

PART A(1): MANDATORY REQUIREMENTS FOR INSURANCE BROKERS

The following Mandatory requirements must be fulfilled by potential Insurance Brokers

MR1	<p>Registration Documents (Certified true copies)</p> <ol style="list-style-type: none"> A copy of Certificate of Registration/Incorporation issued by the registrar of Companies. Broker must have been in existence for at least 10years. Current Business Permit for the year 2026. CR12 from Registrar of Companies (downloaded less than 3 months Old). Attach copies of IDs/Passport for owners/ directors of the firm. Valid Tax Compliance Certificate, be verified using the online KRA Compliance checker.
MR 2	Certified True copies of Valid NSSF and SHA Compliance Certificates.
MR 3	Copy AIBK membership certificate for the year 2026 certified by Association of Insurance Brokers of Kenya.
MR 4	A copy of Insurance Regulatory Authority (IRA) Practicing License for the year 2026 stamped and signed by IRA and Evidence of IRA practicing licenses for the last 10 years, certified by IRA.
MR 5	Professional Indemnity Certificate of at least Kshs. 200 million from a reputable insurance company in Kenya. The professional indemnity to be certified, signed and stamped by the insurance company's CEO/Principal officer. KPLC reserves the right to confirm the validity of the policy document/renewal endorsement with the issuing Underwriter).
MR 6	Certified copies of Audited books of accounts for 2023 & 2024. Attach the Auditors/Audit Firm valid ICPAK practicing license. Certification must be done by Commissioner of Oaths.
MR 7	Proof of having done an average Annual Gross Premium of at least Kshs. 500 million over the last two years 2023 and 2024. Provide certified extracts from books of account.
MR 8	Evidence of Paid-up capital of at least KES. 10 million. Attach CR 12 Returns less than 3 months old from tender closing date.
MR 9	Certified copy of Bank Guarantee of KShs. 3 million, signed and stamped by an Advocate of the High Court of Kenya. This certification must not be dated more than three (3) months prior to the tender closing date.
MR 10	Power of Attorney Commissioned by Commissioner of Oaths signed by the person authorized to sign the documents on behalf of the Broker.
MR 11	Provide a List of at least 5 Corporate clients with at least a Premium of Ksh. 10M each (Excluding Motor and Medical) served within the last 2 years (2024 & 2025). Attach a copy of the Award letters and their respective contracts (Certified True copies of the original).
MR 12	Current Reference letters from the list of clients above(MR13) with at least a premium of 10M each served for the last 2 years, excluding motor and Medical business. The letter must be current addressed to procuring entity in client's letter head.
MR 13	Provide a CV of the Principal Officer with at least a bachelor's degree and Professional qualification in ACII/AIHK/LOMA/CPA, minimum of 5 Years' experience in insurance or financial services. Attach certified True copies of academic and professional certificates, IIK membership certificate for 2026.
MR 14	Provide a consent letter with authorization signed by the CEO/Principal Officer to allow KPLC as the procuring entity to conduct due diligence.
MR 15	Data Protection Compliance Certificates (Data Processor and Data Controller) issued by the Office of the Data Protection Commissioner. Certified, signed and stamped by an

	Advocate of the High Court of Kenya.
MR 16	<p>Undertaking by the Insurance broker:</p> <p>a) That the broker will render claims administration services to KPLC until all claims that fall under the tender/contract duration are fully settled. Brokers who have stopped serving KPLC for past period claims are not eligible to apply.</p> <p>b) A statement by the principal's officer confirming that all information provided is accurate and that any material misrepresentation could lead to disqualification of contract or policy cancellation.</p> <p>c) A signed Performance undertaking form signed by the principal officer/MD on claims servicing as per the broker's SLA & Claims Turnaround time proposed in methodology with their Preferred underwriter. (Format provided).</p> <p>d)</p>
MR 17	<p>Statement on the past contracts with KPLC.</p> <p>a) A statement by the principal officer on any past misrepresentation</p> <p>b) A statement on unsettled fully documented claims exceeding 90 days. A broker with unsettled fully documented non litigation claims exceeding 90 days as at the tender submission date must indicate measures in place to ensure the pending claims are settled. ALL claims pending above 90 days as at the prequalification closing date must be settled within 30 days from closure of this prequalification tender, failure to which both the broker and the underwriter will Automatically be Debarred from participating in the upcoming tender.</p>

Note: Brokers must meet ALL the Mandatory requirements before proceeding to the technical evaluation. KPLC is free to confirm the authenticity and accuracy of the information given. Inaccurate information will result in automatic disqualification.

PART A(2) INSURANCE BROKER'S TECHNICAL EVALUATION

No.	Evaluation Criteria	Max. Score (%)
T1.	<p>Years of Existence of Firm (Minimum 10 years). Years of experience of the firm. Attach current certified, stamped and signed certificate of incorporation.</p> <p>a) Between 10 years – to 15 years of existence - (5) Marks b) Over 15 years existence – Eight (8) Marks</p>	8
T2	<p>Technical capability of the Broker to handle non-motor claims. Evidence of handling claims Exceeding Kes.50 million in the last two years i.e. 2024 and 2025 Cumulatively. Evidence in form of Underwriter's DV signed by the claimant and Bank transfer/RTGs signed and stamped by Principal officer/MD of the insurance company. Certified by commissioner of oaths.</p> <p>a) Claims paid above KShs. 50 million – Ten (10 marks) b) Claims paid between Ksh. 25 and KShs. 50 million– Eight (8 marks) c) Claims paid below KShs. 25 million Five (5 marks)</p>	10
T3.	<p>Claims Turnaround time. Provide a claims turnaround time for fully documented claims.</p> <p>Provide a list of at least 10 Non-Motor claims excluding KPLC of at least 10M each paid within 21 days of DV execution by the claimant for the last 2 years (2024, 2025). Provide evidence in form of (Discharge voucher and bank remittance advice/ RTGs. Must be Certified, stamped and dated by the underwriter.</p>	10

	<p>a) Ten (10) claims settled within fourteen (21) days (10 Marks)</p> <p>b) Ten Claims settled within thirty days (30 days (8 marks)</p> <p>c) Ten claims Settled within sixty (60) days (5 marks)</p> <p>d) Claims settled over Ninety (90) days (0 marks)</p>	
T4.	<p>Technical Capacity- Experience of Proposed Team</p> <p>Qualifications and competence of 4 key staff as follows.</p> <p>a) Principal Officer, Team Leader -(Maximum 3 marks)</p> <ul style="list-style-type: none"> - Master's business Degree (1 mark) - University Graduate one (0.5) Mark - ACII/AIHK/LOMA one (1) Mark - Experience Minimum 15 years (0.5 Mark) <p>b) Three (3) other Technical Officers, Underwriting Lead, Claims lead and Legal lead</p> <ul style="list-style-type: none"> - University Graduate one (0.5) Mark each - Diploma ACII/AIHK/PGD -One (0.5 Mark) each - Experience Minimum 7 years (0.5 Mark) each <p>c) IIK/LSK Membership certificate for all (0.5 marks each)</p> <p>(All the certificates and CVs to be stamped, signed and Certified by Commissioner of Oaths.</p> <p>N/B; Information provided for the technical team to be verified during site visit assessment and evaluation.</p>	9
T5	<p>Broker's experience in servicing clients in Energy Sector or a big corporate clients with annual premium awarded of at least 30M.</p> <p>Attach a list of at least 5 Energy-related clients or big corporate clients with Awarded Annual premiums of at least Ksh. 30M each (Excluding Motor and Medical) for the last 3 years. Attach Certified copies of award letters, Extracts of contracts and Recommendation letters addressed to KPLC. (2 marks each).</p> <p>KLC will conduct due diligence on each client) - Give a list of the Five (5) clients together with the Contact Person and telephone numbers and email address. The list of clients excludes KPLC.</p> <p><i>NB: Any broker who provides fake clients or false information will be disqualified.</i></p>	10
T6	<p>Insurance System for Underwriting & Claims Administration.</p> <p>Provide Evidence of Insurance system in place to handle the risks. Provide evidence of purchase contracts and agreements with the service providers, Remittance of payment for the system. Attached certified True copies.</p>	6
	Total Stage 2	53

PART A (3): EVALUATION ON METHODOLOGY & WORKPLAN FOR PERFORMING THE ASSIGNMENT.

This Part of technical evaluation will focus on execution of service, Operational procedures, Detailed scope of cover /Clauses, Value addition, Technical capacity and knowledge of the broker to handle KPLC insurance policies and provide technical advice when required.

No.	Evaluation criteria	Verified
1.	<p>Compliance to Scope of Cover & Clauses Provide a methodology and Operational work plan on:</p> <ul style="list-style-type: none"> a) Broker’s approach to ensure adequacy of cover to the procuring entity. (5marks) b) Measures to ensure Extensive clauses are favorable to the procuring entity to avoid any exposure. (5Marks) c) Steps to ensure policy clauses conform to the procuring entity’s risk notes. (5marks). <p>Brokers should be keen to ensure KPLC’s risk notes align with the underwriter’s terms to avoid exposure during claims. Service providers with previous policy gaps MUST state corrective measures in their methodology to ensure the same does not recur and a commitment signed by the principal officer on how to resolve the challenge where a claim has been declined due to such gaps. Failure to issue a commitment will render no marks from criteria 1b &c.</p>	15
2	<p>Broker’s ability on claims Administration and Management. (Brokers must conduct due diligence to ensure their proposed underwriter is able to pay claims when due and the broker has a responsibility to follow claims to closure on time. If the broker’s proposed underwriter fails, the broker also fails).</p> <p>Provide methodology and work plan in the following.</p> <ul style="list-style-type: none"> a) Claims administration and management on Liability policies specifically; Public & Products Liability(with conloss), GPA/WIBA/GLA with Critical illness and Motor Vehicle Insurance policies. Provide details for each policy. (9 marks) b) Proposed Service Level Agreements (SLA) and Turnaround Times (TATs) with underwriters and other service providers i.e Loss Adjusters/Investigators, and Lawyers. (6marks). (Maximum claims TAT for fully documented claims is 90 days). (6 marks) c) Strategies to ensure quick response and full documentation from staff on GPAWIBA/GLA Insurance claims. (2 marks). d) Strategies to ensure procuring entity is not subjected to Auctioneers for litigation claims where judgement have been passed. (3 marks). e) Strategies to resolve disputes between the procuring entity and Underwriters on claims closure due to late documentation (2 marks) <p>Brokers must demonstrate and clearly highlight strategies to ensure no fully documented and Non litigation claims remain outstanding over 90 days from underwriters they chose to work with.</p> <p>Brokers with fully documented claims serviced to ensure claim payment is within 90 days after DV – (Full marks)</p>	22

	Brokers with outstanding fully documented claims (Non litigation) or unpaid judgement claims exceeding 90 days (0 marks).	
3	<p>Value Addition</p> <p>Provide Methodology and work plan on the below stated Value additions</p> <ul style="list-style-type: none"> a) Capacity Building for the Procuring Entity's insurance team on Claims Reserving. (half yearly) (3 Marks) b) Capacity building to the team on Extensive clauses under Liability policies. (quarterly) (2 marks) c) Risk improvement measures to contain the Cost of premiums on Public/ Products Liability, GPAWIBA/GL and Motor Vehicle Insurance. (quarterly) (3 marks) d) Regular update on trends and changes in the Insurance industry. (quarterly) (2 marks) <p>Current brokers who have not offered any value addition on the policies they are servicing like Capacity building, risk assessment or policy awareness must state corrective measures to address the same and ensure at least 1(one) value addition services given before end of contract period failure to which broker will be disqualified in participating on the next contract.</p>	10
	Total Stage 3 evaluation.	47
	Combined total stage 2 to Stage 3.	100

Note: The pass mark for technical requirements will be cumulatively 80%.

MANDATORY REQUIREMENTS FOR UNDERWRITERS

PART B (1) MANDATORY REQUIREMENTS (GENERAL & LIFE UNDERWRITER)

MR 1	<p>Registration Documents (Certified True Copies)</p> <ol style="list-style-type: none"> a. A copy of Certificate of Registration/Incorporation issued by the registrar of Companies. Underwriter must have been in existence for at least 10 years. b. Current Business Permit for the year 2026. c. CR12 from Registrar of Companies (downloaded less than 3 months Old). Attach copies of IDs/Passport for owners/ directors of the firm. d. Valid Tax Compliance Certificate, be verified using the online KRA Compliance checker.
MR 2	Certified True copies of Valid NSSF and SHA Compliance Certificates
MR 3	Certified copy of AKI membership certificate for the year 2026.
MR 4	A copy of Insurance Regulatory Authority (IRA) Practicing License for the year 2026 stamped and signed by IRA. Evidence of IRA practicing licenses for the last 10 years certified by IRA.
MR 5	Certified copies of Reinsurance Cover notes and Approved Reinsurance arrangements by IRA for 2026.
MR 6	Proof of Annual Gross premium (GWP) for year 2024 of at least Kes. 1.5 billion on General Insurance business excluding Medical Insurance, and Kes 1 billion on Life Assurance (Group Life and Group Credit) premiums excluding ordinary life, Pension, Annuities & Investments).
MR 7	Power of Attorney Commissioned by Commissioner of Oaths signed by the person authorized to sign the documents on behalf of the insurance company.
MR 8	A statement by the Principal Officer on whether the company has exposed KPLC to Auctioneers due to late or non-payment of claims. An underwriter who has exposed KPLC to auctioneers must issue an undertaking signed by the MD/principal officer on corrective measures to ensure the same does not recur.
MR 9	Certified copies of the audited accounts for the last Two years i.e., 2023 & 2024
MR 10	A Certified copy of certificate of confirmation of Directors & Shareholding CR12. Must have a Paid-up capital of at least Kshs 600M (General Business) and Kshs 400 Million Group Life Assurance. Must be less than three (3) months old to the tender closing date.
MR 11	Provide a consent letter with authorization signed by the CEO/Principal Officer to allow KPLC as the procuring entity to conduct due diligence.
MR 12	Data Protection Compliance Certificates (Data Processor and Data Controller) issued by the Office of the Data Protection Commissioner. Certified, signed and stamped by an Advocate of the High Court of Kenya.
MR 13	<p>Undertaking by the Insurance Company:</p> <ol style="list-style-type: none"> a) A statement by the principal officer/MD confirming that all information provided is accurate and that any material misrepresentation could lead to disqualification, contract and policy cancellation. b) A signed Performance undertaking form signed by the principal officer/MD on claims payment as per underwriter's proposed claims turnaround time (Format provided). c) A statement on unsettled fully documented claims exceeding 90 days. An Underwriter with unsettled fully documented or judgement claims exceeding 90 days

	as at the tender submission date must indicate measures in place to ensure the pending claims are settled. ALL claims pending above 90 days as at the prequalification closing date must be settled within 30 days from closure of this prequalification tender, failure to which both the broker and the underwriter will Automatically be Debarred from participating in the upcoming tender.
MR 14	Provide a bank's confirmation letter on the firm's credit worthiness.

Note: Only those underwriters who qualify under the Mandatory requirements will proceed for detailed technical evaluation.

PART B (1) TECHNICAL REQUIREMENTS FOR GENERAL INSURANCE COMPANIES

	Scale	Maximum
T1	<p>Years of Existence of Firm (Minimum 10 years). Years of experience of the firm. Attach current certified, stamped and signed certificate of incorporation.</p> <p>a) Between 10 years -15 years of existence - Three (3) Marks Over 15 years existence - Five (5) Marks</p>	5
T2	<p>Experience in Underwriting Energy sector risks or Big corporate clients.</p> <p>a) Attach a list of at least 5 Energy related clients or Big Corporate clients with Annual awarded premiums of at least Ksh. 50M each (Excluding Motor and Medical) for the last 3 years. 5(mks) b) Attach Certified copies of award letters, Extracts of contracts and Recommendation letters addressed to KPLC as indicated under I.T.T. (5 mks).</p>	10
T3	<p>Claims Payment.</p> <p>Claims Turnaround time.</p> <p>a) Provide a claims turnaround time (TAT) for fully documented non- motor claims (3 mks). The indicated TAT will be used in the contract for successful bidders.</p> <p>b) Provide a list of at least 10 Non-Motor claims excluding KPLC of at least 15M each paid within 21 days of DV execution by the claimant for the last 2 years (2024, 2025).</p> <p>Provide evidence in form of (Discharge voucher and bank remittance advice/ RTGs. Must be Certified, stamped and dated by the Principal Officer/MD. Certification must be within the last 3 months. (1 mks per qualified claim).</p> <p>c) Attach 5 Claims recommendation letters in client's letter head addressed to the procurement entity as per the format provided. (5).</p> <p>Details provided exclude Medical, GPAWIBA/GLA and motor business.</p>	18
T4	<p>Technical Capacity- Experience of Proposed Team</p> <p>Qualifications and competence of 4 key staff as follows.</p> <p>a) Principal Officer, Team Leader -(Maximum 3 marks) Master's business Degree (0.5mark)</p>	9

	<ul style="list-style-type: none"> - University Graduate one (0.5) Mark ACII/AIHK/LOMA/Qualified Actuary one (1) Mark - Experience Minimum 15 years (0.5 Mark) - Attach approval letter for the principal officer from IRA (0.5) b) Three (3) other Technical Officers, <ul style="list-style-type: none"> Underwriting Lead, Claims lead and Legal lead - University Graduate one (0.5) Mark each - Diploma ACII/AIHK/PGD -One (0.5 Mark) each - Experience Minimum 7 years (0.5 Mark) each c) IIK/LSK Membership certificate for all (0.5 marks each) <p>(All the certificates and CVs to be stamped, signed and Certified by Commissioner of Oaths and Principal officer/MD).</p>	
T5	<p>Methodology & workplan for performing the assignment. Provide methodology & workplan based on a sample of 2 policies i.e Public/Products Liability with consequential loss and Motor insurance policies.</p> <ol style="list-style-type: none"> 1. Service Provider management (8 mks) Provide an SLA and turnaround times with service providers i.e Loss adjusters/loss investigators and lawyers clearly indicate deliverables and Turnaround times. (2 mks each SLA &TAT per service provider) 2. Cover placement (6 mks) Cover Placement Strategy that ensures seamless process flow and a positive customer experience journey e.g for motor insurance with deliverables after an award i.e certificates delivery for the several units/fleet and valuations. Include Mitigation plan where there is delay in placement instructions and Methodology on to ensure adequacy of cover. 3. Claims Management strategy (litigation)(9mks) <ol style="list-style-type: none"> a) Measures to ensure Advocates enter appearance, attend hearing and communicate judgements on time. (3 mks) b) Methodology on Facilitation of Pre- Trial conferences and witnesses' preparation for all claims above 50M (3mks) c) Plan for Payment of service Providers- 3 mks 	23
T6	<p>Gross Written Premiums (GWP) Proof of Gross Written Premiums in the year 2024 as per the IRA report excluding Medical. Attach copies of IRA report Extracts on GWP. Above Kshs.2 billion (10 Marks) Kshs. 1.5 Billion to 2Billion (8 Marks) Below 1.5B - (1 mark)</p>	10
T7	<p>Capital Adequacy Ratio Provide evidence in form of IRA reports extracts for the year 2023 & 2024 and Extracts of Audited accounts certified by the Auditor. 150% and above (9 Marks) 100% and below 150% (7 Marks) Between 80% and 100% with a letter of credit worthiness - (5 Marks)</p>	9
T8	Share capital	8

	Provide proof of share capital of at least 600M as per 2024 IRA Report. Attach IRA Extracts Report. Above Kshs. 1.5 billion (8 Marks) Between 1Billion and 1.5Billion (5 Marks) Between 600- 1B (3 mark)	
T9	Value Addition. a) Customer service methodology both to broker and KPLC to ensure the procurement entity's employees policies are well managed. (2 mks) b) Capacity building methodology to procuring entity's employees on claims process and general awareness of scope of cover and limitation of time for claim closure. (3mks) c) Overall risk management services proposal to manage KPLC employee-related risks. 3(Marks)	8
	TOTAL	100

Note: The pass mark for technical requirements will be cumulatively 80%.

PART B (2) TECHNICAL REQUIREMENTS FOR LIFE INSURANCE COMPANIES

	Scale	Maximum
T1	Years of Existence of Firm (Minimum 10 years). Years of experience of the firm. Attach current certified, stamped and signed certificate of incorporation. b) Between 10 years -15 years of existence - Eight (8) Marks Over 15 years existence - Ten (10) Marks	10
T2	Experience in Underwriting a Combined solution for energy sector client or a big corporate client for (GPAWIBA/GLA with CI) Attach a list of at least 5 Corporate clients (excluding KPLC) with Annual premiums awarded of at least Ksh. 50M each (Excluding ordinary life, Pension, Annuities & Investments) for the last 3 years. (1 mark each) Attach Certified copies of award letters, extracts of contracts and Recommendation letters addressed to KPLC. (1 mark each).	10
T3	Claims Payment Claims Turnaround time a) Provide a claims turnaround time for fully documented claims (2 mks). The indicated TAT will be used in the contract for successful bidders. b) Provide a list of at least 10 GPA/WIBA, GLA, or CI claims excluding KPLC of at least 15M each paid within 21 days of DV execution by the claimant for the last 2 years (2024, 2025). (5 mks) Provide evidence in form of (Discharge voucher and bank remittance advice/ RTGs. Must be Certified, stamped and dated by the principal officer/MD. (10 mks). c) Attach 5 Claims Recommendation letters in client's	22

	<p>letterhead addressed to the procurement entity as per the format provided. (5)</p> <p>(Excluding ordinary life, Pension, Annuities & Investments)</p>	
T4	<p>Technical Capacity- Experience of Proposed Team</p> <p>Qualifications and competence of 4 key staff as follows.</p> <p>a) Principal Officer, Team Leader -(Maximum 3 marks)</p> <ul style="list-style-type: none"> - Master's business Degree (0.5 mark) - University Graduate one (0.5) Mark - ACII/AIHK/LOMA one (1) Mark - Experience Minimum 15 years (0.5 Mark) - Attach approval letter for the principal officer from IRA (0.5mk) <p>b) Three (3) other Technical Officers, Underwriting Lead, Claims lead and Legal lead</p> <ul style="list-style-type: none"> - University Graduate one (0.5) Mark each - Diploma ACII/AIHK/PGD -One (0.5 Mark) each - Experience Minimum 7 years (0.5 Mark) each <p>c) IIK/LSK Membership certificate for all (0.5 marks each)</p> <p>(All the certificates and CVs to be stamped, signed and Certified by Commissioner of Oaths and Principal officer/MD).</p>	9
T5	<p>Methodology & workplan for performing the assignment.</p> <p>a) Service Provider management (4 mks)</p> <p>Provide an SLA and turnaround times with service providers i.e Doctors and lawyers indicating deliverables and Turnaround times. (2 mks each SLA &TAT per service provider)</p> <p>b) Claims Management strategy for GPAWIBA/GLA/CI</p> <p>Proactive Measures to ensure prompt claims documentation from staff. (5mks)</p> <p>c) A clear Standard operating procedure (SOP) for Death, Disability and accidental medical reimbursement claims. (2 marks each)</p>	15
T6	<p>Value Addition.</p> <p>d) Customer service methodology both to broker and KPLC to ensure the procurement entity's employees policies are well managed. (1mks)</p> <p>e) Capacity building methodology to procuring entity's employees on claims process and general awareness of scope of cover and limitation of time for claim closure. (3mks)</p> <p>f) Overall risk management services proposal to manage KPLC employee related risks(3 mks)</p>	7
T7		

	<p>Gross Written Premiums (GWP) Proof of Gross Written Premiums in the year 2024 as per the IRA report excluding ordinary life, Pension, Annuities & Investments).</p> <p>Above Kshs.2 Billion (10 Marks) Kshs. 1.5 Billion to 2Billion (7 Marks) Kshs 1Billion to 1.5Billion (4 Marks) Below 1.5B - (1 mark)</p>	10
T8	<p>Capital Adequacy Ratio</p> <p>Provide evidence in form of IRA reports extracts for the year 2023 & 2024 and Extracts of Audited accounts certified by the Auditor</p> <p>150% and above (9 Marks) 100% and below 150% (5 Marks) Below 100% - (1marks)</p>	9
T9	<p>Share capital</p> <p>Provide proof of share capital of at least 400M as per 2024 IRA Report.</p> <p>Above Kshs. 1 Billion (8 Marks) Between 600M and 400M (4 Marks) Below 400M (1 Mark)</p>	8
	TOTAL	100

Note: The pass mark for technical requirements will be cumulatively 80%.

