

## Feedback and Clarifications

Good morning,

I am writing seeking clarification on the following issues.

1. Mandatory 10 which states “Recent Bank statement for the last 3 months.” Due to the recent data protection laws and agreement, sharing this data for tender purposes could be challenging as the information is sensitive for the tenderer. Kindly remove the requirement –

### **Feedback**

**Unfortunately, this is a mandatory requirement, thus cannot be removed. All data shared will be treated as confidential information and will strictly be used as part of selection criteria in this Tender.**

2. Share a detailed list for the following classes to be covered. –

### **Feedback**

Detailed list is part of the Tender document as posted in link:-

- Equipment and Assets to be covered under the following policies.
- All risks – 300,000,000
- Burglary – 50,000,000
- Electronic Equipment – 100,000,000
- Fidelity Guarantee (Under FG share as per below)

Any one person – 5,000,000

Aggregate Limit Per Year – 100,000,000

- Fire & Special perils – 150,000,000
- Machinery breakdown – 100,000,000
- Money(Under Money share the info below)

Money in direct transit to and from Bank

Cash in office premises during working hours

Cash in office premises outside working hours

Cash in safe

Petty cash in locked drawers

- Motor Commercial( What are the Sum Insured under Commercial in Kshs) – 26,060,000
- Motor Vehicle – Private ( What are the Sum Insured under Private in Kshs) - 45,950,000
- Public Liability (Under PL Share the limits as per below)

Any One Claim/Event - 10,000,000

Any One Period - 100,000,000

- Political violence and Excess Protector – 100,000,000

**Dear Procurement Team**

We would like to register our participation in the above tender and wish to request for clarification on the following information

1. Whether the proposed underwriter is required to submit the **mandatory requirements before the submission of tender** or the proposed underwriter is required to **submit eligibility documents to the broker.**

**Feedback**

– All documents should be submitted at one entry as a folder clearly with each page clearly numbered.

2. Whether the submission folder is to be done for each of the four insurance categories in view of the limited size of 30MB –

**Feedback**

-In cases where support documents are bulkier than 30MB, create assorted folders each labeled respective insurance category and Tender Numbers and Broker name thereafter upload them separately one after the other.

3. Whether the Bid Bond required is for the total bid amount of each of the four insurance categories or the combined amount.

**Feedback**

– Bid Bond is for the four insurance categories.

4. Under Medical Insurance, Kindly provide the limit required for individual family members and the group maximum for the Excess of Loss (XOL) cover.

**Feedback**

(refer to below info)

- Inpatient limit – KES. 5,000,000 per family member
- Outpatient limit – KES. 170,000 per family member
- Dental limit – KES. 75,000 per family member
- Optical limits – KES. 30,000 per family member
- Maternity limit – per family (CS= KES 300,000, Normal Delivery= KES 200,000 and Maternity Related Complications a minimum of 400,000 KES per family within inpatient)

5. Under GLA, kindly provide limit required for Last Expense cover for employee/spouse/child and parents/parents in law

**Feedback**

- Unfortunately, this information will not be provided at this stage.

6. Under Motor Vehicle and Assets, please provide:-
  - ✓ Fidelity Guarantee -Limit of guarantee per person and aggregate limit per year
  - ✓ Money -limits for cash in transit, in premises, in safe or strong room, in hands of staff and the estimated annual carry

- ✓ Public Liability – Limit of liability any one occurrence and limit any one period

We look forward to your response

Thanks & Kind Regards

Good Evening,

Kindly advise which exchange rate we should use to convert the asset values from USD to KSH since the quotation should be in Kenya Shillings.

**Feedback**

– Unfortunately, we don't have a fixed exchange rate, our preference is Kenya Shillings as indicated in the Tender Documents.

Regards,

Good Evening Sirs,

Trust you are well,

Kindly allow us to express our gratitude for an opportunity to share our submission on the above referenced request for proposal.

To enable us respond comprehensively, please assist us in the below clarifications/questions;

1. Since the submission will be bulky as it shall include underwriters and brokers documents, if we can be allowed to share the same as link and ensure the Financial and Technical folders are maintained. - please refer to below, links are discouraged due to internal organization internet/intranet restrictions.

**Feedback.**

in cases where support documents are bulkier than 30MB, create assorted folders each labeled respective insurance category and Tender Numbers and Broker name thereafter upload them separately one after the other.

2. Confirm if the **200 million** is a summation of the **FIVE References for each category**. We request this item be reviewed to contract value per client to be capped at 50 Million or cumulative for the five clients to add up to 200 Million.- please refer to below feedback:-

**Feedback,**

- confirmed

3. Clarify if a stamp can stand a seal as per your request on the person signing.

**Feedback**

- Official company stamp, Date and signature will be considered. although Seal is most preferred.
4. Since this is a broker tender, the practice is the broker issues the bond and we request the same to be reviewed.

**Feedback**

- If IRA guidelines, states the same then that fine.
5. Please advise the applicable limit of cover for the following;
- 1.Fidelity Guarantee – 200 employees
  - 2.Money -
  - 3.Public Liability

**Feedback**

**Feedback**

- Please indicate the maximum amount your firm can offer.
6. Confirm whether the Technical evaluation criteria is only restricted to the broker and does not apply to underwriters.

**Feedback.**

- Confirmed,
7. Please provide the current loss ratios for the four categories.

**Feedback**

- Unfortunately, this information cannot be provided at this stage of Tendering process.

**Kind Regards,**

Dear Team,

Kindly clarify on the Evaluation criteria on Annual premium turnover of **ksh. 350 million** and the recommendation letters of **ksh. 200m** each. Noting that Insurance Brokers and Agents are not the actual risk carriers, we request for a waiver of this requirement. Is this a requirement for underwriters or brokers/ agents?

**Feedback.**

- This is brokers requirement. Sorry, unfortunately, it is a mandatory requirement thus cannot be waived.

Regards,

Dear Sirs,  
Greetings from LIB,

The above refers.

We are participating in the above tender, and therefore we are requesting limits for before policy to enable quote for the same;

- i) Fidelity Guarantee
- ii) Money Policy
- iii) Public Liability.

We look forward to hearing from you.

#### **Feedback**

- Please indicate the maximum amount your firm can offer.

Dear Sir,

A query on the Insurance services Tender No: CWS/RSC/KE/NBO/014/FY24.

Is the same open to Agents and Insurance companies or only Brokerage firms?

#### **Feedback.**

- Only Brokers

Dear Team,

We are interested in submitting our bids for the insurance tender no: **CWS/RSC/KE/NBO/014/FY24** .

Kindly clarify for us the following;

- 1) We had participated in the last presentation of and submitted our vendor Registration form. Kindly confirm if we need to resend fresh documents

#### **Feedback.**

- Please submit a fresh. This is a news process for the next financial year and there are few changes in the evaluation process.
- 2) Kindly share the loss ratio for the various classes to enable us source and negotiate for competitive bids

**Feedback**

- Unfortunately, this information cannot be provided at this stage of Tendering process.

3) Is the 2% bid bond amount for the highest quoted premium or as per our recommended insurer?

**Feedback**

- Highest Quoted Premium

4) Our company is a Limited liability Corporate Insurance Agency with vast experience. Can we be considered to submit our bids if we meet the required minimum threshold of a prudent Insurance broker?

**Feedback.**

Please refer to Submission Guidelines as per the Tender documents, any contrary will lead to disqualification from this Tendering process.

5) As per insurance act, and Agent/ Broker is not licensed to retain a premium and hence premium is paid directly to the risk carriers. Can we rely on the recommendations from the insured clients to confirm the premium remitted directly as part of the premium turnover?

**Feedback**

No. we will adhere to submission Guidelines and mandatory criteria during Evaluation as stated in the Tender documents.

6) From the industry experience, your current insurers will not be willing to share their quotations for fear of losing (incumbency fears) the business and would prefer to strictly provide such quotations to the existing brokers on record for the various classes and hence jeopardizing other bidders. Is it possible to issue express letter " **Authority to source for quotations**" to some of the interested bidders? The letter could have a disclaimer that this is an open tender and therefore existing Brokers and Agents are not guaranteed placement of your risk with current insurers.

**Feedback**

No. All information shared to CWS by bidders will be treated with highest and utmost confidentiality and thus canvassing both internally and externally will lead to disciplinary action and disqualification respectively.

We hope to hear from you.

Dear Sirs,

Following your tender advertising. I have noted it's placed under BROKERS ONLY.

My enquiry/request is why not give the UNDERWRITER a chance as well to quote to you directly.

**Feedback.**



Unfortunately, this is CWS requirement for this process any variation of set terms or criteria will jeopardize this Tender.