment) covered under sublimit of 200,000	Should clearly provide and within the stated sublimit award 2 if not award 0	2
3	Medical In-patient Cover: Optical Ailments Accidental and non-accidental Optical/Ophthalmological cases (Surgery, other treatment) covered under sublimit of 200,000	Should clearly provide and within the stated sublimit award 2 if not award 0	2
4	Medical In-patient Cover: Bed Type	Should clearly indicate the ward/bed type and the limits award 2 if not award 0	2
	Hospital accommodation for staff and their families to be Net of NHIF as below: -		
	1. Cat A: Ensuite Room up to Kshs 25,000 per day		
	2. Cat B: Ensuite Room up to Kshs 25,000 per day		
	3. Cat C: Standard Private Room up to Kshs 20,000 per day		
4. Cat D: Standard Private Room up to Kshs 20,000 per day			
5. Cat E: Ensuite Room up to Kshs 30,000 per day			
5	Medical In-patient Cover: Congenital cover	Should be indicated clearly and with the full limits award 10 if not award 0	10
	Congenital and Pre-maturity to be covered within the Full Inpatient limit including Pregnancy related complications for Categories (A-D)		

6	Medical In-patient Cover: Pre-Existing, Chronic, HIV& AIDS cover	Should be indicated clearly and with the full limits award 10 if not award 0	10
	Pre-Existing, Chronic, HIV& AIDS to be covered within the Full Inpatient limit for Categories (A-D). Pre-existing and Chronic Conditions must be clearly spelt out		
7	Medical In-patient Cover: Post Hospitalization cover	Should be indicated clearly and within the stated sub limits award 2 if not award 0	2
	Post Hospitalization Expenses to be covered within the Inpatient limit with a sublimit of Kshs.50,000 up to three weeks after discharge for Categories (A-E)		
8	COVID-19 Related illnesses Hospitalization cover within the Inpatient Limit with a sublimit of Kshs. 1,000,000 for Categories (A-E)	Should be indicated clearly and within the stated sub limits award 3 if not award 0	3
9	Medical In-patient Cover: First Ever Emergency C-Section cover Emergency C-Section Expenses to be covered with limit of Kshs.250,000 for Categories (A-E)	Should be clearly indicated and with the stated limits award 3 if not award 0	3
10	Medical In-patient Cover: Lodger Accommodation cover: Lodger Accommodation for Children of 12 years and below for Categories (A-E)	Should be clearly indicated for the age stated award 2 if not award 0	2
11	Medical In-patient Cover: Group Excess of Loss for Categories (A-F) as a standalone benefit of Kshs300,000 shared per Family	Should be indicated clearly as stated as stand-alone award 3 if not award 0	3
12	Medical In-patient Cover: Psychiatry Conditions cover	Should be indicated clearly and within the stated limits award 3 if	3

	Psychiatry Conditions to be covered within the Full Inpatient limit for Categories (A-E)	not award 0	
13	Medical Out-patient Cover: Overall Limit and Cover type	Clear statements of cover for all categories with no age limit for staff and Council Members and within the stated limits award 10 if not award 0	10
	1. Cat A: Kshs450,000 Cover per Family		
	2. Cat B: Kshs400,000 Cover per Family		
	3. Cat C: Kshs350,000 Cover per Family		
	4. Cat D: Kshs300,000 Cover per Family		
5. Cat E: Kshs100,000 Cover per Council Member			
14	Medical Out-patient Cover: Pre-Existing, Chronic, HIV& AIDS cover	Should be indicated clearly within the full limits stated award 10 if not award 0	10
	Pre-Existing, Chronic, HIV& AIDS and COVID-19 related illnesses to be covered within the Full Outpatient limit for Categories (A-E)		
15	Medical Out-patient Cover: Baby Friendly and KEPI vaccines cover	Should be indicated clearly within the full limits stated award 3 if not award 0	3
	Baby Friendly and KEPI vaccines to be covered within the Full Outpatient limit for Categories (A-D)		
16	Medical Out-patient Cover: Counselling upon referral	Should be indicated clearly within the full limits stated award 3 if not award 0	3
	Counselling services upon referral to be covered within the Full Outpatient limit for Categories (A-E)		
17	Medical Out-patient Cover: General Health Check-up cover	Should be indicated clearly with the beneficiaries and the sub limits as stated award 3 if not award 0	3
	General health check-ups for employees and spouse including one PSA and Pap Smear to be covered with sublimit of Kshs20,000 within Outpatient limit for Categories (A-E)		

18	Medical Cover: Maternity Benefits Cover	Should be indicated clearly as stated as stand-alone award 4 if not award 0	4
	Deliveries (Normal and subsequent C-sections) shall be covered as a stand-alone benefit with a limit of Kshs200,000 for Categories (A-D)		
19	Medical Cover: Dental Benefits Cover	Should be indicated clearly as stated as stand-alone award 3 if not award 0	3
	This benefit shall be shared per family as a stand-alone benefit with a limit of Kshs 100,000 for Categories (A-E)		
20	Medical Cover: Optical Benefits Cover	Should be indicated clearly as stated as stand-alone award 3 if not award 0	3
	This benefit shall be shared per family as a stand-alone benefit with a limit of Kshs100,000 for Categories (A-E)		
1	Medical Cover: Last Expenses Cover	Should be indicated clearly as stated as stand-alone award 3 if not award 0	3
	This benefit shall be per member as a stand-alone benefit with a limit of Kshs150,000 for Categories (A-D) while Cat E is with a limit of Kshs100,000 per person		
2	Medical Identification Smart Medical Cards provided within seven (7) days on commencement of cover as well as for new members joining mid-way the cover period	Evidence clearly indicated award 2 if not award 0	2
3	No-authorization and co-pay for consultation service for providers on the panel provided members have smart cards. Pre-Authorization shall only be related to major medical procedures and admissions	If clearly indicated with no pre-authorization clause award 2 if not award 0	2

4	List and Statement of exclusion	Should be clearly outlined with reasons indicated award 1 if not award 0	1
5	Schedule of carrying out Sensitization to KNQA staff	If a mapped-out schedule of sensitization is attached award 1 if not award 0	1
NB: Minimum pass mark score is 80 %.			100

NB. A bidder must score overall result of pass

PLEASE NOTE

Only bidders that will have attained Technical evaluation **overall pass** for technical capability **Minimum Score will be 80 %** and **overall pass for financial capability** shall proceed to financial evaluation.

FINANCIAL EVALUATION

FINANCIAL EVALUATION	
	The financial 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
	The evaluation committee will determine whether the financial proposals are complete.
2.22	The cost of items not priced shall be assumed to be Included in other costs in the Proposal. In all cases, the total price of the bid as submitted shall prevail
2.25	Award Criteria:
	Award will be made to the lowest evaluated bidder determined to be substantially Responsive as per section 2.25 of this document.

	<p>The formula for determining the financial score shall be, unless alternative formula is indicated, as follows $S_f = 100 \times FM/F$ where S_f is the financial score of the firm, F_m is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical (S_t) and financial S_f scores using the weights ($T =$ the weight given to the technical proposal; $P =$ the weight given to the financial proposal; $T + P = 1$). The combined technical and financial score S, is calculated as follows: $S = (S_t \times T\%) + (S_f \times P\%)$. The firm achieving the highest combined technical and financial score will be invited for negotiations.</p>
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Recommendation for Award

The most responsive firm that offers the lowest evaluated price will be considered for award of contract after successful undertaking of due diligence by KENYA NATIONAL QUALIFICATIONS AUTHORITY (KNQA).

SECTION V – SCHEDULE OF REQUIREMENTS

Notes for preparing Schedule of Requirements.

The schedule of Requirements shall be included in the tender documents by the procuring entity and shall cover, at the minimum, a description of the insurance cover to be provided and full particulars of the same.

2. The objectives of the schedule of requirements is to provide sufficient information to enable tenderers to prepare their tenders comprehensively, efficiently and accurately. In particular the price schedule for which a form is provided in Section VI must be carefully completed.
3. In addition, the schedule of requirements together with the price schedule should serve as a basis in the event of services variation at the time of award of contract pursuant to instruction to tenderers paragraph 2.26

SECTION V – SCHEDULE OF REQUIREMENTS/ TERMS OF REFERENCE

SCHEDULE OF REQUIREMENTS FOR INSURANCE SERVICES FOR KENYA NATIONAL QUALIFICATIONS AUTHORITY (KNQA) MEDICAL SCHEME 2021 – 2022(DESCRIPTION OF SERVICES)

KENYA NATIONAL QUALIFICATIONS AUTHORITY intends to procure an inpatient and outpatient medical cover to provide medical services to her staff, dependents and Council members (spouses and 4 unmarried children below 18 years of age up to and including 24 years with a proof of being in college/Special needs)

This Scheme caters for illnesses requiring hospitalization, treatment of pre-existing cases, optical and dental, maternity congenital, chronic, COVID-19 and recurrent conditions, HIV/Aids management plus any other related conditions and is established to ensure that the beneficiaries receive quality health services.

The Scheme shall deal with:

- a) Admission to hospital;
- b) Treatment while in & out hospital;
- c) Medical Check-ups and
- d) Discharge from hospital and the cost of treatment thereof.

While it is appreciated that the medical scheme would have inherent controls and procedures, the company expects the selected provider(s) will ensure that any controls and procedures are not unnecessarily bureaucratic and cumbersome. The bidders will therefore be expected to enumerate inherent controls and specify the type of identification required to access services.

The policy will indemnify any loss in medical expenses incurred by the insured in the course of seeking medical attention

SCHEME SPECIFICATIONS

Period of Cover	One year (1) from date of contract signing.
Renewal of Cover	At the discretion of KNQA for another one-year subject to satisfactory performance by the service provider.
No. of Council Members	Four (4) in Number as Follows: Inpatient: Limit of Kshs 2,000,000 Outpatient: Limit of Kshs 100,000.00
No. of Employees	43 Employees
Scope of Cover	In & out patient, Maternity, Dental, Optical, Group Excess of Loss and Last Expense covers of employees and their dependents as provided by KNQA.
Pre-existing, Congenital and Chronic	To cover both in and outpatient up to the full

conditions, Cancer, & HIV/AIDS including ARV's	limit
Prematurity conditions and Ailments	Covered within the full Inpatient limit
COVID-19 Related Illness and treatment	Covered within the Inpatient limit with a sublimit of Kshs1,000,000 Covered within the full outpatient limit
First Ever Emergency caesarean section	In the lifetime of a female employee/spouse (delivery only) is covered within the Inpatient limit maximum Kshs 250,000
Post hospitalization visits	Covered for a maximum of three (3) weeks after Discharge to a sublimit of Kshs 50,000 of the Inpatient cover
Inpatient optical hospitalization resulting from illness or accident	Covered with Inpatient sub limit of Kshs 200,000 per family
Inpatient dental hospitalization resulting from illness or accident	Covered with Inpatient sub limit of Kshs 200,000 per family
Stand-alone Out Patient dental cover	To cover Kshs 100,000 per family
Stand-alone Out Patient Optical cover	To cover Kshs 100,000 per family
Maternity	Normal and Subsequent C-Section to be covered as a stand-alone benefit at Kshs200,000. Eligible for Female employee or Spouse to Principal members only
Last Expense	Up to Kshs 150,000 per person/Member as a stand-alone
Vaccines (KEPI and Baby Friendly)	Up to the full limit of the outpatient
Medical Check-up	Member and spouse to a max of Kshs. 20,000 inclusive of General Health check-ups, one pap smear and PSA
Eligibility Age	Children and all (0 months or baby at 37 weeks): and up to 25 years; subject to proof either of continuing studies, disability, living with parents and unmarried. Employee and Spouse No age limit, as long as

		the principal beneficiary is in the service of the company.
Accommodation	(Bed Type)	CAT A & B Ensuite room at Kshs 25,000 per day CAT C & D Standard Private Room at Kshs 20,000 per day CAT E Ensuite room at Kshs 30,000 per day
Lodger	Accommodation	Accompanying Children of 12 years and below
Group Excess of Loss	Stand Alone Benefit	For all Members as tabulated above
Psychiatry Conditions	For all members	To the full limits of in and out patient
Cover outside Kenya	On annual leave/holiday on official work	Three (3) Months

Cover Limits								
Inpatient (Shared)		Outpatient (shared)	Outpatient Dental (Shared)	Outpatient Optical (Shared)	Maternity (Shared)	Last Expense (Per Member)	Group Excess of Loss (Shared)	
Category A	3,500,000	450,000	100,000	100,000	200,000	150,000	300,000	
Category B	3,200,000	400,000	100,000	100,000	200,000	150,000	300,000	
Category C	3,000,000	350,000	100,000	100,000	200,000	150,000	300,000	
Category D	2,500,000	300,000	100,000	100,000	200,000	150,000	300,000	
Category E	2,000,000	100,000	100,000	100,000	N/A	100,000	300,000	

The service provider is expected to have an extensive and reputable network of Hospitals, Clinics, Pharmacies and laboratories within reach of the Company's staff and their dependents.

1. Inpatient cover

The In-patient cover benefit shall cater for illnesses requiring hospitalization and shall be fully enhanced with pre-existing illnesses, COVID-19 Illnesses, chronic and HIV/aids conditions and shall include but not limited to the following benefits: -

- ❖ Accidental and illness hospitalization (accommodation, doctor(s)' fees, operating theatre, ICU charges, physiotherapy, prescribed drugs, dressings surgical appliances, X-rays)
- ❖ In-patient surgery
- ❖ Admission bed
- ❖ Ward type (Ensuite or Standard Private)
- ❖ First non-elective and emergency caesarean
- ❖ Hospitalization due to dental and optical cases
- ❖ Maternity/Hospitalization due to child delivery
- ❖ Gynecological illnesses
- ❖ Post hospitalization benefits
- ❖ Ambulance rescue/evacuation (both road and air)
- ❖ treatment while in hospital; and
- ❖ Discharge from hospital and the cost of treatment thereof (aftercare).
- ❖ Group Excess of Loss cover

2. Outpatient cover:

The Outpatient scheme shall cover cases of illness not requiring admission into a hospital/clinic and shall include examinations, diagnosis and speedy treatment at health clinics and/or hospitals with the aim of preventing any ailment or illness from growing into cases that require hospitalization.

The outpatient cover shall include the following benefits:

- ◆ Routine outpatient consultation;
- ◆ Diagnostic Laboratory and Radiology services;
- ◆ Prescribed Physiotherapy;
- ◆ Prescribed drugs and dressings;
- ◆ HIV/AIDS related conditions and prescribed ARVs

- ◆ KEPI and baby friendly vaccinations to be covered within the outpatient visits for children aged 2 years and below.
- ◆ Routine Antenatal checkups
- ◆ Postnatal care up to six weeks post-delivery;
- ◆ Chronic and recurring conditions;
- ◆ Outpatient Emergency Ambulance Services;
- ◆ Dental services;
- ◆ Maternity (pre-natal visits)
- ◆ COVID-19 illnesses (Testing, Treatment and Quarantine)
- ◆ Optical services;
- ◆ Immunizations;
- ◆ Counseling services;
- ◆ Specialist opinion on referral basis
- ◆ Health Education (wellness programs)
- ◆ Annual PSA, Pap smear and/or breast cancer check-ups for employees and their Spouses
- ◆ Medical check ups
- ◆ Counselling upon referral by a general practitioner or by the Human Resource and Administration department
- ◆ Any other additional benefits should be specified by the bidder

3. Exclusions and requirements

The bidder must state clearly requirements, special conditions and/or exclusions applicable to the schemes.

4. Funeral/last expenses

This benefit shall be per member as a stand-alone benefit with a limit of Kshs150,000 for Categories (A-D) while Category E is with a limit of Kshs100,000 per person

5. Special medical treatment:

There are cases, which may require special treatment owing to medical history of a member of staff and/or dependent.

The bidder is required to propose on how such a case is dealt with in case it occurs.

5. Eligibility to the medical scheme:

The bidder is expected to indicate membership eligibility criteria for both the employees and their dependants Plus Council members

6. Cover Exclusions

The bidder must detail full cover benefits and exclusions giving specific details of each condition to be excluded in the proposed cover.

7. Network coverage

The bidder must demonstrate existence of extensive and reputable network of hospitals, clinics, pharmacies and laboratories registered with the NHIF.

The bidder is expected to provide list of existing network coverage:

- Towns where the insurance company is represented,
- Countrywide hospitals/clinics and panel of doctors approved by bidder that can be accessed by BKB employees and their dependants
- Medical facilities affiliated with bidder that are outside Kenya

8. Scheme Administration and/or case management

The bidder is expected to provide detailed description on the Scheme administration and case management/administration and address the following:

- (a) Admission of members into the cover
- (b) Admission of members with HIV/AIDS related cases, Chronic and pre-existing conditions into the cover
- (c) Procedure to be followed for overseas medical treatment
- (d) Procedure to be followed to process last expense.
- (e) Procedure for settlement of claims – settlement turn around
- (f) Bed in case of hospitalization.

6. References and key personnel:

The bidder must demonstrate its ability, knowledge and experience in the provision of medical insurance services by detailing key personnel to manage the BKB account

7. Applicable Medical Scheme benefits (limits)

The following cover limits shall apply:

i. Inpatient cover limits

Category	Cover Limit (Inpat)	Lives
A	3,500,000/=	5
B	3,200,000/=	18
C	3,000,000/=	56
D	2,500,000/=	12
E	2,000,000/=	4
Total Population		95

ii. Outpatient Limits

Category	Cover Limit (Inpat)	Lives
A	450,000/=	5
B	400,000/=	18
C	350,000/=	56
D	300,000/=	12
E	100,000/=	4
Total Population		95

iii. Maternity Benefit (Stand Alone)

The cover should provide for the normal deliveries and emergency caesarian cases.

Cover Limit per person	
1 st Ever Emergency C-section	250,000/= sublimit of Inpatient Cover
Normal and subsequent C-Sections	200,000/=

iv. Dental Benefits (Stand Alone)

The cover should cater for non-accidental dental and extractions and any other treatment as advised by dentist, scaling and polishing.

Shared Per Family - Kshs 100,000/=

v. Optical Benefits (Stand Alone)

The cover should cater for glasses, frames and replacements and any other treatment as advised by optician.

Shared Per Family - Kshs 100,000/=

vi. Group Excess of Loss (Stand Alone)

The cover should cushion members in the event of busting their in-patient limits and are still hospitalized

Shared Per Family - Kshs 300,000/=

vii. Special treatment and any exclusions

The Provider should clearly state in writing all exclusions in the proposed cover.

8. Cost of the Proposed Staff Medical Scheme

The proposed scheme will be for one (1) years and the bidder is expected to tender based on the following: -

Category	Cover Limit (Inpat)	Cover Limit (Inpat)	Maternity	Dental	Optical	Group excess of Loss	Lives
A	3,500,000/=	450,000/=	200,000	100,000	200,000	300,000	5
B	3,200,000/=	400,000/=	200,000	100,000	200,000	300,000	18
C	3,000,000/=	350,000/=	200,000	100,000	200,000	300,000	56
D	2,500,000/=	300,000/=	200,000	100,000	200,000	300,000	12
E	2,000,000/=	100,000/=	200,000	100,000	200,000	300,000	4
Total Population							95

NB: A list of staff and their dependants will be provided on request.

SUMMARY OF FAMILY REPRESENTATION

CATEGORY	MEMBERS	FAMILY SIZE	TOTAL LIVES
A	1	M+4	5
B	6	M+0	6
	1	M+2	3
	1	M+3	4
	1	M+4	5
C	15	M+0	15
	1	M+1	2
	6	M+2	18
	4	M+3	16
	1	M+4	5
D	4	M+0	4
	2	M+3	8
E	4	M+0	4
TOTALS	47		95

KNQA STAFF COVER OUT OF THE COUNTRY

The Authority’s Staff frequently travel out of the country. The provider will be expected to give details of the cover management in relation to:

1. How the service provider intends to address the following issues/procedures.
 - a) Admission of members into the cover while outside the country
 - b) Admission of members with pre-existing conditions into the cover.
 - c) Procedure to be followed for overseas cover.
 - d) Procedure to be followed to procure last expense (if any in the package)

Claims Settlement

The tenderer should give details of claims settlement turnaround time. Note that the time indicated will be used in the evaluation of bids.

Financial Stability

Bidders will be required to provide three (3) years Audited accounts demonstrating the ability to continuously pay the hospital bills that may arise.

IN-PATIENT AND OUTPATIENT MANAGEMENT

- i. Each employee and their dependents will be issued with a smart card for identification by the insurance company.
- ii. Services will be offered on presentation of the employee's smart card;
- iii. All staff members are contributors of NHIF and will be required to produce their NHIF cards prior to discharge for purposes of NHIF rebate computation;
- iv. All in-patient bills will be sent directly to the service provider for payment;
- v. Patients will not be required to pay cash for treatment. In case of cash payments to hospitals which are not in the contractor's panel, patients will be reimbursed by the Service providers.

SECTION VI - STANDARD FORMS

Notes on the standard Forms

1. **Form of TENDER** - The form of Tender must be completed by the tenderer and submitted with the tender documents. It must also be duly signed by duly authorized representatives of the tenderer.
2. **Price Schedule Form** - The price schedule form must similarly be completed and submitted with the tender.
3. **Contract Form** - The contract form shall not be completed by the tenderer at the time of submitting the tender. The contract form shall be completed after contract award and should incorporate the accepted contract price.
4. **Confidential Business Questionnaire Form** - This form must be completed by the tenderer and submitted with the tender documents.
5. **Tender Security Form** - When required by the tender document the tenderer shall provide the tender security either in the form included hereinafter or in another format acceptable to the procuring entity.
6. **Performance security Form** - The performance security form should not be completed by the tenderer at the time of tender preparation. Only the successful tenderer will be required to provide performance security in the form provided herein or in another form acceptable to the procuring entity.

Form of Tender

To:
Name and address of procuring entity

Date

Tender No.
Tender Name

Gentlemen and/or Ladies: -

Having examined the Tender documents including Addenda No. (Insert numbers)
the receipt of which is hereby duly acknowledged, we the undersigned, offer to
provide Insurance Services under this tender in conformity with the said Tender
document for the sum of

.....[Total Tender
amount in words and figures]

or such other sums as may be ascertained in accordance with the Schedule of Prices
attached herewith and made part of this Tender.

2. We undertake, if our Tender is accepted, to provide the Insurance Cover Services in
accordance with the conditions of the tender.

3. We agree to abide by this Tender for a period of[number] days from the
date fixed for Tender opening of the Instructions to Tenderers, and it shall remain binding
upon us and may be accepted at any time before the expiration of that period.

Dated this _____ day of _____ 2021

[Signature]

[In the capacity of]

Duly authorized to sign tender for and on behalf of _____

PRICE SCHEDULE

NAME OF TENDER:

PROVISION OF INSURANCE SERVICES (KNQA MEDICAL SCHEME)

TENDER NUMBER:

ITEM NO.	DESCRIPTION OF INSURANCE COVER	TOTAL PREMIUM (KSHS)
	PROVISION OF INSURANCE SERVICES FOR KNQA COUNCIL MEMBERS & STAFF MEDICAL SCHEME FOR 93 TOTAL POPULATION	
	GRAND TOTAL PREMIUM FOR THE YEAR TO BE CARRIED TO THE FORM OF TENDER(KSHS)	

PLEASE NOTE AND COMPLY WITH THE FOLLOWING:

- i. Total premium shall cover all benefits as per the terms of reference
- ii. All prices to be inclusive of all applicable taxes.
- iii. In case of discrepancy between unit price and total, the unit price shall prevail.
- iv. Contract period is for one year (1) from date of award and contract signing. The second year will be subject to annual review on satisfactory performance in the first year.

Name of tenderer's representative authorized to sign:

Name

Signature & date
Official Stamp

Contract Form

THIS AGREEMENT made the _____ day of _____ 20_____ between
[name of Procurement entity] of [country of Procurement entity]
(hereinafter called "the Procuring entity") of the one part and
[name of tenderer] of [city and country of tenderer]
(hereinafter called "the tenderer") of the other part:

WHEREAS the Procuring entity invited tenders for the GPA cover and has accepted a tender by the tenderer for the supply of the services in the sum of _____
_____ [contract price in words
in figures] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSTH AS FOLLOWS: -

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz:
 - (a) the Tender Form and the Price Schedule submitted by the tenderer;
 - (b) the Schedule of Requirements
 - (c) the Details of cover
 - (d) the General Conditions of Contract
 - (e) the Special Conditions of Contract; and
 - (f) the Procuring entity's Notification of Award
3. In consideration of the payments to be made by the Procuring entity to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the Procuring entity to provide the GPA cover and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Procuring entity hereby covenants to pay the tenderer in consideration of the provision of the services and the remedying of defects therein, the Contract Price or

such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written

Signed, sealed, delivered by _____ the _____ (for the Procuring entity)

Signed, sealed, delivered by _____ the _____ (for the tenderer) in the presence of _____

CONFIDENTIAL BUSINESS QUESTIONNAIRE

You are requested to give the particular indicated in Part 1 and either Part 2(a), 2(b), or 2(c) Which ever applies to your type of business

You are advised that it is a serious offence to give false information on this Form.

Part _____ General:

Business Name

Location of business premises

Plot No. Street/Road

Postal Address Tel.No.Fax

Email

Nature of business

Registration Certificate No.

Maximum value of business which you can handle at any one-time
Kshs.....

Name of your bankers Branch

Part 2(a) – Sole Proprietor:

Your name in full Age

Nationality Country of origin

Citizenship details.....

Party 2(b) – Partnership

Give details of partners as follows

	Name	Nationality	Citizenship Details	Shares
1.
2.
3.
4.

5.

Part 2© – Registered Company:

Private or public

State the nominal and issued capital of the company –

Nominal Kshs.

Issued Kshs.....

Give details of all directors as follows

	Name	Nationality	Citizenship Details	Shares
1.
2.
3.
4.
5.

Date..... Signature of Tenderer

If a citizen, indicate under "Citizenship Details" whether by Birth, Naturalization or Registration

TENDER SECURITY FORM

Whereas [*name of Bidder*] (hereinafter called <the tenderer> has submitted its bid dated [*date of submission of bid*] for the provision of insurance services (hereinafter called <the tender>

KNOW ALL PEOPLE by these presents that WE [*name of bank*] of [*name of country*], having our registered office at [*name of procuring entity*] (hereinafter called <the procuring entity> in the sum of [*state the amount*] for which payment well and truly to be made to the said procuring entity, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this

_____ day of _____ 20 _____

35. THE CONDITIONS of this obligation are:1. If the

tenderer withdraws its tender during the period of tender validity specified by the procuring entity on the Form; or

2. If the tender, having been notified of the acceptance of its tender by the procuring entity during the period of tender validity
 - (a) fails or refuses to execute the Contract Form, if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instructions to tenders.

We undertake to pay to the procuring entity up to the above amount upon receipt of its first written demand, without the procuring entity having to substantiate its demand, provided that in its demand the procuring entity will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the conditions, specifying the occurred condition(s)

This tender guarantee will remain in force up to and including thirty (30) days after the period of tender validity, and any demand in respect thereof should reach the Bank not later than the above stated date.

[Authorized Signatories and official stamp of the Bank]
(Amend accordingly if provided by Insurance Company)

PERFORMANCE SECURITY FORM

To:

[Name of procuring entity]

WHEREAS *[name of tenderer]*
(Hereinafter called "the tenderer") has undertaken, in pursuance of Contract No. _____

_____ *[reference number of the contract]* dated _____ 20 _____

_____ to supply

[description of insurance services] (Hereinafter called "the Contract")

AND WHEREAS it has been stipulated by you in the said Contract that the tenderer shall furnish you with a bank guarantee by a reputable bank for a sum specified therein as security for compliance with the Tenderer's performance obligations in accordance with the Contract

AND WHEREAS we have agreed to give the tenderer a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the tenderer, up to a total of

[amount of the guarantee in words and figures], and we undertake to pay you, upon your first written demand declaring the tenderer to be in default under the Contract and without cavil or argument, any sum of money within the limits of

..... *[Amount of guarantee]* as aforesaid, without your

needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____ 20 _____

Signature and seal of the Guarantors

[Name of bank of financial institution]

[Address]

[Date]

(Amend accordingly if provided by Insurance Company)

SELF-DECLARATION FORM

Date

To:

Director General/ Chief Executive Officer,

Kenya National Qualifications Authority,

Nacosti Building, 4th Floor, Upper Kabete Off Waiyaki way

P O Box 72635-00200,

NAIROBI.

The tenderer i.e. (name and address)

_____ declare the following:

- 3. Has not been debarred from participating in public procurement.
- 4. Has not been involved in and will not be involved in corrupt and fraudulent practices regarding public procurement.

Name.....

Title.....

Signature.....

Date.....

Official Stamp.....

(To be signed by authorized representative and officially stamped)

ANTI-CORRUPTION DECLARATION COMITMENT/ PLEDGE

(Sections 62 of the PPDA, 2015)

I/We/Messrs.....

of Street, Building, P O Box.....

.....

Contact/Phone/E mail.....

declare that Public Procurement is based on a free and fair competitive Tendering process which should not be open to abuse.

I/We

declare that I/We will not offer or facilitate, directly or indirectly, any inducement or reward to any public officer, their relations or business associates, in connection with

Tender/Tender No

for or in the subsequent performance of the contract if I/We am/are successful.

Authorized Signature.....

Name of Signatory.....

Title of Signatory

Official Stamp.....

LETTER OF NOTIFICATION OF AWARD

Address of Procuring Entity

To: _____

RE: Tender No. _____

Tender Name _____

This is to notify that the contract/s stated below under the above-mentioned tender have been awarded to you.

- 1. Please acknowledge receipt of this letter of notification signifying your acceptance.
- 2. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter
- 3. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

(FULL PARTICULARS) _____

SIGNED FOR CHIEF EXECUTIVE OFFICER

COMMITMENT LETTER

Date.....

**Director General/ Chief Executive Officer,
Kenya National Qualifications Authority,
Nacosti Building, 4th Floor, Upper Kabete Off Waiyaki way
P O Box 72635-00200,
NAIROBI.**

Dear Sir,

**REF: COMMITMENT TO INCLUDE ADDITIONAL SERVICE PROVIDERS
& PROMPT PAYMENT**

We *(name and address of the firm)*

commit that we will include additional services providers (hospitals, medical specialists/ consultants, pharmacies etc) to our panel within a month of receiving a written request from the Authority.

We also undertake, if our Tender is accepted, to pay the service providers promptly to avoid service disruption.

Authorized Signature.....

Name of Signatory.....

Title of Signatory

Official Stamp.....

FORM RB 1

REPUBLIC OF KENYA

PUBLIC PROCUREMENT ADMINISTRATIVE REVIEW COUNCIL

APPLICATION NO..... OF.....20.....

BETWEEN

..... APPLICANT

AND

.....RESPONDENT (*Procuring Entity*)

Request for review of the decision of the NATIONAL COMMUNICATIONS SECRETARIAT ofdated the...day of20.....in the matter of Tender No.....of 20...

REQUEST FOR REVIEW

I/We....., the above-named Applicant(s), of address:
Physical

address..... Fax No.....Tel. No..... Email, hereby request the Public Procurement

Administrative Review COUNCIL to review the whole/part of the above-mentioned decision on the following grounds, namely: -

1.

2.

etc.

By this memorandum, the Applicant requests the COUNCIL for order/orders that: - 1.

2.

etc

SIGNED (Applicant)

Dated on.....day of/...20...

FOR OFFICIAL USE ONLY

Lodged with the Secretary Public Procurement Administrative Review Council on
day of

.....20.....

SIGNED
COUNCIL Secretary