



**TENDER NO.**  
**GA 3/1/5-I 00096 /2016-2017**

**ITT FOR THE PROVISION OF INSURANCE BROKERAGE SERVICES**

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## **1. INTRODUCTION**

The Gambling Authority is an institution set up as a body corporate through the Gambling Act, passed by Parliament of Botswana in September 2012. The Authority is guided by a Board of Directors drawn from both the Private and Public Sector, and headed by the Chief Executive Officer.

The Act is to regulate gambling in Botswana; to establish the Gambling Authority; and to provide for all matters incidental thereto.

The Act may be cited as the Gambling Act, 2012

Prior to the Gambling Act, was the following:

- The Lotteries and Betting Act
- The Casino Control Act

The regulator was known as the Casino Control Board and it worked with a Secretariat housed in the Ministry of Trade and Industry (MTI), renamed the Ministry of Investment Trade and Industry (MITI)

## **2. FORMAT OF RESPONSE AND REQUIREMENTS**

The response and requirements should be in the following format:

Responses must consist of the following mandatory parts (in their order):

- Form of Response
- Statement of Capability
- Statement of commitment.
- Certified copy of the Value Added Tax (VAT) Registration
- Certified copy of a valid Tax Clearance certificate
- Written references from clients (at least three).
- Form 2 (List of directors and shareholders of the company, and their nationality).
- Proof of registration with Public Procurement and Asset Disposal Board (PPADB) on Code 127 (Insurance & Pension) sub code 06 (Brokerage Services).
- Non-Banking Financial Regulatory Authority (NBFIRA) requirements for Insurance.
- This tender is reserved for Botswana Registered Companies. Preference will be given to Economic Diversification Drive (EDD) registered companies as per Presidential Directive CAB 34(B)/2014 on Procurement of Locally Manufactured Goods & Services.

## 2.1. Form of Response

The following information must be provided:

<b>Company Name</b>	
<b>Company Registration Number</b>	
<b>Country of Registration</b>	
<b>Physical Address</b>	
<b>Postal Address</b>	
<b>Telephone Number</b>	
<b>Fax Number</b>	
<b>Email &amp; URL</b>	
<b>Contact Address in Botswana</b>	
<b>Project Title</b>	
<b>Tender No.</b>	
<b>Proposed Price<sup>ψ</sup></b>	
<b>Designated/Authorized Representative for this Project</b>	<b>Name:</b> <b>Position:</b> <b>Qualifications:</b> <b>Tel:</b> <b>Fax:</b> <b>Email:</b>
<b>Company Referees</b>	1. 2. 3.
<b>Signed:</b>  <b>Respondent's Authorized Representative</b>	

## 2.2. Statement of Capability

Bidders shall include a statement of capability, which will detail the level of resources available within the organization to deliver the goods and services requested to the standards defined below.

Where applicable, this should include but not be limited to:

- A list of existing customers for whom all or part of the services requested in this document have been supplied by the supplier over the last two years. The list should indicate names of contact persons, their telephone and fax numbers, nature of services provided and the value thereof.
- Any specific measures or techniques the firm proposes to employ to enhance insurance cover effectiveness and/or efficiency.
- Details of the brokerage’s professional staff, their qualifications, experience and nationalities.
- Technical resources available, both locally and internationally, to resolve technical issues arising during the service.
- A brief description of how the brokerage resolves technical issues.
- A brief description of the technical support available to the brokerage and its staff.
- The brokerage’s internal quality assurance processes (e.g., concurring review arrangements in place for concurring reviews prior to the issuance of an audit opinion).

## 2.3. Statement of Commitment

Companies are required to provide a signed commitment to the following conditions. This may be in the form of a blanket agreement. If the Applicant wishes to vary the response to individual sections, then the Statement of Commitment should be extended. See the example Statement of Commitment below.

## 2.4. Example of Statement of Commitment

Company XYZ commits to the conditions of tender as specified in **Tender No GA 3/1/5-I 00096/2016-2017 “Proposal for the provision of insurance brokerage services for Gambling Authority”**.

Signature :.....

Position :.....

Or

Company XYZ commits to the conditions of tender as specified in **Tender No GA 3/1/5-I 00096 /2016-2017 “Proposal forthe provision of insurance brokerage services for Gambling Authority”**. except as indicated below.

**Pricing Conditions**

Pricing in this response is valid for 3 months.

Signature :.....

Position :.....

### 3. PRICING FORMAT

The cost proposal shall encompass the lump sum fees broken own as per the table on 3.1 below.

#### 3.1. Price/Cost Detail Format

Class	Cover	Sum Insured Value	Rates	Estimated Premium	Excess (if any)
1.Money	4.1 Major Limit				
	4.2 Any other loss / Minor Limit				
2.Fidelity Guarantee	5.1 Limit of indemnity - On all employees				
3.Public Liability	6.1 General				
	6.2 Tenants				
4.Directors & Officers Liability	7.1 Limit of Indemnity				
	7.2 Deductible				
5.Professional Indemnity	8.1 Limit of Indemnity				
	8.2 Deductible				
6.Workers Compensation	9.1 On estimated annual earnings of all staff - Number of employees				
7.Group Personal Accident	10.1 On estimated annual earnings of all staff - Number of employees				
8.Group Life Assurance	11.1 GLA (4x) + ODB (4x) Amount insured is based estimated annual earnings of all staff				
<b>TOTAL ANNUAL PREMIUM</b>					

All costs shall be quoted in Botswana Pula and should include VAT where applicable.



#### 4. TERMS OF REFERENCE

The overall scope of the consultancy is to provide an insurance brokerage services for the Gambling Authority. In order to achieve the objective of this consultancy work, the selected bidder is expected to carry out and provide the following insurance covers:

- Workman's Compensation
- Group Personal Accident 24hours
- Group Life Assurance 4 X Annual Salary
- Funeral Cover
- Disability Insurance
- Travel Insurance
- Directors and Officer Insurance
- Fidelity Insurance
- Professional Indemnity
- Propose on insurance limits and sums insured with a view to advise Gambling Authority on the most efficient and cost effective insurance portfolio.
- Review uninsured risks and exposures in order to establish uninsured risks and internal self-insurance capacity.
- Carry out internal and external discussions to set renewal and maintenance strategy; and pre renewal meetings to discuss excess structures and alternatives for renewal.
- Source for insurance cover and negotiate better rates from the local insurance companies on behalf of the Gambling Authority.
- Presentation of renewal terms and recommended options.
- Renewal follow-up on alternative quotations.
- Confirmation of placement and 100% cover.
- Confirmation of credit rating of insurance and re-insurance markets.
- Premium allocations on recommended aggregates, self-insurance captives and service fees.

- Compilation of detailed Insurance manual as well as full summary on cover, limits, conditions and exclusions.
- Update of risk control, reports, surveys and Estimated Maximum Loss (EML) / Maximum Probable Loss (MPL).
- Check and provide issued policy as well as legal confirmation of statutory compliance.
- Provide six monthly claims audit and recommendations.
- Compilation of claims procedural manual in accordance with manual and preferably electronic version.
- Conduct post loss surveys.
- Ad hoc adjustments and endorsements on sums insured and declarations to insurers /re-insures.
- Monitor premium payments and refunds in accordance with accounts and financial statements.
- Provide claim management services, i.e. daily assistance with the administration of claims, which includes; notification of claims to insurers; assisting in developing claim procedures; tracking and reviewing claims to ensure the claims are progressing; dealing directly with insurance company claim staff; tracking and report on reserve payments, and recoveries.
- Provide daily assistance with general enquiries and correspondences regarding Insurance Policies Conditions and Wordings.
- Submit a full Summary of Insurance Policies, insurance policy numbers, limits, excesses, conditions and exclusions to the Gambling Authority Finance & Administration Department within 30 (thirty) working days after the Gambling Authority Insurance Portfolio has been placed in the insurance market.
- Provide Signed Insurance Policy documents to the Gambling Authority within 30 (thirty) working days after the Gambling Authority Insurance Portfolio has been placed in the insurance market.
- Provide training where required in terms of policy and procedural manual and also regarding the Insurance Policies Conditions and Wordings. Support the education and training of

Gambling Authority staff through seminars or access to information on topical or relevant matters.

- The Insurance Broker will be responsible for the appointment and payment of Loss Adjusters to investigate and mitigate the estimated claim amount of a reported claim for which the Gambling Authority Finance & Administration Department and/or Insurer recommends the appointing of Loss Adjusters.
- The supplier shall be expected to perform any other tasks and render advice as may be requested from Gambling Authority to ensure that the objectives of Gambling Authority are fully met.

## **5. EVALUATION PROCESS**

The evaluation will be conducted in two stages of Technical Evaluation and Financial Evaluation as outlined below. The evaluation process will involve assessment of the following:

- Tender Eligibility
- Professional and Technical Capability (Weighted at 70%)
- Financial Proposal (Weighted at 30%)

### **5.1. Tender Eligibility**

A bidder whose bid does not meet all the mandatory requirements stipulated below will be disqualified and not evaluated further:

- Statement of commitment.
- Certified(BURS) copy of the Value Added Tax (VAT) Registration
- Certified(BURS) copy of a valid Tax Clearance certificate
- References from clients (at least three).
- Form 2 (List of directors and shareholders of the company, and their nationality).
- Certified Proof of registration with Public Procurement and Asset Disposal Board (PPADB) on Code 127 (Insurance & Pension) sub code 06 (Brokerage Services).
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## 6. TECHNICAL EVALUATION

### STAGE 1:

The criteria and weightings for the technical evaluation will be as follows:

Criteria	Score	Weight	Weighted Score
Firm Profile	0 -10	1.0	10
Citizen Participation	0 -10	1.0	15
Experience of company	0 -10	3.0	40
Technical support	0 -10	2.0	25
Client References	0 -10	2.0	10
<b>Total</b>			<b>100</b>

Bidders who have achieved a Technical score of 70% will be eligible for shortlisting and progression to the evaluation of the Financial Proposal.

## 7. FINANCIAL EVALUATION

### STAGE 2

- The financial evaluation will be carried out as follows:
- The Bidder with lowest complete price (L), will be awarded 100%
- and Bidders with price P, will be awarded a financial score =  $(L / P) * 100\%$

## 8. FINAL SCORE

The final evaluation score will be made of the weighted technical score and the weighted financial proposal.

## 9. GENERAL CONDITIONS

### 9.1.1. Tax, Currency and Payment terms

Respondents are required that all taxes be clearly identified in the response.

All prices must be stated in Botswana Pula, and shall remain valid for at least **three months**. Prices must be VAT inclusive.

The Gambling Authority payment terms are 30 days after receipt of an invoice.

## 10. TERMS AND CONDITIONS OF SUBMISSION

Quotations and all supporting documents, manuals, brochures, descriptions, compliance statement, shall be submitted in **(5 copies and 1 Original)**, and in **plain and well-sealed packages bearing only the following inscription: -**

**TENDER NO. GA 3/1/5-I 00096 /2016-2017**

**PROPOSAL FOR THE PROVISION OF INSURANCE BROKERAGE SERVICES FOR GAMBLING AUTHORITY**

And shall be delivered and deposited in a tender box to the address given below and to arrive not later than **1200 hours, 28<sup>th</sup> July 2016**. Tenders shall be opened immediately after closing time on the same day at the board room of the address mentioned below. Tenderers wishing to attend the tender opening are free to do so.

GAMBLING AUTHORITY  
FAIRSCAPE PRECINT  
BUILDING 3  
FAIRGROUNDS OFFICE PARK  
PRIVATE BAG BR 161, GABORONE, BOTSWANA

TEL : (267) 395 7672

FAX : (267) 318 2585

1. Tenders shall remain valid for **90 days (3 months)** from the date of submission.
2. Faxed, e-mail and Telex, and telefaxed Tenders submissions will not be accepted. Late and incomplete Tenders will not be accepted.
3. All enquiries shall be in writing and addressed to the Chief Financial Officer [pkesitilwe@gamblingauthority.co.bw](mailto:pkesitilwe@gamblingauthority.co.bw) or fax 318 2585 and must be received at least four days before the closing date.
4. The Gambling Authority staff is not permitted to discuss tender matters or to give any verbal clarifications to any persons. Written clarifications will be given by an authorized Authority official. Tenderers should indicate to the address given in 1 above, the name and address of the relevant company official to which answers to tender queries can be given.
5. All recipients of the tender documents for the proposed contract for the purpose of submitting a proposal (whether they submit it or not) shall treat the details of the documents as **“Private and Confidential”**
6. In the event of a decision not to respond to the tender, Tenderers are requested to return the documents and all other associated documents as they are **“Private and Confidential”**.

7. Tenderers shall not under any circumstances be reimbursed for any expenses incurred in the preparation of this quotation.
8. Tenders will be evaluated on the basis of compliance with these instructions, the specifications, experience and price. There is no obligation on the Authority to accept any tender or to assign any reason for its acceptance or rejection.
9. The Authority reserves the right to split the tender and award a partial Tender.
10. The Gambling Authority is also not bound to choose the service provider with the lowest financial bid.
11. This document supersedes any previous document advertised or sent by the Authority to prospective bidders for the **INSURANCE BROKERAGE SERVICES FORTHE GAMBLING AUTHORITY.**
12. The undersigned hereby offers to provide **INSURANCE BROKERAGE SERVICES TO THE GAMBLING AUTHORITY** at Gaborone, Botswana as described the tender documents for the sum of:(12% Vat inclusive)

In (figures)

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**The undersigned confirms the validity of this proposal, the Price and supporting documents attached for a period of three calendar months from the closing date of the Tender.**

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2016

Name \_\_\_\_\_ Signature \_\_\_\_\_

In capacity of \_\_\_\_\_

Duly authorized to sign Tenders for and on behalf of:

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Whose registered address is at:

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Telephone numbers \_\_\_\_\_

Fax Numbers \_\_\_\_\_

Telex Numbers \_\_\_\_\_

Company Stamp:

**11. APPENDIX A, ALTERATION OF TENDER**

**Alteration of Tender:**

Should the Tenderer desire to make any departure from or modifications to the Conditions of Contract, Specifications, or other terms stated in this Tender, these departures should be clearly stated hereunder, or alternatively stated in the covering letter attached to the Tenderers' tender and referred to hereunder.

If no departures, modifications are desired, the schedule hereunder is to be marked "NIL" and signed by the Tenderer.

Page	Clause or item
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Name : \_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

**END OF DOCUMENT**