



BID CLARIFICATION MATRIX 1

TENDER FOR

**PROVISION OF COMPREHENSIVE MEDICAL AND HEALTH INSURANCE BROKERAGE SERVICES FOR
TRADEMARK AFRICA (TMA) EMPLOYEES AND THEIR DEPENDANTS**

TENDER NUMBER: PRQ20240965

FEBRUARY 2025

TRADEMARK AFRICA

TENDER TITLE: PROVISION OF COMPREHENSIVE MEDICAL AND HEALTH INSURANCE BROKERAGE SERVICES FOR TRADEMARK AFRICA (TMA) EMPLOYEES AND THEIR DEPENDANTS

TENDER NUMBER: PRQ20240965

SECTION 1: QUERIES AND RESPONSES

This clarification matrix forms an integral part of the tender document and therefore, *must be considered* carefully by service providers in preparation and submission of bids.

It is divided into two sections: -

1. Section 1 contains the clarifications to queries raised and requested through the official bidding clarification email address (that is procurement@trademarkafrica.com).
2. Section 2 contains general tips on how to prepare and submit a competitive bid.

All communications must be directed to the procuring entity, Trademark Africa through procurement@trademarkafrica.com as provided for in the tender document.

SECTION 1: QUERIES AND RESPONSES

These clarifications are for those queries sought by bidders in line with the RFP of the tender document:

Sl. No.	Clause No. as per RFP	Point of Queries	Our Comments / Clarifications required	Clarification Response	Status
1.	ITC 27	Terms of Reference	Kindly provide the population size breakdown by country for staff and dependents, including date of birth and relationship (employee,	Please find below the population size breakdown. However, we currently do not have the date of birth details at this point in time.	Closed

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			spouse, child). Please remove all personal identifiers.	<table border="1"> <thead> <tr> <th>POPULATION BY FAMILY SIZE</th> <th>No. of families</th> <th>No. of lives</th> </tr> </thead> <tbody> <tr> <td>Kenya</td> <td>121</td> <td>372</td> </tr> <tr> <td>M</td> <td>34</td> <td>34</td> </tr> <tr> <td>M+1</td> <td>11</td> <td>22</td> </tr> <tr> <td>M+2</td> <td>22</td> <td>66</td> </tr> <tr> <td>M+3</td> <td>27</td> <td>108</td> </tr> <tr> <td>M+4</td> <td>20</td> <td>100</td> </tr> <tr> <td>M+5</td> <td>7</td> <td>42</td> </tr> <tr> <td>Sum Total</td> <td>121</td> <td>372</td> </tr> <tr> <td>Rwanda</td> <td>10</td> <td>37</td> </tr> <tr> <td>M</td> <td>1</td> <td>1</td> </tr> <tr> <td>M+1</td> <td>0</td> <td>0</td> </tr> <tr> <td>M+2</td> <td>3</td> <td>9</td> </tr> <tr> <td>M+3</td> <td>3</td> <td>12</td> </tr> <tr> <td>M+4</td> <td>3</td> <td>15</td> </tr> <tr> <td>M+5</td> <td>0</td> <td>0</td> </tr> <tr> <td>Grand Total</td> <td>10</td> <td>37</td> </tr> <tr> <td>Uganda</td> <td>11</td> <td>39</td> </tr> <tr> <td>M</td> <td>2</td> <td>2</td> </tr> <tr> <td>M+1</td> <td>1</td> <td>2</td> </tr> <tr> <td>M+2</td> <td>2</td> <td>6</td> </tr> <tr> <td>M+3</td> <td>1</td> <td>4</td> </tr> <tr> <td>M+4</td> <td>5</td> <td>25</td> </tr> <tr> <td>M+5</td> <td>0</td> <td>0</td> </tr> <tr> <td>Sum Total</td> <td>11</td> <td>39</td> </tr> <tr> <td>Ethiopia</td> <td>4</td> <td>18</td> </tr> <tr> <td>M</td> <td>0</td> <td>0</td> </tr> <tr> <td>M+1</td> <td>0</td> <td>0</td> </tr> <tr> <td>M+2</td> <td>1</td> <td>3</td> </tr> </tbody> </table>	POPULATION BY FAMILY SIZE	No. of families	No. of lives	Kenya	121	372	M	34	34	M+1	11	22	M+2	22	66	M+3	27	108	M+4	20	100	M+5	7	42	Sum Total	121	372	Rwanda	10	37	M	1	1	M+1	0	0	M+2	3	9	M+3	3	12	M+4	3	15	M+5	0	0	Grand Total	10	37	Uganda	11	39	M	2	2	M+1	1	2	M+2	2	6	M+3	1	4	M+4	5	25	M+5	0	0	Sum Total	11	39	Ethiopia	4	18	M	0	0	M+1	0	0	M+2	1	3	
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				M+3	1	4	
				M+4	1	5	
				M+5	1	6	
				Sum Total	4	18	
				Somaliland	1	6	
				M	0	0	
				M+1	0	0	
				M+2	0	0	
				M+3	0	0	
				M+4	0	0	
				M+5	1	6	
				Sum Total	1	6	
				Malawi	2	6	
				M	1	1	
				M+1	0	0	
				M+2	0	0	
				M+3	0	0	
				M+4	1	5	
				M+5	0	0	
				Sum Total	2	6	
				Burundi	2	11	
				M	0	0	
				M+1	0	0	
				M+2	0	0	
				M+3	0	0	
				M+4	1	5	
				M+5	1	6	
				Sum Total	2	11	
				Tanzania	17	54	
				M	4	4	
				M+1	3	6	

Sl. No.	Clause No. as per RFP	Point of Queries	Our Comments / Clarifications required	Clarification Response			Status
				M+2	2	6	
				M+3	4	16	
				M+4	2	10	
				M+5	2	12	
				Sum Total	17	54	
				Democratic Repblic of Congo (DRC)	5	12	
				M	2	2	
				M+1	2	4	
				M+2	0	0	
				M+3	0	0	
				M+4	0	0	
				M+5	1	6	
				Sum Total	5	12	
				Djibouti	2	7	
				M	0	0	
				M+1	0	0	
				M+2	1	3	
				M+3	1	4	
				M+4	0	0	
				M+5	0	0	
				Sum Total	2	7	
				Ghana	9	27	
				M	2	2	
				M+1	2	4	
				M+2	2	6	
				M+3	1	4	
				M+4	1	5	
				M+5	1	6	
				Sum Total	9	27	
				Grand Total	184	589	

SECTION 2: TIPS ON HOW TO PREPARE AND SUBMIT A COMPETITIVE BID

1. Administrative: -

- 1.1 Correct language (with translation/s where different language is used);
- 1.2 Timelines complied with;
- 1.3 Full response to tender requirements;
- 1.4 Attachment of required documents as per the bid instructions such as:
 - 1.4.1 Registration certificate/s;
 - 1.4.2 Tax compliance/ registration;
 - 1.4.3 Professional registrations such as that for engineers, architects, environmentalists, accountants, supply chain experts, etc, etc;
 - 1.4.4 Power of attorney; and
 - 1.4.5 Audited accounts for the years requested.
- 1.5 Accurate sealing/ naming of bids envelopes; and
- 1.6 Timely submissions (no last minute rush!).

2. Technical: -

- 2.1 Very good methodology:
 - 2.1.1 Good work-plan.
 - 2.1.2 Understanding of TORs.
- 2.2 Evidenced based experience;
- 2.3 Excellent proposed team of experts/ personnel;
- 2.4 Compliant structure of bid;
- 2.5 Signed CVs of proposed experts/ personnel alongside declaration by individual of her/ his CV not being used by any other firm within the same bid especially where cross-biding is barred;
- 2.6 Keen attention on high/ important technical requirements/ qualifications areas & scoring more;
- 2.7 Quality assurance of the bid;
- 2.8 Well arranged, titled and easy to read proposal;
- 2.9 Defined jargon where used;
- 2.10 Demonstrated creativity and uniqueness of the technical bid;

3. Financial: -

- 3.1 Inclusion of taxes when advised to.
- 3.2 Fair pricing.
- 3.3 Signed submission form/s.

4. Post-award: -

- 4.1 Positive due diligence.
- 4.2 Accurate bid information.
- 4.3 Good performance (quality, cost, quantity, etc) on award of contract.

TRADEMARK AFRICA

19th February 2025