



# TENWEK HOSPITAL

A Ministry of Africa Gospel Church

**Postal Address:**

P.O Box 39  
Bomet-Kenya

**Telephone:** (254) 728-091900, 20-2045542

**E-mail:** [info@tenwekhosp.org](mailto:info@tenwekhosp.org)

**Website:** [www.tenwekhosp.org](http://www.tenwekhosp.org)

---

## REQUEST FOR PROPOSAL DOCUMENT

**PROVISION OF PROVIDENT FUND SCHEME SERVICES UNDER  
UMBRELLA ARRANGEMENT FOR TENWEK HOSPITAL.**

**RFP NO: TWKHOSP/ RFP/02/2023**

**SEPTEMBER 2023**

## RFP NO: TWKHOSP/RFP/02/2023

### PROVISION OF PROVIDENT FUND SCHEME SERVICES UNDER UMBRELLA ARRANGEMENT FOR TENWEK HOSPITAL

#### INVITATION TO TENDER

1. The purpose of this Request for Proposal, RFP is to select a suitable firm/ consultant to submit their proposals for provision of subject services
2. This RFP is sent by email to the registered official company email address of the designated recipient. **Bidders are required to acknowledge receipt of the tender document by return mail**
  - 2.1 On receipt of this RFP please inform us
    - (a) that you have received the letter of invitation; and
    - (b) whether or not you will submit a proposal for the assignment

#### Important Instructions:

3. The whole tender document is to be printed, completed and sealed in a plain envelope clearly marked with the tender number and title. Each page of the tender document should be signed/ initialled accordingly.
4. Sealed bids marked “**RFP NO. TWKHOSP/RFP/02/2023: PROVISION OF PROVIDENT FUND SCHEME SERVICES UNDER UMBRELLA ARRANGEMENT FOR TENWEK HOSPITAL** ” must be deposited at the procurement office at Tenwek Hospital’s main Administration Block or sent via email to [Philemon.Rono@tenwekhosp.org](mailto:Philemon.Rono@tenwekhosp.org) and copying [purchasing@tenwekhosp.org](mailto:purchasing@tenwekhosp.org), **on or before Wednesday, 4<sup>th</sup> October 2023 at 2.00PM.**
  - 4.1 Bidders must ensure that their documents have been stamped as received and recorded in the register for bulky tenders.
  - 4.2 Late bids or incomplete bids will **not** be accepted under **any** circumstances.
5. The price quotation, in strict accordance with the requirements of 3<sup>rd</sup> Schedule **shall** be typed on the blank format. Handwritten bids shall be **disqualified.** ( N/A)
6. Upon the award, the successful bidder shall provide the services with the highest standards of professional and ethical competence and integrity, together with fulfilment of all applicable legal requirements and instructions contained in our “GENERAL CONDITIONS” with which the bidders are expected to be acquainted in as far as these conditions are not modified by any stipulation conditions in the tender documents. No appeal is admissible over the awarding of the contract.
7. The service to be provided under this tender is detailed under 2<sup>nd</sup> Schedule (Scope of Service). Any subsequent amendments shall be notified in writing to bidders
8. The bidder is advised to acquaint themselves with the below critical tender dates

EVENT	VENUE	DATE	TIME
Clarification Meeting	N/A		
Tender Closing Date	Tenwek Hospital	4 <sup>th</sup> October 2023	2.00PM
Tender Opening Date	Tenwek Hospital	4 <sup>th</sup> October 2023	2.30PM
Focal Person: Benjamin Siele, Director – Human Resource & Administration			
Enquiries regarding this tender should be directed to Procurement Officer on <a href="mailto:Philemon.Rono@tenwekhosp.org">Philemon.Rono@tenwekhosp.org</a>			

**Preliminary mandatory requirements:**

9. **ALL** Bidders will be required to submit their company profile and to satisfy all relevant licensing and/or registration with the appropriate statutory bodies in Kenya. Bidders MUST;
  - a) Submit copy of Certificate of Incorporation/ Registration
  - b) Submit copies of PIN, VAT, valid Business Permit and a current Tax Compliance Certificate
  - c) Be properly registered with the relevant licensing/professional authorities/bodies
  - d) Have been in business for a period exceeding 5 years
  - e) Provide audited financial statements for the last 3 years
  - f) Provide solid reference from their bankers, and Three customers
  - g) Provide testimonials or references from clients they have served before attaching proof of works ( LPO, Letter of Awards etc)
  - h) Ensure that the Confidential Business Questionnaire has been duly filled and relevant supporting documentation attached.

**Evaluation of Proposals:**

10. The proposals will be evaluated in 3 stages, namely:
  - a) Determination of Responsiveness (Mandatory requirements)
  - b) Detailed Technical Examination
  - c) Price/ Cost Analysis

## **SECTION II**

## **- INSTRUCTIONS TO TENDER**

### **2.1 Introduction**

2.1.1 Tenwek Hospital will select a successful bidder among the invited bidders, in accordance with the method of selection detailed under this section.

2.1.2 Bidders are invited to submit a Technical proposal and a Financial proposal in accordance with the instructions to tender.

2.1.3 Tenwek Hospital will provide the inputs and services specified under the scope of work and specification.

#### **2.1.4 Please note that;**

- (i) The cost of preparing the proposal and negotiating the contract including any visit to Tenwek Hospital are not reimbursable as a direct cost of the assignment.**
- (ii) Tenwek Hospital is not bound to accept any of the proposals submitted.**

### **2.2 Clarification and amendment to the RFP documents**

2.2.1 Bidders may request clarification of the bidding documents not later than the date stated in the Invitation to Tender. Any request for clarification must be sent in writing by email to Tenwek Hospital's address indicated under the Invitation to Tender". Tenwek Hospital will respond by email to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all bidders invited to submit proposals Five (5) days before the closing date.

2.2.2 At any time before the deadline for submission of the proposals, Tenwek Hospital may for any reason; whether at its own initiative or in response to a clarification requested by a bidder, amend the RFP. Any amendment shall be issued in by email to all bidders and will be binding on them. Tenwek Hospital may at its discretion extend the deadline for the submission of the proposals.

### **2.3 Validity and Preparation of proposals**

2.3.1 Tenders shall remain valid for **60 days** after date of tender opening prescribed by Tenwek Hospital, under the invitation to tender. A tender valid for a shorter period shall be rejected as non-responsive.

2.3.2 In exceptional circumstances, Tenwek Hospital may solicit the Bidder's consent to an extension of the period of validity pursuant to clause 2.2 above. The request and the responses thereto shall be made in writing. A bidder granting the request will not be required nor permitted to modify its tender.

2.3.3 The Bidder's proposal shall be written in English language.

2.3.4 In preparing the Technical proposal, bidders are expected to examine the documents constituting the RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

### 2.3.5 Documents constituting the RFP are

- a) Invitation to tender
- b) Instructions to Tender
- c) General Conditions of Contract and where applicable Special Conditions of Contract
- d) Scope of service and Specification including Specific Mandatory Requirements
- e) Price schedules
- f) Confidential business questionnaire form

## 2.4 Submission, Receipt and opening of proposals

251 The technical proposal and the financial proposal shall be prepared in indelible ink. Both proposals shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder. Any such corrections must be initialled by the persons or person authorized to sign the proposals.

**252** The Technical proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" and the financial proposal shall be placed in a sealed envelope duly marked "FINANCIAL PROPOSAL". **Both envelopes shall bear the address of the bidder submitting the proposals for purposes of returning the bids unopened pursuant to clause 2.5.4 below.** Both envelopes shall then be placed in an outer envelope and sealed. This outer envelope shall bear Tenwek Hospital's address and clearly marked "DO NOT OPEN before the date indicated in the invitation to tender as the deadline for submission. **If the submission is on mail ensure that the financial proposal is password protected.**

253 The completed Technical and Financial proposals must be delivered at the submission address on or before the time and date of the submission of the proposals indicated in the Invitation to Tender – Section I. Any proposals received later than the closing date for submission of proposals shall be rejected and returned to the individual bidder unopened.

254 After the deadline for submission of proposals the outer envelope and the technical proposals shall be opened immediately by the opening committee. The financial proposals shall be marked with the individual bidders number allocated at the time of opening the outer envelope and the technical proposals but shall remain sealed and in the custody of a responsible officer of Tenwek Hospital up to the time set for opening them.

## 2.5 Evaluation of the Proposal (General)

261 To assist in the examination, evaluation and comparison of tenders the hospital may at its discretion, ask the bidder for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance shall be sought, offered, or permitted.

262 Any effort by the bidder to influence the hospitals tender evaluation, tender comparison or contract award decisions may result in the rejection of the bidders tender.

263 The proposals will be evaluated in 3 stages, namely:

- (a) Determination of Responsiveness (Mandatory requirements)

- (b) Detailed Technical Examination
- (c) Cost/ Financial Evaluation
- (d)

## 2.7 Stage 1: Determination of Responsiveness/ Mandatory Requirements

NO	MANDATORY REQUIREMENTS	YES/ NO
1	Copy of Certificate of Incorporation	
2	Certified Copy of Latest CR12]	
3	Proof of Registration of firm with RBA	
4	Business Permit from the County	
5	KRA Tax Compliance Certificate	
6	Duly Completed, signed and stamped Confidential Business Questionnaire	
7	Professional Indemnity of at least Kshs 500M	
8	Audited Accounts for the last three Years (2020-2022)	

The bidders who do not satisfy any of the above requirements shall be considered Non- Responsive and their tenders will not be evaluated further.

### 2.7.1 Stage 2: Detailed Technical Examination

The evaluation committee appointed by the hospital to evaluate the proposals shall carry out the evaluation of technical proposals following the criteria set out below;

The Technical criteria that to be used in evaluating the tenders will be as follows: -

	Evaluation Criteria	Criteria	Score
(a)	Number of years the service provider has been in the business of Fund Management Services	A mark for each year served up to a maximum of 10 Years	10
(b)	Specific experience and Site References: Provide a list of at least 10 Pension schemes clients/ retirement benefit schemes which the company has provided similar services in the last 3 years each with an asset portfolio of over Kshs 5 Billion. Attach proof of evidence like LPO/LSO and also reference letters for the 10 clients	<ul style="list-style-type: none"> <li>• Over 10 Billion – 1 marks per client reference letter provided</li> <li>• 5-10 Billion – 0.5 Marks per client reference letter provided</li> <li>• Below 5 Billion – 0 Marks</li> </ul>	10
(c)	Personnel Qualification & Competence. Provide a list of qualified personnel with over 10 years' experience. Qualified technical personnel specialized in fund management (provide evidence using CV and relevant professional certificates i.e. Certified Financial Analyst or Equivalent. Technical staff with post graduate degree in the	5 Staff and above – 10 4 staff members - 8 3 staff members - 6 2 staff members – 4 1 staff member - 2	10

	relevant area must provide evidence		
(d)	Project Methodology Adequacy and work plan in response to the TOR. Detail the scheme reporting mechanism and system in use with given time frames	Comments on the attached TOR	15
(e)	Financial Capability. Growth of fund managers business in the last 3 years. Break down growth per year and in percentage	Over 15% - 15 Marks Over 10% -to 15% - 10 Marks Over 5% to 10% - 5 Marks Below 5% - 2 Marks	15
(f)	Asset base of the Company	100 Billion and above – 15 Marks 50-99 Billion – 10 Marks 49 Billion and below – 5 Marks	15
(g)	Total Value of client assets (portfolio value) under management	Over Kshs 150 Billion – 15 Marks Kshs 100 B to 150B – 10 Marks Kshs 50B – Kshs 100B – 5 Marks Below Kshs 50B – 0 Marks	15
(g)	Profitability Margins	25% and above – 5 Marks 15% to 25% - 3 Marks 7.5% to 15% - 1 Mark Less than 7.5% - 0 marks	5
(h)	Liquidity Ratio	2:1 – 5 Marks 1:1 – 3 Marks Less than 1:1 – 0 Marks	5
	<b>TOTAL</b>	<b>100</b>	

**To be eligible for the Financial Evaluation, bidders must score a minimum of 75 marks**

2.7.2 Any technical proposal which fails to achieve the minimum score indicated above shall be rejected at this stage and will not proceed to the next stage of evaluation. The respective financial proposal will be returned to the individual bidder unopened.

## **2.8 Financial proposal and Evaluation**

2.8.1 In preparing the financial proposal, the Bidders are expected to take into account the requirements and conditions as outlined in the RFP document. The Financial proposal will therefore be as per the Pricing Schedule.

2.8.2 The Financial proposal must remain valid for 60 days after the submission date. The Hospital will make best efforts to complete negotiations within this period.

2.8.3 The evaluation committee will determine whether the financial tenders are complete (i.e. whether the bidder has costed all the items in the schedule of prices. The cost of any unpriced items in the schedule of prices shall be assumed to be included in other costs in the proposal.

- 2.8.4 The formulae for determining the Financial Score (Sf) shall, unless an alternative formula is indicated in the Appendix "ITC", be as follows: -  $S_f = 100 \times FM/F$  where Sf is the financial score; FM is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T=the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + p = I) indicated in the Appendix. The combined technical and financial score, S, is calculated as follows: -  $S = St \times T \% + Sf \times P \%$ . The firm achieving the highest combined technical and financial score will be invited for negotiations.
- 2.8.5 Confirmation shall be sought in writing from the tenders whose tender sums will be determined to have a significant arithmetic error to their disadvantage, to confirm whether they stand by their tender sums.
- 2.8.6 The amount stated in the tender will be adjusted in accordance with the above procedure for the correction of errors and, with concurrence of the bidder, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount, the tender may be rejected
- 2.8.7 The Financial proposal shall provide the information required under the pricing schedule
- 2.8.8 The lowest bidder will be allocated the maximum score of 100 and will be invited for negotiations where necessary.

## **2.9 Combining Financial and Technical Scores**

Combining Financial and Technical score will be carried out as per clause 2.8.4 above. The weight to be assigned for the technical scores (t) will be 80% while the financial scores (p) will be 20%. The bidders with the highest combined financial and technical scores will be invited for negotiations.

## **2.10 Negotiations (*where necessary*)**

- 2.10.1 Having selected the winning bidder, the hospital will hold negotiations with the winning bidder to reach agreements on all points regarding the project and sign a contract.
- 2.10.2 The negotiations will include a discussion on the technical proposals, proposed methodology and work plan. Special attention will be paid to getting the most economically advantageous bidder that can best offer the service within the available budget and to clearly define the inputs required from the hospital to ensure satisfactory implementation of the project.
- 2.10.3 The negotiations will be concluded with a review of the draft contract. To complete negotiations the hospital and the selected bidder will initial the agreed Contract. If negotiations fail, then the hospital will invite the bidder whose proposal achieved the second highest score to negotiate a contract.

## **2.10 Award of Contract**

- 2.10.1 The contract will be awarded following negotiations. After negotiations are completed the hospital will promptly notify the other bidders that they were unsuccessful.



2.10.2 The selected bidder is expected to commence the project on the date at the location specified by Tenwek Hospital.

**2.11 Tenwek Hospital's Right to Accept any Tenders and vary quantities**

2.11.1 Notwithstanding clause 10 above, the hospital reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders at any time prior to award of contract, without thereby incurring any liability to the affected bidders on the grounds of Tenwek Hospital's action.

**2.12 Confidentiality**

2.11. Information relating to evaluation of proposals and recommendations of contract award shall not be disclosed to the individual bidders who submitted the proposal or to other persons not officially concerned with the process, until the winning individual bidder has been notified that he/she has been awarded the contract.

## **SCHEDULE II: SCOPE OF WORK**

### **Scope of the Assignment**

#### **2.1 Main Task**

Tenwek Hospital has planned to procure the services of pension fund management from an umbrella registered and regulated by Retirement Benefits Authority (RBA). The umbrella should never have been an administrator of any scheme fund which has been either deregistered or wound up because of their fault.

#### **2.2 Specific Deliverables**

The umbrella is expected to provide services of pension fund management for the Tenwek Hospital current employees appointed on permanent and pensionable terms.

The pension manager shall perform the following functions during period of contract:

1. Provide members with information on the pension scheme and keep them informed and engaged from the moment they join the pension scheme to the time they exit;
2. Submit annual reports (or at other intervals) on the performances of the fund to the Authority and Trustees;
3. Plan education forum/services for members;
4. Invite members to the Annual General Meetings (AGM) of the umbrella;
5. Provide compliance records to RBA and KRA if need be and where necessary;
6. Issue member funds and scheme statements to the employer;
7. Keep custody and prudent investment of retirement savings including 100% guarantee of the accumulated value;
8. Maintain the member and beneficiary records, contribution and fund balance records;
9. Process withdrawals, death or retirement benefits;
10. Oversee the effective and efficient processing of pension applications for members by ensuring that the documents submitted on behalf of pension applicants are processed promptly;
11. Process members pension benefits within 30 days after their retirement;
12. Peruse the pension particulars and other documents submitted under the Tenwek Hospital and advise accordingly;
13. Liaises with Tenwek Hospital regarding incomplete documents;
14. Buy any investments on behalf of the members, and to sell or release any investments belonging to the scheme and administer any such investments;
15. Have the professional and technical capacity to perform its functions;

**3<sup>RD</sup> SCHEDULE: PRICING SCHEDULE**

<b>ITEM NOB</b>	<b>DESCRIPTION OF INSURANCE COVER</b>	<b>% OF GROSS PREMIUM</b>
	<b>PROVISION OF PROVIDENT FUND SCHEME SERVICES UNDER UMBRELLA ARRANGEMENT FOR TENWEK HOSPITAL</b>	

**NOTES:**

- a) Total premium shall cover all benefits as per the terms of Reference
- b) All prices to be inclusive of all applicable taxes
- c) In case of discrepancy between unit price and total, the unit price shall prevail
- d) Contract period is for an initial term of three years ( 3) from date of award and contract signing. The subsequent term will be subject to review on satisfactory performance in the first term.

**Name of tenderers representative authorized to sign:**

.....

**Name**

.....

**Signature & Official Stamp**

