

ADDENDUM - 2

FROM: COMMISSION ON ADMINISTRATIVE JUSTICE

TENDER NAME: PROVISION OF COMPREHENSIVE MEDICAL INSURANCE COVER FOR COMMISSIONERS AND CAJ STAFF.

TENDER NUMBER: CAJ/SMS/05/2023-2024

DATE ISSUED: 8TH NOVEMBER, 2023


S/NO	CLARIFIED CLAUSE	RESPONSE
ITT 23.1	The deadline for Tender submission is 9th November 2023 at 12.00 noon	The New Closing/opening date for this tender has hereby extended to 15th November, 2023 at 12noon
ITT 26.1	The Tender opening shall take place at: Physical Address: Commission on Administrative Justice 1 ST Floor, West End Towers, Waiyaki Way, Opposite Aga Khan High school on 9th November, 2023 Time: 12:00 noon	The Tender opening shall take place at: Physical Address: Commission on Administrative Justice 1 ST Floor, West End Towers, Waiyaki Way, Opposite Aga Khan High school on 15th November, 2023 Time: 12:00 noon
Scope of Cover		
7	Financial stability The bidder should give at least (10) ten current reputable clients preferably (5) from public sector and (5) from private sector with proof of the business awarded i.e. LSO/Award letters/Contracts	7. Financial stability The bidder should give at least (10) ten current reputable clients with proof of the business awarded i.e. LSO/Award letters/Contracts
10	Reference and Key Personnel The bidder must demonstrate its ability, knowledge and experience in the provision of medical insurance services and give details of four key personnel charged with management of the medical scheme	The bidder must demonstrate its ability, knowledge and experience in the provision of medical insurance services and give details of four key personnel charged with management of the medical scheme in their structure i.e in operations, underwriting, care management, claims management


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KINDLY NOTE THAT THE EVALUATION CRITERIA HAS BEEN REVIEWED AS SHOWN BELOW

TECHNICAL MANDATORY CRITERIA

No	Evaluation Attribute	Weighting Score	YES/NO
Details of the cover			
T.M. 1	Clearly outline detail of the inpatient cover with due regard to the different cover limits provided	Provide inpatient cover benefit as per the client proposals indicating the details of the cover aligned to the requirements under the scope	
T.M.2	Clearly outline detail of the outpatient cover with due regard to the different cover limits provided	Provide outpatient cover benefit as per the client proposals indicating the details of the cover aligned to the requirements under the scope	
T.M.3	Clearly outline detail of the dental benefits with due regard to the different cover limits provided	Provide Dental benefit package as per the client proposals indicating the details of the cover aligned to the requirements under the scope	
T.M.4	Clearly outline detail of the optical benefits with due regard to the different cover limits provided	Provide optical benefit package as per the proposals presented by the client indicating the details of the cover aligned to the requirements under the scope	
T.M.5	Clearly outline details of the cover with due regard to COVID 19	Provide a proposal for management of COVID 19 within the inpatient and outpatient cover indicating any additions	
T.M.6	All chronic illnesses, congenital defects, all pre-existing conditions and HIV-Aids related illnesses to be covered 30% within inpatient and 100% within outpatient covers respectively	As per the proposals presented by the client	
T.M.7	Commencement period for the scheme to take effect	Immediately	
T.M.8	Age limit for accessing the cover for children and dependants	0 months – 25 years for dependants who are attending college or as may be extended with the approval of the CEO	
T.M.9	Age limit for principal member and spouse	Lower age limit is 18 years and upper limit is 65 years	

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No	Evaluation Attribute	Weighting Score	YES/NO
T.M.10	Provision for medical check-up within the limits provided.	Provide benefit package for general health check-up as per the proposals presented by the client	
T.M.11	Provision of hospital accommodation within the three categories provide <ul style="list-style-type: none"> • Executive • Private • Semi - private wards 	Provide details for accommodation as per client requests for various staff cadres.	
T.M.12	Accommodation for those Accompanying children below 12 years.	As per the proposals presented by the client	
Suitability of the Cover			
T.M.13	Provisions for children vaccines/immunizations and for baby friendly vaccinations covered within the out-patient cover	As per the proposals presented by the client	
T.M.14	Treatment of gynaecological conditions	As per the client's requirements and if the treatment will be covered within the inpatient and outpatient covers limits.	
T.M.15	Declare all exclusions for all the covers.	Details of exclusions proposed within the requirements of the cover	
T.M.16	Details of the maternity cover within the limits provided for normal delivery and first and subsequent emergency caesarean sections	Maternity cover to cater for delivery only (normal and caesarian) within the provided cover limits	
Case management			
T.M.17	Admission of new members into the scheme	Immediately	
T.M.18	Details of overseas treatment	Provide details of overseas treatment for staff who travel out for work and on referrals	
T.M.19	Last expense cover	Provide details for provisions of the last expense cover as per the client's proposal	



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KINDLY NOTE TO PROCEED TO TECHNICAL EVALUATION BIDDERS MUST COMPLY TO ALL OF THE ABOVE TECHNICAL MANDATORY CRITERIA.

TECHNICAL EVALUATION CRITERIA

No	Evaluation Attribute	Weighting Score	Max. Score
T.S.1	Number of years in medical insurance business	<ul style="list-style-type: none"> Minimum 5 years in managing medical business. (5marks) Less than 5 years (2marks) 	5
T.S.2	Detailed Company's profile indicating physical address and details of location, key personnel details and copies of academic and professional certificates as per CVs of four key staff/ personnel in the medical business.	<ul style="list-style-type: none"> Company profile and detailed organizational structure (4 marks) Proof of evidence i.e. copy of title, lease documents, latest utility bill etc. (1mark) Four key personnel in operations, underwriting, care management, claims management with relevant degree (2 marks) each CV's of the 4 key staff detailing experience in medical business (2marks) each Professional qualifications in insurance business for two key staff (2marks) each 	25
T.S.3	Must give ten reference letters from reputable clients for business handled in the last 3 years (2020,2021&2022) with proof of award of the indicated business (Award letter/LPO/Contract)	<p>Reference letters from</p> <ul style="list-style-type: none"> 10 reputable Clients (2 mark) each. Proof of business for each client mentioned (1 mark) 	30
T.S.4	To provide proof of wide area network of covering hospitals, clinics, doctors / specialists, pharmacists etc. across the country.	<p>Panel of service providers across the 47 counties with at least five Level 5 hospitals and three Level 6 hospitals (1 mark) each</p> <p>List of specialist's doctors/consultants/pharmacists across the 47 counties (2marks)</p>	10

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No	Evaluation Attribute	Weighting Score	Max. Score
T. S.5	Proof of network coverage outside Kenya to take care of cover outside the country on referrals	Provide details for network coverage outside the country. At least ten referrals (0.5mark) each	5
T.S.6	Procedure for administration of the cover for overseas treatment	Provide details of administration of the cover for overseas treatment for staff who travel out for work and on referrals (2marks)	2
T.S.7	Demonstrate procedure for inclusion of members with chronic illnesses, congenital defects, all preexisting conditions into the cover	The flexibility of dealing with new cases for staff/dependants with pre-existing conditions and congenital defects (2marks)	2
T. S.8	Procedure for settlement of claims – indicating the claims turnaround time	Give details for turnaround time for settling claims as per CAJ requirements. - Less than 1week (2 marks) - More than one week (0 marks)	2
T.S.9	Procedure for admission of new members into the scheme	Give details for procedure for admission (2marks)	2
T.S.10	Provide recommendation letters from 5 major hospitals on claim settlement and business relationship	Give proof of claims settlement with at least 5 major hospitals. (2marks) each	10
T.S.11	Demonstrate how the cover will be administered	Inception report(1mark) Quarterly reports on utilization (1mark) Health talks/review meetings(1mark) Draft policy document (1mark)	4
Financial Suitability			
T.S.12	Submit copies of certified audited accounts for the last 3 years 2020,2021 & 2022	Liquidity Ratio: - 2:1 ratio (3marks) 1:1 ratio (1 mark)	3
TOTAL TECHNICAL SCORES			100



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