



**TENDER FOR THE PROVISION OF INSURANCE BROKERAGE SERVICES AT
DAYSTAR UNIVERSITY.**

TENDER INVITATION RELEASE DATE: 15th June 2022

TENDER CLOSING/SUBMISSION DATE : 27th June 2022 AT 1.00 PM

TENDER OPENING DATE : 27th June 2022 AT 2.00 PM

www.daystar.ac.ke
procurement@daystar.ac.ke

June 2022

Table of Contents

SECTION I: INVITATION TO BID	3
SECTION II: INSTRUCTIONS TO BIDDERS	4
SECTION III: EVALUATION CRITERIA	9
SECTION IV: CONFIDENTIAL BUSINESS QUESTIONNAIRE.....	12
SECTION V: BIDDER’S EXPERIENCE REQUIREMENT /FORM.....	13
SECTION VI: SCOPE OF DAYSTAR UNIVERSITY INSURANCE POLICIES.....	14

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P.O. Box 17-90145,
ATHI RIVER.
P.O. Box 44400-00100,
NAIROBI.

Date: 15th June 2022.

**BID NO. DU/05/2021-2022: TENDER FOR THE PROVISION OF INSURANCE
BROKERAGE SERVICES AT DAYSTAR UNIVERSITY.**

Daystar University invites sealed bids from eligible candidates for **the provision of insurance brokerage services** to manage staff, students' medical schemes and General insurance scheme.

Eligible candidates (registered as insurance brokers by IRA) shall download the tender document from university website www.daystar.ac.ke or access the document directly from procurement department via email. The price to be charged for the bid document shall be a non-refundable fee of **Kshs.3,000/=** which can be deposited directly to Cooperative Bank, Daystar University **Account No:01120065209800** of Athi River Branch.

The tender shall remain valid for a period of ninety (90) days from the date of submission of tenders. Completed bid documents are to be enclosed in plain sealed envelopes, clearly marked with the bid number and name, and deposited in the Tender box provided at **Daystar University, Nairobi Campus**, to be received on **27th June 2022 before 1.00 pm.**

Bids shall be opened immediately thereafter in the presence of bidders or their representatives who choose to attend at Daystar University **Nairobi Campus.**

Bidders are advised to enclose original deposit slip in their bid when submitting tender document to the tender box as payment evidence clearly indicating bidders name and contact address at the back of the deposit slip. Bids envelope should be addressed to;

**DEPUTY VICE CHANCELLOR,
FINANCE, ADMINISTRATION & PLANNING,
P.O BOX 444-00100 NAIROBI.**

SECTION II - INSTRUCTIONS TO BIDDERS

2.1 Eligible bidders

- 2.1.1. This Invitation to bid is open to all bidders eligible as described in the instructions to bidders. Successful bidders shall provide brokerage services for the stipulated duration from the expiry of university medical cover for both staff and students towards the end of August 2022.
- 2.1.2. The value of premium for staff medical, student's medical and General insurance cover is worth Kshs: 70 million per year.
- 2.1.3. Daystar University's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the bid.
- 2.1.4. Bidders shall provide the qualification information statement that the bidder (including all members, of a joint venture) 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 Daystar University for the provision of brokerage services.
- 2.1.5. Bidders involved in corrupt or fraudulent practices or debarred from participating in procurement opportunities offered by Daystar University shall not be eligible.

2.2 Cost of bidding

- 2.2.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and Daystar University, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 2.2.2 The price to be charged for the bid document shall be **Kshs.3,000/=**
- 2.3.2. The Bidder is expected to examine all instructions, forms, terms, and requirements in the bid documents. Failure to furnish all information required by the bid documents or to submit a bid not substantially responsive to the bid documents in every respect will be at the bidders' risk and may result in the rejection of its bid.

2.3 Clarification of Documents

- 2.3.1. A prospective candidate making inquiries of the bid document may notify Daystar University by email at the entity's address indicated in the Invitation for bids. Daystar University will respond in writing to any request for clarification of the bid documents, which it receives no later than seven (7) days prior to the deadline for the submission of bids, prescribed by Daystar University. Written copies of the Daystar University's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders who have received the bid documents.

2.3.2. Daystar University shall reply to any clarifications sought by the bidder within 3 days of receiving the request to enable the bidder to make timely submission of its bid.

2.4 Bid Security

2.4.1 The bidder shall furnish, as part of its bid, a bid security for the amount and form specified in the Invitation to bid.

2.4.2 The bid security shall be in the amount of **Kshs: 500,000.00 (Five hundred thousand only)**

2.4.3 The bid security is required to protect Daystar University against the risk of Bidder's conduct.

2.4.4 The bid 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) Insurance company guarantee
- c) Letter of credit; or
- d) Bankers' cheque.

2.4.5 Any bid not secured in accordance with paragraph 2.4.1 and 2.4.4 **will be rejected** by Daystar University as non-responsive.

2.4.6 Unsuccessful bidder's security will be discharged or returned as promptly as possible as but not later than thirty (30) days after the expiration of the period of bid validity prescribed by Daystar University.

2.4.7 The successful bidder's bid security will be discharged upon the bidder signing the contract.

2.5 Validity of Bids

2.5.1 Bids shall remain valid for **90 days** or as specified in the invitation to bid after date of bid opening prescribed by Daystar University. A bid valid for a shorter period shall be rejected by Daystar University as non-responsive.

2.5.2 In exceptional circumstances, Daystar University may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under paragraph 2.4 shall also be suitably extended. A

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

2.6 Format and Signing of Bid

- 2.6.1 The bidder shall prepare two copies of the bid, clearly / marking each **“ORIGINAL BID”** and **“COPY OF BID,”** as appropriate. In the event of any discrepancy between them, the original shall govern.
- 2.6.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.
- 2.6.3 The bid shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- 2.6.4 The inner envelopes shall also indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared “late”.
- 2.6.5 If the outer envelope is not sealed and marked as required by paragraph 2.15.1, Daystar University will assume no responsibility for the bid’s misplacement or premature opening.

2.7 Deadline for Submission of Bids

- 2.7.1 Bids must be received by Daystar University not later than **27th June 2022 before 1.00pm**
- 2.7.2 Daystar University may, at its discretion, extend this deadline for the submission of bids by amending the bid documents in accordance with paragraph 2.5.2, in which case all rights and obligations of Daystar University and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.
- 2.7.3 Bulky bids which will not fit in the bid box shall be received by Daystar University as provided for in the appendix.

2.8 Opening of Bids

- 2.8.1 Daystar University will open all bids in the presence of bidders’ representatives who choose to attend, at **2.00 pm on 27th June 2022** and in the location specified in the invitation to bid. The bidders’ representatives who are present shall sign a register evidencing their attendance.

2.8.3 The bidders' names, bid modifications or withdrawals or absence of requisite bid security and such other details required by Daystar University shall be announced at the tender opening.

2.8.4 Daystar University will prepare minutes of the bid opening which will be submitted to the bidders that signed the bid opening register and will have made the request.

2.9 Clarification of bids

2.9.1 To assist in the examination, evaluation and comparison of bids Daystar University may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing.

2.9.2 Any effort by the bidder to influence Daystar University in the bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidders bid.

b) Award Criteria

2.9.3 Subject to paragraph 2.22, Daystar University will award the tender to the successful bidder whose bid has been determined to be substantially responsive and has requisite capacity to perform the contract satisfactorily.

2.9.4 Daystar University reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Daystar University's action. If Daystar University determines that none of the bidders is responsive; Daystar University shall notify each bidder who submitted a bid.

2.9.5 A bidder who gives false information in the bid 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 procurement opportunities offered by Daystar University.

2.10 Notification of award

2.10.1 Prior to the expiration of the period of bid validity, Daystar University will notify the successful bidder in writing that its bid has been accepted.

2.10.2 The notification of award will signify the formation of the Contract subject to the signing of the contract between the bidder and Daystar University. Simultaneously, the other bidders shall be notified that their bids have not been successful.

2.11 Signing of Contract

- 2.11.1 At the same time as Daystar University notifies the successful bidder that its bid has been accepted, Daystar University will simultaneously inform the other bidders that their bids have not been successful.
- 2.11.2 Within fourteen (14) days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to Daystar University.
- 2.11.3 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.

2.12 Performance Security

- 2.12.1 Within thirty (30) days of the receipt of notification of award from Daystar University, the successful bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the bid documents, or in another form acceptable to Daystar University.
- 2.12.2 Failure of the successful bidder to comply with the requirement of paragraph 2.12.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event Daystar University may make the award to the next lowest evaluated or call for new bids.

2.13 Corrupt or Fraudulent Practices

- 2.13.1 Daystar University being a Christian University requires that bidders observe the highest standard of ethics during the procurement process and execution of contracts. A bidder shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.
- 2.13.2 Daystar University will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 2.13.3 Further, a bidder who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in procurement opportunities offered by Daystar University.

SECTION III

3.0 Evaluation Criteria

The following requirements must be met by the bidder notwithstanding other requirements in the bid document:-

a) Mandatory Requirements (MR)

No.	Requirements	Responsive or Not Responsive
MR1	Provide a Copy of Certificate of Registration/Incorporation	
MR2	Provide a Copy of Valid KRA Tax Compliance Certificate	
MR3	Provide a Copy of the current membership certificate of the Association of Insurance Brokers of Kenya (AIBK).	
MR4	Attach a copy of a valid Insurance Broker's License from the Insurance Regulatory Authority./Association of insurance brokers of Kenya	
MR5	Submit a duly completed, signed, and stamped Confidential Business Questionnaire as per the format provided in section	
MR6	Provide Bid Security of Kshs.500, 000 in form of A bank guarantee, Insurance company guarantee, Letter of credit; or Bankers' cheque and valid for 90 days from the date of tender opening.	
MR7	Provide evidence of a Valid Professional Indemnity Policy for at least Kshs. 100million with a reputable Underwriter.	
MR8	Provide valid evidence of physical location and registered office	
MR9	Provide Clients' Reference letters from five (5) Current clients with running policies, duly signed and stamped.	
MR10	Provide Copies of the Audited Financial Statements for the last three (3) years duly certified and signed by a Certified Public Accountant (i.e., 2019, 2020 and 2021). Annual Reports shall NOT Be accepted in place of Audited Financial Statements	
MR11	Provide past litigation and arbitration incidences encountered if any by the firm in the past two years	
MR12	Provide company profile indicating qualification of key personnel Attach copies of their CVs, academic & professional certificates.	

NOTE:

- Tenderers who fail to submit MOST of the documents listed above shall be disqualified.
- Tenderers who qualify at this stage will proceed to the Technical Evaluation stage

Technical evaluation will carry total of 100%

NO	Evaluation attribute	Scores	Max Score
T.S 1 (a)	<i>Experience:</i> No of years in provision of brokerage services	Each year of operation @ 1 marks, Maximum points = 15mks for 15years of operation	15
T.S 1 (b)	<i>Experience:</i> Provide at least 5 client references to which the Company has offered similar services of brokerage. (Attach contracts and or purchase orders) Bidders must also fill in the standard form for client references. <i>Bidders must complete the Bidder's experience form.</i>	Each Client given that has experience in provision of brokerage services. Maximum of 5 such clients)@ 4 marks,(Max. points = 20) Client without experience in insurance brokerage will be awarded any mark.	20
Instructions to bidders			
Particulars of appendix to instructions to			
		<i>requirements form provided in the tender document</i>	
T.S. 2	Resources: Company and Staff Profile(Attach CVs & Academic certificates) Managerial and Key Personnel Competency Profile Provide details of any relevant academic qualifications, certifications (Such certification should be relevant to the insurance industry.	(a)For the Lead Consultant/Team Leader: Academic background in insurance with a minimum of master's degree qualification and a minimum of five (5) years' experience in undertaking similar consultancies with a demonstrable level of acceptance of the results. (10 marks) (b) For support personnel: At least five (5) at senior level with Degree qualification (2x5 =10maks) and at least ten (10) at operational level with at least Diploma (10 Mks) (1mark @10personnel)=10mks	10 10 10

	T.S. 3	Firm's financial capacity (a) 3 Years' copies of audited accounts – (b) Average value of insurance brokerage business handled in the last 2 years (i) Over Sh. 100,000,000 - (15mks) (ii) Up to Sh. 70,000,000 - (10mks) (iii) Below Sh. 50,000,000 - (5 mks)	(5 marks) Highest marks is (15marks)	20
	T.S. 4	Adequacy of the proposed methodology and work plan to provide the general insurance brokerage services.	The bidder must provide a detailed work plan and delivery methodology outlining the following: (i) Response to inquiries – (5 marks) (ii) Claims handling procedures and documentation – (5 marks) (iii) Turn-around time for claim settlement- (5 marks)	15
			Total Marks	100 %

SECTION IV:

4. CONFIDENTIAL BUSINESS QUESTIONNAIRE

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. Part 1 General

Business
Name.....

Location of Business Premises
.....

Plot No,
Street/Road.....
 Postal addressCell No
 Email.....
 Nature of Business
 Registration Certificate No.

 Maximum value of business which you can handle at any one time -
 Kshs..... Name of your bankers

 Branch

	Part 2 (a) – Sole Proprietor
Your full..... Nationality.....	name Age..... Country..... in of
	Part 2 (b) – Partnership
Given details of partners as follows	
Name	Nationality Citizenship Details Shares
1.
2.
3.
4.
	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.
	Date.....Signature of Candidate.....

SECTION5:**BIDDER'S EXPERIENCE REQUIREMENTS / FORM**

Potential suppliers are required to submit details of at least five (5 No.) Organization where they have undertaken similar services in the format given below.

No.	Contact Information	Details
1	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
2	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
3	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
4	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	
5	Name of company	
	Name of contact person	
	Designation	
	Telephone number	
	e-mail address	

The prospective bidders must ensure that they have provided reference letters for **ALL** the above organizations.

SECTION 6:

SCOPE OF DAYSTAR UNIVERSITY INSURANCE POLICIES.

6.1 The value of premium for staff medical, student's medical and General insurance cover Inclusive of **WIBA Plus/Group Life Combined** is worth Kshs: 70 million per year as per summary in table 1:

	Insurance policy	Premium Value in KE per year	Expiry date
1.	Staff Medical Insurance policy	35,000,000.00	31/8/2022
2.	Students Medical Insurance policy	25,000,000.00	23/8/2022
3.	General insurance inclusive WIBA Plus/Group Life Combined.	10,000,000.00	31/12/2022

6.2 The role of insurance brokers shall include but not limited to; follow up of claims from the Clients, Risk Assessment, Legal Compliance, Self-Improvement, Liaison between Clients and insurance companies, administrative tasks such as correspondences with the insurer and other professionals Insurers, Professional advisers on performance of medical schemes, Negotiates and sells insurance policies, negotiate with the insurance companies to provide the best terms and premiums to their clients among others.

6.3 The brokerage fee/commission shall be paid by the underwriter as per the rates spelled out by Insurance Regulatory Authority (IRA).