



**REQUEST FOR PROPOSAL FOR PROVISION OF MEDICAL INSURANCE BROKERAGE  
SERVICES**

**CYTONN INVESTMENTS MANAGEMENT PLC,  
3<sup>RD</sup> FLOOR, LIAISON HOUSE, STATE HOUSE AVENUE,  
P.O. BOX 20695 – 00200  
NAIROBI – KENYA**

**24<sup>th</sup> October, 2017**

## SECTION A: Instructions to participants

Cytonn Investments Management Plc, an investments and real estate company invites proposals from eligible companies for provision of Medical Insurance Brokerage Services

### **Deadline for Submission of Proposals**

The RFP tender proposals should be submitted to [procurement@cytonn.com](mailto:procurement@cytonn.com) **not later than 12:00PM 27<sup>th</sup> October, 2017**

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

The subject of the email should bear the name of the proposal. It should be written as follows

#### **TENDER FOR PROVISION OF MEDICAL INSURANCE SERVICES**

Any additional information or clarification can be addressed to [procurement@cytonn.com](mailto:procurement@cytonn.com) or 0709 101000

**SECTION B: Terms of Reference for provision of Insurance Services**

**Services Needed**

The successful service provider should be an experienced and qualified insurance broker desiring to provide medical insurance brokerage services that include, but are not limited to the following classes:

Description of cover	Category	Limit (Kshs)
Inpatient Cover	A	2,000,000.00 (shared)
	B	1,500,000.00 (shared)
	C	1,000,000.00 (shared)
Outpatient	A	150,000.00 (shared)
	B	100,000.00 (shared)
	C	50,000.00 (shared)
Maternity	ALL	100,000 per Family
Co-Pay	C	500 and 1,000 for high level hospitals  a) Nairobi Hospital, b) MP Shah, c) Aga Khan-Nairobi and Kisumu, d) Mater Hospital e) Getrude's Hospital

Category	Family Size	No. Per Family
A	M+1	1
B	M	1
	M+1	1
C	M	132
	M+1	20
	M+2	10
	M+3	11

## SECTION C: Submission Requirements

### **The Firm's requirements**

- a) A Certificate of Compliance from the Relevant Tax Authority;
- b) Proof of Physical address (a trade licence);
- c) PIN certificate of the firm;
- d) VAT certificate of the firm;
- e) Certified copy of the current membership certificate Association of Insurance Brokers of Kenya(AIBK)
- f) Certified copy of the current IRA (Insurance Regulatory Authority) registration license for year 2017
- g) Audited accounts for last 2 years (2015,2016)
- h) Any other relevant certification

The above documents must be submitted together with the proposals.

#### Technical Proposal

Firms are required to submit a proposal giving attention to the following:

- a) A brief description of the firm organization;
- b) Firm's experience in providing medical insurance brokerage services
- c) Provide at least 4 clients' references, attaching reference letters (i.e. company name and contact person) for similar assignments successfully undertaken.
- d) Please disclose name and contact information of any partner vendors utilized in the execution of services for this RFP.

#### Financial Proposal

In preparing the financial proposal, service providers are expected to provide:

- Financial proposal
- Any additional costs
- Give Terms and Conditions for Payment-We pay after 30days upon receipt of the invoice

The service provider shall express their price in Kenya Shillings.

The Proposals must remain valid for 30-days after the submission date. The Client will complete negotiations during this period.

#### SECTION D: Agreement

The service provider selected to provide the above-referenced services will be expected to enter into contract and a service level agreement with Cytonn Investments Management Ltd

#### SECTION E: Rejection Of Proposals

Cytonn Investments Management Plc reserves the right to reject any and all of the responses received as a result of this RFP. Cytonn Investments Management Plc does not intend to award a contract solely on the basis of responses to this RFP or otherwise pay for the information solicited or obtained in response to this RFP.

#### SECTION F: Incurred Cost

Cytonn Investments Management Ltd will not be liable for any cost incurred by the service provider for any work performed through and including the execution of a contract for professional services, prior to the execution of a contract.

#### SECTION G: Completeness of The Submitted Proposal

The proposal shall address all items completely and thoroughly, and shall be signed by an officer of the firm authorized to bind the service provider to its provisions.

#### SECTION H: Service Provider Responsibilities

The service provider shall be capable of providing all professional services as described under the Scope and to maintain those capabilities until notification that their proposal was unsuccessful. Exclusion of any service for the project may serve as cause for rejection.

#### SECTION I: Acceptance of RFP Content

The proposals presented will be evaluated by Cytonn Investments Management Plc. The proposals will be scored based on the criteria highlighted in section C of this document.

## SECTION J: Schedule Dates

The following is an anticipated schedule for the RFP process. Cytonn Investments Management Plc reserves the right to modify any part of this schedule. During the period to the deadline, we can be contacted for consultation and for questions related to the Scope, through [procurement@cytonn.com](mailto:procurement@cytonn.com).

## SECTION K: Responses

To be considered, a soft copy of the proposal must be submitted to Cytonn Investments Management Plc to [procurement@cytonn.com](mailto:procurement@cytonn.com). Proposals submitted past the deadline will be not be accepted.

## SECTION L: Non-Collusion

It is understood that you/your firm understand that the business discussions between yourself, ourselves and our Client may contain sensitive and proprietary information and which shall need to be kept confidential at all times, other than where; the information is or becomes public knowledge (without fault of the Party concerned); or if and to the extent that information is required to be disclosed by a Party to a regulatory or governmental authority or otherwise by law (in which case that Party shall keep the other Party informed of such disclosure). This obligation is not limited in time, and shall continue even after these business discussions cease to exist. In addition, each Party shall use all reasonable efforts to ensure that its employees, agents and representatives (and those of its Affiliates) comply with these confidentiality obligations.

### **Contact Details:**

For any clarifications and questions, please reach out to [procurement@cytonn.com](mailto:procurement@cytonn.com)

Office: +254 709 101 000