

**ADDENDUM 1**

22<sup>nd</sup> April, 2024

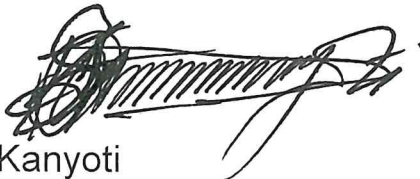
**PROVISION OF STAFF MEDICAL INSURANCE SERVICES**

**TENDER NO. KR/SCM/100/2023-2024**

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Please take note of the following changes to the above tender;-

S/N	Bidders Request/ Clause Reference	Clarification
1.	<b>Section III: Evaluation And Qualification Criteria</b>  The technical evaluation criteria.	The technical evaluation has been revised to lead as attached <b>(Annex 1- Revised Technical Evaluation Criteria)</b>
2.	<b>Tender Opening Date, time and venue</b>  29 <sup>th</sup> April, 2024 at 2:00PM at Kenya Railways Headquarters Block C Sattima Conference Hall 1st Floor	The tender opening date and time remains the same



John Kanyoti  
**Ag. General Manager - SCM**

<b>ANNEX I: REVISED TECHNICAL EVALUATION CRITERIA</b>		
<b>A. Technical Evaluation</b>		
<b>1</b>	<p><b>Specific experience of the firm</b></p> <p>i) The firm must demonstrate experience in providing Medical Insurance Services and should provide a list of at least <b>Five (5)</b> clients where assignments of over 100 Million in patient cover and 70 Million Outpatients fund per client were undertaken. The listed assignments must have been undertaken within the last ten (10) years.</p> <ul style="list-style-type: none"> <li>➤ 5 Clients of Kshs.100million (in patient) and above - <b>(10 Marks)</b></li> <li>➤ 5 Clients between Kshs.99million -70million (in patient) – <b>(7 Marks)</b></li> <li>➤ 5 Clients between Kshs.69million -30million (in patient) – <b>(3 Marks)</b></li> <li>➤ 5 Clients with 29million (in patient) and below – <b>(0 Marks)</b></li> </ul> <p>ii) Bidders to provided evidence on how they are managing the outpatient funds for the clients listed above</p> <ul style="list-style-type: none"> <li>➤ 5 Clients of Kshs.70million (outpatient) and above - <b>(10 Marks)</b></li> <li>➤ 5 Clients between Kshs.69million -50million (outpatient) – <b>(7 Marks)</b></li> <li>➤ 5 Clients between Kshs.49million -30million (outpatient) – <b>(3 Marks)</b></li> <li>➤ 5 Clients with 29million (outpatient) and below – <b>(0 Marks)</b></li> </ul> <p>iii) Bidders must attach Certified copies of full contracts for firms provided in (i) above <b>(1marks for each contract meeting the requirements)</b></p> <p>iv) Attach original recommendation letters addressed to the MD Kenya Railways from the specific firms indicated in i) above (the letters should be issued within the tender validity period) <b>(5 Marks)</b></p> <p><b><u>NOTE :-</u></b></p> <ul style="list-style-type: none"> <li>• Scanned and ineligible documents will be rejected.</li> <li>• Similar Services – Refers to Medical Insurance Cover only.</li> <li>• For Purpose of the Evaluation Certified Contract/ LPOs are contracts Signed and Stamped as true copies of the Original Contracts/LPOs by the Companies directors or a Commissioner of oath.</li> </ul>	<b>30 Marks</b>
<b>2.</b>	<p><b>Proposed Work Plan and Methodology for Claim Settlement</b></p> <p><b>Methodology &amp; Work plan</b></p> <p>The Bidder:</p> <p>I. To Provide a statement /description on each of the following regarding the proposed product and how he intend to offer it to Kenya Railways:</p> <ul style="list-style-type: none"> <li>• Inpatient,</li> <li>• Cover benefits,</li> </ul>	<b>40 Marks</b>

	<ul style="list-style-type: none"> <li>• Customer service arrangements,</li> <li>• Claims procedure (identification/controls)</li> <li>• Provide evidence of use of Smart card services <b>(5Marks)</b></li> </ul> <p>II. To provide detailed methodology or Approach and work plan for implementing the assignment i.e.:</p> <ul style="list-style-type: none"> <li>• Indicate the proposed claim turn around periods described in scope of insurance cover under section (V) Schedule of requirements <b>(5 marks)</b></li> <li>• Provide evidence of Information Management and Technology System in place e.g. On-line claims reporting/acknowledgment /claim status. <b>(5 marks)</b></li> </ul> <p>III. Demonstrate clear understanding of the Terms of Reference indicating how the client deliverables will be achieved. Give a satisfactory overview of the following: -</p> <ul style="list-style-type: none"> <li>• Network Coverage - General spread of Health Providers and Specialist Doctors/Consultants presence in majority of counties– <b>(3 marks)</b></li> <li>• Scheme administration – <b>(2 marks)</b></li> <li>• Utilization/ Case management – <b>(5marks)</b></li> </ul> <p>IV. Demonstrate clearly how your response rate to client's emergencies, 24hours a day and how you will ensure that clients are supported in time without any form of delay <b>(5Marks)</b>.</p> <p>V. Bidders demonstrate how efficiently they will manage the outpatient</p> <ul style="list-style-type: none"> <li>i) Coverage in all counties <b>(5Mark)</b></li> <li>ii) Regional coverage <b>(3Marks)</b>.</li> <li>iii) Ability to undertake country wide emergency evacuation <b>(2marks)</b></li> </ul>	
3.	<p><b><u>Key Personnel</u></b> <b>Personnel Qualifications &amp; Experience</b></p> <p>Must provide a list of three (5) key staff with relevant qualifications to be engaged for the assignment. Must attach CVs and relevant copies of academic and accreditation certificates for each staff as per for <b>Form Per 2</b> in the tender document</p> <p><b>i) <u>Project Manager/Team Leader (8 Marks)</u></b></p> <p>The Project Manager/Team Leader <b>MUST</b> possess a minimum of Masters Degree in Insurance, or Finance, Economics or Actuarial Science</p>	<b>30 Marks</b>

	<p>a) Attach copy of CV <b>(1 Mark)</b></p> <p>b) Academic</p> <ul style="list-style-type: none"> <li>• Attach Copies of Masters Degree as indicated above <b>(1 Marks)</b></li> <li>• Attach a valid Certificate from Insurance Institute of Kenya (IIA) or Chartered Insurance Institute (CII) <b>(2 Marks)</b></li> </ul> <p>c) The proposed staff should have worked in a similar position for at least 7 years <b>(2 marks)</b></p> <p>d) Attach copy of IRA appointment letter <b>(2 marks)</b></p> <p><b>ii) <u>Deputy Project Manager/Deputy Team Leader (7 Marks)</u></b></p> <p>a) The Deputy Project Manager/Deputy Team Leader MUST possess a minimum of Masters Degree in Insurance or Finance, Economics or Actuarial Science Attach copy of CV <b>(1 Mark)</b></p> <p>b) Academic</p> <ul style="list-style-type: none"> <li>• Attach Copies of Masters Degree as indicated above <b>(2 Marks)</b></li> <li>• Attach a valid Certificate from Insurance Institute of Kenya (IIA) or Chartered Insurance Institute (CII) <b>(2 Marks)</b></li> </ul> <p>c) The proposed staff should have worked in as similar position for at least 5 years <b>(2 marks)</b></p> <p><b>iii) <u>Three (3) other Technical Staff</u></b></p> <p>Three (3No.) technical staff with minimum qualification in Bachelors Degree in Insurance or Finance or Economics or Business Management/Administration</p> <p>a) Attach CV Copy <b>(0.5 Marks for each staff)</b></p> <p>b) Academic</p> <ul style="list-style-type: none"> <li>• Attach Copies of Degree Certificate for each staff as indicated above <b>(1.5 Marks for each staff)</b></li> <li>• Attach a valid Certificate from Insurance Institute of Kenya (IIA) or Chartered Insurance Institute (CII) <b>(1.5 Marks for each staff)</b></li> </ul> <p>c) The proposed staff should have worked in as similar position for at least 3 years <b>(1.5 marks for each staff)</b></p> <p><b>For purposes of evaluation, the 5No.key personnel/ staff MUST submit written commitment of availability throughout the contract period.</b></p>	
	<b>TOTAL SCORE</b>	<b>100 Marks</b>