



# TENDER DOCUMENT

FOR

PROVISION OF MEDICAL INSURANCE COVER  
AND GROUP PERSONAL ACCIDENT COVER FOR  
BOARD MEMBERS AND STAFF  
(UNDERWRITERS ONLY)

**TENDER NO. NCRC/T/1/2017-2018**

**CLOSING MONDAY 5TH FEBRUARY 2018 AT 11:30 AM**

GROUND FLOOR ACK GARDEN ANNEX,  
1ST NGONG AVENUE  
P.O. BOX 21180- – 00100  
TEL: +254 02 2098020  
NAIROBI, KENYA.

Email:

[director@crimeresearch.go.ke](mailto:director@crimeresearch.go.ke)

Website:

[www.crimeresearch.go.ke](http://www.crimeresearch.go.ke)

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## **NATIONAL CRIME RESEARCH CENTRE**

Telephone: Nairobi 020-2714735  
When replying please quote

ACK Garden Annex- Ground Floor  
1<sup>st</sup> Ngong Avenue, Off Bishop's Road  
P.O. BOX 21180-00100  
NAIROBI, KENYA  
29/5/2016

Ref. No.

**Email:** [director@crimeresearch.go.ke](mailto:director@crimeresearch.go.ke)

### **TENDER NO. NCRC/T/1/2017-2018 - PROVISION OF MEDICAL INSURANCE COVER & GROUP PERSONAL ACCIDENT COVER FOR NCRC BOARD MEMBERS AND STAFF**

The NATIONAL CRIME RESEARCH CENTRE (NCRC) invites sealed tenders from eligible candidates for the Provision of Medical Insurance Cover & Group Personal Accident Cover for NCRC Staff and board members. The contract will be for a period of two years subject to annual Satisfactory Performance review.

The document may be *viewed and downloaded from the NATIONAL CRIME RESEARCH CENTRE'S website: [www.crimeresearch.go.ke](http://www.crimeresearch.go.ke) or [supplier.treasury.go.ke](http://supplier.treasury.go.ke) for free.*

Prices quoted should be net inclusive of all taxes, must be in Kenya Shillings and should remain valid for 150 days.

Completed tender documents are to be enclosed in plain sealed envelopes, marked with the tender number and be deposited in the **tender box** provided at The NATIONAL CRIME RESEARCH CENTRE'S Offices, **Ground Floor, ACK Garden Annex ,1st Ngong Avenue, Nairobi** addressed to:

**The Director / CEO  
National Crime Research Centre  
P. O. Box 21180 - 00100  
NAIROBI**

To be received on or before **MONDAY 5TH FEBRUARY 2018 AT 11:30 AM**

Tenders must be accompanied by a Tender Security of **Kshs. 100,000** in form of a guarantee from a reputable bank or an insurance company approved by NCRC payable to the Director-General, NATIONAL CRIME RESEARCH CENTRE.

Tenders will be opened immediately thereafter in the presence of the tenderers representatives who choose to attend the opening at the Ground Floor Board Room, ACK Garden Annex, 1ST NGONG AVENUE.

**DIRECTOR / CEO  
NATIONAL CRIME RESEARCH CENTRE**

## **SECTION II - INSTRUCTIONS TO TENDERERS**

### **2.1 Eligible tenderers**

- 2.1.1. This Invitation to tender is open to all tenderers eligible as described in the 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, board members and their relatives (spouse and children) are not eligible to participate.
- 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 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.1,000/=
- 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 documents**

- 2.3.1. The tender document comprises of the documents listed below and addenda issued in accordance with clause 5 of these instructions to tenders
  - i) Instructions to tenderers
  - ii) General Conditions of Contract
  - iii) Special Conditions of Contract
  - iv) Schedule of Requirements
  - v) Details of service
  - vi) Form of tender
  - vii) Price schedules
  - viii) Contract form
  - ix) Confidential business questionnaire form
  - x) Performance security 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 tenderers risk and may result in the rejection of its tender.

## **2.4 Clarification of Documents**

- 2.4.1. A prospective candidate making inquiries of the tender document may notify the Procuring entity in writing or by post, fax or email at the 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 no later than seven (7) days prior to the deadline for the submission of 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 prospective tenderers 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

## **2.5 Amendment of 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 tender**

- 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**

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

- (a) A Tender Form and a Price Schedule completed in accordance with paragraph 9, 10 and 11 below.

- (b) Documentary evidence established in accordance with Clause 2.11 that the tenderer is eligible to Tender and is qualified to perform the contract if its tender is accepted;
- (c) Tender security furnished is in accordance with Clause 2.12
- (d) Confidential business questionnaire

## **2.8 Form of Tender**

2.8.1 The tenderers shall complete the Form of Tender and the appropriate Price Schedule furnished in the tender documents, indicating the services to be performed.

## **2.9 Tender Prices**

2.9.1 The tenderer shall indicate on the Price schedule the unit prices where applicable and total tender prices 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 2.22.

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

2.9.5 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.

2.9.6 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

## **2.10 Tender Currencies**

2.10.1 Prices shall be quoted in Kenya Shillings unless otherwise specified in the appendix to in Instructions to Tenderers

## **2.11 Tenderers Eligibility and Qualifications.**

2.11.1 Pursuant to Clause 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 tenderers 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 Invitation to tender.
- 2.12.2 The tender security shall be in the amount not exceeding 2 per cent of the tender price.
- 2.12.3 The tender security is required to protect the Procuring entity against the risk of Tenderers conduct which would warrant the security's forfeiture, pursuant to paragraph 2.12.7
- 2.12.4 The tender security shall be denominated in a Kenya Shillings or in another freely convertible currency and shall be in the form of:
- a) A bank guarantee.
  - b) Cash.
  - c) Such insurance guarantee approved by the Authority.
- 2.12.5 Any tender not secured in accordance with paragraph 2.12.1 and 2.12.3 will be rejected by the Procuring entity as non responsive, pursuant to paragraph 2.20
- 2.12.6 Unsuccessful tenderers 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 prescribed by the procuring entity.
- 2.12.7 The successful tenderers tender security will be discharged upon the tenderer signing the contract, pursuant to paragraph 2.26, and furnishing the performance security, pursuant to paragraph 2.37.
- 2.12.8 The tender security may be forfeited:
- (a) If a tenderer **withdraws** its tender **during** the period of tender validity specified by the procuring Entity on the Tender Form; or
  - (b) In the case of a successful tenderer, *if* the tenderer fails:
    - (i) To sign the contract in accordance with paragraph 2.26.
    - or**
    - (ii) To furnish performance security in accordance with paragraph 2.27.
  - (c) If the tenderer rejects, correction of an error in the tender.

## 2.13 Validity of Tenders

2.13.1 Tenders shall remain valid for 120 days or as specified in the invitation to tender after date of tender opening prescribed by the Procuring entity, pursuant to paragraph 2.18. A tender valid for a shorter period shall be rejected by the Procuring entity as nonresponsive.

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 may refuse the request without forfeiting its tender security. A tenderer granting the request will not be required nor permitted to modify its tender.

## **2.14 Format and Signing of Tender**

2.14.1 The tenderer shall prepare one copy of the tender, clearly marked "ORIGINAL TENDER" as appropriate.

2.14.2 The original 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 unamended printed literature, shall be initialed 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 initialed by the person or persons signing the tender.

## **2.15 Sealing and Marking of Tenders**

2.15.1 The tenderer shall seal the original of the tender in an envelope, duly marking the envelope as "ORIGINAL" The envelope 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 MONDAY 5TH FEBRUARY 2018 AT 11:30 AM"**

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

2.15.3 If the envelope is not sealed and marked as required by paragraph 2.15.1, the Procuring entity will assume no responsibility for the tender's misplacement or premature opening.

## **2.16 Deadline for Submission of Tenders**

2.16.1 Tenders must be received by the Procuring entity at the address specified in the appendix to instructions to tenderers no later than **MONDAY 5TH FEBRUARY 2018 AT 11:30 AM**



2.16.2 The procuring entity may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents in accordance with paragraph 5, 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.

2.16.3 Bulky tenders which will not fit in 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 tender's is received by the procuring entity prior to the deadline prescribed for the 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 cable, but followed by a signed confirmation copy, post marked 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 specified by the tenderer on the Tender Form. Withdrawal of a tender during this interval may result in the Tenderer's forfeiture of its tender security, pursuant to paragraph 2.12.8.

2.17.5 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.17.6 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.

## **2.18 Opening of Tenders**

2.18.1 The Procuring entity will open all tenders in the presence of tenderers' representatives who choose to attend, ***MONDAY 5TH FEBRUARY 2018 AT 11:30 AM*** and in the location specified in the invitation to tender. 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 the 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 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 securities 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 may be 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 nonconformity 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 2.22, 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 Conversion to a single currency**

- 2.21.1 Where other currencies are used, the procuring entity 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 The procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive, pursuant to paragraph 2.20
- 2.22.2 The comparison shall be of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the services.
- 2.22.3 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 2.22.4 and in the technical specifications:
- (a) Operational plan proposed in the tender;
  - (b) Deviations in payment schedule from that specified in the Special Conditions of Contract;
- 2.22.4 Pursuant to paragraph 22.3 the following evaluation methods will be applied:

***(a) Operational Plan.***

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.***

Tenderers shall state their tender price for the payment on a 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.

- 2.22.5 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.
- 2.22.6 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.

## **2.23. 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 Award of Contract**

### **a) Post qualification**

2.24.1 In the absence of pre-qualification, the Procuring entity will 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's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the tenderers qualifications submitted by the tenderer, pursuant to paragraph 2.1.2, 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.

### **b) Award Criteria**

2.24.4 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.

2.24.5 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 tenderers is responsive; the procuring entity shall notify each tenderer who submitted a tender.

2.24.6 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.

## **2.25 Notification of award**

- 2.25.1 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.
- 2.25.2 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 2.26. Simultaneously the other tenderers shall be notified that their tenders have not been successful.
- 2.25.3 Upon the successful Tenderer's furnishing of the performance security pursuant to paragraph 27, the Procuring entity will promptly notify each unsuccessful Tenderer and will discharge its tender security, pursuant to paragraph 2.12

## **2.26 Signing of Contract**

- 2.26.1 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.
- 2.26.2 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.
- 2.26.3 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.

## **2.27 Performance Security**

- 2.27.1 Within thirty (30) days of the receipt of notification of award from the Procuring entity, the successful tenderer shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the tender documents, or in another form acceptable to the Procuring entity.
- 2.27.2 Failure of 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 or call for new tenders.

## **2.28 Corrupt or Fraudulent Practices**

- 2.28.1 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.
- 2.28.2 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;
- 2.28.3 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 TENDERER

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.

Instructions to tenderers	Particulars of appendix to instructions to tenderers
2.1	Particulars of eligible tenderers:  <b>Insurance Companies Licensed by the Insurance Regulatory Authority and eligible to provide medical insurance cover business in Kenya</b>
2.2.2	Price to be charged for tender documents.  <b>The tender document shall be downloaded free of charge from <a href="http://www.ncrc.go.ke">www.ncrc.go.ke</a> or <a href="http://treasury.supplier.go.ke">treasury.supplier.go.ke</a></b>
2.10	Particulars of other currencies allowed. <b>None</b>
2.12.2	Particulars of tender security if applicable.  <b>Kshs. 100,000 valid for 150 days after date of tender opening.</b>
2.12.4	<b>Form of Tender Security: The Tender Security shall be in the form of a Guarantee from a reputable bank or an insurance company approved by NCRC. Self-guaranteed tender security not allowed.</b>
2.13	Validity of Tenders:  <b>Tenders Shall remain valid for 150 days after date of tender opening.</b>

2.16.3	Bulky tenders which do not fit in the tender box shall be delivered to the Procurement Unit Ground Floor ACK Garden Annex 1ST NGONG AVENUE, Nairobi.
2.20.1	<b>PRELIMINARY EVALUATION CRITERIA</b>
	<p>Tenderers are required to meet the following <b>MANDATORY REQUIREMENTS</b> which will be used during Preliminary Examination to determine responsiveness</p> <ol style="list-style-type: none"> <li>1. Must be registered to provide medical cover with the Insurance Regulatory Authority for the year 2017(IRA).</li> <li>2. Submit copy of Certificate of Registration/Incorporation from the Registrar of Companies.</li> <li>3. Submit Valid KRA Pin, VAT certificate and Tax Compliance Certificate from Kenya Revenue Authority.</li> <li>4. Submit membership certificate for year 2017 from the Association of Kenya Insurers (AKI).</li> <li>5. Submit <b>ONE</b> tender documents properly numbered, serialized and Marked on the envelope "<b>ORIGINAL</b>"</li> <li>6. Certified Audited financial account for the years 2014,2015 and 2016.</li> <li>7. Must Fill the Price Schedule in the format provided in the tender document.</li> <li>8. Must Fill the Form of Tender in the format provided in the tender document</li> <li>9. Must submit a duly filled up Confidential Business Questionnaire in format provided in the tender document.</li> <li>10. Must Submit a Tender Security of <b>Kshs. 100,000</b> valid for 150 days after date of tender opening</li> </ol>

	<p><b>11.</b> Provide a list of all the exclusions under in- patient and out-patient. If the Scheme does not have any exclusions, please confirm the same in writing. If the list or the confirmation either is missing then the bidder will be considered as having been non-responsive to this requirement and therefore disqualified.</p>		
		<b>Tick as appropriate</b>	
		<b>YES</b>	<b>NO</b>
	<p><b>12.</b> Medical Cover must be for both In-patient and Out-patient as one package under one underwriter and no co-sharing.</p>		
	<p><b>13.</b> Age limits must be as follows</p> <ul style="list-style-type: none"> <li>• Employees: <ul style="list-style-type: none"> <li>i. Main member and spouse 18 to 60 years.</li> <li>ii. Children to be covered from birth to 18 years or up to 25 years if in school. Children with disability to be covered for as long as they continue to be dependent on the principal member.</li> </ul> </li> <li>• Board Members <ul style="list-style-type: none"> <li>i. Main member only up to 70 years.</li> </ul> </li> </ul>		
	<p><b>14.</b> Conditions to be covered must include Chronic, Congenital, Pre-existing,</p>		



	HIV/AIDS, Ambulance and air evacuation, Maternity, Dental and Optical in both In-patient and Out-patient and psychiatric treatment.		
	15. Must provide Biometric Identification Systems at no addition premium.		
<b>TECHNICAL EVALUATION CRITERIA (Total Points 100)</b>			
		<b>Total Marks</b>	<b>Marks Earned</b>
	14. Submit letters/contract confirming credit facilities from any of the following hospitals: i. Nairobi Hospital ii. Mater Hospital iii. MP. Shah hospital iv. Kenyatta National Hospital v. Karen Hospital vi. Aga Khan Hospital vii. Gertrude Hospital	6	
	Provide a country wide list of approved health providers where you have credit facilities (NCRC reserves the right to confirm directly with these providers the existence of credit facilities). The	3	

	list must include providers in Mombasa and Kisumu counties.  1- 15 Counties-1 mark 16-30 Counties-2 Marks  30 Counties- 3 Marks		
	Provide Audited Annual Financial statements for 2014,2015 and 2016.	2	
	Gross Medical Premiums in the year 2016 of not less than <b>Kshs. 800 Million</b> excluding Motor Insurance premiums.	3	
	Provide a list of five current largest corporate clients on medical cover for year 2016 and of whose each client must have paid a premium of <b>Ksh 10 Million</b> and the aggregate Total Premium be not less than <b>Ksh 100 Million</b> (NCRC reserves the right to confirm directly with these firms)	3	
	Facilitate Health Talks at least once every quarter.	2	
	Medical check for Principal members at least once annually.	3	
	Demonstration of a satisfactory management and execution plan	5	
	Quality of Service provision, handling of underwriting and claims services as per our schedule of requirements.	7	

	Evidence of Value Addition Services.			3	
	Other concessions/Wider Coverage, e.g. better Extensions.			3	
	Demonstrate quality of IT Systems in place			2	
	Cash claims for areas not covered by provider network or where the attending doctor is not in the panel and if the patient has a long history with the doctor.			3	
	Annual Sub-limit on in patient Chronic conditions.	Minimum must be Ksh 500,000	<ul style="list-style-type: none"> <li>• First Ksh 500,000 to earn (10 marks)</li> <li>• For each additional increase of a Ksh 100,000 will earn one mark.</li> </ul>	15	
	Annual Sub-limit on in-patient psychiatric conditions.	Minimum must be Ksh 300,000	<ul style="list-style-type: none"> <li>• First Ksh 300,000 to earns 4 marks</li> <li>• For each additional increase of</li> </ul>	6	

			a Ksh 50,000 will earn one mark		
	Annual sub-limit on inpatient congenital conditions/birth defects.	Minimum must be Ksh 350,000	<ul style="list-style-type: none"> <li>• First Ksh 350,000 to earns 4 marks</li> <li>• For each additional increase of a Ksh 50,000 will earn one mark</li> </ul>	6	
	Annual Sub-limit on in-patient Dental conditions.	Minimum must be Ksh 120,000	<ul style="list-style-type: none"> <li>• First Ksh 120,000 to earns 4 marks</li> <li>• For each additional increase of a Ksh 30,000 will earn one mark</li> </ul>	6	
	Annual Sub-limit on inpatient	Minimum must be	• First Ksh 120,000 to	6	

	optical conditions.	Ksh 120,000	<p>earns 4 marks</p> <ul style="list-style-type: none"> <li>• For each additional increase of a Ksh 30,000 will earn one mark</li> </ul>		
	Annual sub-limit on combined outpatient dental and optical cover	Minimum must be Ksh 60,000	<ul style="list-style-type: none"> <li>• First Ksh 60,000 to earns 4 marks</li> <li>• For each additional increase of a Ksh 10,000 will earn one mark</li> </ul>	6	
	Maternity Cover within in-patient	Minimum must be Ksh 100,000 and Ksh 200,000 for first	<ul style="list-style-type: none"> <li>• First Ksh 100,000 and 200,000 to earns 4 marks</li> <li>• For each additional increase of</li> </ul>	5	

		caesarean operation	a Ksh 50,000 will earn one mark		
	Any other Sub-limits please indicate			5	
	<ul style="list-style-type: none"> <li>• Where a figure on sub-limit for the items above is not given, it is assumed that the limit is the overall cover limit and will earn full score. No changes on sub-limits that are to the disadvantage of the procuring entity can be introduced after the award</li> <li>• A proposal on a figure below the above stated minimum will earn zero score.</li> <li>• The sub-limit on outpatient dental and optical to be combined.</li> <li>• For any other sub-limits on a condition not mentioned above the evaluation committee shall consider and award marks after comparing proposals from all the bidders who proceeded to technical evaluation stage.</li> </ul>				
	<ul style="list-style-type: none"> <li>• For any bidder who have provided this service to NCRC before, should they be successful in this tender they will enter into a new contract with the NCRC and the cover benefits should not be limited in any way by tying them to the benefits that are currently existing to staff e.g limitation on spectacles to two years that take into account periods in the past covers.</li> <li>• To be eligible for the Financial Evaluation, a tenderer must score Seventy percent (70%) at the Technical Evaluation Stage.</li> </ul>				

## **SECTION 111- SCHEDULE OF REQUIREMENTS**

The NATIONAL CRIME RESEARCH CENTRE (NCRC) seeks to engage an Insurance Underwriting Company to provide Medical cover and Group Personal Accident Cover for Board Members and Staff as per the details provided below

### **SCHEDULE OF REQUIREMENTS**

#### **Terms of reference**

- i. Structuring and obtaining optimum policy cover in accordance with the tender submitted;
- ii. Arrange the immediate placement of our risk and undertake a periodic technical review and rating of the cover and advise NCRC accordingly;
- iii. Provide prompt and satisfactory service on the general management of the Medical Scheme policy, correspondence and claim review meetings;
- iv. Prepare the Policy Document and any Endorsements there-in and forward to NCRC.
- v. If the entire policy document is found to be satisfactory, such document will be deposited with the NCRC not later than fifteen (15) days of inception of cover;
- vi. Ensure preparation of quarterly claims bordereaux which must be submitted to NCRC by the 5th of the following month;
- vii. Arrange quarterly meetings to review performance of the policy by 15th of the following quarter;
- viii. Provide appropriate Medical Scheme improvement recommendations;
- ix. Such other services as may be related or ancillary to the due performance of the above work.

#### **SCOPE OF MEDICAL COVER**

##### **a) Staff**

Indemnity against NCRC's expenses incurred by members, employees their dependants during the period of the policy.

- Benefits:
- Inpatient
- Out-patient
- Drugs and administration
- Optical, dental.
- Maternity
- Other benefits:
- Sum Insured: (Schedule provided)

**b) Cancellation Notice of 60 days**

**c) Eligibility**

The proposed scheme shall cover all permanent employees as well as those on contract terms of service. It shall also cover the employee's spouse and dependent children below the age of 25 years.

**d) Period**

02.03.2018–2.03.2019 Renewable annually

Scope of Proposed Medical Services

**Inpatient cover**

Will include the following services whose limits should only be restricted to the Inpatient entitlement;

1. Administration of Hospital Admission process.
2. Consultation fees and evacuation costs directly leading to hospitalization.
3. Applicable ward bed on a standard private room.
4. Major Operations.
5. Minor Operations.
6. Doctors' fees -(physician, surgeon & Anesthetist).
7. HDU and ICU charges.
8. Theatre charges.
9. Drugs/Medicines, dressings and internal surgical appliances.
10. Medical Appliances (Hearing Aids, Glucometer, Insulin delivery devices, Urine



Catheters & Accessories e.t.c.).

11. Radiology X-ray, ultrasound, ECG and computerized Tomography, MRI scans.
12. Radiotherapy and chemotherapy.
13. Pathology (laboratory) fees.
14. Post Hospitalization.
15. Access to medical specialists while admitted.
16. Inpatient physiotherapy.
17. Chronic Illness coverage.
18. Gynecological treatment.
19. In patient Ophthalmic cover.
20. Accommodation for adults whose children of below 12 years of age or invalids.
21. Are admitted in Hospital Day care, day surgery Admission (includes dental, optical, gynecological as well as all other services).
22. In- patient dental cover.
23. Mental and other related illnesses.
24. Treatment for alcoholism and drug addictions (employee only and acquired during employment term).
25. Inpatient Psychiatric Treatment.
26. Palliative care.
27. Provision of Maternity benefits including Caesarian section.
28. Optical expenses arising from disease or accidents.
29. Treatment of Elective surgery i.e. pre-arranged.
30. HIV/AIDS cover (conventional, accepted, recognized treatment).
31. Cancer cover.
32. Cost of medical circumcision.
33. Congenital conditions.
34. Pre-existing conditions.

35. Any other service not included above but may be mutually agreed upon from time to time.

### **Outpatient Cover**

Out-patient cover will cover the following services whose limits should only be restricted to the outpatient entitlement;

1. Routine outpatient treatment including consultations ( G.Ps and Specialists, laboratory and Radiology services.
2. Physiotherapy treatment.
3. Diagnostic X-Ray and Laboratory Tests.
4. Radiology X-ray, ultrasound, EEG, ECG and computerized Tomography, MRI scans.
5. Prescribed drugs/medicines.
6. Dental Services.
7. Optical services (Frames, lenses (on ophthalmologist prescription only), contact lenses, bi-Focal lenses, Visual examination.
8. Referrals to Specialists (Pediatricians, Obstetricians, gynecologists, lactation specialists, neonatologists, Orthopedic doctors, dermatologists, E.N.T. doctor's e.t.c.
9. Counseling services. (Psychologist, Psychiatrist and Psychiatric treatment).
10. Baby vaccinations for babies from Birth to 5 years as listed below: -
  - i. BCG – Tuberculosis
  - ii. HEP B – Hepatitis B
  - iii. HIB – Meningitis (Haemophilus influenzae type b)
  - iv. OPV – Oral Polio Vaccine
  - v. MMR – Measles Mumps Rubella
  - vi. IPV – Inject able Polio Vaccine
  - vii. DTaP – Diphtheria Tetanus acellular Pertussis
  - viii. DT – Diphtheria Tetanus
  - ix. ROTA Virus

11. Maternity services i.e. Anti and Post Natal. And baby friendly vaccines.
12. HIV/AIDS cover (Voluntary counseling and testing and other related treatments).
13. Chiropractor upon referral & approval.
14. Pap Smear & PSA tests for employees and spouses at the available credit facilities on Travel Vaccines covered for employees only.
15. Cancer Treatment
16. Pre-existing and chronic/recurring conditions
17. Hearing aids covered upon referral.

#### **Administration of the Scheme**

- The firm shall ensure that services are provided to employees and their beneficiaries with as little paper work and inconvenience as possible.
- The Bidder shall be required to clearly state the procedures (in-patient and out-patient) to be followed by the employee(s) and beneficiary(ies) in the provision of medical services, stating clearly the responsibilities of the parties involved.
- Where applicable, the bidder shall provide NCRC with statements on their medical Accounts.

#### **Member/Employee Identification**

- The Bidder shall be expected to define a clear procedure of Identification of Employees and their Beneficiaries.

#### **Employee/Beneficiary Data Management**

- The Bidder shall be expected to liaise with NCRC on matters regarding Employee Data updates.
- The Bidder shall therefore be required to provide a procedure for the maintenance of Employee/Beneficiary records.

#### **List of Service Providers**

- The Bidder shall be required to provide a comprehensive list of all the Hospitals, Clinics, Doctors, Specialists, Pharmacies and Chemists in their panel.

- The Bidder shall however not limit beneficiaries to their panel only. The Bidder shall take on the Medical Service Providers already on the NCRC panel.

### **Scheme Reports**

The Bidder shall be required to provide to NCRC Monthly/Quarterly/Annual Reports on the global utilization of services including expenditure reports for Inpatient and Outpatient claims as well as any other reports that may be required by NCRC from time to time.

Quarterly Expenditure Statement Reports in hard copy on each individual Employee

### **Extensive Clauses**

- Riot, strike and civil commotion
- Travel to and from work, social, sporting activities including use of motor vehicles
- Arbitration
- Waiting period waiver
- Accommodation for parent/guardian accompanying a child below 5 years.

## **MEMBERSHIP DETAILS**

### **Eligibility**

The proposed scheme shall cover all permanent employees as well as those on contract terms of service. It shall also cover the employee's spouse and dependent children below the age of 25 years.

## **MEMBERSHIP DETAILS**

### **Eligibility**

The proposed scheme shall cover all permanent employees as well as those on contract terms of service. It shall also cover the employee's spouse and dependent children below the age of 25 years.

(i) The total number of employees per category of staff is as follows: -

**ANALYSIS OF MEMBERSHIP PER FAMILY SIZE**

**ANALYSIS OF FAMILY SIZE**

<b>NAME</b>	<b>CATEGORY</b>	<b>FAMILY SIZE</b>	<b>TOTAL</b>
<b>BOARD MEMBERS/GOVERNING COUNCIL</b>	<b>A</b>	<b>M</b>	<b>15</b>
<b>DIRECTOR/C.E.O</b>	<b>A</b>	<b>M+5</b>	<b>1</b>
<b>EMPLOYEES/STAFF</b>	<b>B</b>	<b>M+5</b>	<b>26</b>
<b>Total</b>		<b>42</b>	<b>42</b>

		<b>PROPOSED COVER LIMITS</b>	
<b>Category</b>	<b>Description</b>	<b>Inpatient Annual Limits Per family (Ksh)</b>	<b>Outpatient Annual Limits Per family (Ksh)</b>
<b>A</b>	<b>Board Members/CEO</b>	<b>KSHS 5,000,000</b>	<b>KSHS 300,000</b>
<b>B</b>	<b>EMPLOYEES</b>	<b>KSHS 3,000,000</b>	<b>KSHS 250,000</b>

**MATERNITY**

<b>Category</b>	<b>Description</b>	<b>Amount</b>
<b>A</b>	<b>Board Members/CEO</b>	<b>KSHS 200,000</b>
<b>B</b>	<b>EMPLOYEES</b>	

## OTHER ADDITIONAL BENEFITS

Category	Description	Inpatient Annual Limits Per family (Ksh)	Outpatient Annual Limits Per family (Ksh)
		<ul style="list-style-type: none"> <li>1st Caesarian operation to be covered under in-patient.</li> </ul>	<ul style="list-style-type: none"> <li>Combined Dental cover and Optical cover to be covered</li> </ul>
		Funeral expenses in the event of death during the Period of Cover (Kshs. 100,000 per insured person, Kshs. 50,000 per dependant)	as sublimit per family within OP benefit.
Funeral expenses in the event of death during the Period of Cover Within inpatient benefit		Kshs 100,000 per principal member and Kshs 50,000 per dependant within the inpatient benefit.	

Medical Services Providers

- i. The bidders are required to complete the matrix below which shall be the basis for evaluation criteria in Service Distribution Network and Facilities within Kenya).

	Location in Kenya (47 –County	No. of Hospitals	No. of Chemists	No. of General	No. of Specialist Practitioners	No of Labs and X- Ray
1	<i>Baringo</i>					
2	<i>Bomet County</i>					
3	<i>Bungoma County</i>					
4	<i>Busia County</i>					
5	<i>Elgeyo/Marakwet County</i>					
6	<i>Embu County</i>					
7	<i>Garissa County</i>					
8	<i>Homa Bay County</i>					
9	<i>Isiolo County</i>					
10	<i>Kajiado County</i>					
11	<i>Kakamega County</i>					

12	<i>Kericho County</i>					
13	<i>Kiambu County</i>					
14	<i>Kilifi County</i>					
15	<i>Kirinyaga County</i>					
16	<i>Kisii County</i>					
17	<i>Kisumu County</i>					
18	<i>Kitui County</i>					
19	<i>Kwale County</i>					
20	<i>Laikipia County</i>					
21	<i>Lamu County</i>					
22	<i>Machakos County</i>					
23	<i>Makueni County</i>					
24	<i>Mandera County</i>					
25	<i>Marsabit County</i>					
26	<i>Meru County</i>					
27	<i>Migori County</i>					
28	<i>Mombasa County</i>					
29	<i>Murang'a County</i>					
30	<i>Nairobi County</i>					
31	<i>Nakuru County</i>					



32	<i>Nandi County</i>					
33	<i>Narok County</i>					
34	<i>Nyamira County</i>					
35	<i>Nyandarua County</i>					
36	<i>Nyeri County</i>					
37	<i>Samburu County</i>					
38	<i>Siaya County</i>					
39	<i>Taita Taveta County</i>					
40	<i>Tana River County</i>					
41	<i>Tharaka Nithi County</i>					
42	<i>Trans Nzoia County</i>					
43	<i>Turkana County</i>					
44	<i>Uasin Gishu County</i>					
45	<i>Vihiga County</i>					
46	<i>Wajir County</i>					
47	<i>West Pokot County</i>					

**GROUP PERSONAL ACCIDENT (DIRECTOR)**

POLICY	Group Personal Accident (Director) Insurance	Remarks
PERIOD	02.03.2018 – 02.03.2020, Renewable annually	
SCOPE OF COVER	Provide compensation for death or disablement resulting from accidental bodily injury sustained by the insured's one (1) Director/ C.E.O.	
INTEREST/SUM INSURED	Benefit/Limits Death - Kshs.25 million per person Permanent Total Disability- Kshs.25 million per person Medical Expenses- Kshs.5 million per person per accident	
EXCESS	NIL	
CANCELLATION NOTICE	Sixty (60) Days	
EXTENSIVE CLAUSES	<ol style="list-style-type: none"> <li>1. Accumulation limit – Kshs. 50,000,000/=</li> <li>2. Age limit: 18-60 years</li> <li>3. Disappearance</li> <li>4. Worldwide cover</li> </ol>	

	<p>5. Exposure, excluding aircrew duties</p> <p>6. Hijack</p> <p>7. Mountaineering, excluding use of ropes and guides</p> <p>8. Payment on account</p> <p>9. Riot, strike and civil commotion</p> <p>10. Trustees</p> <p>11. 24 hour cover duty or pleasure</p> <p>12. Including aviation risks</p>	
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**GROUP PERSONAL ACCIDENT (STAFF)**

POLICY	Group Personal Accident (staff)	Remarks
PERIOD	08.03.2018 – 02.03.2020, Renewable Annually	
SCOPE OF COVER	Provide compensation for death or disablement resulting from accidental bodily injury sustained by the insured staff.	
INTEREST/SUM INSURED	<p>Benefit/Limits</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Death – 8 years basic salary</li> <li><input type="checkbox"/> Permanent Total Disability- on percentage awarded on 8 years basic Salary</li> <li><input type="checkbox"/> Temporary Total Disability-Weekly earnings up to 104 weeks</li> <li><input type="checkbox"/> Any other in-built benefit (list)</li> </ul>	

	medical Expenses- Kshs.2 million per person per accident																	
EXCESS	NIL																	
CANCELLATION NOTICE	Sixty (60) Days																	
EXTENSIVE CLAUSES	<ol style="list-style-type: none"> <li>1. Accumulation limit – Kshs. 200,000,000/=</li> <li>2. Age limit: 18-60 years</li> <li>3. Disappearance</li> <li>4. Worldwide cover</li> <li>5. Exposure</li> <li>6. Hijack</li> <li>7. Payment on account</li> <li>8. Declaration</li> </ol>																	
	<table border="1"> <tr> <td>9.</td> <td>Automatic additions/deletions</td> </tr> <tr> <td>10.</td> <td>Riot, strike and civil commotion</td> </tr> <tr> <td>11.</td> <td>Trustees</td> </tr> <tr> <td>12.</td> <td>24 hour cover duty or pleasure</td> </tr> <tr> <td>13.</td> <td>Including aviation risks</td> </tr> <tr> <td>14.</td> <td>Evacuation within East Africa</td> </tr> <tr> <td>15.</td> <td>Political risks</td> </tr> <tr> <td>16.</td> <td>Motor cycle riders up to 250cc</td> </tr> </table>	9.	Automatic additions/deletions	10.	Riot, strike and civil commotion	11.	Trustees	12.	24 hour cover duty or pleasure	13.	Including aviation risks	14.	Evacuation within East Africa	15.	Political risks	16.	Motor cycle riders up to 250cc	
9.	Automatic additions/deletions																	
10.	Riot, strike and civil commotion																	
11.	Trustees																	
12.	24 hour cover duty or pleasure																	
13.	Including aviation risks																	
14.	Evacuation within East Africa																	
15.	Political risks																	
16.	Motor cycle riders up to 250cc																	

**STAFF DETAILS FOR GPA**

<b>Staff category</b>	<b>No. Of staff</b>	<b>Annual Basic Salary</b>
A & B	27	21,195,900

**SECTION IV - PRICE SCHEDULE FORM**

**RATES PER FAMILY INCLUSIVE OUTPATIENT, INPATIENT LAST EXPENSE AND MATERNITY (THESE ARE THE RATES TO BE USED TO LOAD ANY ADDITIONAL PREMIUM FOR ADDITIONAL MEMBERS DURING THE CONTRACT PERIOD).**

CATEGORY	DESCRIPTION	RATES PER FAMILY INCLUSIVE OUTPATIENT, INPATIENT LAST EXPENSE AND MATERNITY
A	M	
	M+1	
	M+2	
	M+3	
	M+4	
	M+5	
B	M	
	M+1	
	M+2	
	M+3	
	M+4	
	M+5	
<b>TOTAL</b>		

**Total Premium to Be Charged Based On Current Membership**

Category	Description	Number of Families	Total Membership	Total Premium Per Family Inclusive Of Outpatient, Inpatient Last Expense And Maternity.
A	M			
	M+1			
	M+2			
	M+3			
	M+4			
	M+5			
B	M			
	M+1			
	M+2			
	M+3			
	M+4			
	M+5			
<b>TOTAL</b>				



## SUMMARY BASED

Item No.	Description Of Insurance Cover	Annual Premium Charged in Ksh	Levies And Taxes	Total Annual Premium In Kshs
1	In patient			
2	Out Patient			
3	GPA Board members & staff			
	<b>TOTAL</b>			

## SECTION V - GENERAL CONDITIONS OF CONTRACT

### 3.1 Definitions

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 contractor including materials and incidentals which the tenderer is required to provide to the Procuring entity under the Contract.
- d) "The Procuring entity" means the organization sourcing for the services under this Contract.
- e) "The contractor" means the individual or firm providing the services under this Contract.
- f) "GCC" means general conditions of contract contained in this section
- g) "SCC" means the special conditions of contract
- h) "Day" means calendar day

### 3.2 Application

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

### 3.3 Standards

- 3.3.1 The services provided under this Contract shall conform to the 7 standards mentioned in the Schedule of requirements

### 3.4 Patent Right's

The tenderer 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 .

### 3.5 Performance Security

- 3.5.1 Within twenty eight (28) 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 Special Conditions of Contract.
- 3.5.2 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.

3.5.3 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.

3.5.4 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 tenderer's performance of obligations under the contract, including any warranty obligations under the contract.

### **3.6 Inspections and Tests**

3.6.1 The Procuring entity or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications. The Procuring entity shall notify the tenderer in writing, in a timely manner, of the identity of any representatives retained for these purposes.

3.6.2 The inspections and tests may be conducted on the premises of the tenderer or its subcontractor(s). If conducted on the premises of the tenderer or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring entity.

3.6.3 Should any inspected or tested services fail to conform to the Specifications, the Procuring entity may reject the services, and the tenderer shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to the Procuring entity.

3.6.4 Nothing in paragraph 3.7 shall in any way release the tenderer from any warranty or other obligations under this Contract.

### **3.7 Payment**

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

### **3.8 Prices**

3.8.1 Prices charged 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 by the tenderer in its tender or in the procuring entity's request for tender validity extension as the case may be. No variation in or modification to the terms of the contract shall be made except by written amendment signed by the parties.

### **3.9 Assignment**

3.9.1 The tenderer shall not assign, in whole or in part, its obligations to perform under this contract, except with the procuring entity's prior written consent.

### **3.10 Termination for Default**

- 3.10.1 The Procuring entity may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the tenderer, terminate this Contract in whole or in part:
- a) if the tenderer 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 tenderer fails to perform any other obligation(s) under the Contract.
  - c) if the tenderer, in the judgment of the Procuring entity has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- 3.10.2 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 undelivered, and the tenderer shall be liable to the Procuring entity for any excess costs for such similar services.

### **3.11 Termination of insolvency**

The procuring entity may at the anytime 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 produce or affect any right of action or remedy, which has accrued or will accrue thereafter to the procuring entity.

### **3.12 Termination for convenience**

- 3.12.1 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 entity convenience, the extent to which performance of the contractor of the contract is terminated and the date on which such termination becomes effective.
- 3.12.2 For the remaining part of the contract after termination the procuring entity may elect to cancel the services and pay to the contractor on agreed amount for partially completed services.

### **3.13 Resolution of disputes**

- 3.13.1 The procuring entity's and the contractor shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the contract.
- 3.13.2 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.

### **3.14 Governing Language**

- 3.14.1 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.

**3.15 Force Majeure**

3.15.1 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.

**3.16 Applicable Law.**

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

**3.17 Notices**

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 E-mail and confirmed in writing to the other party's address specified in the SCC

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

## SECTION VI - SPECIAL CONDITIONS OF CONTRACT

- 4.1 Special conditions of contract shall supplement the general conditions of contract, wherever there is a conflict between the GCC and the SCC, the provisions of the SCC herein shall prevail over those in the GCC.
- 4.2 Special conditions of contract with reference to the general conditions of contract.

General conditions of contract reference	Special conditions of contract
3.5	Specify performance security if applicable: <b>5% of Contract Sum</b>
3.7	Specify method Payments. <b>Payments to be made on monthly basis after the services have been rendered.</b>
3.8	Specify price adjustments allowed. <b>None</b>
3.14	Specify resolution of disputes. <b>Disputes to be settled as per the Arbitration Laws of Kenya</b>
3.16	Specify applicable law. <b>Laws of Kenya</b>
3.17	Indicate addresses of both parties. <b>Client: The NATIONAL CRIME RESEARCH CENTRE ACK Garden Annex, 11<sup>th</sup> Floor P. O. Box 58535-00200 Nairobi</b>
Other's as necessary	Complete as necessary

## SECTION VII - 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. **Format of Tender Security Instrument** - When required by the tender document the tenderer shall provide the tender security in the form included hereinafter.
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.

#### 4.1 FORM OF TENDER

Date \_\_\_\_\_  
Tender No. NCRC/T/1/2017-2018

To: The Director / CEO  
NATIONAL CRIME RESEARCH CENTRE  
P. O. Box 21180-00100  
NAIROBI

Sir/Madam:

1. Having examined the Tender documents including Addenda Nos. *[insert addenda numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **Provide Medical Insurance Cover & Group Personal Accident Cover** in conformity with the said Tender documents 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 deliver the Services in accordance with the delivery schedule specified in the Schedule of Requirements.
3. We agree to abide by this Tender for the Tender validity period specified in Clause 2.13 of the Appendix to Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. We are not participating, as Tenderers, in more than one Tender in this Tendering process.
5. Our firm, its affiliates or subsidiaries – including any subcontractors or suppliers for any part of the contract – has not been declared ineligible by the Government of Kenya under Kenyan laws.
6. Until a formal Contract is prepared and executed, this Tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
7. We understand that you are not bound to accept the lowest or any tender you may receive.
8. We certify/confirm that we comply with the eligibility requirements as per ITT Clause 3 of the Tender documents

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

*(Name)*

\_\_\_\_\_  
*[Signature]*

\_\_\_\_\_  
*[in the capacity of]*

Duly authorized to sign Tender for and on behalf of \_\_\_\_\_



### 3. 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 certain materials and spares. Viz.....[brief description of materials and spares] and has accepted a tender by the tenderer for the supply of those materials and spares in the sum of .....[contract price in words and figures]

NOW THIS AGREEMENT WITNESSETH 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 Technical Specifications;
  - (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 materials and spares 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 materials and spares 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 \_\_\_\_\_.

**4.4 CONFIDENTIAL BUSINESS QUESTIONNAIRE**

**s.33**

You are requested to give the particulars indicated in Part 1 and either Part 2 (a), 2(b) or 2(c) whichever applied to your type of business.

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

<p>Part 1 General</p> <p>Business Name.....</p> <p>Location of Business Premises .....</p> <p>Plot No, .....Street/Road .....</p> <p>Postal address .....Tel No. .... Fax</p> <p>.....E-MAIL: .....</p> <p>Nature of Business .....</p> <p>Registration Certificate No.....</p> <p>Maximum value of business which you can handle at any one time – Kshs.....</p> <p>Name of your bankers .....</p> <p>Branch .....</p>
---

	Part 2 (a) – Sole Proprietor			
	Your name in full.....Age.....			
	Nationality.....Country of Origin.....			
	Citizenship details			
	Part 2 (b) – Partnership			
	Given details of partners as follows			
	Name	Nationality	Citizenship details	Shares
	1. ....			
	2. ....			
	Part 2 (c) – Registered Company			
	Private or Public			
	State the nominal and issued capital of company			
	Nominal Kshs.			
	Issued Kshs.			
	Given details of all directors as follows			
	Name	Nationality	Citizenship details	Shares
	1. ....			
	2. ....			
	3. ....			

Date.....Signature of Candidate.....

#### 4.5. FORMAT OF TENDER SECURITY INSTRUMENT

Whereas ..... [*Name of the tenderer*] (Hereinafter called “the tenderer”) has submitted its tender dated ..... [*Date of submission of tender*] for the ..... [*Name and/or description of the tender*] (Hereinafter called “the Tender”)

KNOW ALL PEOPLE by these presents that WE ..... of ..... [Name of Insurance Company / Bank] having our registered office at ..... (Hereinafter called “the Guarantor”), are bound unto ..... [*Name of Procuring Entity*] (Hereinafter called “the Procuring Entity”) in the sum of ..... (Currency and guarantee amount) for which payment well and truly to be made to the said Procuring Entity, the Guarantor binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Guarantor this ..... day of ..... 20 .....

THE CONDITIONS of this obligation are:

1. If after tender opening the tenderer withdraws his tender during the period of tender validity specified in the instructions to tenderers, Or
2. If the tenderer, having been notified of the acceptance of his tender by the Employer during the period of tender validity:
  - (a) fails or refuses to execute the form of Agreement in accordance with the Instructions to Tenderers, if required; or
  - (b) fails or refuses to furnish the Performance Security, in accordance with the Instructions to Tenderers;

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 two conditions, specifying the occurred condition or conditions.

This 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 Guarantor not later than the said date.

\_\_\_\_\_  
[Date]

\_\_\_\_\_  
[Witness]

\_\_\_\_\_  
[Signature of the Guarantor]

\_\_\_\_\_  
[Seal]

**6. PERFORMANCE SECURITY FORM**

To: .....

[Name of the 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 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 the 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 or sums 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 or financial institution]*

\_\_\_\_\_  
*[address]*

\_\_\_\_\_  
*[date](Amend accordingly if provided by Insurance Company)*