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| **Tender No:** | **MCK-NBO-INS-022-008** |
| **Tender Name:** PROVISION OF INSURANCE SERVICES –UNDERWRITTER FIRMS ONLY (GMC, GLA/GPA/WIBA & MOTOR VEHICLE) | **Date Issued: 18th October 2022** |

This provides answers to queries raised by bidders about the above subject tender. The responses are posted on website for access by all prospective bidders and does not disclose the source.

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| No. | **Question** | **Response** |
| 1 | Kindly confirm that insurance intermediaries are not allowed to participate in this tender. | Only underwriters are allowed to participate in this tender. |
| 2 | We would like to get a clarification if all the classes will be awarded to one underwriter or those not offering GLA can only tender on the classes they underwrite. | Each class of insurance as defined in the Request for proposal (RFP) will be evaluated separately and awarded to the highest-ranking underwriter in each category. Underwriters can only tender for the category they underwrite. |
| 3 | Our understanding is that Mercy Corps has already procured services of an administrator/broker (MIP) for the medical scheme, therefore clause 7 and 8 on page 7, is not relevant on this tender. It would be prudent if this can be clarified to all bidders by way of an addendum. | The current contract for medical insurance services is managed by an administrator/ broker whose services were procured in December 2020 and whose contract will expire on 31st December 2022. The Request for Proposal (RFP) that has been advertised is for direct services by underwriters (No brokers) that will be provided commencing 1st January 2023 to 31st December 2023 with a possibility of extension for one more year subject to satisfactory performance. Therefore, an addendum is not applicable. |
| 4 | The scope of cover under group life is not indicated in the RFP. | Underwriters are requested to make proposals as per the general scope of work indicated in the RFP on page 21 |
| 5 | Please advise on the validity period of the tender security requested, we however note that the offer should be valid for 180 days. Should the tender security also be valid for 180 days? | Yes. 180days |

All other terms and conditions in the tender remain unchanged.

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