



MATER MISERICORDIAE HOSPITAL

TENDER DOCUMENT

FOR

STAFF AND STUDENTS' MEDICAL INSURANCE SERVICES (INSURANCE BROKERS)

Tender No: MMH/GEN/26/08

**Closing Date: Wednesday 29th July 2026, at 11.00 a.m. (EA
Time)**

JULY 2026

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SECTION I - INVITATION TO TENDER

TENDER INVITATION DATE: FRIDAY 10TH JULY, 2026.

TENDER REF. NO. MMH/GEN/26/08

TENDER NAME: STAFF MEDICAL AND STUDENTS' INSURANCE SERVICES (INSURANCE BROKERS)

- 1.1 The Mater Misericordiae Hospital invites bids from eligible brokers for **Provision of Staff and students' Medical Cover Insurance Services for a period of two years** as per the terms of reference and specifications in the tender document.
- 1.2 Interested candidates can obtain further information from and download the tender document from the Hospital's website www.materkenya.com/tender. Tenderers who download the tender document must forward their particulars immediately to **tenders@materkenya.com** to facilitate any further clarification or addendum. Inquiries will be made through the same email address.
- 1.3 Tenderers must make a non-refundable fee of **Kshs 2,000.00 via M-pesa (Paybill 526000; Ac. No. "Your Company Name, Tender No. provided")**. The M-pesa payment message or an original receipt obtained from our Casualty cashier shall be printed and attached to the tender response document.
- 1.4 Prices quoted should be inclusive of all taxes, and delivery costs, must be in Kenya Shillings and shall remain valid for 150 days from the closing date of the tender.
- 1.5 The tenderer shall furnish, as part of its tender, a tender security of Kes. 200,000.00 from a reputable bank.
- 1.6 In addition, invited tenderers must take note of all mandatory requirements as highlighted in the Appendix to Instructions to Tenderers; Mandatory Requirements, Technical Requirements and Price Schedules
- 1.7 Completed tender documents are to be enclosed in plain sealed envelopes, clearly labeled the Tender Number and Name with the instructions **"Do not open before 29th July 2026, at 11.00 a.m."** will be addressed to

**THE CHIEF EXECUTIVE OFFICER
MATER MISERICORDIAE HOSPITAL
P. O. BOX 30325 - 00100,
NAIROBI.**

- 1.8 Dropped at the Tender Box located at the reception of the Administration Block, 3rd Floor.
- 1.9 Tenders will be opened immediately thereafter in the presence of the candidate's representatives who choose to attend.
- 1.10 Mater Misericordiae Hospital is a Corruption free environment. Any Pressure, or influence attempt should be reported to the Chief Executive Officer

THE CHIEF EXECUTIVE OFFICER

SECTION II - INSTRUCTION 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 Mater Misericordiae Hospital's employees, committee members, board members, and their relatives (spouses and children) are not eligible to participate in the tender.
- 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 has been associated in the past, directly or indirectly, with a firm or any of its affiliates which by Mater Misericordiae Hospital has engaged in providing 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 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 Mater Misericordiae Hospital, 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 Kess.2,000/=

2.3 Contents of Tender Document

- 2.3.1 The tender documents comprise the documents listed below and the 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 specifications 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 tenderer's risk and may result in the rejection of its tender.

2.4 Clarification of Tender Documents

2.4.1 A Candidate making inquiries about the tender documents may notify Mater Misericordiae Hospital by email at Mater Misericordiae Hospital's address indicated in the Invitation for tenders. Mater Misericordiae Hospital will respond in writing to any request for clarification of the tender documents, which it receives not later than three (3) days before the deadline for the submission of the tenders, prescribed by Mater Misericordiae Hospital. 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 Mater Misericordiae Hospital shall reply to any clarifications sought by the tenderer within a reasonable time of receiving the request to enable the tenderer to make a timely submission of its tender.

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

2.5 Amendment of Tender Documents

2.5.1 At any time before the deadline for submission of tenders, Mater Misericordiae Hospital, 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 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, Mater Misericordiae Hospital, 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 Mater Misericordiae Hospital, 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

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 tenderer's 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 Mater Misericordiae Hospital'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 Mater Misericordiae Hospital 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 or in another freely convertible currency, and shall be in the form

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

2.12.5 Any tender not secured in accordance with paragraph 2.12.1. and 2.12.3 shall be rejected by Mater Misericordiae Hospital 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 expiry 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 150 days after date of tender opening pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by Mater Misericordiae Hospital as non-responsive.
- 2.13.2 In exceptional circumstances, Mater Misericordiae Hospital 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

- 2.14.2 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 initialed by the person or persons signing the tender.

2.15 Deadline for Submission of Tenders

- 2.15.1 Tenders must be received by Mater Misericordiae Hospital not later than **Wednesday 29th July, 2026 at 11:00 A.M**
- 2.15.2 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

2.16 Modification and Withdrawal of Tenders

- 2.16.1 The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification is communicated via **tenders@materkenya.com** 3 days before the deadline prescribed for submission of tenders.

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

2.16.3 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiry 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.

2.17. Opening of Tenders

2.17.1 The tenderers or their representatives are encouraged to witness the opening session, which shall be conducted at a designated place on **Wednesday 29th July 2026 at 11:00 a.m.**

2.17.2 The tenderers' names, tender modifications or withdrawals, tender prices, discounts, and such other details as Mater Misericordiae Hospital, at its discretion, may consider appropriate, will be announced at the opening.

2.17.3 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital in 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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, Mater Misericordiae Hospital 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. Mater Misericordiae Hospital'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 Mater Misericordiae Hospital and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

2.21. Conversion to the single currency

- 2.21.1 Where other currencies are used, Mater Misericordiae Hospital will convert those currencies to Kenya Shillings using the selling exchange rate on the date of tender closing provided by the Central Bank of Kenya.

2.22. Evaluation and Comparison of Tenders

- 2.22.1 Mater Misericordiae Hospital will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20
- 2.22.2 Mater Misericordiae Hospital's evaluation of a tender will consider 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

Mater Misericordiae Hospital 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 Mater Misericordiae Hospital's required delivery time will be treated as non-responsive and rejected.

b) Deviation in payment schedule

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.

Mater Misericordiae Hospital 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 Mater Misericordiae Hospital

2.23.1 Subject to paragraph 2.19 no tenderer shall contact Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 consider the tenderer's 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 Mater Misericordiae Hospital deems necessary and appropriate

2.24.3 An affirmative determination will be a prerequisite for the award of the contract to the tenderer. A negative determination will result in the rejection of the Tenderer's tender, in which event Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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. The Mater Misericordiae Hospital's Right to Accept or Reject any or all Tenders

2.26.1 Mater Misericordiae Hospital reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time before 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 Mater Misericordiae Hospital's action. If Mater Misericordiae Hospital determines that none of the tenders is responsive, Mater Misericordiae Hospital shall notify each tenderer who submitted a tender.

2.26.2 Mater Misericordiae Hospital 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 qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future Mater Misericordiae Hospital's procurement.

2.27 Notification of Award

2.27.1 Prior to the expiry of the period of tender validity, Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital notifies the successful tenderer that its tender has been accepted, Mater Misericordiae Hospital 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 Mater Misericordiae Hospital.

- 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 Mater Misericordiae Hospital.

- 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 Mater Misericordiae Hospital may make the award to the next lowest evaluated tender or call for new tenders.

2.30 Corrupt or Fraudulent Practices

- 2.30.1 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital Procurement.

2.31 APPENDIX TO INSTRUCTIONS TO TENDERERS

The following information for the Provision of Medical 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.

(I) Provisions of Appendix to instructions to Tenderers

INSTRUCTION TO TENDER REFERENCE	PARTICULARS OF THE APPENDIX TO INSTRUCTIONS TO TENDERERS
2.1	The method of tendering is Open Tender
2.4	▪ Candidates inquiring about the tender documents may notify Mater Misericordiae Hospital by email at the email address indicated in the Invitation for tenders. ▪ The hospital will respond in writing to any request for clarification of the tender documents, which it receives not later than three days before the deadline for the submission of the tenders. ▪ Mater Misericordiae Hospital shall reply to any clarifications sought by the tenderer by sending feedback to all the tenderers within a reasonable time.
2.12	The tenderer shall furnish, as part of its tender, a tender security of Kes. 200,000.00 from a reputable bank.
2.15	Each of the broker's envelopes shall contain their underwriter's documents. Tenderers should submit an Original and Copy of the tender in two separate envelopes labeled "Original" and "Copy" and they shall be enclosed in a main envelope that will be clearly labeled the Tender Number and Name, with the instructions "Do not open before 29th July 2026, at 11.00 a.m.". It will be addressed to: THE CHIEF EXECUTIVE OFFICER MATER MISERICORDIAE HOSPITAL P. O. BOX 30325 - 00100, NAIROBI. Failure to Meet this requirement will Lead to Automatic Disqualification.
2.3	In addition to the contents of the tender components highlighted in the Invitation to Tender and this Appendix, the tenderer shall provide services under the following terms and conditions: Terms and Conditions of provision of the services. The Insurance broker will respond as follows: 1. <u>Staff Medical Cover</u> a) Provide Inpatient insurance services by charging a premium and; b) Provide a price for Outpatient Fund Administration Fees. Outpatient claims

	payments will be directly made by the hospital. 2. <u>Students Medical Cover</u> Provide Inpatient and Outpatient insurance services by charging a premium.
2.20 –22	I. PRELIMINARY EVALUATION The invited Broker must be eligible as required below and hence submit the following Mandatory documents; CONDITIONS TO BE MET BY INSURANCE BROKER ▪ The Mpesa payment message shall be printed and attached to the tender response document. ▪ Must have a Professional Indemnity Insurance Cover of at least Kes. 10 million and a copy be submitted. ▪ Must submit a copy of the Certified Audited Accounts for the last two years. ▪ Must give a list of 5 (five) reputable clients in the last two years ▪ Must be a current member of the Association of Insurance Brokers (AIB). (Attach valid certificate). ▪ Must be registered with the Insurance Regulatory Authority for the current year and submit a valid copy of the license. ▪ CR 12 document that is not older than one year old. ▪ A copy of the PIN Certificate. ▪ A copy of the Tax Compliance Certificate. ▪ A copy of the Certificate of Registration/Incorporation. ▪ The medical cover for Staff and Students for In-patient, Out-patient, optical, dental, maternity, and all other requirements shall be as one package under one underwriter and no co-sharing. ▪ Provide a signed written confirmation that the person signing the tender has the power of attorney; or provide a letter signed by a person with power of attorney granting power of Attorney to their representative to sign the tender documents. ▪ Submit the following Forms under Section VI: 1. Duly filled and signed Confidential Business Questionnaire 2. Duly filled and signed Bidder's Declaration 3. Duly filled and signed Integrity Pact 4. Duly filled and signed Price Schedule Form 5. Duly filled and signed Form of Tender CONDITIONS TO BE MET BY THE BROKER'S UNDERWRITER ▪ CR 12 document that is not older than one year old. ▪ A copy of the PIN Certificate ▪ A copy of the Tax Compliance Certificate ▪ A copy of a valid certificate of membership of the Association of Kenya Insurers (AKI). ▪ Must have a Professional Indemnity Insurance Cover of at least Kess.10Million and a copy be submitted ▪ Must attach evidence of total gross premium per year of at least 1 Billion.

	▪ Must attach evidence of paid-up share capital of at least Kes. 200 million	
2.21	The currency to be used is Kenya Shillings.	
2.22	II. TECHNICAL EVALUATION CRITERIA FOR THE BROKERAGE FIRM.	Comments
	1) Compliance with the technical requirements of the tender. Evaluation will be based on the following: a) Review of the company profile: The profile shall address the Schedule of Requirements/Terms of Reference for staff and student covers. b) Provide your work plan and methodology that provides evidence of handling the type of inpatient and outpatient insurance covers specified in this tender.	Comply 100% with all the requirements
	2) Provide: a) A list of five corporate clients of the broker over the last two (2) years for similar insurance covers. b) Submit a list of five corporate clients for your underwriter over the last two (2) years for a similar insurance cover. Attach the details and telephone numbers of contact persons for each provided client. The Hospital may undertake due diligence to confirm pertinent related information.	Comply 100% with all the requirements
	3) Evidence of the broker's ability and capability to facilitate the provision of the insurance services tendered for. Attach the qualifications of 2 key proposed personnel to manage the required insurance service. a) Team Leader- Degree relevant to insurance or equivalent, 5 years of insurance experience, professional membership with the Insurance Institute of Kenya. b) One technical staff -attach copies of the CV and certificates with proof of 3 years of experience in the insurance industry.	Comply 100% with all the requirements
	4) Value-added services and customer service incentives must be provided. a) Provision of staff training and risk management initiatives. b) Concessions, details of, and satisfactory handling of claims. c) Strategies to be put in place to alleviate fraudulent claims.	Comply 100% with all the requirements
	• Any due diligence undertaken will form part of the evaluation outcomes. • To qualify at the technical evaluation stage, tenderers must meet 100% of the above technical requirements to proceed to financial evaluation.	

2.22	III. FINANCIAL EVALUATION
	Financial Evaluations: The firms that offer the lowest tender price will be considered for tender award having qualified in the Preliminary and Technical evaluations. Before award, a) Post qualification may be carried out to confirm or verify any matters related to submitted technical or financial documentation. b) Negotiations may be undertaken
SECTION IV	The winning tenderer will be required to comply with the Special Conditions of Contract as highlighted in Section IV. The Performance Bond will be 10% of the total Annual Premium.

SECTION III - GENERAL CONDITIONS OF CONTRACT

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GENERAL CONDITIONS OF THE 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital under the Contract.
- (d) “Mater Misericordiae Hospital” 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 Mater Misericordiae Hospital’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 Mater

Misericordiae Hospital 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 Mater Misericordiae Hospital'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 Mater Misericordiae Hospital and shall be returned (all copies) to Mater Misericordiae Hospital on completion of the contracts or performance under the Contract if required by Mater Misericordiae Hospital.

3.5. Patent Rights

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

3.6 Performance Security

- 3.6.1 Within twenty-eight (28) days of receipt of the notification of the Contract award, the successful tenderer shall furnish to Mater Misericordiae Hospital the performance security where applicable in the amount specified in SCC
- 3.6.2 The proceeds of the performance security shall be payable to Mater Misericordiae Hospitals in 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 a freely convertible currency acceptable to Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital, but in no case later than sixty (60) 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 Mater Misericordiae Hospital's request for tender validity extension in 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 Price variation requests shall be processed by Mater Misericordiae Hospital 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 Mater Misericordiae Hospital's prior written consent.

3.11. Termination for Default

- 3.11.1 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital.
 - (b) If the Contractor fails to perform any other obligation(s) under the Contract
 - (c) If the Contract in the judgment of Mater Misericordiae Hospital has engaged in corrupt or fraudulent practices in competing for or in executing the contract

- 3.11.2 In the event Mater Misericordiae Hospital 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 Mater Misericordiae Hospital for any excess costs for such similar services. However, the contractor shall continue the performance of the contract to extent not terminated.

3.12. Termination for Insolvency

- 3.12.1 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital.

3.13. Termination for Convenience

- 3.13.1 Mater Misericordiae Hospital 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 entity's convenience, the extent to which the 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 Mater Misericordiae Hospital 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 Mater Misericordiae Hospital 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 delays 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 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.

TABLE OF CLAUSES

SECTION IV – SPECIAL CONDITIONS OF CONTRACT

Reference of general conditions of contract	The special condition of contract
3.7 Delivery of Services	Following the terms specified by Mater Misericordiae Hospital in the schedule of requirements, awarded terms and conditions, and the special conditions of contract
3.11-13 Termination of the contract	The Mater Misericordiae Hospital may terminate the contract under default, insolvency, or convenience.
3.8 Payment	As per contract terms and conditions
3.9 Prices	Contract price variations shall not be allowed for contracts not exceeding one year; except when accepted by both parties to the contract.
3.6 Performance Bond	10% of the total annual Premium
3.16 Applicable law	The Laws of Kenya
3.18 Notices under the contract	Addressed to THE CHIEF EXECUTIVE OFFICER MATER MISERICORDIAE HOSPITAL P. O. BOX 30325 - 00100, <u>NAIROBI.</u> Email: ceo@materkenya.com

SECTION V - SCHEDULE OF REQUIREMENTS

1. TERMS OF REFERENCE/ SCHEDULE OF REQUIREMENTS FOR STAFF

a) Staff Medical cover structure

Benefits	Inpatient	Outpatient	Dental/Optical	Maternity
Amount	Kshs.1,500,000	Kshs.150,000	Kshs.20,000 each	Kshs.300,000
Scope	Per family	Per family	Per family	Per family
Cover Type	Standalone	Standalone	Sublimit of Op	Within Inpatient

b) Classifications

INPATIENT LIMIT – Kes. 1,500,000.00		
OUTPATIENT LIMIT – Provided as stipulated in the Schedule of requirements		
▪ Kes. 150,000 (with dental and optical sublimit of Kes. 40,000 as part of the outpatient limit)		
Combination.	No. of Combinations	Population
M	1	299
M+1	2	126
M+2	3	131
M+3	4	161
M+4	5	102
M+5	6	42
Total		861

c) Benefit for submission through the Price Schedule for Staff

PREMIUM	CO-PAYMENT BY STAFF OF MATER MISERICORDIAE HOSPITAL UNDER SPECIFIED OUTPATIENT TERMS.
	1) 500 Copay at Mater Misericordiae Hospital, none for Emergencies. 2) Outpatient Enhancement: 150,000.00 with dental and optical sublimit of Kes. 40,000. Members can access these funds for other services if dental and optical needs do not arise. 3) Inpatient and Outpatient benefits as provided below 4) Staff and dependants to access services strictly at Mater Misericordiae Hospital. In case of emergencies requiring immediate attention in a different facility the HR will be contacted and will issue approval on the same.

d) Terms and Conditions of provision of the services. The Insurance broker will:

1. Provide Inpatient insurance services by charging a premium and;
2. Provide a price for Outpatient Fund Administration Fees. Outpatient claims payments will be directly made by the hospital.

e) Benefits for Inpatient and Outpatient services for staff

NO	INPATIENT & OUTPATIENT BENEFITS	LIMITS, CURRENCIES IN KESS.
1	Acute illness and accident	Covered
2	Bed limit	General Ward-Limit
3	Chronic/Pre-existing Illness	Full limit
4	Congenital illness	Kes. 500,000 per family within (IP)
5	Newly Diagnosed Chronic Illness	Covered
6	COVID-19 covered to a limit of Kes.500,000.00 per family, Group Limit	Covered, 1 million for severe cases within inpatients, GL 25m
7	Epidural Injection at Delivery	Covered within Inpatient Kes. 200,000
8	First Emergency C-section & Related Complications -	Kes.300,000 per family
9	Subsequent C-Section & Related Complications at Kes.300,000	Covered
10	Maternity Benefit Limit - Kes.300,000.00 (Normal delivery & Related Complications)	Covered
11	HIV/Aids & related illness	Full limit
12	ICU/HDU	Covered
13	Inpatient Dental - Accidental	Full limit within Inpatient
14	Inpatient Dental - Non-Accidental	450,000 within Inpatient
15	Inpatient Optical - Accidental	Full limit within Inpatient
16	Inpatient Optical - Non-Accidental (Incl Laser eye & Cataract surgeries)	450,000 within Inpatient
17	In-Country Road & Air Ambulance	Covered to the full limit - leading to admission
18	Lodgers Cover	Up to 12 years
19	Major disease-cancer, renal dialysis, organ transplant	Covered under chronic diseases
20	Maximum enrolment	75yrs existing members
21	Dependent age	Dependents up to 18yrs, and 25yrs with proof of schooling
22	Member identification	Biometric /Virtual
23	Neonatal care	Covered
24	Post Hospitalization/Reviews	4 weeks after discharge- Kes. 40,000
25	Home Nursing	Covered under in-patient hospitalization and Day Patient
26	Prescribed External Appliances	Covered up to Kes. 200,000

27	Specialized Radiology	Not indicated
28	Ward charges, doc fees, theatre costs, and Medicines	Covered
29	Psychiatric Hospitalization	50% of inpatient
30	Last Expense - Per person	Kes. 100,000 per person
31	Day Care Surgery	Covered under in-patient hospitalization and Day Patient
32	Terrorism and Political Violence	Full Inpatient
33	Overseas Evacuation	Covered under in-patient hospitalization and Day Patient
34	Reimbursement claims	100% reasonable rates
35	ANC/PNC	Covered- Full OP
36	Outpatient Health check-up (Wellness)	Staff and Spouse 18,500
37	Chronic/Pre-existing and HIV (Inc. ARVs)	Covered to full outpatient and Inpatient limits
38	Counselling	Covered upon referral by GP
39	Vaccinations -KEPI & Baby Friendly up to 5 years	-KEPI & Baby Friendly up to 5 years to full OP Limit -Private Vaccines up to Kes. 20,000 - Travel Vaccines (Yellow fever and Hepatitis B) Kes. 20,000
41	Dental and Optical Limit	Covered -Kes.20,000.00 each per family - within OP
42	Covid-19 Testing & Treatment	Testing up to Kes. 8,000 per test; Treatment on a full limit of OP
43	Internal/external Surgical Appliances	Covered under in-patient hospitalization and Day Patient
44	Physiotherapy	Covered under in-patient hospitalization and Day Patient
45	NATURAL family planning package	Kes 5000 per couple within outpatient (max 6 sessions)

f) Below services are catered for under inpatient hospitalization, and day patient for staff and their dependants.

- a) Hospital Accommodation Charges.
- b) Doctor's fees; Physician, Surgeon & Anesthetist.
- c) ICU/HDU and Theatre charges.
- d) Drugs/Medicines, Dressings and Internal Surgical appliances.
- e) Pathology, X-ray, Ultrasound, ECG and Computerized Tomography (CT), PET Scan, MRI Scans.
- f) Radiotherapy and Chemotherapy.
- g) In-patient Physiotherapy.
- h) Emergency Road and Air Evacuation subject to overall cover limit.
- i) Day care surgery
- j) Home nursing care
- k) Isolation for medically indicated cases should be payable by the Insurance.

2. TERMS OF REFERENCE FOR THE STUDENT'S MEDICAL COVER

a) Classifications

Benefit type	Category	Cover limit	Family size	No. of students
Inpatient	CAT A	Ksh.300,000.00	M	282
Outpatient	CAT A	Ksh.30,000.00	M	282

b) Summary of benefits

Benefit	Inpatient	Outpatient	Covid - 19
Scope	Per person	Per person	Per person
Specifics	Stand alone	Stand alone	Within Inpatient
CAT A	Ksh.300,000.00	Ksh.30,000.00	Ksh.100,000 per person. Group limit. Ksh.500,000.00

c) Mater Misericordiae Hospital - Students Ages (2026)

Years	No. of Staff	Years	No. of Staff	Years	No. of Staff	Years	No. of Staff
19	13	20	41	21	30	22	41
23	20	24	7	25	4	26	5
27	7	28	20	29	12	30	10
31	20	32	19	33	7	34	6
35	5	36	7	37	2	38	3
39	1	42	2		0		0
Sub-Total	66		96		55		65
Total No.	282						

d) Benefits for Inpatient cover

BENEFITS	LIMITS	SCOPE
Overall Inpatient Limit	As per the above table	Accidents and illnesses
Overall Services	The services below are covered. For conditions with sub-limits, the services shall be covered up to the specified sub-limits; - Hospital Accommodation Charges - Doctor's (Physician, Surgeon & Anesthetist) fees. - ICU/HDU and Theatre charges. - Prescribed Drugs/Medicines, Dressings, and Internal Surgical appliances. - Pathology, X-ray, Ultrasound, ECG and Computerized Tomography, MRI Scans. - Radiotherapy and Chemotherapy.	Sublimit of Inpatient

Offered	• In-patient Physiotherapy. • Emergency Road Evacuation subject to overall cover limit. • Day care surgery • Home nursing services • Organ transplant	
Accommodation	• General ward bed • Admission is subject to availability of the benefit at the time of admission. • Cost of upgrade to a higher room limit will be borne by the member. • Total bills will be paid net of NHIF & members not registered will bear the NHIF cost	Sublimit of Inpatient
Chronic conditions, pre-existing and newly diagnosed chronic conditions	Covered up to a limit of Kshs. 150,000 within the inpatient limit per person per annum. Disclosed pre-existing/chronic conditions include hypertension, asthma, diabetes mellitus, arthritis, pre-existing surgical conditions etc. A pre-existing condition refers to an illness or condition which arises out of or is caused by a condition or defect which was existing at the time cover commenced (Pre-Existing Medical Condition). A pre-existing medical condition shall also refer to any medical condition or injury for which the insured has received treatment, had symptoms of or sought advice prior to commencement date of cover.	Sublimit of Inpatient
Congenital conditions	A sub-limit of Kshs. 50,000 per person per annum	Sublimit of Inpatient
Psychiatric Ailments	A sub-limit of Kshs. 60,000 per person per annum	Sublimit of Inpatient
Inpatient non-accidental dental cover	A sub-limit of Kshs. 50,000 per person per annum shall be allowed to cater for non-accidental dental inpatient hospitalization. Cost of Braces, crowns, bridges, and other prostheses are excluded. Accident-related inpatient Dental cases are already covered under the standard inpatient benefit.	Sublimit of Inpatient
Inpatient non-accidental optical cover	A sub-limit of Kshs. 50,000 per person per annum shall be allowed to cater for non-accidental ophthalmologic in-patient hospitalization. Cost of frames and lenses is excluded. Accident-related inpatient Ophthalmologic cases are already covered under the standard inpatient benefit.	Sublimit of Inpatient
External appliances	Covered up to Ksh 50,000 per person per annum within the inpatient limit.	Sublimit of Inpatient
Covid-19 treatment	Covered up to Kshs.100,000 for admissions and outpatient expenses payable within the outpatient benefit limit.	Sublimit of Inpatient

expenses		
Post Hospitalization Benefit	The policy includes a post-hospitalization benefit equivalent to (Kshs 20,000) up to a maximum of four weeks after discharge.	
Daycare procedures that don't require Admissions	Fully Covered. Procedures under local anesthesia are payable under outpatient.	Sublimit of Inpatient
Last Expense	-A cash benefit payable to the nominated beneficiary. -Benefit is payable within 48 hours, subject to the provision of complete documentation. Up to Kshs.50,000 per person per annum	Sublimit of Inpatient
Territorial Limit	East African. In Kenya & Tanzania, services will be on a credit basis and on reimbursement basis in other East African Countries.	
Cover Outside Territorial Limit	Covered on reimbursement up to 42 days per trip for emergency illnesses and accidents occurring when a member is on business or leisure travel upon prior notification to the company.	
Overseas Referral	- Covered on reimbursement (100%) for treatment not available locally and subject to pre-authorization if a specific condition is not available locally as determined by an independent doctor appointed by the insurance firm. Such referral is to a country chosen by the insurance firm's appointed specialist. - Referral to Western Europe, Australia, USA & Canada is excluded. - All referral costs are subject to the overall limit/ sub-limit if applicable. - Travel and Accommodation costs will not be covered.	
Road Evacuation	Emergency evacuation is covered subject to pre-authorization and within the inpatient limit/ sub-limit if applicable.	

e) Other Benefits Outpatient and Inpatient for students

Benefit	Cover Limits
In-Patient Medical Cover per person	Kshs. 300,000
Out-Patient Medical Cover per person	Kshs. 30,000
Bed Limit/Capacity net of NHIF	General ward bed
Panel	Restricted Panel, Mater Hospital only, No Medical cards shall be provided
Waiting Periods	Waiting periods shall be waived
Copayment	Ksh.300

f) Scope for Outpatient services for students

The below is covered under the outpatient benefit:

Overall Benefit	Kshs.30,000 per person per annum
Consultation	As per negotiated tariffs with the underwriter. Specialists (except appointed gynecologists & pediatricians) shall only be seen on referral from a general practitioner.
Prescribed drugs and medication	Covered up to the full outpatient limit

g) PROVISION OF DETAILED INFORMATION INPATIENT AND OUTPATIENT BENEFITS HIGHLIGHTED BELOW.

- i. Consultation
- ii. Restricted panel, Mater Hospital only. No medical cards shall be issued
- iii. Eligibility
- iv. Identification (if required)
- v Claims Administration
- vi. Treatment Overseas
- vii. Geographical coverage & overseas referral
- viii. Premium payment

2.1 RECOMMENDED TREATMENT PROTOCOL FOR COVID-19 FOR STUDENTS

Case Definition	Outpatient	In Patient
Asymptomatic	Home isolation is recommended as per the public health guidelines.	Not applicable.
Mildly Asymptomatic	Covid-19 test will be covered in Government facilities on a reimbursement basis and a credit basis on any other provider advised by the insurance firm covered up to Kshs.5,000 within the outpatient limit. <i>The tests must be prescribed by a medical doctor and should meet the case definition and display flulike symptoms in line with the government Protocol.</i>	- Mild symptoms will be referred for home isolation as per the public health guidelines. - Home-based care, Isolation, and quarantine costs will not be covered.
Symptomatic Moderate to Severe cases	Covid-19 testing will be covered within the outpatient benefit . <i>The tests must be prescribed by a medical doctor and should meet the case definition and display flulike symptoms in line with the government Protocol.</i>	Cover for treatment in a designated Government facility and the insurer's panel of providers within the specified limits.
Severely ill ICU)	Covid-19 testing and treatment will be covered within the outpatient benefit . <i>The tests must be prescribed by a medical doctor and should meet the case definition and display flulike symptoms in line with the government Protocol.</i>	Cover for treatment in a designated Government facility and the insurer's Panel of providers within the specified limits.

Benefit Limits	Covered fully within the outpatient limit	*Sublimit of Kes. 100,000 per person within inpatient *Group Hospitalization limit of Kes. 500,000 *Reimbursements for treatment in government facilities will be covered up to the pre-existing and chronic limit based on the various categories.

2.2 ELIGIBILITY, IDENTIFICATION & ADMINISTRATION FOR STUDENTS COVER

Item	
Eligibility	Principal Members: Joining age: 18 to 65 years. Existing members remain in the scheme up to the age of seventy (70) years
Identification	No medical cards shall be issued.
Claims Administration	✓ A member will be required to fill out a claim form to be used by the provider when forwarding bills. In case of referral, the provider will also give a claim form. All claims will be settled directly to the service providers. In any case of allowable reimbursement, a refund of 100% of the costs is subject to reasonable & customary charges. ✓ All invoices sent for reimbursement must have the below attached; • Claim form duly signed by both the member and the provider and stamped by the provider. • Copy of prescription, Laboratory tests, and X-ray services done with a breakdown of each if not indicated in the claim form. • Receipts of payment made stamped by the provider. ✓ Maximum allowable time for submitting claims shall be 60 days.
Service Providers	Members will access services at the Mater Misericordiae Hospital Only.
Treatment abroad/Overseas referrals	• Over-seas referral for treatments not locally available on reimbursement basis. Travel and hotel accommodations are not covered.

Geographical Coverage & overseas referral	• Provision of medical cover for members outside Kenya but within East African countries. Medical expenses incurred for treatment outside Kenya will be settled on a reimbursement basis. • Visits abroad covered up to a period of up to 6 weeks on reimbursement basis
Premium Payment	• Premiums are payable upfront as per the regulatory requirements. • Additional members to the policy will attract additional premiums payable monthly on a pro-rata basis. • Inpatient premium shall be refunded on a pro-rata basis for midterm resignation subject to no claims recorded.

2.3 EXCLUSIONS

- i. Cosmetic surgery unless caused by accident
- ii. Weight management treatments and drugs.
- iii. Hazardous sports e.g., bungee jumping, paragliding
- iv. Infertility-related treatment
- v. Treatment other than by a registered medical practitioner
- vi. Self-referred or self-prescribed treatment.
- vii. Drugs dispensed by the treating doctor.
- viii. Nutritional supplements unless prescribed as part of medical treatment.
- ix. Specialist fees unless referred by a general practitioner (except Gynecologists and pediatricians)
- x. Alternative treatment - Acupuncturists, Herbalists, Chiropractors
- xi. Intentional self-injury, attempted suicide.
- xii. Participation in Riot, Strike, and Civil commotion.
- xiii. Naval, Military, or Air force operations.
- xiv. Expenses recoverable under any other insurance e.g. NHIF, GPA, WIBA.
- xv. Beauty treatment in nature cures clinics or health hydros.
- xvi. Diagnostic equipment (e.g. Glucometers, BP machines etc.) and hearing aids.
- xvii. Experimental treatment.
- xviii. Contamination by radioactivity from nuclear fuel, waste, or fission.
- xix. Neonatal and prematurity, maternity and related conditions, Outpatient dental and optical, pre-natal and post-natal.

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 the 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. **Bidders Declaration Pact**- This form must be completed by the tenderer and submitted with the tender documents.
6. **Integrity Pact** - This form must be completed by the tenderer and submitted with the tender documents.
7. **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 Mater Misericordiae Hospital.
8. **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 Mater Misericordiae Hospital.

FORM OF TENDER

To: _____ Date _____
Name and address of Mater Misericordiae Hospital _____
_____ Tender No. _____
Tender Name _____

Gentlemen and/or Ladies: -

1. 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.

4. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract between us subject to the signing of the contract by both parties.

5. We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this _____ day of _____ 2022

[Signature]

[In the capacity of]

Duly authorized to sign tender for and on behalf of _____

PRICE SCHEDULE FORM

Provide a Financial Proposal highlighting the Schedule of requirements.

1. STAFF INSURANCE COVERS

Name of the Underwriter	
<u>Estimated Total Annual cost</u>	<u>Amount in Kes. Vat inclusive</u>
<i>INPATIENT premiums</i>	
<i>OUT PATIENT Fund Admin fee</i>	
<i>VAT on Admin Fee</i>	
<i>Excise duty on Fund Admin</i>	
<i>Smart/virtual Card Fees</i>	
<i>TOTAL Amount-IP & OP Inc. VAT</i>	

Bidder to add rows where necessary

Notes

3. Outpatient claims payments will be directly made by the hospital.
4. Prices quoted should be inclusive of applicable taxes, and delivery costs.
5. A summary breakdown of charges provided in the table above shall be attached or appended.

2. STUDENTS INSURANCE COVERS

UNDERWRITER	PREMIUM (Kshs. Inclusive of all Taxes)

Bidder to add rows where necessary

Date.....

Name of authorized Person.....

**Signature of Tenderer
(Authorized Signatory)**

Stamp

CONTRACT FORM

THIS AGREEMENT made the _____ day of _____ 20____ between
[name of Procurement entity] of _____ [country of Procurement entity]
(hereinafter called “the Mater Misericordiae Hospital”) of the one part and
[name of tenderer] of _____ [city and country of tenderer]
(hereinafter called “the tenderer”) of the other part:

WHEREAS Mater Misericordiae Hospital 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) Mater Misericordiae Hospital’s Notification of Award
3. In consideration of the payments to be made by Mater Misericordiae Hospital to the tenderer as hereinafter mentioned, the tenderer hereby covenants with Mater Misericordiae Hospital to provide the GPA cover and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. Mater Misericordiae Hospital 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 Mater Misericordiae Hospital)

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)

PART 1. Whichever 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

Kess.

Name of your bankers Branch

PART 2(a) – Sole Proprietor:

Your name in full Age

Nationality Country of origin

Citizenship details.....

PART 2(B) – Partnership

Give details of partners as follows

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

PART 2(C) – Registered Company:

Private or public

State the nominal and issued capital of the company –

Nominal Kess... ..

Issued Kess.....

Give details of all directors as follows

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

Date.....

Signature of Tenderer

(Authorized Signatory)

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

BIDDER'S DECLARATION

We/I the undersigned, in the capacity of

.....

..... for *[name of the company/firm/individual]* certify that the **bidder is not in any of the following situations:**

1 Bankruptcy; are the subject of proceedings for a declaration of bankruptcy, or of an order for compulsory winding up or administration by court, or of any other similar proceedings;

2 Payments to us have been suspended in accordance with the judgment of a court other than a judgment declaring bankruptcy and resulting, in accordance with our national laws, in the total or partial loss of the right to administer and dispose of our property;

3 Legal proceedings have been instituted against us involving an order suspending payments and which may result, in accordance with our national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of our property;

4 Are being wound up, or our affairs are being administered by court, or have entered into an arrangement with creditors, or have suspended business activities or are subject to an injunction against running business by a court of law;

5 Have been convicted by a final judgment of any crime or offence concerning our/my professional conduct;

6 Are guilty of serious misrepresentation with regard to information required for participation in an invitation to tender or execution of a tender already awarded; and

7 Are in breach of contract on another contract with the Government of Kenya or other local or international contracting Organization or foreign government.

8 Have been convicted of an offence concerning our/my professional conduct by a court of law, or found guilty of grave professional misconduct;

9 Have not fulfilled obligations relating to payments of taxes or statutory contributions.

If the bidder is in any of the above listed situations, kindly attach documents giving details of the situation.

Names in full: [.....]

Signature: [.....]

Duly authorized to sign this bid on behalf of (bidder's name):

[.....]

Place and date: [.....]

Stamp of the firm/company:

INTEGRITY PACT

Bidder's Oath to fulfill the Integrity Pact

Accepting that transparent business management and fair public administration are key to social development and national competitiveness and in an effort to purge corruption and apply sanctions to corrupt businesses, and in full support of the worthy goals of this Integrity Pact, concerning the present tender for _____
-----all personnel of _____
and its sub-contractors and agents hereby agree that:

1. We shall not conduct any unethical business practices, such as bid-rigging for the sake of a particular bidder to win the bid, or price-fixing. If proven as a fact that we have engaged in bid-rigging for the sake of a particular bidder to win the bid, we shall accept to be prohibited from submitting bids placed by Mater Misericordiae Hospital Corporation of Kenya (herein referred to as Mater Misericordiae Hospital) for a period of two (2) years. If proven that we have discussed with other bidders in a bid to fix a price, or rigged a bid for a particular bidder to win the bid, we shall accept the prohibition from submitting bids placed by Mater Misericordiae Hospital for a period of two (2) years. If any unethical behavior is tantamount to a fraudulent practice, we accept that such a case may be handed over to the authorities for investigation and possible prosecution.

2. In the process of bidding, or concluding or execution of a contract, we shall not offer any bribe, gifts, entertainment or any other undue benefits directly or indirectly to related officials, and in case it is proved that we have violated any terms of this Integrity Pact in relation with a bid, or concluding or execution of a contract, or offered bribes for favors in a contract, to win a contract, or facilitate payment which should not have been forthcoming, we shall accept the prohibition from submitting a bid placed by Mater Misericordiae Hospital for a period of two (2) years. If proven as a fact that we have offered bribes to Mater Misericordiae Hospital or related officials for favors regarding a bid or contract to a bidder or a winning bidder, or for the purpose of faulty execution of the objectives of a contract, we shall accept the prohibition from submitting bids placed by Mater Misericordiae Hospital for a period of two (2) years. If proven that we have offered bribes to Mater Misericordiae Hospital or related officials in relation to bidding, or concluding or execution of a contract, we shall accept the prohibition from submitting bids placed by Mater Misericordiae Hospital for a period of two (2) years.

1. In case it is proven that we have offered bribes to a related official or a Mater Misericordiae Hospital official regarding a bid, or concluding or execution of a

contract, we shall accept the cancellation of the contract, and shall not file any civil, administrative or criminal appeals.

2. We shall make our best effort to institute a Company Code of Conduct that prohibits bribery, bid rigging/fixing or any other corrupt practices in business relations with officials and Mater Misericordiae Hospital, and a company regulation that prohibits any retaliatory acts toward anyone reporting inside corruption.
3. In addition, I confirm on behalf of the bidder that the details included in the bidder's profile and experience sheet and our quotation are correct to the best of my knowledge and belief. In addition, we authorize, Mater Misericordiae Hospital to seek information from any source to confirm our compliance with the requirements of this Integrity Pact.
4. The bidder authorizes Mater Misericordiae Hospital, to seek information from any source, including publication of the name of the bidder to confirm that the bidder is compliant with the requirements of this Integrity Pact.

We shall fulfill this Integrity Pact as a solemn oath made on the basis of mutual trust, and, if and when we win a bid, we shall sign and fulfill the above as a "Special Condition of Contract," and not file any civil, administrative or criminal appeals regarding any of the above terms.

Dated: _____

Signed by: _____
(Chief Executive/Managing Director)
Authorized Signatory.

Full Name printed: _____
Stamp of the firm/company: _____

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 Mater Misericordiae Hospital*] (hereinafter called < Mater Misericordiae Hospital> in the sum of [*state the amount*] for which payment well and truly to be made to the said Mater Misericordiae Hospital, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20 _____

THE CONDITIONS of this obligation are: -

1. If the tenderer withdraws its tender during the period of tender validity specified by Mater Misericordiae Hospital on the Form; or
2. If the tender, having been notified of the acceptance of its tender by Mater Misericordiae Hospital during the period of tender validity

fails or refuses to execute the Contract Form, if required; or
fails or refuses to furnish the performance security, in accordance with the Instructions to tenders.

We undertake to pay to Mater Misericordiae Hospital up to the above amount upon receipt of its first written demand, without Mater Misericordiae Hospital having to substantiate its demand, provided that in its demand Mater Misericordiae Hospital 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 Mater Misericordiae Hospital]

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)

LETTER OF NOTIFICATION OF AWARD

Address of Mater Misericordiae
Hospital

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 ACCOUNTING OFFICER