



National Pension Scheme Authority

## REQUEST FOR PROPOSAL

**NAPSA/ORD/DI/DHRA/09/17: REQUEST FOR PROPOSAL FOR THE PROVISION OF SHORT AND LONG TERM INSURANCE BROKER SERVICES TO NAPSA ON ONE YEAR RUNNING CONTRACT SUBJECT TO RENEWAL ANNUALLY FOR TWO YEARS BASED ON PERFORMANCE**

Financed By: NATIONAL PENSION SCHEME AUTHORITY

Levy Business Park

P O Box 51275

Lusaka

Tel: +260 211 225226

Fax No. +260 211 225226

Email : Mwiingaj@napsa.co.zm

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## PART I

### Section 1. Letter of Invitation

#### **NAPSA/ORD/DI/DHRA/09/17: REQUEST FOR PROPOSAL FOR THE PROVISION OF SHORT AND LONG TERM INSURANCE BROKER SERVICES TO NAPSA ON ONE YEAR RUNNING CONTRACT SUBJECT TO RENEWAL ANNUALLY FOR TWO YEARS BASED ON PERFORMANCE**

1.0 The National Pension Scheme Authority (NAPSA) has set aside funds in the 2017 budget for the engagement of Insurance Broker Service Provider for the provision of short and long term insurance broker services to NAPSA and intends to apply the funds to eligible payments under the contract for which this Request for Proposals is issued.

2.0 Payments by the Client will be made only at the request of the Authorized Representative, and will be subject, in all respects, to the terms and conditions of the Contract. The Authority as a Government Institution prohibits a withdrawal from the funds for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations.

3.0 The Client now invites proposals from reputable Insurance Brokers Service Providers for the provision of short and long term insurance broker services to NAPSA (hereinafter called "Services"). More details on the Services are provided in the Terms of Reference (Section 7) of RFP. Brokers interested in participating in this tender may inspect or purchase the RFP from NAPSA Head Office, Levy Business Park, 3<sup>rd</sup> Floor, Procurement & Stores Department, Lusaka.

4.0 A firm will be selected using the **Quality Cost Based Selection** procedures and in a **Full Technical Proposal (FTP)** format as described in this RFP.

5.0 The RFP includes the following documents:

- Section 1 - Letter of Invitation
- Section 2 - Instructions to Consultants and Data Sheet
- Section 3 - **Technical Proposal (FTP)** - Standard Forms
- Section 4 - Financial Proposal - Standard Forms
- Section 5 – Eligible Countries
- Section 6 – Government's Policy – Corrupt and Fraudulent Practices
- Section 7 - Terms of Reference
- Section 8 - Standard Forms of Contract (Time-**Based**)

6.0 Details on the proposal's submission date, time and address are provided in Clauses 17.7 and 17.9 of the ITC.

7.0 Bid Document Availability: Bidding Document to be downloaded from NAPSA's web- site:

Website: [www.napsa.co.zm](http://www.napsa.co.zm).

8.0 The National Pension Scheme Authority reserves the right to change the dates mentioned above or in the RFP, which will be communicated. Bidders should pay attention to information in the table below:

Item No.	Description of Item	Date
8.1	Date and Time of commencement of inspection / Sale of Bid Document	18 <sup>th</sup> September, 2017, 10:00 hours. Bidders are advised to pay K1,000 or its equivalent before closing of this tender.
8.2	Last date for requesting any clarification	14 days before the closing date.
8.3	A pre-proposal conference	Friday, 29 <sup>th</sup> September, 2017 at 10:30 hours in the NAPSA Meeting Room, Levy Business Park, Ground Floor. Lusaka
8.4	Last Date and Time for Receipt of Bids at NAPSA (Address as given below)	Friday, 20 <sup>th</sup> October, 2017 at 10:30 hours
8.5	Date and Time of opening Technical Bids	Friday, 20 <sup>th</sup> October, 2017 at 10:30 hours
8.6	Date, Time & Place of opening of Financial Proposal for Technically Qualified Bidders	To be advised separately.

9.0 Address for any clarifications:

Head Procurement & Stores,  
Levy Business Park, Cnr of Church & Kabelenga Rds  
National Pension Scheme Authority,  
P.O. Box 51275  
Lusaka, Zambia  
Phone: +260 211 225226/225044

10.0 Address for Communication and submission of bid:

Secretary  
Management Procurement Committee  
For/ Director General  
National Pension Scheme Authority,  
P.O. Box 51275  
Lusaka

## Section 2. Instructions to Consultants and Data Sheet

### A. General Provisions

#### 1. Definitions

- (a) “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Consultant.
- (b) “Applicable Regulations” means the Public Procurement Regulations, Statutory Instrument N<sup>o</sup>. 63 of 2011 governing the selection and Contract award process as set forth in this RFP.
- (c) “Applicable Law” means the Laws of Zambia and any other instruments having the force of law in Zambia as they may be issued and in force from time to time.
- (d) “Client” means the Procuring Entity or implementing agency that signs the Contract for the Services with the selected Consultant.
- (e) “Consultant” means a legally-established professional consulting firm or an entity that may provide or provides the Services to the Client under the Contract.
- (f) “Contract” means a legally binding written agreement signed between the Client and the Consultant and includes all the attached documents listed in its Clause 1 (the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC), and the Appendices).
- (g) “Data Sheet” means an integral part of the Instructions to Consultants (ITC) Section 2 that is used to reflect specific country and assignment conditions to supplement, but not to over-write, the provisions of the ITC.
- (h) “Day” means a calendar day.
- (i) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or Joint Venture member(s).

- (j) "Government" means the government of the Republic of Zambia, any Procuring Entity or the relevant approvals authority as defined in the Public Procurement Act of 2008.
- (k) "Joint Venture (JV)" means an association with or without a legal personality distinct from that of its members, of more than one Consultant where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.
- (l) "Key Expert(s)" means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Consultant's proposal.
- (m) "ITC" (this Section 2 of the RFP) means the Instructions to Consultants that provides the shortlisted Consultants with all information needed to prepare their Proposals.
- (n) "LOI" (this Section 1 of the RFP) means the Letter of Invitation being sent by the Client to the shortlisted Consultants.
- (o) "Non-Key Expert(s)" means an individual professional provided by the Consultant or its Sub-consultant and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.
- (p) "Proposal" means the Technical Proposal and the Financial Proposal of the Consultant.
- (q) "RFP" means the Request for Proposals to be prepared by the Client for the selection of Consultants, based on the SRFP.
- (r) "SRFP" means the Standard Request for Proposals, which must be used by the Client as the basis for the preparation of the RFP.
- (s) "Services" means the work to be performed by the Consultant pursuant to the Contract.

(t) “Sub-consultant” means an entity to whom the Consultant intends to subcontract any part of the Services while remaining responsible to the Client during the performance of the Contract.

(u) “TORs” (this Section 7 of the RFP) means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Consultant, and expected results and deliverables of the assignment.

## 2. Introduction

2.1 The Client named in the **Data Sheet** intends to select a Consultant from those listed in the Letter of Invitation, in accordance with the method of selection specified in the **Data Sheet**.

2.2 The Consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the **Data Sheet**, for consulting services required for the assignment named in the **Data Sheet**. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Consultant.

2.3 The Consultants should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-proposal conference if one is specified in the **Data Sheet**. Attending any such pre-proposal conference is optional and is at the Consultants’ expense.

2.4 The Client will timely provide, at no cost to the Consultants, the inputs, relevant project data, and reports required for the preparation of the Consultant’s Proposal as specified in the **Data Sheet**.

## 3. Conflict of Interest

3.1 The Consultant is required to provide professional, objective, and impartial advice, at all times holding the Client’s interests paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.

3.2 The Consultant has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the Consultant or the termination of its Contract and/or sanctions by ZPPA.

3.2.1 Without limitation on the generality of the foregoing, and unless stated otherwise in the **Data Sheet**, the Consultant shall not be hired under the circumstances set forth below:

**a. Conflicting activities**

(i) Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by the Client to provide goods, works, or non-consulting services for a project shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.

**b. Conflicting assignments**

(ii) Conflict among consulting assignments: a Consultant (including its Experts and Sub-consultants) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant for the same or for another Client.

**c. Conflicting relationships**

(iii) Relationship with the Client's staff: a Consultant that has a close business or family relationship with a professional staff of the Procuring Entity (or of the Client, or of implementing agency, or of a recipient of a part of the Government's financing) who are directly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Government throughout the selection process and the execution of the Contract.

**4. Unfair Competitive Advantage**

4.1 Fairness and transparency in the selection process require that the Consultants or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment in question. To that end, the Client shall indicate in the **Data Sheet** and make available to all Consultants together with this RFP all information

that would in that respect give such Consultant any unfair competitive advantage over competing Consultants.

**5. Corrupt and Fraudulent Practices**

5.1 The Government requires compliance with its policy in regard to corrupt and fraudulent practices as set forth in Section 6.

5.2 In further pursuance of this policy, Consultant shall permit and shall cause its agents, Experts, Sub-consultants, sub-contractors, services providers, or suppliers to permit the Government to inspect all accounts, records, and other documents relating to the submission of the Proposal and contract performance (in case of an award), and to have them audited by auditors appointed by the Government.

**6. Eligibility**

6.1 The Government permits consultants (individuals and firms, including Joint Ventures and their individual members) from all countries to offer consulting services for Government-financed projects.

6.2 Furthermore, it is the Consultant's responsibility to ensure that its Experts, joint venture members, Sub-consultants, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by the Government.

6.3 As an exception to the foregoing Clauses 6.1 and 6.2 above:

**a. Sanctions**

6.3.1 A firm or an individual sanctioned by ZPPA in accordance with Sections *sixty-five*, *sixty-six* and *sixty-seven* of the Public Procurement Act of 2008 and regulations 162 to 167 of the Public Procurement Regulations of 2011, shall be ineligible to be awarded a Government-financed contract, or to benefit from a Government-financed contract, financially or otherwise, during such period of time as ZPPA shall determine. The list of debarred firms and individuals is available at the electronic address specified in the **Data Sheet**.

**b. Prohibitions**

6.3.2 Firms and individuals of a country or goods manufactured in a country may be ineligible if so indicated in Section 5 (Eligible Countries) and:

- (a) as a matter of law or official regulations, the Government prohibits commercial relations with that country, provided that Cooperating Partners involved are satisfied that such exclusion does not preclude

effective competition for the provision of Services required; or

- (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Government prohibits any import of goods from that country or any payments to any country, person, or entity in that country.

**c. Restrictions for Government-owned Enterprises**

6.3.3 A statutory corporation or body or company in which Government has a majority or controlling interest shall be eligible only if they meet the provisions of Section 34 of the Public Procurement Act of 2008.

To establish eligibility, the government-owned enterprise or institution should provide all relevant documents (including its charter) sufficient to demonstrate that it meets the provisions of Section 34(2) of the Public Procurement Act of 2008.

**d. Restrictions for public employees**

6.3.4 Government officials and civil servants of Zambia are not eligible to be included as Experts in the Consultant's Proposal unless such engagement does not conflict with any employment or other laws, regulations, or policies of Zambia, and they:

- (i) are on leave of absence without pay, or have resigned or retired;

- (ii) are not being hired by the same agency they were working for before going on leave of absence without pay, resigning, or retiring

(in case of resignation or retirement, for a period of at least 6 (six) months, or the period established by statutory provisions applying to civil servants or government employees in Zambia, whichever is longer. Experts who are employed by the government-owned universities, educational or research institutions are not eligible unless they have been full time employees of their institutions for a year or more prior to being included in Consultant's Proposal.; and

- (iii) their hiring would not create a conflict of interest.

## B. Preparation of Proposals

1. **General Considerations**

1.1 In preparing the Proposal, the Consultant is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
2. **Cost of Preparation of Proposal**

2.1 The Consultant shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultant.
3. **Language**

3.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Consultant and the Client, shall be written in **English**.
4. **Documents Comprising the Proposal**

4.1 The Proposal shall comprise the documents and forms listed in the **Data Sheet**.

4.2 If specified in the **Data Sheet**, the Consultant shall include a statement of an undertaking of the Consultant to observe, in competing for and executing a contract, the Client country's laws against fraud and corruption (including bribery).

4.3 The Consultant shall furnish information on commissions, gratuities, and fees, if any, paid or to be paid to agents or any other party relating to this Proposal and, if awarded, Contract execution, as requested in the Financial Proposal submission form (Section 4).
5. **Only One Proposal**

5.1 The Consultant (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture in another Proposal. If a Consultant, including any Joint Venture member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude a Sub-consultant, or the Consultant's staff from participating as Key Experts and Non-Key Experts in more than one Proposal when circumstances justify and if stated in the **Data Sheet**.

**6. Proposal Validity**

6.1 **The Data Sheet** indicates the period during which the Consultant's Proposal must remain valid after the Proposal submission deadline.

6.2 During this period, the Consultant shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.

6.3 If it is established that any Key Expert nominated in the Consultant's Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation, and may be subject to sanctions in accordance with Clause 5 of this ITC.

**a. Extension of Validity Period**

6.4 The Client will make its best effort to complete the negotiations within the proposal's validity period. However, should the need arise, the Client may request, in writing, all Consultants who submitted Proposals prior to the submission deadline to extend the Proposals' validity.

6.5 If the Consultant agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal and with the confirmation of the availability of the Key Experts.

6.6 The Consultant has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.

**b. Substitution of Key Experts at Validity Extension**

6.7 If any of the Key Experts become unavailable for the extended validity period, the Consultant shall provide a written adequate justification and evidence satisfactory to the Client together with the substitution request. In such case, a replacement Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert.

6.8 If the Consultant fails to provide a replacement Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Client, such Proposal will be rejected.

- c. **Sub-Contracting** 6.9 The Consultant shall not subcontract the whole of the Services.
7. **Clarification and Amendment of RFP** 7.1 The Consultant may request a clarification of any part of the RFP during the period indicated in the **Data Sheet** before the Proposals' submission deadline. Any request for clarification must be sent in writing, or by standard electronic means, to the Client's address indicated in the **Data Sheet**. The Client will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all shortlisted Consultants. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure described below:
- 7.1.1 At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all shortlisted Consultants and will be binding on them. The shortlisted Consultants shall acknowledge receipt of all amendments in writing.
- 7.1.2 If the amendment is substantial, the Client may extend the proposal submission deadline to give the shortlisted Consultants reasonable time to take an amendment into account in their Proposals.
- 7.2 The Consultant may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline. No modifications to the Technical or Financial Proposal shall be accepted after the deadline.
8. **Preparation of Proposals – Specific Considerations** 8.1 While preparing the Proposal, the Consultant must give particular attention to the following:
- 8.1.1 If a shortlisted Consultant considers that it may enhance its expertise for the assignment by associating with other consultants in the form of a Joint Venture or as Sub-consultants, it may do so with either (a) non-shortlisted Consultant(s), or (b) shortlisted Consultants if permitted in the **Data Sheet**. In all such cases a shortlisted Consultant must obtain the written approval of the Client prior to the submission of the Proposal. When associating with non-shortlisted firms in the form of a joint venture or a sub-consultancy, the shortlisted Consultant shall be a lead

member. If shortlisted Consultants associate with each other, any of them can be a lead member.

8.1.2 The Client may indicate in the **Data Sheet** the estimated Key Experts' time input (expressed in person-month) or the Client's estimated total cost of the assignment, but not both. This estimate is indicative and the Proposal shall be based on the Consultant's own estimates for the same.

8.1.3 If stated in the **Data Sheet**, the Consultant shall include in its Proposal at least the same time input (in the same unit as indicated in the **Data Sheet**) of Key Experts, failing which the Financial Proposal will be adjusted for the purpose of comparison of proposals and decision for award in accordance with the procedure in the **Data Sheet**.

8.1.4 For assignments under the Fixed-Budget selection method, the estimated Key Experts' time input is not disclosed. Total available budget, with an indication whether it is inclusive or exclusive of taxes, is given in the **Data Sheet**, and the Financial Proposal shall not exceed this budget.

**9. Technical Proposal  
Format and  
Content**

9.1 The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.

9.1.1 Consultant shall not propose alternative Key Experts. Only one CV shall be submitted for each Key Expert position. Failure to comply with this requirement will make the Proposal non-responsive.

9.2 Depending on the nature of the assignment, the Consultant is required to submit a Full Technical Proposal (FTP), or a Simplified Technical Proposal (STP) as indicated in the **Data Sheet** and using the Standard Forms provided in Section 3 of the RFP.

**10. Financial Proposal**

10.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP. It shall list all costs associated with the assignment, including (a) remuneration for Key Experts and Non-Key Experts, (b) reimbursable expenses indicated in the **Data Sheet**.

**a. Price  
Adjustment**

10.2 For assignments with a duration exceeding 18 months, a price adjustment provision for foreign and/or local inflation for remuneration rates applies if so stated in the **Data Sheet**.

- b. Taxes** 10.3 The Consultant and its Sub-consultants and Experts are responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in the **Data Sheet**. Information on taxes in Zambia is provided in the **Data Sheet**.
- c. Currency of Proposal** 10.4 The Consultant may express the price for its Services in the currency or currencies as stated in the **Data Sheet**. If indicated in the **Data Sheet**, the portion of the price representing local cost shall be stated in the national currency.
- d. Currency of Payment** 10.5 Payment under the Contract shall be made in the currency or currencies in which the payment is requested in the Proposal.

### C. Submission, Opening and Evaluation

#### 11. Submission, Sealing, and Marking of Proposals

11.1 The Consultant shall submit a signed and complete Proposal comprising the documents and forms in accordance with Clause 10 (Documents Comprising Proposal). The submission can be done by mail or by hand. If specified in the **Data Sheet**, the Consultant has the option of submitting its Proposals electronically.

11.2 An authorized representative of the Consultant shall sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal and shall initial all pages of both. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.

11.3 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.

11.4 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

11.5 The signed Proposal shall be marked "ORIGINAL", and its copies marked "COPY" as appropriate. The number of copies is indicated in the **Data Sheet**. All copies shall be made from the signed original. If there are discrepancies between the original and the copies, the original shall prevail.

11.6 The original and all the copies of the Technical Proposal shall be placed inside of a sealed envelope clearly marked “**TECHNICAL PROPOSAL**”, “[Name of the Assignment]”, reference number, name and address of the Consultant, and with a warning “**DO NOT OPEN UNTIL [INSERT THE DATE AND THE TIME OF THE TECHNICAL PROPOSAL SUBMISSION DEADLINE].**”

11.7 Similarly, the original Financial Proposal (if required for the applicable selection method) shall be placed inside of a sealed envelope clearly marked “**FINANCIAL PROPOSAL**” followed by the name of the assignment, reference number, name and address of the Consultant, and with a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**”

11.8 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the submission address, RFP reference number, the name of the assignment, Consultant’s name and the address, and shall be clearly marked “**DO NOT OPEN BEFORE [insert the time and date of the submission deadline indicated in the Data Sheet]**”.

11.9 If the envelopes and packages with the Proposal are not sealed and marked as required, the Client will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.

11.10 The Proposal or its modifications must be sent to the address indicated in the **Data Sheet** and received by the Client no later than the deadline indicated in the **Data Sheet**, or any extension to this deadline. Any Proposal or its modification received by the Client after the deadline shall be declared late and rejected, and promptly returned unopened.

## 12. Confidentiality

12.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultant should not contact the Client on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Consultants who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.

12.2 Any attempt by shortlisted Consultants or anyone on behalf of the Consultant to influence improperly the Client in the

evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal, and may be subject to the application of prevailing sanctions procedures.

12.3 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if a Consultant wishes to contact the Client or ZPPA on any matter related to the selection process, it should do so only in writing.

### 13. Opening of Technical Proposals

13.1 The Client's evaluation committee shall conduct the opening of the Technical Proposals in the presence of the shortlisted Consultants' authorized representatives who choose to attend (in person, or online if this option is offered in the **Data Sheet**). The opening date, time and the address are stated in the **Data Sheet**. The envelopes with the Financial Proposal shall remain sealed and shall be securely stored with a reputable public auditor or independent authority until they are opened in accordance with Clause 23 of the ITC.

13.2 At the opening of the Technical Proposals the following shall be read out: (i) the name and the country of the Consultant or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; (iii) any modifications to the Proposal submitted prior to proposal submission deadline; and (iv) any other information deemed appropriate or as indicated in the **Data Sheet**.

### 14. Proposals Evaluation

14.1 Subject to provision of Clause 15.1 of the ITC, the evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and approved.

14.2 The Consultant is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 12.7 of this ITC. While evaluating the Proposals, the Client will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.

### 15. Evaluation of Technical Proposals

15.1 The Client's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet**. Each responsive Proposal will be given a technical score. A Proposal

shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical score indicated in the **Data Sheet**.

**16. Financial Proposals for QBS**

16.1 Following the ranking of the Technical Proposals, when the selection is based on quality only (QBS), the top-ranked Consultant is invited to negotiate the Contract.

16.2 If Financial Proposals were invited together with the Technical Proposals, only the Financial Proposal of the technically top-ranked Consultant is opened by the Client's evaluation committee. All other Financial Proposals are returned unopened after the Contract negotiations are successfully concluded and the Contract is signed.

**17. Public Opening of Financial Proposals (for QCBS, FBS, and LCS methods)**

17.1 After the technical evaluation is completed and has been approved, the Client shall notify those Consultants whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum qualifying technical score (and shall provide information relating to the Consultant's overall technical score, as well as scores obtained for each criterion and sub-criterion) that their Financial Proposals will be returned unopened after completing the selection process and Contract signing. The Client shall simultaneously notify in writing those Consultants that have achieved the minimum overall technical score and inform them of the date, time and location for the opening of the Financial Proposals. The opening date should allow the Consultants sufficient time to make arrangements for attending the opening. The Consultant's attendance at the opening of the Financial Proposals (in person, or online if such option is indicated in the **Data Sheet**) is optional and is at the Consultant's choice.

17.2 The Financial Proposals shall be opened by the Client's evaluation committee in the presence of the representatives of those Consultants whose proposals have passed the minimum technical score. At the opening, the names of the Consultants, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copies of the record shall be sent to all Consultants who submitted Proposals.

- 18. Correction of Errors** 18.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.
- a. Time-Based Contracts** 18.2 If a Time-Based contract form is included in the RFP, the Client’s evaluation committee will (a) correct any computational or arithmetical errors, and (b) adjust the prices if they fail to reflect all inputs included for the respective activities or items in the Technical Proposal. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail. In case of discrepancy between the Technical and Financial Proposals in indicating quantities of input, the Technical Proposal prevails and the Client’s evaluation committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity, and correct the total Proposal cost.
- b. Lump-Sum Contracts** 18.3 If a Lump-Sum contract form is included in the RFP, the Consultant is deemed to have included all prices in the Financial Proposal, so neither arithmetical corrections nor price adjustments shall be made. The total price, net of taxes understood as per Clause ITC 25 below, specified in the Financial Proposal (Form FIN-1) shall be considered as the offered price.
- 19. Taxes** 19.1 The Client’s evaluation of the Consultant’s Financial Proposal shall exclude taxes and duties in Zambia in accordance with the instructions in the **Data Sheet**.
- 20. Conversion to Single Currency** 20.1 For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the **Data Sheet**.
- 26. Combined Quality and Cost Evaluation**
- a. Quality- and Cost-Based Selection (QCBS)** 26.1 In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the **Data Sheet**. The Consultant achieving the highest combined technical and financial score will be invited for negotiations.

**b. Fixed-Budget  
Selection (FBS)**

26.2 In the case of FBS, those Proposals that exceed the budget indicated in Clause 14.1.4 of the **Data Sheet** shall be rejected.

26.3 The Client will select the Consultant that submitted the highest-ranked Technical Proposal that does not exceed the budget indicated in the RFP, and invite such Consultant to negotiate the Contract.

**c. Least-Cost Selection** 26.4 In the case of Least-Cost Selection (LCS), the Client will select the Consultant with the lowest evaluated total price among those consultants that achieved the minimum technical score, and invite such Consultant to negotiate the Contract.

**D. Negotiations and Award**

**27. Negotiations** 27.1 The negotiations will be held at the date and address indicated in the **Data Sheet** with the Consultant’s representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Consultant.

27.2 The Client shall prepare minutes of negotiations that are signed by the Client and the Consultant’s authorized representative.

**a. Availability of Key Experts** 27.3 The invited Consultant shall confirm the availability of all Key Experts included in the Proposal as a pre-requisite to the negotiations, or, if applicable, a replacement in accordance with Clause 12 of the ITC. Failure to confirm the Key Experts’ availability may result in the rejection of the Consultant’s Proposal and the Client proceeding to negotiate the Contract with the next-ranked Consultant.

27.4 Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall offer a substitute Key Expert within the period of time specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.

**b. Technical negotiations** 27.5 The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, the Client’s inputs, the special conditions of the Contract, and finalizing the “Description of Services” part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.

**c. Financial negotiations**

27.6 The negotiations include the clarification of the Consultant's tax liability in Zambia and how it should be reflected in the Contract.

27.7 If the selection method included cost as a factor in the evaluation, the total price stated in the Financial Proposal for a Lump-Sum contract shall not be negotiated.

27.8 In the case of a Time-Based contract, unit rates negotiations shall not take place, except when the offered Key Experts and Non-Key Experts' remuneration rates are much higher than the typically charged rates by consultants in similar contracts. In such case, the Client may ask for clarifications and, if the fees are very high, ask to change the rates after consultation with ZPPA.

The format for (i) providing information on remuneration rates in the case of Quality Based Selection; and (ii) clarifying remuneration rates' structure under Clause 28.8 above, is provided in Appendix A to the Financial Form FIN-3: Financial Negotiations – Breakdown of Remuneration Rates.

**28. Conclusion of Negotiations**

28.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by the Client and the Consultant's authorized representative.

28.2 If the negotiations fail, the Client shall inform the Consultant in writing of all pending issues and disagreements and provide a final opportunity to the Consultant to respond. If disagreement persists, the Client shall terminate the negotiations informing the Consultant of the reasons for doing so. After having obtained approval, the Client will invite the next-ranked Consultant to negotiate a Contract. Once the Client commences negotiations with the next-ranked Consultant, the Client shall not reopen the earlier negotiations.

**29. Award of Contract**

29.1 After completing the negotiations the Client shall obtain approval to the negotiated draft Contract, if applicable; sign the Contract; publish the award information as per the instructions in the **Data Sheet**; and promptly notify the other shortlisted Consultants.

29.2 The Consultant is expected to commence the assignment on the date and at the location specified in the **Data Sheet**.



## Instructions to Consultants

### E. Data Sheet

A. General	
ITC Clause Reference	
1.1	<p>(a) National Pension Scheme Authority (NAPSA) considers this bid and all related information, either written or verbal, which is provided to the respondent, to be proprietary to NAPSA. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of NAPSA.</p> <p>(b) For the purpose of this tender “<b>shareholder</b>” means a person who owns shares in the broker and is actively involved in the management of the enterprise or business and exercises control over the enterprise.</p> <p>(c) National Pension Scheme Authority (NAPSA) is entitled to amend any conditions, validity, specifications, or extend the closing date of bid. All bidders to whom the RFP has been issued and where the NAPSA have record of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted onto the NAPSA website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and submit addressed for easy transmission of communication of such changes or amendments in this regard.</p> <p>(d) NAPSA reserves the right not to accept the lowest bid or any bid in part or in whole at any time before tender award. It will only award the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically and financially advantages NAPSA after post qualification site visitation independently.</p> <p>(e) NAPSA reserves the right to give preference to an empowerment company in line with CEEC Reservation Scheme, especially where highly competent international Firms partner with local ones to enhance skills transfer. The implications of such arrangement will be subject to negotiations between NAPSA and the successful bidder.</p> <p>(f) NAPSA reserves the right to award this bid as whole or in part without furnishing reasons, except as provided under the Public Procurement Act No. 12 of 2008.</p> <p>(g) NAPSA reserves the right to extend the scope of work when necessary relating to this tender if required. The implications of such scope changes will be subject to negotiations between NAPSA and the successful bidder.</p>

	<p>(h) NAPSA reserves the right to conduct site visits at the bidder's offices and/or at client sites if so required to ascertain capability and assurance of performance of bidder.</p> <p>(i) Supplier performance is viewed by NAPSA as critical component in ensuring value for money (VFM) acquisition and supplier relationship between NAPSA and its suppliers. The successful bidder shall upon receipt of written notification of award of contract, be required to conclude a Service Level Agreement (SLA) with NAPSA which will form an integral part of the Contract Agreement signed by the parties in addition to insurance cover provided by service provider. The SLA will serve as a tool to measure, monitor, and assess the quality control in the contract and performance level and ensure effective delivery of service, quality and value add to NAPSA's business.</p>
2.1	<p><b>Name of the Client: NATIONAL PENSION SCHEME AUTHORITY</b></p> <hr/> <p><b>Method of selection:</b> <b>Quality Cost Based Criteria procedures</b> will be used for both technical and financial proposals as per <b>Applicable Regulations:</b> Regulations 77 to 105 of the Public Procurement Regulations of 2011 available on <a href="http://www.ppa.org.zm">http://www.ppa.org.zm</a></p>
2.2	<p><b>Financial Proposal to be submitted together with Technical Proposal:</b> (Yes)</p> <p><b>The name of the assignment is:</b> engagement of "AN INSURANCE BROKER SERVICE PROVIDER FOR THE PROVISION OF SHORT AND LONG TERM INSURANCE SERVICES TO THE NATIONAL PENSION SCHEME AUTHORITY ON ONE YEAR RUNNING CONTRACT SUBJECT TO RENEWAL ANNUALLY FOR TWO YEARS BASED ON PERFORMANCE".</p>
2.3	<p><b>A pre-proposal conference will be held:</b> on Friday, 29<sup>th</sup> September, 2017 at 10:30 in the NAPSA Meeting Room, Levy Business Park, Ground Floor.</p>
2.4	<p><b>The Client will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals:</b> standard RFP document and terms of reference (TOR).</p>
6.3.1	<p>A list of debarred firms and individuals is available at: <a href="http://www.ppa.org.zm">http://www.ppa.org.zm</a></p>
<p><b>B. Preparation of Proposals</b></p>	
4.1	<p>The 1<sup>st</sup> inner envelope with the full technical Proposal (FTP) shall comprise the following:</p>

	<p>(1) Certified copy of the Power of Attorney for the representative to sign the proposal</p> <p>(2) TECH-1</p> <p>(3) TECH-2</p> <p>(4) TECH-3</p> <p>(5) TECH-4</p> <p>(6) TECH-5</p> <p>(7) TECH-6</p> <p>AND</p> <p><b>The 2<sup>nd</sup> Inner Envelope with the Financial Proposal shall comprise the following:</b></p> <p>(1) FIN-1</p> <p>(2) FIN-2</p> <p>(3) FIN-3</p> <p>(4) FIN-4</p>
<p><b>4.2</b></p>	<p><b>Statement of Undertaking by the bidder is required (Yes)</b></p> <p>(a) The bidder hereby offer to render all or any of the services described in the attached documents to NAPSA on the terms and conditions and in accordance with the Terms of Reference stipulated in this RFP (and which shall be taken as part of, and incorporated into, this Proposal at the price indicated in the Financial Proposal).</p> <p>(b) Bids submitted by the firm must be signed by a person or persons duly authorized thereto by a resolution of a Board of Directors, a copy of which Resolution, duly certified be submitted with the bid.</p> <p>(c) The bidder shall prepare for a possible presentation should NAPSA require such and the bidder shall be notified thereof in good time before the actual presentation date.</p> <p>(d) The bidder hereby agree that the offer herein shall remain binding upon him/her and receptive by NAPSA during the validity period indicated and calculated from the closing hour and date of the bid, this offer and its acceptance shall be subject to the terms and conditions contained in this RFP.</p> <p>(e) The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the prices and rates quoted cover all the service/item(s) specified in the bid response and the price(s) and rate(s) cover all his/her obligations under a resulting contract and</p>

	<p>that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.</p> <p>(f) The bidder hereby accept full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on him/her under this agreement as principal(s) liable for the due fulfillment of this contract.</p>
5.1	<b>Participation of Sub-consultants, Key Experts and Non-Key Experts in more than one Proposal is not permissible.</b>
6.1	<b>Proposals must remain valid for 120</b> calendar days after the proposal submission deadline ( <i>i.e. counted from the closing date of the bid</i> ).
7.1	<p><b>Clarifications may be requested no later than 14 days prior to the submission deadline.</b></p> <p>(a) All communication and attempts to solicit information of any kind relative to the request for proposal (RFP) should be channeled in writing to:</p> <p>Head Procurement &amp; Stores,  <b>Levy Business Park, Cnr of Church &amp; Kabelenga Rds</b>  <b>National Pension Scheme Authority,</b>  <b>P.O. Box 51275</b>  <b>Lusaka, Zambia</b>  Email Address: info@napsa.co.zm or Mwiingaj@napsa.co.zm</p> <p>(b) Enquiries in relation to this RFP will not be entertained after 17:00 hrs on 3<sup>rd</sup> October, 2017</p> <p>(c) The enquiries received shall be consolidated and NAPSA will issue one response and such response will be posted, within 2 days after the last days of enquiries onto the NAPSA website and by e-mail (<a href="http://www.napsa.co.zm">www.napsa.co.zm</a>) to all participating bidders, which is 14 days before the closing date of the tender.</p> <p>(d) NAPSA may respond to any enquiry in its absolute discretion and the bidder acknowledges that they will have no claim against the NAPSA on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.</p>
8.1.1	<p><b>Shortlisted Consultants may associate with</b></p> <p><b>(a) non-shortlisted consultant(s): (Yes)</b></p>

	<p><b>Or</b>  <b>(b) other shortlisted Consultants: (No)</b></p> <p>In case of a consortium or joint venture, certified copy of valid tax certificate(s), certified copies of company registration documents listing all members with percentages, or latest certified copies of all share certificates in case of a firm must be submitted for each consortium/JV member.</p>
<p><b>9.2</b></p>	<p>(a) The format of the Technical Proposal to be submitted is: (FTP)</p> <p>Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.</p> <p>(b) All the documentation submitted in response to this RFP must be in English</p> <p>(c) The bidder is responsible for all the cost related to bid preparation and submission of bid</p> <p>(d) The bidder should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by NAPSA in regard to anything arising from the fact that pages are missing or duplicated.</p> <p>(e) A valid ZRA tax clearance certificate and NAPSA Compliance Certificate must be included in the bid response or proof of application and endorsement (where applicable) in case of expiry during the bid validity period.</p> <p>(f) A copy of certificate of incorporation or registration and from professional bodies that the bidder is affiliated to must be included in the bid response.</p>
<p><b>10.1</b></p>	<p>The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP (that rates/price shall be all inclusive covering local and re-insurance limits to secure NAPSA assets. It shall list all costs associated with the assignment, including but not limited to:</p> <p>(a) <i>allowances for experts for every day of absence from the home office for the purposes of the Services (if applicable);</i></p> <p>(b) <i>cost of travel by the most appropriate means of transport and the most direct practicable route;</i></p> <p>(c) <i>cost of office accommodation, including overheads and back-stop support;</i></p>

	<p>(d) <i>communications costs;</i></p> <p>(e) <i>cost of purchase or rent or freight of any equipment required to be provided by the Consultants;</i></p> <p>(f) <i>cost of reports production (including printing) and delivering to the Client;</i></p> <p>(g) <i>other allowances where applicable and provisional or fixed sums (if any)</i></p>
10.2	A price adjustment provision applies to remuneration rates : (No)
10.3	“Information on the Consultant’s tax obligations in Zambia can be found at <a href="http://www.zra.org.zm">www.zra.org.zm</a> . “
10.4	<p><b>The Financial Proposal shall be stated in the following currencies:</b></p> <p>Consultant may express the price for their Services in any fully convertible currency. <b>The Financial Proposal should state local costs in Zambian Kwacha: (Yes)</b></p>
<b>C. Submission, Opening and Evaluation</b>	
11.1	The Consultants shall not have the option of submitting their Proposals electronically.
11.6	<p>The Consultant must submit:</p> <p>(a) Technical Proposal: one (1) original and 3 copies;</p> <p>(b) Financial Proposal: one (1) original and 3 copies.</p> <p>(c) Bids should be submitted all bound in a sealed envelope endorsed, <b>“NAPSA/ORD/DI/DHRA/09/17: REQUEST FOR PROPOSAL FOR THE PROVISION OF SHORT TERM AND LONG TERM INSURANCE BROKER SERVICES TO NAPSA ON ONE YEAR RUNNING CONTRACT SUBJECT TO RENEWAL ANNUALLY FOR TWO YEARS BASED ON PERFORMANCE”</b>. The sealed envelope must be placed in the tender box on the ground floor at the main Reception area of the NAPSA Head Office, Levy Business Park, by no later than 10:30 hours on Friday, 20<sup>th</sup> October, 2017.</p>
11.7 and 11.9	(a) The Proposals must be submitted no later than:

	<p><b>Date:</b> Friday, 20<sup>th</sup> October, 2017  <b>Tender closing Time:</b> 10:30 hours Zambian Time</p> <p>(b) The closing date, company name and the return address must also be endorsed on the envelope.</p> <p>(c) If a courier service company is being used for delivery of the bid document, the bid description must ensure that the documents are placed/deposited into the tender box. NAPSA will not be responsible for any delays where bids are handed to the NAPSA receptionist or security personnel.</p> <p>(d) No bid received by telegram, telex, email, facsimile or similar medium will be considered.</p> <p>(e) Where a bid is not in the box at the time of the bid closing, such a bid will be regarded as a late bid. NAPSA <i>reserves the right not to evaluate any late bid response.</i></p> <hr/> <p><b>The Proposal submission address is:</b></p> <p><u>Secretary</u>  <u>Management Procurement Committee</u>  <u>For/ Director General</u>  <u>National Pension Scheme Authority,</u>  <u>P.O. Box 51275</u>  <u>Lusaka, Zambia</u></p>
<p>13.1</p>	<p>An online option of the opening of the Technical Proposals is offered: (No)</p> <p><b>The opening shall take place at:</b>  <b>NATIONAL PENSION SCHEME AUTHORITY</b>  <b>Levy Business Park, Meeting Room</b>  <b>P O Box 51275</b>  <b>Lusaka</b>  <b>Tel: +260 211 225226</b>  <b>Fax No. +260 211 225226</b></p> <p><b>Date:</b> same as the submission deadline indicated in 17.7.  <b>Time:</b> 10:30 hours Zambian Time</p>
<p>13.2</p>	<p>In addition, the following information will be read aloud at the opening of the Technical Proposals (i) the name of the Consultant or, in case of a Joint</p>

	<p>Venture, the name of the Joint Venture, the name of the lead member and the names of all members; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; (iii) any modifications to the Proposal submitted prior to proposal submission deadline</p>																																
<p><b>15.1</b> (for FTP)</p>	<p><b><u>EVALUATION CRITERIA AND WEIGHTINGS</u></b> Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals:</p> <table border="1" data-bbox="464 520 1398 1138"> <tr> <td colspan="2"><b>1.0 PRELIMINARY EVALUATION CRITERIA</b></td> </tr> <tr> <td><b>Statutory Registration &amp; other Requirements</b></td> <td><b>To Provide</b></td> </tr> <tr> <td>1.1 Purchase of Tender Document(Receipt)</td> <td>Certified Copy</td> </tr> <tr> <td>1.2 Registration Certificate/Certificate of Incorporation</td> <td>Certified Copy</td> </tr> <tr> <td>1.3 NAPSA Compliance Certificate</td> <td>Certified Copy</td> </tr> <tr> <td>1.4 VAT Certificate (where applicable)</td> <td>Certified Copy</td> </tr> <tr> <td>1.5 Current Valid Tax Compliance Certificate</td> <td>Certified Copy</td> </tr> <tr> <td>1.6 Physical address details</td> <td>Details</td> </tr> <tr> <td>1.7 Completed and Signed Bid Securing Declaration Form (valid for 3 years )</td> <td>Original + Copy</td> </tr> <tr> <td>1.8 Signed Statement of Exclusivity</td> <td>Certified Copy</td> </tr> <tr> <td>1.9 Power of Attorney</td> <td>Certified Copy</td> </tr> <tr> <td>1.10 Filled and completed Bid Submission Form</td> <td><b>Signed by Authorized Representative with power of Attorney</b></td> </tr> </table> <p><b><u>2.0 Mandatory Technical Requirements</u></b></p> <p>All bid responses that do not meet the preliminary criteria and mandatory technical requirements may be disqualified and may not be considered for further evaluation on Technical Evaluation Requirements.</p> <table border="1" data-bbox="440 1371 1422 1570"> <thead> <tr> <th>Item No</th> <th>Mandatory Technical Requirements</th> <th>Comply</th> <th>Not Comply</th> </tr> </thead> <tbody> <tr> <td></td> <td>❖ Pension and Insurance Authority (PIA)</td> <td></td> <td></td> </tr> </tbody> </table>	<b>1.0 PRELIMINARY EVALUATION CRITERIA</b>		<b>Statutory Registration &amp; other Requirements</b>	<b>To Provide</b>	1.1 Purchase of Tender Document(Receipt)	Certified Copy	1.2 Registration Certificate/Certificate of Incorporation	Certified Copy	1.3 NAPSA Compliance Certificate	Certified Copy	1.4 VAT Certificate (where applicable)	Certified Copy	1.5 Current Valid Tax Compliance Certificate	Certified Copy	1.6 Physical address details	Details	1.7 Completed and Signed Bid Securing Declaration Form (valid for 3 years )	Original + Copy	1.8 Signed Statement of Exclusivity	Certified Copy	1.9 Power of Attorney	Certified Copy	1.10 Filled and completed Bid Submission Form	<b>Signed by Authorized Representative with power of Attorney</b>	Item No	Mandatory Technical Requirements	Comply	Not Comply		❖ Pension and Insurance Authority (PIA)		
<b>1.0 PRELIMINARY EVALUATION CRITERIA</b>																																	
<b>Statutory Registration &amp; other Requirements</b>	<b>To Provide</b>																																
1.1 Purchase of Tender Document(Receipt)	Certified Copy																																
1.2 Registration Certificate/Certificate of Incorporation	Certified Copy																																
1.3 NAPSA Compliance Certificate	Certified Copy																																
1.4 VAT Certificate (where applicable)	Certified Copy																																
1.5 Current Valid Tax Compliance Certificate	Certified Copy																																
1.6 Physical address details	Details																																
1.7 Completed and Signed Bid Securing Declaration Form (valid for 3 years )	Original + Copy																																
1.8 Signed Statement of Exclusivity	Certified Copy																																
1.9 Power of Attorney	Certified Copy																																
1.10 Filled and completed Bid Submission Form	<b>Signed by Authorized Representative with power of Attorney</b>																																
Item No	Mandatory Technical Requirements	Comply	Not Comply																														
	❖ Pension and Insurance Authority (PIA)																																

	<p>The short-term insurance broker must be a registered insurance broker service provider registered with Pension and Insurance Authority (PIA) for the short and/or long term insurance products: Short and long Term Insurance-Commercial and personal lines.</p> <p><b>The bidder must provide documentary proof of Registration with PIA. This proof must also reflect the products the bidder is approved to offer.</b> Please provide at least one reference of such a transaction. Please refer to table (a) of Annexure 3 of this document for the required information</p> <p>Substantiate/comment</p>		
	<p><b>❖ Relationship with Principal Insurers/ Underwriter.</b></p> <p>The bidder must provide documentary proof (e.g. letters/ certifications or contracts) from principal insurers/ re-insurers or underwriters confirming the principal insurer's/underwriter's commitment to provide the required insurance (or re-insurance where applicable) for all classes of NAPSA insurance portfolio.</p> <p>Please provide letters/ certifications or contracts as proof of support from principal insurers/ re-insurers or underwriters for all classes of insurance.</p> <p><b>Note: The NAPSA reserves the right to verify the Solvency Margins of the indicated principal insurers/ re-insurers or underwriters.</b></p> <p>Substantiate/comment</p>		

	<b>3</b>	<p><b>Fidelity Guarantee Cover</b></p> <p>The bidder will be required to take out adequate Fidelity Guarantee cover.</p> <p><b>Please provide a certified copy of your current and valid Fidelity Guarantee policy.</b></p>		
		<p><b>Substantiate/comment</b></p>		
		<p style="text-align: center;"><b>❖ Supply Chain Management Practices</b></p> <p>Is the respondent or any of the directors listed as prohibited persons to do business in Zambia or</p> <p>Was the respondent or any directors convicted by the court of law (including the court outside the Republic of Zambia) for fraud or corruption during the past 5 years.</p>		
		<p><b>Substantiate/Comment</b></p>		
<p><b>NB: Bidders that shall fail to meet the mandatory technical requirements shall automatically be disqualified from proceeding to technical evaluation stage</b></p>				
<p><b>2.0 Technical Evaluation</b></p>				
			Points	
	<b>CRITERIA</b>		<b>Marks</b>	<b>(MAX 70)</b>
I.	<p><b>Relevant experience of the Insurance Broker Service Provider:</b></p> <p>The bidder must have experience in providing short-term insurance broker services (both local</p>		30	marks

	<p>and international market) for Corporates and/or State Owned Enterprises (SoEs).</p> <p>The bidder must provide references of similar work done in the past five years. Please refer to [FORM TECH 2] of this document for the format in which the required information must be provided in providing similar services in compliance with NAPSA Terms of Reference (TOR). Bidder should also attach a letter of concerned companies to this effect along with at least four written firm references from clients they had business relationship with the following details:</p> <ul style="list-style-type: none"> <li>• Four Names of the clients- 4</li> <li>• Number of successful projects conducted of similar nature-4</li> <li>• Nature of Project and Scope of Project-4</li> <li>• Project Deliverables-4</li> <li>• Date of award of Contract-2</li> <li>• Date of commencement and end of the Project-2</li> <li>• Name of the person who can be referred to from Clients' side with Name, Designation-2</li> <li>• Postal Address and Contact Phone- 1</li> <li>• Fax numbers and E-Mail IDs- 1</li> <li>• Attach copies of purchase order/contract copy- 3</li> <li>• Three written references from clients of similar assignments of equivalent value- 3</li> </ul>	
	<p><b>II</b>      <b>Proposal: Insurance Structure/ Insurance Package</b></p> <p>The bidder must provide a detailed proposal of suitable insurance package/ structure as per</p>	<p><b>20 Marks</b></p>

	<p>NAPSA’s insurance portfolio (5 marks). The proposal must also reflect the following:</p> <ul style="list-style-type: none"> <li>• The bidder must indicate if they are outsourcing broking services, state what type of portfolios is outsourced and provide all relevant documents= 5 marks,</li> <li>• If any limitations, uncommon conditions and exclusions are to be imposed, this must be stated very clearly in respect of each class of insurance of the policies = 5 marks.</li> <li>• Deductibles are to be shown clearly, otherwise NAPSA will assume that no deductible will apply and this may not be rectified afterwards = 5 marks.</li> </ul>	
<p>III</p>	<p><b>Proposal: Management of Run-off claims &amp; Cell Captives Insurance Arrangements</b></p> <p>The bidder must provide details as to the manner in which <b>run-off claims</b> will be managed and how costs will be determined and management <b>Cell Captives Insurance Arrangement</b>. Quality and Adequacy of the proposed work plan and methodology[FORM TECH 4] in MANAGEMENT OF Run-off claims and cell captives insurance management in responding to the TORs:</p> <ul style="list-style-type: none"> <li>❖ Clarity of methodology and work plan - 5</li> <li>❖ Effectiveness of proposed methodology and work plan– 5</li> <li>❖ Adequacy of proposed methodology and work plan – 5</li> </ul>	<p><b>15 Marks</b></p>
<p>IV.</p>	<p>Project Team’s skills, Qualifications and Experience for the assignment in successfully managing short and/or long term insurance broking services to institution to the magnitude of NAPSA [FORM TECH 6]. Insurance Broker Service</p>	<p><b>20 marks</b></p>

	<p>Provider must submit structure and composition of the Project Team and their detailed CVs:</p> <p>The bidders must submit, as part of its proposal, the following:</p> <ul style="list-style-type: none"> <li>❖ The structure and composition of the proposed team, clearly outlining the main disciplines/ specialties of this project and the key personnel responsible for each specialty. Please refer FORM TECH 6 for the format in which the required information must be provided. =8 marks</li> <li>❖ CVs [FORM TECH 6] of the Team Leader and key personnel; and the CVs must clearly highlight qualifications, areas of experience/ competence relevant to the tasks and objectives of this project as outlined above= 8 marks</li> <li>❖ Identify team members who have participated in successfully managing similar projects. = 4 marks</li> </ul>	
V	<p><b>Claims Administration System</b></p> <p>The bidder must provide an electronic insurance claims administration system= 5 marks</p> <p>Provide details of the system, the details must among other things, include the following:</p> <ul style="list-style-type: none"> <li>• The functional capabilities of the system</li> <li>• Provide a sample of a detailed claims report generated from the system &amp; the name of the system. = 5 marks</li> </ul>	<b>10 marks</b>
VI	<p><b>Latest audited Financial Statements for the last three years (i.e. 2014, 2015 and 2016)</b></p>	<b>5 Marks</b>
	<b>TOTAL TECHNICAL SCORE</b>	<b>100%</b>
	<b>WEIGHTED TECHNICAL SCORE</b>	<b>70%</b>

	<p>The minimum technical score (St) required to pass and be considered for Financial Proposal opening is: <u>70 Points</u></p> <p><i>NOTE: The minimum qualifying weighted score to proceed to financial evaluation is 70%. All bidders that fail to achieve the minimum score shall not be considered for further evaluation on price and application of CEEC Reservation Scheme (if eligible).</i></p>
<p>17.1</p>	<p>An online option of the opening of the Financial Proposals is offered: (No)</p>
<p>18.1</p>	<p>For the purpose of the evaluation, the Client will exclude: (a) all local identifiable indirect taxes such as sales tax, excise tax, VAT, or similar taxes levied on the contract’s invoices; and (b) all additional local indirect tax on the remuneration of services rendered by non-resident experts in Zambia. If a Contract is awarded, at Contract negotiations, all such taxes will be discussed, finalized (using the itemized list as a guidance but not limiting to it) and added to the Contract amount as a separate line, also indicating which taxes shall be paid by the Consultant and which taxes are withheld and paid by the Client on behalf of the Consultant.</p>
<p>20.1</p>	<p>The currency for the evaluation is: <u>Zambian Kwacha, except for re-insurance facultative insurance. There will be conversion of all prices expressed in various currencies into a single one. Bank of Zambia Exchange rate for the tender closing date shall apply for price conversion.</u></p>
<p>26.1 (Quality Cost Based Selection shall be used)</p>	<p>All bidders should ensure that the appropriate standard technical and financial proposal forms have been completed.</p> <p>The proposals must be submitted with a cover letter signed by an authorized individual, containing a confirmation that you have understood the Terms of Reference for this assignment.</p> <p>Only proposals that score 70% and above on the technical evaluation will qualify for financial evaluation.</p> <p><b>FINANCIAL EVALUATION</b></p> <p>The financial evaluation will be carried out using the financial ratio formula:</p>

$$\text{Weight} = 30 \left[ \frac{(Lb)}{(Bp)} \right]$$

Where:

(Lb) is the lowest financial proposal

(Bp) is the amount of financial proposal of the bid

The lowest financial proposal (Lb) is to be given a financial weighted score of 30 points.

FINANCIAL PROPOSAL	Marks (max 30)
Maximum Financial Proposal score	100
Financial Proposal Weighted Score	30
CEEC Reservation Score	(if eligible)

The financial proposal will be evaluated and scored based on the quoted *fixed* and variable *success* fees as follows:-

- (a) The lowest bid fees will be assigned the maximum score of 100 points.
- (b) All other bids that are higher than the lowest bid fee will be scored relative to the lowest bid score. The table below provides an illustration :

BIDDER	TOTAL FEES (Fixed +Success Fee)	FINANCIAL SCORE ( Fs) ( lowest fee /actual fee ) x 100 points
A	40,000	40,000/40,000 = 100 points
B	50,000	40,000/50,000 = 80 points
C	75,000	40,000/75,000 = 53.3 points

(a) The fees should be quoted separately for each Lot (Lot A- Investment and Lot B- Administration) as indicated in the Terms of Reference and should be quoted in kwacha exclusive of Value Added Tax or other similar levies that may from time to time be levied by any relevant authority. To the extent that these fees or any portion thereof are subject to any such taxes or levies in terms of prevailing legislation, then such taxes or levies will be added to the above fees.

- (b) All the rates quoted by firm should be for the full period of the contract.
- (c) All additional costs associated with the bidder's offer must be clearly specified and included in the Total Bid Price.
- (d) Payments will be linked to performance related milestone deliverables after such deliverables have been approved by the NAPSA. Payments will be made within 30 days from date of invoice.
- (e) Bidders are required to submit fee proposals which should provide complete insurance cover, where deemed applicable.

	<p><b>BEST EVALUATED TENDER</b></p> <p>The best evaluated tender (BET) that will be recommended for the award of the contract shall be a firm/consultant with the highest ranked bidder after combined technical and financial evaluation that met the minimum qualifying technical score.</p>
	<p><b>D. Negotiations and Award</b></p>
27.1	<p><b>Expected date and address for contract negotiations:</b> To be communicated with the successful bidder.</p>
29.1	<p><b>Tender award is subject to NAPSA conducting a post qualification (if so deemed necessary)</b> through visitation of the best evaluated bidder and any other selected client site indicated in the firm’s reference of the best evaluated bidder to determine whether the bidder is qualified as submitted in their technical and financial proposals to perform the contract satisfactorily in accordance with RFP document.</p> <p><b>The publication of the contract award information following the completion of the contract negotiations and contract signing: Refer to <a href="http://www.napsa.co.zm">www.napsa.co.zm</a></b></p> <p>The publication will be done within <b>10 working days after the contract signing.</b></p>
29.2	<p><b>Expected date for the commencement of the Services:</b> Upon conclusion of agreed Implementation milestone plan in accordance with the Terms of Reference.</p>



## Section 3. Technical Proposal – Standard Forms

### CHECKLIST OF REQUIRED FORMS

Required for FTP or STP (v)		FORM	DESCRIPTION	Page Limit
FTP	STP			
v	v	TECH-1	Technical Proposal Submission Form.	
“v” If applicable		TECH-1 Attachment	If the Proposal is submitted by a joint venture, attach a letter of intent or a copy of an existing agreement.	
“v” If applicable		Power of Attorney	No pre-set format/form. In the case of a Joint Venture, several are required: a power of attorney for the authorized representative of each JV member, and a power of attorney for the representative of the lead member to represent all JV members	
v		TECH-2	Consultant’s Organization and Experience.	
v		TECH-2A	A. Consultant’s Organization	
v		TECH-2B	B. Consultant’s Experience	
v		TECH-3	Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Client.	
v		TECH-3A	A. On the Terms of Reference	
v		TECH-3B	B. On the Counterpart Staff and Facilities	
v	v	TECH-4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	
v	v	TECH-5	Work Schedule and Planning for Deliverables	
v	v	TECH-6	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)	

**All pages of the original Technical and Financial Proposal shall be initialed by the same authorized representative of the Consultant who signs the Proposal.**

FORM TECH-1

TECHNICAL PROPOSAL SUBMISSION FORM

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Date

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To: *[Name and address of Client]*

Dear Sirs:

We, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* in accordance with your Request for Proposals dated *[Insert Date]* and our Proposal. *[Select appropriate wording depending on the selection method stated in the RFP: “We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope” or, if only a Technical Proposal is invited “We hereby are submitting our Proposal, which includes this Technical Proposal only in a sealed envelope.”]*

*{If the Consultant is a joint venture, insert the following: We are submitting our Proposal a joint venture with: {Insert a list with full name and the legal address of each member, and indicate the lead member}. We have attached a copy {insert: “of our letter of intent to form a joint venture” or, if a JV is already formed, “of the JV agreement”} signed by every participating member, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture.*

*{OR*

*If the Consultant’s Proposal includes Sub-consultants, insert the following: We are submitting our Proposal with the following firms as Sub-consultants: {Insert a list with full name and address of each Sub-consultant.}*

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by ZPPA.
- (b) Our Proposal shall be valid and remain binding upon us for the period of time specified in the Data Sheet, Clause 12.1.
- (c) We have no conflict of interest in accordance with ITC 3.

- (d) We meet the eligibility requirements as stated in ITC 6, and we confirm our understanding of our obligation to abide by the Government’s policy in regard to corrupt and fraudulent practices as per ITC 5.
- (e) *[Note to Client: Only if required in ITC10.2 (Data Sheet 10.2), include the following:* In competing for (and, if the award is made to us, in executing) the Contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in the country of the Client.]
- (f) Except as stated in the Data Sheet, Clause 12.1, we undertake to negotiate a Contract on the basis of the proposed Key Experts. We accept that the substitution of Key Experts for reasons other than those stated in ITC Clause 12 and ITC Clause 28.4 may lead to the termination of Contract negotiations.
- (g) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in Clause 30.2 of the Data Sheet.

We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Consultant (company’s name or JV’s name): \_\_\_\_\_

In the capacity of: \_\_\_\_\_

Address: \_\_\_\_\_

Contact information (phone and e-mail): \_\_\_\_\_

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}

## 21. FORM TECH-2 (FOR FULL TECHNICAL PROPOSAL ONLY)

### CONSULTANT'S ORGANIZATION AND EXPERIENCE

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Form TECH-2: a brief description of the Consultant's organization and an outline of the recent experience of the Consultant that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Consultant's Key Experts and Sub-consultants who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Consultant), and the Consultant's role/involvement.

#### A - Consultant's Organization

1. Provide here a brief description of the background and organization of your company, and – in case of a joint venture – of each member for this assignment.
2. Include organizational chart, a list of Board of Directors, and beneficial ownership

#### B - Consultant's Experience

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1. List only previous similar assignments successfully completed in the last [.....] years.
2. List only those assignments for which the Consultant was legally contracted by the Client as a company or was one of the joint venture partners. Assignments completed by the Consultant's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant, or that of the Consultant's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Client.

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Client & Country of Assignment	Approx. Contract value (in US\$ equivalent)/ Amount paid to your firm	Role on the Assignment
{e.g., Jan.2009– Apr.2010}	{e.g., “Improvement quality of.....”: designed master plan for rationalization of .....; }	{e.g., Ministry of ....., country}	{e.g., US\$1 mill/US\$0.5 mill}	{e.g., Lead partner in a JV A&B&C}
{e.g., Jan-May 2008}	{e.g., “Support to sub-national government.....” : drafted secondary level regulations on.....}	{e.g., municipality of....., country}	{e.g., US\$0.2 mil/US\$0.2 mil}	{e.g., sole Consultant}

## FORM TECH-3 (FOR FULL TECHNICAL PROPOSAL)

### COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE, COUNTERPART STAFF, AND FACILITIES TO BE PROVIDED BY THE CLIENT

---

Form TECH-3: comments and suggestions on the Terms of Reference that could improve the quality/effectiveness of the assignment; and on requirements for counterpart staff and facilities, which are provided by the Client, including: administrative support, office space, local transportation, equipment, data, etc.

#### A - On the Terms of Reference

{improvements to the Terms of Reference, if any}

#### B - On Counterpart Staff and Facilities

{comments on counterpart staff and facilities to be provided by the Client. For example, administrative support, office space, local transportation, equipment, data, background reports, etc., if any}

## FORM TECH-4 (FOR FULL TECHNICAL PROPOSAL ONLY)

### DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN RESPONDING TO THE TERMS OF REFERENCE

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Form TECH-4: a description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Technical Proposal (in FTP format):

- a) Technical Approach and Methodology
- b) Work Plan
- c) Organization and Staffing}

- a) **Technical Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs in here.}
- b) **Work Plan.** {Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.}
- c) **Organization and Staffing.** {Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts and relevant technical and administrative support staff.}

FORM TECH-5 (FOR FTP AND STP)

WORK SCHEDULE AND PLANNING FOR DELIVERABLES

N°	Deliverables <sup>1</sup> (D-..)	Months												
		1	2	3	4	5	6	7	8	9	....	n	TOTAL	
D-1	{e.g., Deliverable #1: Report A													
	1) data collection													
	2) drafting													
	3) inception report													
	4) incorporating comments													
	5) .....													
	6) delivery of final report to Client}													
D-2	{e.g., Deliverable #2:.....}													
n														

- 1 List the deliverables with the breakdown for activities required to produce them and other benchmarks such as the Client’s approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in a form of a bar chart.
3. Include a legend, if necessary, to help read the chart.



### Section 3. Technical Proposal – Standard Forms

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- 2 Months are counted from the start of the assignment/mobilization. One (1) month equals twenty two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.
- 3 “Home” means work in the office in the expert’s country of residence. “Field” work means work carried out in Zambia or any other country outside the expert’s country of residence.

-  Full time input
-  Part time input

FORM TECH-6  
(CONTINUED)

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

**Education:** {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

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**Employment record relevant to the assignment:** {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of ....., advisor/consultant to...  For references: Tel...../e-mail.....; Mr. Hbbbb, deputy minister]		

**Membership in Professional Associations and Publications:**

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**Language Skills (indicate only languages in which you can work):** \_\_\_\_\_

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**Adequacy for the Assignment:**

Detailed Tasks Assigned on Consultant’s Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved}	

**Expert’s contact information:** (e-mail ....., phone.....)

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by ZPPA.

{day/month/year}

---

Name of Expert

Signature

Date

{day/month/year}

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Name of authorized  
Representative of the Consultant  
(the same who signs the Proposal)

Signature

Date

## Section 4. Financial Proposal - Standard Forms

{*Notes to Consultant* shown in brackets { } provide guidance to the Consultant to prepare the Financial Proposals; they should not appear on the Financial Proposals to be submitted.}

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

- FIN-1 Financial Proposal Submission Form
- FIN-2 Summary of Costs
- FIN-3 Breakdown of Remuneration, including Appendix A “Financial Negotiations - Breakdown of Remuneration Rates” in the case of QBS method
- FIN-4 Reimbursable expenses

**FORM FIN-1**  
**FINANCIAL PROPOSAL SUBMISSION FORM**

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{Location, Date}

To: [Name and address of Client]

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Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of {Indicate the corresponding to the amount(s) currency(ies)} {Insert amount(s) in words and figures}, [Insert "including" or "excluding"] of all indirect local taxes in accordance with Clause 25.1 in the Data Sheet. The estimated amount of local indirect taxes is {Insert currency} {Insert amount in words and figures} which shall be confirmed or adjusted, if needed, during negotiations. {Please note that all amounts shall be the same as in Form FIN-2}.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Clause 12.1 of the Data Sheet.

Commissions and gratuities paid or to be paid by us to an agent or any third party relating to preparation or submission of this Proposal and Contract execution, paid if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____

{If no payments are made or promised, add the following statement: "No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Proposal and Contract execution."}

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We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

In the capacity of: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail: \_\_\_\_\_

{For a joint venture, either all members shall sign or only the lead member/consultant, in which case the power of attorney to sign on behalf of all members shall be attached}

FORM FIN-2 SUMMARY OF COSTS

Item	Cost			
	{Consultant must state the proposed Costs in accordance with Clause 16.4 of the Data Sheet; delete columns which are not used}			
	{Insert Foreign Currency # 1}	{Insert Foreign Currency # 2, if used}	{Insert Foreign Currency # 3, if used}	{Insert Local Currency, if used and/or required (16.4 Data Sheet)}
Cost of the Financial Proposal				
Including:				
(1) Remuneration				
(2) Reimbursables				
<b>Total Cost of the Financial Proposal:</b> {Should match the amount in Form FIN-1}				
<b>Indirect Local Tax Estimates – to be discussed and finalized at the negotiations if the Contract is awarded</b>				
(i) {insert type of tax: e.g., VAT or sales tax}				
(ii) {e.g., income tax on non-resident experts}				
(iii) {insert type of tax}				
<b>Total Estimate for Indirect Local Tax:</b>				

Footnote: Payments will be made in the currency(ies) expressed above (Reference to ITC 16.4).

FORM FIN-3 BREAKDOWN OF REMUNERATION

When used for Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for the calculation of the Contract’s ceiling amount; to calculate applicable taxes at contract negotiations; and, if needed, to establish payments to the Consultant for possible additional services requested by the Client. This Form shall not be used as a basis for payments under Lump-Sum contracts

A. Remuneration _____								
No.	Name	Position (as in TECH-6)	Person-month Remuneration Rate	Time Input in Person/Month (from TECH-6)	{Currency # 1- as in FIN-2}	{Currency # 2- as in FIN-2}	{Currency# 3- as in FIN-2}	{Local Currency- as in FIN-2}
<b>Key Experts</b>								
K-1			[Home]					
			[Field]					
K-2								
<b>Non-Key Experts</b>								
N-1			[Home]					
N-2			[Field]					
Total Costs								

## Appendix A. Financial Negotiations - Breakdown of Remuneration Rates

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### 1. Review of Remuneration Rates

- 1.1. The remuneration rates are made up of salary or a base fee, social costs, overheads, profit, and any premium or allowance that may be paid for assignments away from headquarters or a home office. An attached Sample Form can be used to provide a breakdown of rates.
- 1.2. If the RFP requests submission of a technical proposal only, the Sample Form is used by the selected Consultant to prepare for the negotiations of the Contract. If the RFP requests submission of the financial proposal, the Sample Form shall be completed and attached to the Financial Form-3. Agreed (at the negotiations) breakdown sheets shall form part of the negotiated Contract and included in its Appendix D or C.
- 1.3. At the negotiations the firm shall be prepared to disclose its audited financial statements for the last three years, to substantiate its rates, and accept that its proposed rates and other financial matters are subject to scrutiny. The Client is charged with the custody of government funds and is expected to exercise prudence in the expenditure of these funds.
- 1.4. Rate details are discussed below:
  - (i) Salary is the gross regular cash salary or fee paid to the individual in the firm's home office. It shall not contain any premium for work away from headquarters or bonus (except where these are included by law or government regulations).
  - (ii) Bonuses are normally paid out of profits. To avoid double counting, any bonuses shall not normally be included in the "Salary" and should be shown separately. Where the Consultant's accounting system is such that the percentages of social costs and overheads are based on total revenue, including bonuses, those percentages shall be adjusted downward accordingly. Where national policy requires that 13 months' pay be given for 12 months' work, the profit element need not be adjusted downward. Any discussions on bonuses shall be supported by audited documentation, which shall be treated as confidential.
  - (iii) Social Charges are the costs of non-monetary benefits and may include, inter alia, social security (including pension, medical, and life insurance costs) and the cost of a paid sick and/or annual leave. In this regard, a paid leave during public holidays or an annual leave taken during an assignment if no Expert's replacement has been provided is not considered social charges.
  - (iv) Cost of Leave. The principles of calculating the cost of total days leave per annum as a percentage of basic salary is normally calculated as follows:

$$\text{Leave cost as percentage of salary} = \frac{\text{total days leave} \times 100}{[365 - w - \text{ph} - v - s]}$$

Where w = weekends, ph = public holidays, v = vacation, and s = sick leave.

Please note that leave can be considered as a social cost only if the Client is not charged for the leave taken.

- (v) Overheads are the Consultant's business costs that are not directly related to the execution of the assignment and shall not be reimbursed as separate items under the Contract. Typical items are home office costs (non-billable time, time of senior Consultant's staff monitoring the project, rent of headquarters' office, support staff, research, staff training, marketing, etc.), the cost of Consultant's personnel not currently employed on revenue-earning projects, taxes on business activities, and business promotion costs. During negotiations, audited financial statements, certified as correct by an independent auditor and supporting the last three years' overheads, shall be available for discussion, together with detailed lists of items making up the overheads and the percentage by which each relates to basic salary. The Client does not accept an add-on margin for social charges, overhead expenses, etc. for Experts who are not permanent employees of the Consultant. In such case, the Consultant shall be entitled only to administrative costs and a fee on the monthly payments charged for sub-contracted Experts.
- (vi) Profit is normally based on the sum of the Salary, Social costs, and Overheads. If any bonuses paid on a regular basis are listed, a corresponding reduction shall be made in the profit amount. Profit shall not be allowed on travel or any other reimbursable expenses.
- (vii) Away from Home Office Allowance or Premium or Subsistence Allowances. Some Consultants pay allowances to Experts working away from headquarters or outside of the home office. Such allowances are calculated as a percentage of salary (or a fee) and shall not draw overheads or profit. Sometimes, by law, such allowances may draw social costs. In this case, the amount of this social cost shall still be shown under social costs, with the net allowance shown separately.

UNDP standard rates for the particular country may be used as reference to determine subsistence allowances.

## Sample Form

Consultant:  
Assignment:

Country:  
Date:

### Consultant's Representations Regarding Costs and Charges

We hereby confirm that:

- (a) the basic fees indicated in the attached table are taken from the firm's payroll records and reflect the current rates of the Experts listed which have not been raised other than within the normal annual pay increase policy as applied to all the Consultant's Experts;
- (b) attached are true copies of the latest pay slips of the Experts listed;
- (c) the away- from- home office allowances indicated below are those that the Consultant has agreed to pay for this assignment to the Experts listed;
- (d) the factors listed in the attached table for social charges and overhead are based on the firm's average cost experiences for the latest three years as represented by the firm's financial statements; and
- (e) said factors for overhead and social charges do not include any bonuses or other means of profit-sharing.

\_\_\_\_\_  
[Name of Consultant]

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

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

Title: \_\_\_\_\_

**Consultant’s Representations Regarding Costs and Charges  
(Model Form I)**

(Expressed in {insert name of currency\*})

Personnel		1	2	3	4	5	6	7	8
Name	Position	Basic Remuneration Rate per Working Month/Day/Year	Social Charges <sup>1</sup>	Overhead <sub>1</sub>	Subtotal	Profit <sup>2</sup>	Away from Home Office Allowance	Proposed Fixed Rate per Working Month/Day/Hour	Proposed Fixed Rate per Working Month/Day/Hour <sup>1</sup>
Home Office									
Client’s Country									
				_____					
				_____					

{\* If more than one currency is used, use additional table(s), one for each currency}

- 1. Expressed as percentage of 1
- 2. Expressed as percentage of 4

**FORM FIN-4 BREAKDOWN OF REIMBURSABLE EXPENSES**

When used for Lump-Sum contract assignment, information to be provided in this Form shall only be used to demonstrate the basis for calculation of the Contract ceiling amount, to calculate applicable taxes at contract negotiations and, if needed, to establish payments to the Consultant for possible additional services requested by the Client. This form shall not be used as a basis for payments under Lump-Sum contracts

<b>B. Reimbursable Expenses</b>								
N°	Type of Reimbursable Expenses	Unit	Unit Cost	Quantity	{Currency # 1- as in FIN-2}	{Currency # 2- as in FIN-2}	{Currency# 3- as in FIN-2}	{Local Currency- as in FIN-2}
	{e.g., Per diem allowances**}	{Day}						
—	{e.g., International flights}	{Ticket}						
—	{e.g., In/out airport transportation}	{Trip}						
	{e.g., Communication costs between Insert place and Insert place}							
	{ e.g., reproduction of reports}							
	{e.g., Office rent}							
	.....							
	{Training of the Client’s personnel – if required in TOR}							
Total Costs								

Legend:

“Per diem allowance” is paid for each night the expert is required by the Contract to be away from his/her usual place of residence. Client can set up a ceiling.

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## Section 5. Eligible Countries

**In reference to ITC6.3.2**, for the information of shortlisted Consultants, at the present time firms, goods and services from the following countries are excluded from this selection:

Under the ITC 6.3.2 (a):  [list country/countries *or* state “none”]

Under the ITC 6.3.2 (b):  [list country/countries *or* indicate “none”]



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## Section 6. Government Policy – Corrupt and Fraudulent Practices

(this Section 6 shall not be modified)

### “Fraud and Corruption

1.23 It is the Government’s policy to require that Procuring Entities (including beneficiaries of Government funds), consultants, and their agents (whether declared or not), sub-contractors, sub-consultants, service providers, or suppliers, and any personnel thereof, observe the highest standard of ethics during the selection and execution of Government-financed contracts [footnote: In this context, any action taken by a consultant or any of its personnel, or its agents, or its sub-consultants, sub-contractors, services providers, suppliers, and/or their employees, to influence the selection process or contract execution for undue advantage is improper.]. In pursuance of this policy, the Government:

- (a) defines, for the purposes of this provision, the terms set forth below as follows:
- (i) “corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party<sup>1</sup>;
  - (ii) “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation<sup>2</sup>;
  - (iii) “collusive practices” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party<sup>3</sup>;

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<sup>1</sup> For the purpose of this sub-paragraph, “another party” refers to a public official acting in relation to the selection process or contract execution. In this context “public official” includes World Bank staff and employees of other organizations taking or reviewing selection decisions.

<sup>2</sup> For the purpose of this sub-paragraph, “party” refers to a public official; the terms “benefit” and “obligation” relate to the selection process or contract execution; and the “act or omission” is intended to influence the selection process or contract execution.

<sup>3</sup> For the purpose of this sub-paragraph, “parties” refers to participants in the procurement or selection process (including public officials) attempting either themselves, or through another person or entity not participating in the procurement or selection process, to simulate competition or to establish prices at artificial, non-competitive levels, or are privy to each other’s bid prices or other conditions.

- (iv) “coercive practices” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party<sup>4</sup>;
- (v) “obstructive practice” is
  - (aa) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Government investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
  - (bb) acts intended to materially impede the exercise of the Government’s inspection and audit rights;
- (b) will reject a proposal for award if it determines that the consultant recommended for award or any of its personnel, or its agents, or its sub-consultants, sub-contractors, services providers, suppliers, and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- (c) will declare misprocurement and cancel the portion of the funds allocated to a contract if it determines at any time that representatives of the Procuring Entity or of a recipient of any part of the proceeds were engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the selection process or the implementation of the contract in question, without the Procuring Entity having taken timely and appropriate action satisfactory to the Government to address such practices when they occur, including by failing to inform the Government in a timely manner they knew of the practices;
- (d) will sanction a firm or an individual at any time, in accordance with prevailing sanctions procedures, including by publicly declaring such firm or individual ineligible, either indefinitely or for a stated period of time: (i) to be awarded a Government-financed contract, and (ii) to be a nominated<sup>5</sup> sub-consultant, supplier, or service provider of an otherwise eligible firm being awarded a Government-financed contract.

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<sup>4</sup> For the purpose of this sub-paragraph, “party” refers to a participant in the selection process or contract execution.

<sup>5</sup> A nominated sub-consultant, supplier, or service provider is one which has been either (i) included by the consultant in its proposal because it brings specific and critical experience and know-how that are accounted for in the technical evaluation of the consultant’s proposal for the particular services; or (ii) appointed by the Borrower.

## Section 7. Terms of Reference

### LOT A: TERMS OF REFERENCE FOR SHORT TERM INSURANCE BROKER SERVICE PROVIDER FOR NATIONAL PENSION SCHEME AUTHORITY (NAPSA)- INVESTMENT

#### 1.1 Introduction.

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks insurance services from eligible Insurance companies and Brokers for the Period 2018 to 2020 for the Authority's Business and other assets as provided in table 1 below. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage various insurance policies.

#### 1.2 Objective of the Cover

The primary objective of the insurance cover is to provide a comprehensive general and asset insurance policy to cover specified risks for the Authority Business and other qualifying assets.

#### 1.3 Scope of Work

The Provider is expected to provide efficient and effective Insurance services for the Authority business, Board of Trustees and members of staff and other qualifying assets. It should be a service that is easily available and accessible as and when required.

- Provide adequate and cost effective insurance cover to NAPSA
- Provide timely and efficient claims service delivery
- Make recommendations on various insurance covers based on market developments and NAPSA needs.

The provider is expected to provide Fire & Building Perils, Burglary, Directors and Trustee Liability, Fidelity Guarantee Insurance, Public Liability Insurance, All Risks (office accessories), Computer all risk, Property Terrorism, Riots & Sabotage, Money Insurance, Global Health and Travel Insurance, Goods in Transit/Inland Cover, Employers Liability Insurance, Motor Vehicle Insurance (Private) and Motor Vehicle Insurance (Commercial), Group Life Assurance, Group mortgage Protection, Group Personal Accidents covers for the Authority, Required Services

The services to be rendered: as a Short Term Insurance Broker over the contract period should include general services related to the placement, maintenance and administration

of the insurance portfolio. A Service Plan should be drawn annually at the inception of a new insurance period detailing the actions to be taken in accordance with the Annual Placement Programme as well as an Annual Maintenance Programme for claims administration. The appointed broker will be responsible for/ required to perform the following actions:

- ❖ Internal and external discussions to set renewal and maintenance strategy
- ❖ Internal Strategy meetings;
- ❖ Review existing cover;
- ❖ Established uninsured risks and internal self-insurance capacity;
- ❖ Review cover, limits and sums insured;
- ❖ Review uninsured risks and exposure;
- ❖ Re-broking and market exercise to obtain renewal terms;
- ❖ Alignment of Insurance and Risk Management Philosophy;
- ❖ Pre-renewal meeting to discuss excess structures and alternatives of renewal;
- ❖ Renewal follow-up on alternative quotations;
- ❖ Presentation of renewal terms and recommended options;
- ❖ Confirmation of placement and 100% cover;
- ❖ Confirmation of credit rating of insurance and re-insurance markets;
- ❖ Premium allocations on recommended aggregates and service fees;
- ❖ Compilation of detailed insurance manual as well as full summary on cover, limits, conditions and exclusions;
- ❖ Check and provide issued policy as well as legal confirmation of statutory compliance;
- ❖ Compilation of claims procedural manual and update;
- ❖ Ad hoc adjustments and endorsements on sums insured and declarations to insurers/re-insures;
- ❖ Day-to-day correspondence and queries;
- ❖ Monitor premium payments and refunds in accordance with accounts and statement;
- ❖ Ad hoc training where required in terms of policy and procedural manual.
- ❖ All Ad hoc advisory services in respect of NAPSA Business.

- ❖ Provide specialized outsourced broking service as required by the NAPSA;
- ❖ Manage run-off claims
- ❖ Management of cell captive Insurance arrangements; ☑ To support NAPSA Road Show initiatives;
- ❖ To continue with portfolios currently renewed.
- ❖ Administration of claims reported to the Insurance Broker as follows:
  - The Insurance Broker will acknowledge receipt of claims forms and confirm all claims in writing to the client in 48 hours after receipt of the notification of the incident.
  - If the claim is accepted by the Insurer an Agreement of Loss will be generated and forwarded to the Insurance Section of the client within 7 (seven) days after receipt of all the applicable documentation and claim has been accepted by the Insurer.
  - In cases where no Agreement of Loss is applicable, final invoice will be submitted by the client in reasonable time.
  - The Insurance Broker will assist the Insurance Section with the administration of claims in order to finalise all outstanding claims i.e. obtaining of reports, invoices, quotations etc.
  - The Insurance Broker will provide statistics on all claims/declarations made per month not later than the 2nd working day of the following month to the Insurance Section.
- ❖ Scheduling and coordinating of claims meetings as follows:
  - The Insurance Broker will schedule and coordinate monthly claims meetings and meetings when required (ad-hoc) by the Insurance Section of the NAPSA.
  - The purpose of the meeting will be to discuss all claims as per the applicable Insurance Policies reported by the Insurance Section to the Insurance Broker and to monitor the progress of all insurance claims reported to and authorized by the Insurance Broker.

**Human Resources: The successful broker will be required to provide two (2) consultants on a full time basis for the management of NAPSA account during the duration of the contract.**

**Claims Administration System:** The broker must have an effective electronic claims administration system. The bidder must provide details of the proposed system.

**Policy Wording:** The preferred policy wording in respect of policy conditions, limitations and exceptions is Multimark III. However, policy wordings that are tailor made for State Owned Enterprises (SOEs) with wider cover would be an advantage. The bidder must provide the proposed policy wording for all classes of NAPSA insurance portfolio.

#### **1.4 SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with the Investments department-Treasury to get the details of all requisite information pertinent in facilitating provision of the said covers
- b.) Keep the details provided confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes shall only be provided by a duly authorized officer of the client)
- c.) The provider is expected to provide Fire & Building Perils, Burglary, Directors and Trustee Liability, Fidelity Guarantee Insurance, Public Liability Insurance, All Risks (office accessories), Computer all risk, Property Terrorism, Riots & Sabotage, Money Insurance, Global Health and Travel Insurance, Goods in Transit/Inland Cover, Employers Liability Insurance, Motor Vehicle Insurance (Private) and Motor Vehicle Insurance (Commercial) Cover for the Authority, Group Life Assurance, Group mortgage Protection, Group Personal Accidents covers for the Authority.
- d.) The insurance provider is expected to appoint a contact person who shall be responsible for managing the said Policies.
- e.) Provide appropriate improvement recommendations on the insurance covers
- f.) Provide such services as may be related or ancillary to and due to the performance of the above work

#### **1.5 PROVISION OF MONTHLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with monthly claim updates in respect of claims arising out of the specific insurance covers and general status of the policy..

#### **1.6 REPORTING**

The insurance provider shall be responsible to the Director General through Director Investments

## 1.7 OUTPUT/DELIVERABLES

The insurance provider shall be responsible for the following deliverables;

- a.) Conducting a debriefing exercise and submit a report
- b.) Furnish NAPSA with a policy document within Seven (7) days of signing of the contract to be signed within Seven (7) days of receipt.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of commencement of contract.
- d.) Submit quarterly claims update on pending claims
- e.) Fully documented claims to be settled within specified time lines.

## 1.8 DATE OF INCEPTION/COMMENCEMENT

The insurance provider is expected to start providing insurance services on all policies effective 1<sup>st</sup> January 2018.

## 1.9 PERIOD OF COVER

The contract period shall be thirty six (36) months from the date of the execution of the contract subject to renewal for another similar period based satisfactory performance. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

## 1.10 SCOPE OF SERVICES

The following conditions shall be adhered to;

- a.) Structure and obtain optimum policy covers from the underwriters in accordance with the tender submission
- b.) Cover provided by the underwriter/Insurance company should be as in the tender document and should not be restricted by way of warranties endorsements or special conditions subject to award. If the entire policy document is found to be satisfactory, such document should be deposited with NAPSA not later than seven (7) days from the inception of the cover.
- c.) Proper claims administration by fully coordinating prudent requirements between NAPSA and the selected underwriter
- d.) prompt and satisfactory service on the general management of the insurance, policy, correspondence and claim review meetings
- e.) Ensure preparation of monthly claims reports, which must be submitted to respective contact persons by the 15<sup>th</sup> day of the following month.
- f.) Arrange quarterly meetings to review performance of the policy by the 15<sup>th</sup> day of the following quarter

- g.) Carry out loss control surveys and make appropriate risk improvement recommendations.
- h.) Ensure that the sum insured under the policy will be adjustable accordingly by suitable means at the discretion of NAPSA from time to time
- i.) Provide prompt and satisfactory service on the general management of the insurance policy, correspondence and claim review meetings
- j.) Analyse, review and scrutinize the policy document and any endorsements there-in prior to forwarding to NAPSA.
- k.) Negotiate with the qualified underwriter any other pertinent aspects of the policy that may arise during the term of the policy
- l.) Guide NAPSA in preparing all documentation relating to any claim made under the cover.
- m.) Ensure that all fully documented claims made by NAPSA are settled by the underwriter within the stipulated time which should be stated.
- n.) Provide appropriate improvement recommendations on the cover from time to time.
- o.) Such services as may be related or ancillary to the due performance of the above work.

## **1.11 DETAILS OF COVER**

The policy is to cover NAPSA against the following risks;

### **LOT 1. FIRE AND BUILDING PERILS**

#### **TERMS OF REFERENCE FOR FIRE AND BUILDING PERILS FOR ALL AUTHORITY BUILDINGS**

##### **INTRODUCTION**

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks Fire and Building perils insurance services from eligible Insurance companies for the Period 2018 to 2020 for eligible Authority Buildings. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage the Fire and Building Insurance Policy.

##### **OBJECTIVE OF COVER**

The primary objective is to provide Fire and Building Insurance cover for all eligible Authority buildings that are owner occupied and leased out throughout the country.

##### **SCOPE**

The provider is expected to provide Fire and Building Insurance cover for all eligible Authority buildings.

### **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with Investments Department in liaison to obtain details of all the buildings and locations including their values.
- b.) Keep the details of the buildings confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Fire and Building Insurance Cover for all eligible properties and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover
- e.) Provide services as may be related or ancillary to the due performance of the above work

### **PROVISION OF QUARTERLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with quarterly claim updates in respect of submitted claims.

### **REPORTING**

The insurance provider shall be responsible to the Director General of NAPSA through the Director Investments and Authority Secretary .

### **OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Give regular endorsements of the added and removed properties from the list and premiums due as and when this occurs.
- f.) Prompt settlement of claims as prescribed(State duration)

## **DATE OF INCEPTION/COMMENCEMENT**

The insurance provider is expected to start providing the Fire and Building Insurance cover on the date of execution of the contract.

## **PERIOD OF COVER**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance. .

## **DETAILS OF COVER**

- a.) To cover Loss of and/or damage to insured property from all types of fires, lightning, full explosion, earthquakes (Fire), bush fire, spontaneous combustion.
- b.) To cover all types of impact (aerial, land etc) riot, strike, malicious damage.
- c.) To cover all types of water damage and special perils occasioned by an insured peril.

## **LOT 2. HOUSE OWNERS**

### **TERMS OF REFERENCE FOR HOUSE OWNERS INSURANCE POLICY**

#### **INTRODUCTION**

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks House Owners insurance services from eligible Insurance companies for the Period 2018 to 2020 for eligible Authority Buildings. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage the House Owners Insurance Policy.

#### **OBJECTIVE OF COVER**

The primary objective is to provide House Owners Insurance cover for all eligible Authority Residential properties.

#### **SCOPE**

The provider is expected to provide House Owners Insurance cover for all eligible Authority Residential properties.

## **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with Investments Department in liaison to obtain details of all the buildings and locations including their values.
- b.) Keep the details of the buildings confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide House Owners Insurance Cover for all eligible properties and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover
- e.) Provide services as may be related or ancillary to the due performance of the above work

## **PROVISION OF QUARTERLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with quarterly claim updates in respect of submitted claims.

## **REPORTING**

The insurance provider shall be responsible to the Director General of NAPSA through the Director Investments and Authority Secretary.

## **OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Give regular endorsements of the added and removed properties from the list and premiums due as and when this occurs.
- f.) Prompt settlement of claims as prescribed (State duration)

## **DATE OF INCEPTION/COMMENCEMENT**

The insurance provider is expected to start providing the Fire and Building Insurance cover on the date of execution of the contract.

## **PERIOD OF COVER**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance. .

## **DETAILS OF COVER**

- a.) To cover Loss of and/or damage to insured property from all types of perils.
- b.) To cover all types of impact (aerial, land etc) riot, strike, malicious damage.
- c.) To cover all types of water damage and special perils occasioned by an insured peril.

## **LOT 3. GROUP MORTGAGE PROTECTION**

### **TERMS OF REFERENCE FOR GROUP MORTGAGE PROTECTION**

#### **INTRODUCTION**

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks Group Mortgage Protection insurance services from eligible Insurance companies for the Period 2018 to 2020 for eligible Authority Buildings. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage the Group Mortgage Protection Insurance Policy.

#### **OBJECTIVE OF COVER**

The primary objective is to provide Group Mortgage Protection to cover Employees liability towards outstanding House Loans owed to the authority in event of death.

#### **SCOPE**

The provider is expected to provide Group Mortgage Protection Insurance to cover Employees' liability towards outstanding House Loans owed to the Authority in event of death.

### **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with Investments Department in liaison to obtain employees personal details and outstanding loan balances.
- b.) Keep the details of the employees confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Group Mortgage Protection Insurance to cover Employees' liability towards outstanding House Loans owed to the Authority in event of death.
- d.) Provide appropriate improvement recommendations on the insurance cover
- e.) Provide services as may be related or ancillary to the due performance of the above work

### **PROVISION OF QUARTERLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with quarterly claim updates in respect of submitted claims.

### **REPORTING**

The insurance provider shall be responsible to the Director General of NAPSA through the Director Investments and Authority Secretary.

### **OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Give regular endorsements of the added and removed properties from the list and premiums due as and when this occurs.

- f) Prompt settlement of claims as prescribed (State duration)

#### **DATE OF INCEPTION/COMMENCEMENT**

The insurance provider is expected to start providing the Group Mortgage Protection Insurance cover on the date of execution of the contract.

#### **PERIOD OF COVER**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance. .

#### **DETAILS OF COVER**

- a.) To cover Employees' liability towards outstanding House Loans owed to the authority in event of death.

#### **LOT 4. GROUP PERSONAL ACCIDENT INSURANCE COVER**

#### **TERMS OF REFERENCE FOR GROUP PERSONAL ACCIDENT COVER BOARD OF TRUSTEES**

##### **INTRODUCTION**

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks insurance services from eligible Insurance companies for the Period 2018 to 2020 for the Authority Business for Board of Trustees. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage Group Personal Accident Insurance cover for Board of Trustee while on Authority Business.

##### **.OBJECTIVE OF COVER**

The primary objective is to provide Group Personal Accident Cover for Board of Trustee of NAPSA while on Authority Business.

##### **SCOPE**

The provider is expected to provide Group Personal Accident Cover for the Board of Trustees of NAPSA to compensate for accidental death, permanent disablement and medical expenses, following an accident caused by violent, visible and external means.

### **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with contact persons in Investments Department to obtain details of all the Trustees pertaining to their names, personal details and earnings
- b.) Keep the details of Trustee confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes to the Trustees list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Group Personal Accident Cover for the Board of Trustees of NAPSA and appoint a contact person who shall be responsible for managing the said cover.
- d.) Provide appropriate improvement recommendations on the cover
- e.) Services as may be related or ancillary to the due performance of the above work

### **PROVISION OF QUARTERLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with quarterly claim updates in respect of submitted claims of injured Trustees.

### **REPORTING**

The insurance provider shall be responsible to the Director General of NAPSA through the Director Investments and Authority Secretary.

### **OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of commencement of contract.
- d.) Submit quarterly claims update on submitted claims of injured Trustees.
- e.) Give regular endorsements of the added Trustees and leavers and premiums due as and when this happens.
- f.) Prompt settlement of claims as prescribed(State duration)

## DATE OF INCEPTION/COMMENCEMENT

The insurance provider is expected to start providing Group personal Accident cover on the date of execution of the contract.

## PERIOD OF COVER

The contract period shall be thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance. .

## DETAILS OF COVER

- b.) The policy is to cover the Trustees of NAPSA for the following;
- c.) Accidental death
- vi.) Permanent/total disability
- vii.) Temporary total disability
- viii.) Medical expenses

## LOT 5. DIRECTORS AND TRUSTEES LIABILITY

### TERMS OF REFERENCE FOR DIRECTORS AND TRUSTEES LIABILITY INSURANCE POLICY

#### INTRODUCTION

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks Director and Trustee Liability insurance services from eligible Insurance companies for the Period 2018 to 2020 for eligible Authority Buildings. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage the Directors and Trustees Liability Insurance Policy.

#### OBJECTIVE OF COVER

The primary objective is to provide Director and Trustee Liability to cover liabilities ranging from legal liabilities and contract breaches.

#### SCOPE

The provider is expected to provide Director and Trustee Liability Insurance cover Indemnity to any Director or Trustee of the insured against all sums legally liable to pay for any wrongful acts or omission, errors committed in his/her capacity as a Director or Trustee or reimbursement to the Company for any indemnity offered to any Director or Trustee in respect of such claim, including costs recoverable by any claimant from the insured and costs and expenses incurred with the consent of the insurer.

#### **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with Investments Department in liaison to obtain details of all the Directors and Trustees of the Board.
- b.) Keep the details of the Directors and Trustees confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Directors and Trustee Liability Insurance Cover liabilities ranging from legal liabilities and contract breaches.
- d.) Provide appropriate improvement recommendations on the insurance cover
- e.) Provide services as may be related or ancillary to the due performance of the above work

#### **PROVISION OF QUARTERLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with quarterly claim updates in respect of submitted claims.

#### **REPORTING**

The insurance provider shall be responsible to the Director General of NAPSA through the Director Investments and Authority Secretary.

#### **OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Give regular endorsements of the added and removed properties from the list and premiums due as and when this occurs.
- f.) Prompt settlement of claims as prescribed (State duration)

## **DATE OF INCEPTION/COMMENCEMENT**

The insurance provider is expected to start providing the Director and Trustee Liability Insurance cover on the date of execution of the contract.

## **PERIOD OF COVER**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance. .

## **DETAILS OF COVER**

- b.) To cover liabilities ranging from legal liabilities and contract breaches.

## **LOT 6. PUBLIC LIABILITY**

### **TERMS OF REFERENCE FOR PUBLIC LIABILITY INSURANCE POLICY**

#### **INTRODUCTION**

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks Public Liability insurance services from eligible Insurance companies for the Period 2018 to 2020 for eligible Authority Buildings. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage the Public Liability Insurance Policy.

#### **OBJECTIVE OF COVER**

The primary objective is to provide Public Liability Insurance cover for liability in general for Shopping Malls, Office Buildings and the rest of NAPSA commercial buildings.

#### **SCOPE**

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The provider is expected to provide Public Liability Insurance cover for Indemnity against legal liability to third parties in respect of death, bodily injury and/or illness and/or loss of, or damage to property arising out of the operations of the insured or its agents.

### **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with Investments Department in liaison to obtain details of all the buildings and locations including the sum insured.
- b.) Keep the details of the buildings confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide House Owners Insurance Cover for all eligible properties and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover
- e.) Provide services as may be related or ancillary to the due performance of the above work

### **PROVISION OF QUARTERLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with quarterly claim updates in respect of submitted claims.

### **REPORTING**

The insurance provider shall be responsible to the Director General of NAPSA through the Director Investments and Authority Secretary.

### **OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Give regular endorsements of the added and removed properties from the list and premiums due as and when this occurs.
- f.) Prompt settlement of claims as prescribed (State duration)

## DATE OF INCEPTION/COMMENCEMENT

The insurance provider is expected to start providing the Public Liability Insurance cover on the date of execution of the contract.

## PERIOD OF COVER

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance. .

## DETAILS OF COVER

- a.) To cover injury to persons and/or damage to property of third parties arising from proven negligence of insured.

## LOT 7 - STAY EASY HOTEL

### 7.1 INTRODUCTION

Levy Business Park Hotel is a wholly owned subsidiary of the National Pension Scheme Authority (NAPSA). NAPSA was established by the National Pension Scheme Act No.40 of 1996 as a body Corporate with perpetual succession and a common seal, and became operational on 1st February 2000.

Levy Business Park Hotel is conveniently located at Levy Junction Business Park in Lusaka's business district in Zambia, the Levy Business Park Hotel is a modern bed and breakfast hotel that offers some of the finest accommodation in Zambia. The hotel offers a breakfast restaurant, a bar, modern meeting facilities and an outdoor swimming pool. Levy Business Park Hotel offers first class accommodation with 130 standard rooms both singles and twins. All rooms are fully air conditioned and have satellite TV.

The policy is to cover LEVY BUSINESS PARK HOTEL trading as StayEasy Lusaka (NAPSA INVESTMENTS) against the following risks;

- i) Public Liability
- ii) Assets All Risk
- iii) Fire and Allied Perils
- iv) Business Interruption
- v) Auto liability-Vehicles parked at insured address following loss
- vi) Subsidence & Landslip
- vii) Loss or Damage to Money

- viii) Theft or other loss of money
- ix) Goods in Transit
- x) Theft
- xi) Malicious damage resulting from theft
- xii) Documents
- xiii) Legal liability Documents
- xiv) Contamination
- xv) Machinery Breakdown
- xvi) Electronic equipment
- xvii) Guest Property following evacuation due to fire and allied perils
- xiii) Storm damage to goods in the open
- xix) Personal Accident assault

## 7.2 SPECIFIC SERVICES

### 7.2.1 Public Liability

#### Objective of Cover

The primary objective is to provide Public Liability Insurance cover for liability in general for the Hotel buildings.

#### Scope

The provider is expected to provide Public Liability Insurance cover for Indemnity against legal liability to third parties in respect of death, bodily injury and/or illness and/or loss of, or damage to property arising out of the operations of the insured or its agents.

#### Specific Services

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of all the buildings and locations including the sum insured.
- b.) Keep the details of the buildings confidential and update them as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide House Owners Insurance Cover for all eligible properties and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover

- e.) Provide services as may be related or ancillary to the due performance of the above work

### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Give regular endorsements of the added and removed properties from the list and premiums due as and when this occurs.
- f.) Prompt settlement of claims as prescribed (State duration)

### **Date of Inception/Commencement**

The insurance provider is expected to start providing the Public Liability Insurance cover on the date of execution of the contract.

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

### **Details of Cover**

To cover injury to persons and/or damage to property of third parties arising from proven negligence of insured.

## 7.2.2 Assets all risks

### Objective of Cover

The primary objective is to provide All assets risk Insurance cover for liability in general for the Hotel buildings.

### Scope

The provider is expected to provide Insurance for loss arising from any fortuitous cause except those that are specifically excluded.

### Specific Services

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of all the assets and risk exposures.
- b.) Keep the details of the assets and risk exposures confidential and update them as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide all asset risk Insurance Cover for all eligible properties and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover
- e.) Provide services as may be related or ancillary to the due performance of the above work

### Provision of Quarterly Claims Update

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### Reporting

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Give regular endorsements of the added and removed properties from the list and premiums due as and when this occurs.
- f.) Prompt settlement of claims as prescribed (State duration)

### **Date of Inception/Commencement**

The insurance provider is expected to start providing the Asset all risk Insurance cover on the date of execution of the contract

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

### **Details of Cover**

#### **7.2.3 Fire and Allied Perils**

##### **Objective of Cover**

The primary objective is to provide Fire and Building Insurance cover for all eligible Levy Business Park Hotel buildings.

##### **Scope**

The provider is expected to provide Fire and Building Insurance cover for all eligible Hotel buildings.

### **Specific Services**

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of all the buildings and locations including their values.
- b.) Keep the details of the buildings confidential and update them as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Fire and Building Insurance Cover for all eligible properties and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover
- e.) Provide services as may be related or ancillary to the due performance of the above work

### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Give regular endorsements of the added and removed properties from the list and premiums due as and when this occurs.
- f.) Prompt settlement of claims as prescribed (State duration)

### **Date of Inception/Commencement**

The insurance provider is expected to start providing the Public Liability Insurance cover on the date of execution of the contract

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

### **Details of Cover**

- d.) To cover Loss of and/or damage to insured property from all types of fires, lightening, full explosion, earthquakes (Fire), bush fire, spontaneous combustion.
- e.) To cover all types of impact (aerial, land etc) riot, strike, malicious damage.
- f.) To cover all types of water damage and special perils occasioned by an insured peril.

## **7.2.4 Business Interruption**

### **Objective of Cover**

The primary objective is to provide insurance cover to lost earnings in the event the business cannot operate after a covered loss or if the loss causes a reduction in the earnings of the Hotel.

### **Scope**

The provider is expected to provide all Business Interruption Insurance cover for the Hotel Business in the event of lost earning arising from the business failing to operate after a covered loss or if the loss causes a reduction in the earning of the Hotel

### **Specific Services**

The provider is expected to;

- 
- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of all the earnings/income from the hotel business
  - b.) Keep the details of the business/income confidential and update them as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
  - c.) The provider is expected to provide Business Interruption Insurance Cover for all related business to Levy Business Park Hotel and appoint a contact person who shall be responsible for managing the said insurance policy.
  - d.) Provide appropriate improvement recommendations on the insurance cover
  - e.) Provide services as may be related or ancillary to the due performance of the above work.

#### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

#### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

#### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Prompt settlement of claims as prescribed (State duration)

#### **Date of Inception/Commencement**

The insurance provider is expected to start providing the Business Interruption Insurance cover on the date of execution of the contract.

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

### **Details of Cover**

To cover all risks associated with loss of income and business because of business interruption.

## **7.2.5 Auto liability-Vehicles parked at insured address following loss**

### **Objective of Cover**

The primary objective is to auto liability cover against accidents or theft.

### **Scope**

The provider is expected to provide auto liability cover to all company owned vehicles against all forms of accidents and theft as well as vehicles parked at the insured premises against natural disaster.

### **Specific Services**

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of all the vehicles belonging to Levy Business Park Hotel.
- b.) Keep the details of the vehicles confidential and update them as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Auto liability Insurance Cover for all eligible vehicles and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover.

- e.) Provide services as may be related or ancillary to the due performance of the above work.

### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Prompt settlement of claims as prescribed (State duration)

### **Date of Inception/Commencement**

The insurance provider is expected to start providing the auto liability insurance cover on the date of execution of the contract.

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

### **Details of Cover**

To cover all motor vehicles belong to the Hotel and all motor vehicles parked at the insurance premises in the event of a natural disaster.

## 7.2.6 Subsidence & Landslip

## 7.2.7 Loss or Damage to Money

### Objective of Cover

The primary objective is to provide Loss or damage to Money Insurance cover for Levy Business Park Hotel.

### Scope

The provider is expected to cover loss or damage to money plus loss or damage to any safe or strong room as specified in the policy. **Loss of money claims do not have an excess.**

### Specific Services

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of all the safe/s or strong room/s and cash holding limits there in.
- b.) Keep the details of the safe/s and strong room/s as well as cash holding limits confidential and update them as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide loss or damage to money Insurance Cover for all eligible cash and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover.
- e.) Provide services as may be related or ancillary to the due performance of the above work

### Provision of Quarterly Claims Update

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### Reporting

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Prompt settlement of claims as prescribed (State duration)

### **Date of Inception/Commencement**

The insurance provider is expected to start providing the Loss or damage to Money Insurance cover on the date of execution of the contract.

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One-month termination notice period will be given in the event of unsatisfactory performance.

### **Details of Cover**

To cover all Loss or damage to Money for Levey Business Park Hotel against loss or damage.

## **7.7.8 Theft or other loss of money**

### **Objective of Cover**

The primary objective is to provide Loss or other loss of money insurance cover belonging to Levy Business Park Hotel.

### **Scope**

The provider is expected to cover loss of money in transit, by the Insured or the Insured's authorized employee(s), occasioned by robbery, theft or any other fortuitous cause including loss of money in safe or strong room.

### **Specific Services**

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of all scheduled or not scheduled cash movements and cash in transit holding limits.
- b.) Keep the details of the information obtained in (a) above confidential and update it as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide theft or other loss to money Insurance Cover for all eligible cash and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover.
- e.) Provide services as may be related or ancillary to the due performance of the above work.

### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Prompt settlement of claims as prescribed (State duration)

**Date of Inception/Commencement**

The insurance provider is expected to start providing the theft or other of Money Insurance cover on the date of execution of the contract.

**Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One-month termination notice period will be given in the event of unsatisfactory performance.

**Details of Cover**

To cover all theft and other Loss of Money for Levey Business Park Hotel against loss occasioned by robbery, theft or any other fortuitous cause including loss of money in safe or strong room.

**7.7.9 Goods in Transit****Objective of Cover**

The primary objective is to provide Goods in Transit Insurance cover for all the goods belonging to Levy Business Park Hotel in transit from one point of location to another location.

**Scope**

The provider is expected to provide Goods in Transit Insurance cover for Indemnity against theft, loss or damage in between one location and another.

**Specific Services**

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of all the imports/exports and movement of goods belonging to Levy Business Park Hotel from one location to another.

- b.) Keep the details of the goods confidential and update them as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Goods in Transit Insurance Cover for all eligible properties and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover.
- e.) Provide services as may be related or ancillary to the due performance of the above work

### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Prompt settlement of claims as prescribed (State duration)

### **Date of Inception/Commencement**

The insurance provider is expected to start providing the Goods in Transit Insurance cover on the date of execution of the contract.

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business

Park Hotel at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

#### **Details of Cover**

To cover all goods in transit stated as part of the business activity for Levey Business Park Hotel against financial loss.

#### **7.7.10 Theft**

##### **Objective of Cover**

The primary objective is to provide insurance cover against all forms of theft to the property of the hotel.

##### **Scope**

The provider is expected to cover theft through all acts of stealing and these include burglary, robbery, and other theft. Burglary will be defined to mean the unlawful taking of property within premises that have been closed and in which there visible marks are evidencing forcible entry.

##### **Specific Services**

The provider is expected to;

- a.) Liaise with management of Levey Business Park Hotel in liaison to obtain details of all the properties, buildings and locations including their values.
- b.) Keep the details of the properties and buildings confidential and update them as advised from time to time by Levey Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Theft Insurance Cover for all eligible properties and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover
- e.) Provide services as may be related or ancillary to the due performance of the above work

### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Prompt settlement of claims as prescribed (State duration)

### **Date of Inception/Commencement**

The insurance provider is expected to start providing the theft Insurance cover on the date of execution of the contract.

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One-month termination notice period will be given in the event of unsatisfactory performance.

### **Details of Cover**

To cover loss from theft through all acts of stealing and these include burglary, robbery, and other theft.

#### 7.7.11 Malicious damage resulting from theft

#### 7.7.12 Documents

#### 7.7.13 Legal liability Documents

#### 7.7.14 Contamination

##### **Objective of Cover**

The primary objective is to provide insurance cover against contamination.

##### **Scope**

The provider is expected to cover product contamination insurance for accidental and malicious contamination and extortion demands.

##### **Specific Services**

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details risk exposures.
- b.) Keep the details of the information obtained above confidential and update it as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide contamination Insurance Cover for all eligible risk exposures and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover.
- e.) Provide services as may be related or ancillary to the due performance of the above work.

##### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

##### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.
- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Prompt settlement of claims as prescribed (State duration)

### **Date of Inception/Commencement**

The insurance provider is expected to start providing the Contamination Insurance cover on the date of execution of the contract.

### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One-month termination notice period will be given in the event of unsatisfactory performance.

### **Details of Cover**

To cover all product contamination insurance for accidental and malicious contamination and extortion demands.

#### **7.7.15 Machinery Breakdown**

Machinery / Electronic Equipment Breakdown. Cost to repair following mechanical or electrical breakdown of plant and equipment. This section covers repairs to your machinery or electronic equipment following a breakdown in which there has been physical damage

### **Objective of Cover**

The primary objective is to provide insurance cover against machinery breakdown for all equipment belonging to Levy Business Park Hotel.

### **Scope**

The provider is expected to cover Machinery/ Electronic Equipment breakdown from cost of repair following mechanical or electrical breakdown of plant and equipment.

### **Specific Services**

The provider is expected to;

- a.) Liaise with management of Levy Business Park Hotel in liaison to obtain details of plant and equipment and risk exposures.
- b.) Keep the details of the information obtained on plant and equipment confidential and update it as advised from time to time by Levy Business Park Hotel through its authorized representatives. (Any changes to list or details shall only be provided by a duly authorized officer of the client).
- c.) The provider is expected to provide Machinery breakdown Insurance Cover for all eligible risk exposures and appoint a contact person who shall be responsible for managing the said insurance policy.
- d.) Provide appropriate improvement recommendations on the insurance cover.
- e.) Provide services as may be related or ancillary to the due performance of the above work.

### **Provision of Quarterly Claims Update**

The insurance provider is expected to furnish Levy Business Park Hotel with quarterly claim updates in respect of submitted claims.

### **Reporting**

The insurance provider shall be responsible to Levy Business Park Hotel through the Management of the hotel.

### **Output/Deliverables**

The insurance provider shall be responsible for the following deliverables;

- a.) Conduct a debriefing exercise and submit a report
- b.) Provide Levy Business Park Hotel with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of signing a contract.

- d.) Submit quarterly claims update on submitted claims on the policy.
- e.) Prompt settlement of claims as prescribed (State duration)

#### **Date of Inception/Commencement**

The insurance provider is expected to start providing the Machinery Breakdown Insurance cover on the date of execution of the contract.

#### **Period of Cover**

The contract period shall be Thirty six (36) months from the date of the execution of the contract. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by Levy Business Park Hotel at the end of the third quarter of the first year of the contract. One-month termination notice period will be given in the event of unsatisfactory performance.

#### **Details of Cover**

To cover all risks with regards to Machinery Breakdown regarding all plant Machinery/ Electronic Equipment belonging to the Hotel

7.7.16 Electronic equipment

7.7.17 Guest Property following evacuation due to fire and allied perils

7.7.18 Storm damage to goods in the open

7.7.19 Personal Accident assault

## **LOT B: TERMS OF REFERENCE FOR SHORT TERM AND LONG TERM INSURANCE BROKER SERVICE PROVIDER FOR NATIONAL PENSION SCHEME AUTHORITY (NAPSA) - ADMINISTRATION**

### **1.1 Objective of the Cover**

The primary objective of the insurance cover is to provide a comprehensive general and asset insurance policy to cover specified risks for the Authority Business and other qualifying assets.

### **1.2 Scope of Work**

The Provider is expected to provide efficient and effective Insurance services for the Authority business, Board of Trustees and members of staff and other qualifying assets. It should be a service that is easily available and accessible as and when required.

- Provide adequate and cost effective insurance cover to NAPSA
- Provide timely and efficient claims service delivery
- Make recommendations on various insurance covers based on market developments and NAPSA needs.

The provider is expected to provide, Burglary, Directors and Trustee Liability, Fidelity Guarantee Insurance, Public Liability Insurance, All Risks (office accessories), Computer all risk, Money Insurance, Global Health and Travel Insurance, Goods in Transit/Inland Cover, Employers Liability Insurance, Motor Vehicle Insurance (Private) and Motor Vehicle Insurance (Commercial), Group Life Assurance, Group Personal Accidents covers for the Authority, Required Services

The services to be rendered: as a Short Term Insurance Broker over the contract period should include general services related to the placement, maintenance and administration of the insurance portfolio. A Service Plan should be drawn annually at the inception of a new insurance period detailing the actions to be taken in accordance with the Annual Placement Programme as well as an Annual Maintenance Programme for claims administration. The appointed broker will be responsible for/ required to perform the following actions:

- ❖ Internal and external discussions to set renewal and maintenance strategy
- ❖ Internal Strategy meetings;
- ❖ Review existing cover;
- ❖ Established uninsured risks and internal self-insurance capacity;
- ❖ Review cover, limits and sums insured;
- ❖ Review uninsured risks and exposure;
- ❖ Re-broking and market exercise to obtain renewal terms;

- ❖ Alignment of Insurance and Risk Management Philosophy;
- ❖ Pre-renewal meeting to discuss excess structures and alternatives of renewal;
- ❖ Renewal follow-up on alternative quotations;
- ❖ Presentation of renewal terms and recommended options;
- ❖ Confirmation of placement and 100% cover;
- ❖ Confirmation of credit rating of insurance and re-insurance markets;
- ❖ Premium allocations on recommended aggregates and service fees;
- ❖ Compilation of detailed insurance manual as well as full summary on cover, limits, conditions and exclusions;
- ❖ Check and provide issued policy as well as legal confirmation of statutory compliance;
- ❖ Compilation of claims procedural manual and update;
- ❖ Ad hoc adjustments and endorsements on sums insured and declarations to insurers/re-insures;
- ❖ Day-to-day correspondence and queries;
- ❖ Monitor premium payments and refunds in accordance with accounts and statement;
- ❖ Ad hoc training where required in terms of policy and procedural manual.
- ❖ All Ad hoc advisory services in respect of NAPSA Business.
- ❖ Provide specialized outsourced broking service as required by the NAPSA;
- ❖ Manage run-off claims
- ❖ Management of cell captive Insurance arrangements; ☐ To support NAPSA Road Show initiatives;
- ❖ To continue with portfolios currently renewed.
- ❖ Administration of claims reported to the Insurance Broker as follows:
  - The Insurance Broker will acknowledge receipt of claims forms and confirm all claims in writing to the client in 48 hours after receipt of the notification of the incident.
  - If the claim is accepted by the Insurer an Agreement of Loss will be generated and forwarded to the Insurance Section of the client within 7 (seven) days after receipt of all the

applicable documentation and claim has been accepted by the Insurer.

- In cases where no Agreement of Loss is applicable, final invoice will be submitted by the client in reasonable time.
- The Insurance Broker will assist the Insurance Section with the administration of claims in order to finalise all outstanding claims i.e. obtaining of reports, invoices, quotations etc.
- The Insurance Broker will provide statistics on all claims/ declarations made per month not later than the 2nd working day of the following month to the Insurance Section.
- ❖ Scheduling and coordinating of claims meetings as follows:
  - The Insurance Broker will schedule and coordinate monthly claims meetings and meetings when required (ad-hoc) by the Insurance Section of the NAPSA.
  - The purpose of the meeting will be to discuss all claims as per the applicable Insurance Policies reported by the Insurance Section to the Insurance Broker and to monitor the progress of all insurance claims reported to and authorized by the Insurance Broker.

**Human Resources:** The successful broker will be required to provide two (2) consultants on a full time basis for the management of NAPSA account during the duration of the contract.

**Claims Administration System:** The broker must have an effective electronic claims administration system. The bidder must provide details of the proposed system.

**Policy Wording:** The preferred policy wording in respect of policy conditions, limitations and exceptions is Multimark III. However, policy wordings that are tailor made for State Owned Enterprises (SOEs) with wider cover would be an advantage. The bidder must provide the proposed policy wording for all classes of NAPSA insurance portfolio.

#### **1.4 SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with the Administration department to get the details of all requisite information pertinent in facilitating provision of the said covers
- b.) Keep the details provided confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes shall only be provided by a duly authorized officer of the client)

- c.) The provider is expected to provide Fire & Building Perils, Burglary, Directors and Trustee Liability, Fidelity Guarantee Insurance, Public Liability Insurance, All Risks (office accessories), Computer all risk, Property Terrorism, Riots & Sabotage, Money Insurance, Global Health and Travel Insurance, Goods in Transit/Inland Cover, Employers Liability Insurance, Motor Vehicle Insurance (Private) and Motor Vehicle Insurance (Commercial) Cover for the Authority, Group Life Assurance, Group mortgage Protection, Group Personal Accidents covers for the Authority.
- d.) The insurance provider is expected to appoint a contact person who shall be responsible for managing the said Policies.
- e.) Provide appropriate improvement recommendations on the insurance covers
- f.) Provide such services as may be related or ancillary to and due to the performance of the above work

### **1.5 PROVISION OF MONTHLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with monthly claim updates in respect of claims arising out of the specific insurance covers and general status of the policy..

### **1.6 REPORTING**

The insurance provider shall be responsible to the Director General through Director Investments

### **1.7 OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conducting a debriefing exercise and submit a report
- b.) Furnish NAPSA with a policy document within Seven (7) days of signing of the contract to be signed within Seven (7) days of receipt.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of commencement of contract.
- d.) Submit quarterly claims update on pending claims
- e.) Fully documented claims to be settled within specified time lines.

### **1.8 DATE OF INCEPTION/COMMENCEMENT**

The insurance provider is expected to start providing insurance services on all policies effective 1<sup>st</sup> January 2018.

### 1.9 PERIOD OF COVER

The contract period shall be thirty six (36) months from the date of the execution of the contract subject to renewal for another similar period based satisfactory performance. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

### 1.10 SCOPE OF SERVICES

The following conditions shall be adhered to;

- a.) Structure and obtain optimum policy covers from the underwriters in accordance with the tender submission
- b.) Cover provided by the underwriter/Insurance company should be as in the tender document and should not be restricted by way of warranties endorsements or special conditions subject to award. If the entire policy document is found to be satisfactory, such document should be deposited with NAPSA not later than seven (7) days from the inception of the cover.
- c.) Proper claims administration by fully coordinating prudent requirements between NAPSA and the selected underwriter
- d.) prompt and satisfactory service on the general management of the insurance, policy, correspondence and claim review meetings
- e.) Ensure preparation of monthly claims reports, which must be submitted to respective contact persons by the 15<sup>th</sup> day of the following month.
- f.) Arrange quarterly meetings to review performance of the policy by the 15<sup>th</sup> day of the following quarter
- g.) Carry out loss control surveys and make appropriate risk improvement recommendations.
- h.) Ensure that the sum insured under the policy will be adjustable accordingly by suitable means at the discretion of NAPSA from time to time
- i.) Provide prompt and satisfactory service on the general management of the insurance policy, correspondence and claim review meetings
- j.) Analyse, review and scrutinize the policy document and any endorsements there-in prior to forwarding to NAPSA.
- k.) Negotiate with the qualified underwriter any other pertinent aspects of the policy that may arise during the term of the policy
- l.) Guide NAPSA in preparing all documentation relating to any claim made under the cover.
- m.) Ensure that all fully documented claims made by NAPSA are settled by the underwriter within the stipulated time which should be stated.
- n.) Provide appropriate improvement recommendations on the cover from time to time.
- o.) Such services as may be related or ancillary to the due performance of the above work.

## 1.11 DETAILS OF COVER

The policy is to cover NAPSA against the following risks;

### 1.1 Introduction.

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks insurance services from eligible Insurance companies and Brokers for the Period 2018 to 2020 for the Authority's Business and other assets as provided in table 1 below. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage various insurance policies.

### 1.2 Objective of the Cover

The primary objective of the insurance cover is to provide a comprehensive general and asset insurance policy to cover specified risks for the Authority Business and other qualifying assets.

### 1.3 Scope of Work

The Provider is expected to provide efficient and effective Insurance services for the Authority business, Board of Trustees and members of staff and other qualifying assets. It should be a service that is easily available and accessible as and when required.

- Provide adequate and cost effective insurance cover to NAPSA
- Provide timely and efficient claims service delivery
- Make recommendations on various insurance covers based on market developments and NAPSA needs.

The provider is expected to provide Fire & Building Perils, Burglary, Directors and Trustee Liability, Fidelity Guarantee Insurance, Public Liability Insurance, All Risks (office accessories), Computer all risk, Property Terrorism, Riots & Sabotage, Money Insurance, Global Health and Travel Insurance, Goods in Transit/Inland Cover, Employers Liability Insurance, Motor Vehicle Insurance (Private) and Motor Vehicle Insurance (Commercial), Group Life Assurance, Group mortgage Protection, Group Personal Accidents covers for the Authority, Required Services

The services to be rendered: as a Short Term Insurance Broker over the contract period should include general services related to the placement, maintenance and administration of the insurance portfolio. A Service Plan should be drawn annually at the inception of a new insurance period detailing the actions to be taken in accordance with the Annual Placement Programme as well as an Annual Maintenance Programme for claims administration. The appointed broker will be responsible for/ required to perform the following actions:

- ❖ Internal and external discussions to set renewal and maintenance strategy
- ❖ Internal Strategy meetings;
- ❖ Review existing cover;
- ❖ Established uninsured risks and internal self-insurance capacity;
- ❖ Review cover, limits and sums insured;
- ❖ Review uninsured risks and exposure;
- ❖ Re-broking and market exercise to obtain renewal terms;
- ❖ Alignment of Insurance and Risk Management Philosophy;
- ❖ Pre-renewal meeting to discuss excess structures and alternatives of renewal;
- ❖ Renewal follow-up on alternative quotations;
- ❖ Presentation of renewal terms and recommended options;
- ❖ Confirmation of placement and 100% cover;
- ❖ Confirmation of credit rating of insurance and re-insurance markets;
- ❖ Premium allocations on recommended aggregates and service fees;
- ❖ Compilation of detailed insurance manual as well as full summary on cover, limits, conditions and exclusions;
- ❖ Check and provide issued policy as well as legal confirmation of statutory compliance;
- ❖ Compilation of claims procedural manual and update;
- ❖ Ad hoc adjustments and endorsements on sums insured and declarations to insurers/re-insures;
- ❖ Day-to-day correspondence and queries;
- ❖ Monitor premium payments and refunds in accordance with accounts and statement;
- ❖ Ad hoc training where required in terms of policy and procedural manual.
- ❖ All Ad hoc advisory services in respect of NAPSA Business.
- ❖ Provide specialized outsourced broking service as required by the NAPSA;
- ❖ Manage run-off claims
- ❖ Management of cell captive Insurance arrangements; ☐ To support NAPSA Road Show initiatives;
- ❖ To continue with portfolios currently renewed.

- ❖ Administration of claims reported to the Insurance Broker as follows:
  - The Insurance Broker will acknowledge receipt of claims forms and confirm all claims in writing to the client in 48 hours after receipt of the notification of the incident.
  - If the claim is accepted by the Insurer an Agreement of Loss will be generated and forwarded to the Insurance Section of the client within 7 (seven) days after receipt of all the applicable documentation and claim has been accepted by the Insurer.
  - In cases where no Agreement of Loss is applicable, final invoice will be submitted by the client in reasonable time.
  - The Insurance Broker will assist the Insurance Section with the administration of claims in order to finalise all outstanding claims i.e. obtaining of reports, invoices, quotations etc.
  - The Insurance Broker will provide statistics on all claims/declarations made per month not later than the 2nd working day of the following month to the Insurance Section.
- ❖ Scheduling and coordinating of claims meetings as follows:
  - The Insurance Broker will schedule and coordinate monthly claims meetings and meetings when required (ad-hoc) by the Insurance Section of the NAPSA.
  - The purpose of the meeting will be to discuss all claims as per the applicable Insurance Policies reported by the Insurance Section to the Insurance Broker and to monitor the progress of all insurance claims reported to and authorized by the Insurance Broker.

**Human Resources:** The successful broker will be required to provide two (2) consultants on a full time basis for the management of NAPSA account during the duration of the contract.

**Claims Administration System:** The broker must have an effective electronic claims administration system. The bidder must provide details of the proposed system.

**Policy Wording:** The preferred policy wording in respect of policy conditions, limitations and exceptions is Multimark III. However, policy wordings that are tailor made for State Owned Enterprises (SOEs) with wider cover would be an advantage. The bidder must provide the proposed policy wording for all classes of NAPSA insurance portfolio.

#### **1.4 SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with the Investments department-Treasury to get the details of all requisite information pertinent in facilitating provision of the said covers
- b.) Keep the details provided confidential and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes shall only be provided by a duly authorized officer of the client)
- c.) The provider is expected to provide Fire & Building Perils, Burglary, Directors and Trustee Liability, Fidelity Guarantee Insurance, Public Liability Insurance, All Risks (office accessories), Computer all risk, Property Terrorism, Riots & Sabotage, Money Insurance, Global Health and Travel Insurance, Goods in Transit/Inland Cover, Employers Liability Insurance, Motor Vehicle Insurance (Private) and Motor Vehicle Insurance (Commercial) Cover for the Authority, Group Life Assurance, Group mortgage Protection, Group Personal Accidents covers for the Authority.
- d.) The insurance provider is expected to appoint a contact person who shall be responsible for managing the said Policies.
- e.) Provide appropriate improvement recommendations on the insurance covers
- f.) Provide such services as may be related or ancillary to and due to the performance of the above work

#### **1.5 PROVISION OF MONTHLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with monthly claim updates in respect of claims arising out of the specific insurance covers and general status of the policy..

#### **1.6 REPORTING**

The insurance provider shall be responsible to the Director General through Director Investments

#### **1.7 OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conducting a debriefing exercise and submit a report
- b.) Furnish NAPSA with a policy document within Seven (7) days of signing of the contract to be signed within Seven (7) days of receipt.
- c.) Undertake a scope of cover and claims procedure presentation within one (1) month of commencement of contract.
- d.) Submit quarterly claims update on pending claims

- e.) Fully documented claims to be settled within specified time lines.

## **1.8 DATE OF INCEPTION/COMMENCEMENT**

The insurance provider is expected to start providing insurance services on all policies effective 1<sup>st</sup> January 2018.

## **1.9 PERIOD OF COVER**

The contract period shall be thirty six (36) months from the date of the execution of the contract subject to renewal for another similar period based satisfactory performance. However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

## **1.10 SCOPE OF SERVICES**

The following conditions shall be adhered to;

- a.) Structure and obtain optimum policy covers from the underwriters in accordance with the tender submission
- b.) Cover provided by the underwriter/Insurance company should be as in the tender document and should not be restricted by way of warranties endorsements or special conditions subject to award. If the entire policy document is found to be satisfactory, such document should be deposited with NAPSA not later than seven (7) days from the inception of the cover.
- c.) Proper claims administration by fully coordinating prudent requirements between NAPSA and the selected underwriter
- d.) prompt and satisfactory service on the general management of the insurance, policy, correspondence and claim review meetings
- e.) Ensure preparation of monthly claims reports, which must be submitted to respective contact persons by the 15<sup>th</sup> day of the following month.
- f.) Arrange quarterly meetings to review performance of the policy by the 15<sup>th</sup> day of the following quarter
- g.) Carry out loss control surveys and make appropriate risk improvement recommendations.
- h.) Ensure that the sum insured under the policy will be adjustable accordingly by suitable means at the discretion of NAPSA from time to time
- i.) Provide prompt and satisfactory service on the general management of the insurance policy, correspondence and claim review meetings
- j.) Analyse, review and scrutinize the policy document and any endorsements there-in prior to forwarding to NAPSA.
- k.) Negotiate with the qualified underwriter any other pertinent aspects of the policy that may arise during the term of the policy

- l.) Guide NAPSA in preparing all documentation relating to any claim made under the cover.
- m.) Ensure that all fully documented claims made by NAPSA are settled by the underwriter within the stipulated time which should be stated.
- n.) Provide appropriate improvement recommendations on the cover from time to time.
- o.) Such services as may be related or ancillary to the due performance of the above work.

### 1.11 DETAILS OF COVER

You are required to submit your proposal and costing for the period that the contract will run in the following categories of cover:-

1. Burglary Insurance
2. Fidelity Guarantee Insurance
3. Public Liability Insurance
4. All Risk – Office Equipment and Accessories
5. All Risk – Computer Equipment
6. Money Insurance
7. Health and Travel Insurance
8. Goods In Transit Policy
9. Employer Liability
10. Motor Vehicle Insurance - Comprehensive
11. Group Personal Accident (GPA) – Board of Trustees
12. Group Personal Accident (GPA) - Staff
13. Group Life Assurance

You are supposed to indicate all the relevant conditions that the covers will be undertaken if awarded the contract. The contract may be awarded to one (01) main Insurance firm, should the main Insurer fail to provide cover for all the categories, then the remaining categories will be awarded to other Insurers.

The Bidder is required to provide the following information as part of the tender:-

- (a) Postal address
- (b) Financial base
- (c) Bankers
- (d) Registered physical address
- (e) References from reputable client organizations
- (f) NAPSA Compliance Certificate
- (g) Tax Compliance
- (h) PIA Registration Certificate
- (i) Bid price i.e
 

Price per month	K _____
Plus VAT	K _____
Total Contact price/month	K _____

**LOT 1: GENERAL INSURANCE****TERMS OF REFERENCE FOR GENERAL & ASSET INSURANCE COVERS FOR NATIONAL PENSION SCHEME AUTHORITY (NAPSA)****TERMS OF REFERENCE****Introduction**

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks insurance services from eligible Insurance companies and Brokers for the Period 2015 to 2016 for the Authority's Business and other assets as provided in table 1 below. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage various insurance Covers

**Objective of the Cover**

The primary objective of the cover is to provide a comprehensive general and asset insurance cover to cover specified risks for the Authority Business, and other qualifying assets .

**Scope**

The Provider is expected to provide efficient and effective Insurance services for the Authority business, Board of Trustees and members of staff and other qualifying assets. It should be a service that is easily available and accessible as and when required.

- Provide adequate and cost effective insurance cover for NAPSA Members of Staff
- Provide timely and efficient claims service
- Make recommendations on various insurance covers based on market developments and NAPSA needs.

**Scope**

The Insurance Covers required are as follows:

The provider is expected to provide Fire & Building Perils, Burglary, Fidelity Guarantee Insurance, Public Liability Insurance, All Risks (office accessories), Computer all risk, Money Insurance, Health and Travel Insurance, Goods in Transit/Inland Cover, Employers Liability Insurance, Motor Vehicle Insurance (Private) and Motor Vehicle Insurance (Commercial) Cover for the Authority,

## **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with the Administration to get the details of all requisite information pertinent in facilitating provision of the said covers
- b.) Keep the details provided confidential and update them as advised from time to time by NAPSA
- c.) through its authorized representatives. (Any changes shall only be provided by a duly authorized officer of the client)
- d.) The provider is expected to provide Fire & Perils, Burglary , Fidelity Guarantee Insurance, Public, Liability Insurance, All Risks (office accessories), Computer all risk, Money Insurance , Travel Insurance, Goods in Transit/Inland Cover, Employers Liability Insurance , Motor Vehicle Insurance (Private) and Motor Vehicle Insurance (Commercial) Covers for the Authority.
- e.) The insurance provider is expected to arrange Group Life Cover, Group Personal, Accident and Group Mortgage Protection and appoint a contact person who shall be responsible/managing the said covers.
- e.) Provide appropriate improvement recommendations on the cover
- f.) Such services as may be related or ancillary to and due to the performance of the above work

## **5. PROVISION OF QUARTERLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with quarterly claim updates in respect of claims arising out of the specific insurance covers.

## **6. REPORTING**

The insurance provider shall be responsible to the Director General through Director Investments and the Authority Secretary.

## **7. OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conducting a debriefing exercise and submit a report
- b.) Furnish NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation
- d.) Submit quarterly claims update on pending claims

## **8 DATE OF INCEPTION/COMMENCEMENT**

The insurance provider is expected to start providing insurance services on all policies effective 1<sup>st</sup> January 2015.

## **9. PERIOD OF COVER**

The contract period shall be twenty four (24) months from the date of the execution of the contract.

However, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance.

## 10. SCOPE OF SERVICES

The following conditions shall be adhered to;

- a.) Structure and obtain optimum policy covers from the underwriters in accordance with the tender submission
- b.) Cover provided by the underwriter/Insurance company should be as in the tender document and should not be restricted by way of warranties endorsements or special conditions subject to award. If the entire policy document is found to be satisfactory, such document should be deposited with NAPSA not later than seven (7) days from the inception of the cover.
- c.) Proper claims administration by fully coordinating prudent requirements between NAPSA and the selected underwriter
- d.) prompt and satisfactory service on the general management of the insurance, policy, correspondence and claim review meetings
- e.) Ensure preparation of monthly claims reports, which must be submitted to Investments Department by the 15<sup>th</sup> day of the following month.
- f.) Arrange quarterly meetings to review performance of the policy by the 15<sup>th</sup> day of the following quarter
- g.) Carry out loss control surveys and make appropriate risk improvement recommendations.
- h.) Ensure that the sum insured under the policy will be adjustable accordingly by suitable means at the discretion of NAPSA from time to time
- i.) Provide prompt and satisfactory service on the general management of the insurance cover, policy, correspondence and claim review meetings
- j.) Analyse, review and scrutinize the policy document and any endorsements there-in prior to forwarding to NAPSA.
- k.) Negotiate with the qualified underwriter any other pertinent aspects of the policy that may arise during the term of the policy
- l.) Guide NAPSA in preparing all documentation relating to any claim made under the cover.
- m.) Ensure that all claims made by NAPSA are settled by the underwriter within the stipulated time. (state)
- n.) Provide appropriate improvement recommendations on the cover
- o.) Such services as may be related or ancillary to the due performance of the above work.

	<b>PARTICULARS OF INSURANCE</b>	<b>RISK TO BE COVERED</b>	<b>DETAILS</b>	<b>SUM ASSURED (K)</b>
1	<b>Burglary</b>	Loss or damage to property insured arising from forcible or violent entry and/exit from premises insured	On office equipment, Computers and other electronic equipment, furniture, communication equipment's, store consumables and other accessories located at NAPSA Head office, Regional offices, Area and station offices , Stores, Siazza yard/house.	K500m
2	<b>Fidelity Guarantee Insurance</b>	Indemnity against loss of money and/or stock and/or stores caused by fraud or dishonesty on the insured's employees	395 staff, 30 contract staff , 70 staff on casual terms	K1m
3	<b>Public liability Insurance</b>	Indemnity against legal liability to third parties in respect of death, bodily injury and/or illness and/or loss of, or damage to property arising out of the operations of the insured or its agents	Liability in general –Shopping Malls, Office and the rest of NAPSA commercial buildings	K8m
4	<b>All risks (office Equipment and accessories)</b>	Any unforeseen physical loss of or damage to office equipment, computers and other electronic equipment, communication equipment and accessories	Office equipment, computers and other electronic equipment,, communication equipment and accessories at the NAPSA offices including area and districts offices	
5	<b>Computer All risks</b>	Any unforeseen physical loss of or damage to office equipment, computers and other	Computers and accessories thereof, software programmers and reconstruction of data	

		electronic equipment, communication equipment and accessories		
6	<b>Money Insurance</b>	Loss of money/securities and damage to safes as declared. Cash deemed to include negotiable instruments/legal tendered stamps, postal and money orders, travellers' cheques, unaddressed and bearers' cheques.	Damage to safe/strong room. Money in transit from the NAPSA offices/premises to the bank and vice versa Money on premises out of the safe outside business hours .Money on premises in and out of then safe during and/or outside business hours. Cash in custody of authorized employees	K1m
7	<b>Health &amp;Travel insurance</b>	This is a cover for NAPSA employees and directors when they travel outside the country	An estimated 60 staff members and board members are expected to travel outside the country during the contract period	As and when travel needs arise
8	<b>Goods In transit/ Inland Cover</b>	This is a cover for Assets leaving NAPSA premises for the period when they are delivered to the desired destination and employees' goods when transferred from one station to another.	Picking of assets happens especially employees being transferred; delivery of computers and office furniture and fittings is a continuous activity throughout the year. The cover is for materials that are picked by one contractor at any one time.	As and when the need arises

9	<b>Employers Liability Insurance</b>	Indemnity against NAPSA's legal liabilities to employees arising from death or bodily injury and/or illness arising out and in the course of employment during the period of the policy	A claim shall be deemed properly notified to the insurer upon receipt and forwarding of demand letter and or summonses to enter appearance. Policy is subject to annual declaration or earnings and premium adjustment.	Annual wage roll is K500m Any one person K2 m Any one occurrence K12m Any one year – unlimited
10	<b>Motor vehicle insurance (Executive, Pool, Boats, Trucks, Buses)</b>	Comprehensive motor insurance	Covers accidental loss or damage of Motor Vehicles Property damage, third party injuries and Death are part of the Policy extension	List of vehicles to be provided

## LOT 2: GROUP LIFE INSURANCE COVER

### TERMS OF REFERENCE FOR GROUP LIFE ASSURANCE (GLA) SCHEME FOR THE MEMBERS OF STAFF OF THE AUTHORITY.

#### INTRODUCTION

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks insurance services from eligible Insurance companies for the Period 2018 to 2019 for the Authority's Business and various other assets as provided in table 1 below. NAPSA intends to contract the services of experienced and insurance companies and Brokers to arrange and manage various insurance Covers

#### OBJECTIVE OF COVER

The primary objective is to provide a group life cover for the members of staff of NAPSA

#### SCOPE

The provider is expected to provide group life cover for the members of staff of NAPSA which should cover death benefit.

## **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with the Administration Department to get the details of all the employees pertaining to their names, categories and earnings
- b.) Keep the details of employees confidentially and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes to the list of staff members shall only be provided by a duly authorized officer of the client)
- c.) The insurance provider is expected to arrange Group Life Cover and appoint contact person who shall be responsible/managing the said cover.
- d.) Ensure that upon notification of any death by NAPSA, the insurance provider promptly coordinates the claim settlement process until the claim is fully settled within 30 days
- e.) Provide appropriate improvement recommendations on the cover
- f.) Such services as may be related or ancillary to the due performance of the above work

## **PROVISION OF QUARTERLY CLAIMS UPDATE**

The Insurance Provider is expected to furnish NAPSA with Quarterly claim updates under cover

## **REPORTING**

The insurance provider shall be responsible to the DIRECTOR GENERAL of NAPSA through the Administration department and Authority Secretary.

## **OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) Conducting a debriefing exercise and submit a report
- b.) Furnish NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation to Investments Department
- d.) Submit quarterly claims update on injured employees; and
- e.) Give regular endorsements of the added staff and premiums due as and when necessary.

## **DATE OF INCEPTION/COMMENCEMENT**

The insurance provider is expected to start providing the employees with Group life Cover on the date of execution of the contract.

## **PERIOD OF COVER**

The contract period shall be Twelve (12) months from the date of the execution of the contract however, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance

**DETAILS OF COVER**

	<b>PARTICULARS OF INSURANCE</b>	<b>RISK TO BE COVERED</b>	<b>DETAILS</b>	<b>SUM ASSURED (K)</b>
1	<b>Group Life Assurance (GLA)</b>	Covers the Authority employees for death benefits arising from natural causes or accidents	To cover staff establishment	

a.) The group life covers to cater for member of staff only with the master policy in favour of NAPSA

b.) The policy is to cover the staff of NAPSA for the following;

- i) The cover should be quoted in terms of Insurance cover for three (3) times the annual Salary and
- ii.) Provision for free cover limit

c.) The schedule is made up of the following; Current staff and annual salaries.

d.) Name exclusion (s) and riders if any

**CURRENT STAFF, LEAVERS, JOINERS AND ANNUAL SALARY DETAILS/UPDATES**

Separate advice and details will be sent directly to the Bidder's authorized persons the Administration Manager Treasury of NAPSA. Any further details and updates shall be provided by the Administration Department-Treasury NAPSA

**LOT 3. GROUP PERSONAL ACCIDENT INSURANCE COVER****TERMS OF REFERENCE FOR GROUP PERSONAL ACCIDENT COVER FOR THE MEMBERS OF STAFF AND BOARD OF TRUSTEES****INTRODUCTION**

The National Pension Scheme Authority (NAPSA) was established under the NPS Act no 40 of 1996. The mandate of the Authority is to manage and administer Social Security in the country. The Authority now seeks insurance services from eligible Insurance companies for the Period 2015 to 2016 for the Authority Business, Board of Trustees, Members of Staff and various other assets as provided in table 1 below. NAPSA intends to contract the services of experienced insurance companies and Brokers to arrange and manage various insurance Covers.

**OBJECTIVE OF COVER**

The primary objective is to provide Group Personal Accident Cover for the members of staff and Board

of Directors of NAPSA.

## **SCOPE**

The provider is expected to provide Group Personal Accident Cover for the members of staff and the Board of Directors of NAPSA.

## **SPECIFIC SERVICES**

The provider is expected to;

- a.) Liaise with Investments Department in liaison with Human Resource department to obtain details of all the employees and directors pertaining to their names, categories and earnings
- b.) Keep the details of employees and directors confidentially and update them as advised from time to time by NAPSA through its authorized representatives. (Any changes to the staff/director's list or details shall only be provided by a duly authorized officer of the client)
- c.) The provider is expected to provide Group Personal Accident Cover for the members of staff and the Board of Directors of NAPSA and appoints a contact person who shall be responsible/ Managing the said cover.
- d.) Provide appropriate improvement recommendations on the cover services as may be related or ancillary to the due performance of the above work

## **PROVISION OF QUARTERLY CLAIMS UPDATE**

The insurance provider is expected to furnish NAPSA with quarterly claim updates in respect of injured employees.

## **REPORTING**

The insurance provider shall be responsible to the Director General of NAPSA through the Director Investments, and Authority Secretary.

## **OUTPUT/DELIVERABLES**

The insurance provider shall be responsible for the following deliverables;

- a.) a debriefing exercise and submit a report
- b.) NAPSA with a policy document within Seven (7) days of signing of the contract.
- c.) Undertake a scope of cover and claims procedure presentation
- d.) Submit quarterly claims update on injured employees; and
- e.) Give regular endorsements of the added staff and leavers and premiums due as and when this happens
- f.) Prompt settlement of claims (30 days)

## DATE OF INCEPTION/COMMENCEMENT

The insurance provider is expected to start providing the employees with the Group personal Accident cover on the date of execution of the contract.

## PERIOD OF COVER

The contract period shall be Twelve (12) months from the date of the execution of the contract however, the contract will be reviewed annually and renewed subject to performance evaluation to be undertaken by NAPSA at the end of the third quarter of the first year of the contract. One month termination notice period will be given in the event of unsatisfactory performance. .

## DETAILS OF COVER

	PARTICULARS OF INSURANCE	RISK TO BE COVERED	DETAILS	SUM ASSURED (K)
1	<b>Board of Trustees (GPA)</b>	Risks ranging from legal liabilities, contract breaches etc	The Authority has 21 Board and Committee members	K300m
2	<b>Group Personal Accident (GPA)</b>	Covers Authority Staff for beneficial accidental bodily injuries or death	To cover staff establishment and Board of Trustees	

a.) The cover to cater for principal member only with the master policy in favour of NAPSA

b.) The policy is to cover the staff of NAPSA for the following;

c.) Accidental death: earnings of not less than 104 months

vi.) Permanent/total disability: earnings of not less than 104 weeks

vii.) Temporary total disability: earnings of not less than 104 weeks

viii.) Medical expenses of not less than K25, 000.00

x.) Free cover limit

i.) The sum assured: Three (3) times the annual salary.

j.) The schedule is made up of the following; Current staff, Board of Trustees and annual income/Salaries

k.) exclusion (s) if any

l) Riders if any

Give a brief write-up on how the cover is going to be administered.

**GROUP PERSONAL ACCIDENT**

RENEWAL REQUIREMENTS BELOW:

INTEREST (All Employees)	Current Arrangement	Renewal Requirement
<p style="text-align: center;">BENEFITS</p> <p>1) Death</p> <p>2) Permanent disablement</p> <p>3) Temporal disablement</p> <p>4) Medical expenses</p> <p>5) Funeral expenses</p> <p>6) Limits of Liability</p>	<p>3 x Annual Salary/Income</p> <p>% of death benefit</p> <p>Weekly earnings limited to 104 weeks</p> <p>K25,000.00/employee</p> <p>K5,000.00</p> <p>K2,300,000 any one person</p> <p>K6,500,000 any on accident</p>	

PART II

Section 8. Conditions of Contract and Contract Forms

STANDARD FORM OF CONTRACT  
(TIME BASED)

# Consultant's Services

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## Preface

1. The standard Contract form consists of four parts: the Form of Contract to be signed by the Client and the Consultant, the General Conditions of Contract (GCC), including Attachment 1 (Government's Policy – Corrupt and Fraudulent Practices); the Special Conditions of Contract (SCC); and the Appendices.
2. The General Conditions of Contract, including shall not be modified. The Special Conditions of Contract that contain clauses specific to each Contract intend to supplement, but not over-write or otherwise contradict, the General Conditions.

CONTRACT FOR CONSULTANT'S SERVICES  
Time-Based

Project Name

Contract No.

between

---

*[Name of the Client]*

and

---

*[Name of the Consultant]*

Dated: \_\_\_\_\_



## I. Form of Contract

### TIME-BASED

(Text in brackets [ ] is optional; all notes should be deleted in the final text)

This CONTRACT (hereinafter called the “Contract”) is made the *[number]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Client or Recipient]* (hereinafter called the “Client”) and, on the other hand, *[name of Consultant]* (hereinafter called the “Consultant”).

*[If the Consultant consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Client”) and, on the other hand, a Joint Venture (name of the JV) consisting of the following entities, each member of which will be jointly and severally liable to the Client for all the Consultant’s obligations under this Contract, namely, *[name of member]* and *[name of member]* (hereinafter called the “Consultant”).]*

#### WHEREAS

- (a) the Client has requested the Consultant to provide certain consulting services as defined in this Contract (hereinafter called the “Services”);
- (b) the Consultant, having represented to the Client that it has the required professional skills, expertise and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;
- (c) the Client has received funds from the *[Insert source of financing]* toward the cost of the Services and intends to apply a portion of the proceeds to eligible payments under this Contract, it being understood that (i) payments by the Client will be made only at the request of the Authorized Representative and upon approval by the Controlling Officer or Chief Executive Officer; (ii) such payments will be subject, in all respects, to the terms and conditions of the Contract, including prohibitions of withdrawal from the funds for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import is prohibited by the decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations; and (iii) no party other than the Client shall derive any rights from the Contract or have any claim to the proceeds;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
  - (a) The General Conditions of Contract;
  - (b) The Special Conditions of Contract;
  - (c) Appendices:
    - Appendix A: Terms of Reference
    - Appendix B: Key Experts
    - Appendix C: Remuneration Cost Estimates
    - Appendix D: Reimbursables Cost Estimates
    - Appendix E: Form of Advance Payments Guarantee

In the event of any inconsistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract, including Attachment 1; Appendix A; Appendix B; Appendix C and Appendix D; Appendix E. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. The mutual rights and obligations of the Client and the Consultant shall be as set forth in the Contract, in particular:
  - (a) the Consultant shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Client shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[Name of Client]*

\_\_\_\_\_  
*[Authorized Representative of the Client – name, title and signature]*

For and on behalf of *[Name of Consultant or Name of a Joint Venture]*

\_\_\_\_\_  
*[Authorized Representative of the Consultant – name and signature]*

*[For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached.]*

For and on behalf of each of the members of the Consultant [insert the name of the Joint Venture]

*[Name of the lead member]*

---

*[Authorized Representative on behalf of a Joint Venture]*

*[add signature blocks for each member if all are signing]*



## II. General Conditions of Contract

### A. GENERAL PROVISIONS

#### 1. Definitions

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Applicable Regulations” means the Public Procurement Regulations, Statutory Instrument N<sup>o</sup>. 63 of 2011.
- (b) “Applicable Law” means the laws and any other instruments having the force of law in Zambia, or in such other country as may be specified in the **Special Conditions of Contract (SCC)**, as they may be issued and in force from time to time.
- (c) “
- (d) “Client” means the Procuring Entity or implementing agency that signs the Contract for the Services with the Selected Consultant.
- (e) “Consultant” means a legally-established professional consulting firm or entity selected by the Client to provide the Services under the signed Contract.
- (f) “Contract” means the legally binding written agreement signed between the Client and the Consultant and which includes all the attached documents listed in its paragraph 1 of the Form of Contract (the General Conditions (GCC), the Special Conditions (SCC), and the Appendices).
- (g) “Day” means a working day unless indicated otherwise.
- (h) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GCC 11.
- (i) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or JV member(s) assigned by the Consultant to perform the Services or any part thereof under the Contract.
- (j) “Foreign Currency” means any currency other than the currency of Zambia.
- (k) “GCC” means these General Conditions of Contract.
- (l) “Government” means the government of Zambia.

- (m) "Joint Venture (JV)" means an association with or without a legal personality distinct from that of its members, of more than one entity where one member has the authority to conduct all businesses for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.
- (n) "Key Expert(s)" means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was taken into account in the technical evaluation of the Consultant's proposal.
- (o) "Local Currency" means the Zambian Kwacha.
- (p) "Non-Key Expert(s)" means an individual professional provided by the Consultant or its Sub-consultant to perform the Services or any part thereof under the Contract.
- (q) "Party" means the Client or the Consultant, as the case may be, and "Parties" means both of them.
- (r) "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented but not over-written.
- (s) "Services" means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A hereto.
- (t) "Sub-consultants" means an entity to whom/which the Consultant subcontracts any part of the Services while remaining solely liable for the execution of the Contract.
- (u) "Third Party" means any person or entity other than the Government, the Client, the Consultant or a Sub-consultant.

## **2. Relationship between the Parties**

2.1. Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Client and the Consultant. The Consultant, subject to this Contract, has complete charge of the Experts and Sub-consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

## **3. Law Governing Contract**

3.1. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

4. **Language** 4.1. This Contract has been executed in **English**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
5. **Headings** 5.1. The headings shall not limit, alter or affect the meaning of this Contract.
6. **Communications** 6.1. Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in the language specified in Clause GCC 4. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the **SCC**.
- 6.2. A Party may change its address for notice hereunder by giving the other Party any communication of such change to the address specified in the **SCC**.
7. **Location** 7.1. The Services shall be performed at such locations as are specified in **Appendix A** hereto and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Client may approve.
8. **Authority of Member in Charge** 8.1. In case the Consultant is a Joint Venture, the members hereby authorize the member specified in the **SCC** to act on their behalf in exercising all the Consultant's rights and obligations towards the Client under this Contract, including without limitation the receiving of instructions and payments from the Client.
9. **Authorized Representatives** 9.1. Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the Consultant may be taken or executed by the officials specified in the **SCC**.
10. **Corrupt and Fraudulent Practices** 10.1. The Government requires compliance with its policy in regard to corrupt and fraudulent practices as set forth in **Attachment 1** to the GCC.
- a. **Commissions and Fees** 10.2. The Client requires the Consultant to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the selection process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee. Failure to disclose

such commissions, gratuities or fees may result in termination of the Contract and/or sanctions by ZPPA.

## B. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

- 11. Effectiveness of Contract** 11.1. This Contract shall come into force and effect on the date (the "Effective Date") of the Client's notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the **SCC** have been met.
- 12. Termination of Contract for Failure to Become Effective** 12.1. If this Contract has not become effective within such time period after the date of Contract signature as specified in the **SCC**, either Party may, by not less than twenty two (22) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.
- 13. Commencement of Services** 13.1. The Consultant shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC**.
- 14. Expiration of Contract** 14.1. Unless terminated earlier pursuant to Clause GCC 19 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the **SCC**.
- 15. Entire Agreement** 15.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.
- 16. Modifications or Variations** 16.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
- 16.2. In cases of substantial modifications or variations, the prior written consent of ZPPA is required.
- 17. Force Majeure**
- a. Definition** 17.1. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party's performance of its

obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action confiscation or any other action by Government agencies.

17.2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's Experts, Sub-consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

17.3. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

**b. No Breach of Contract**

17.4. The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

**c. Measures to be Taken**

17.5. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

17.6. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) calendar days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

17.7. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

17.8. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the Client, shall either:

- (a) demobilize, in which case the Consultant shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Client, in reactivating the Services; or
- (b) continue with the Services to the extent reasonably possible, in which case the Consultant shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.

17.9. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clauses GCC 48 & 49.

## 18. Suspension

18.1. The Client may, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Consultant to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Consultant of such notice of suspension.

## 19. Termination

19.1 This Contract may be terminated by either Party as per provisions set up below:

### a. By the Client

19.1.1 The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause. In such an occurrence the Client shall give at least thirty (30) calendar days' written notice of termination to the Consultant in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e); and at least five (5) calendar days' written notice in case of the event referred to in (f):

- (a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GCC 18;
- (b) If the Consultant becomes (or, if the Consultant consists of more than one entity, if any of its members becomes)

insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

- (c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 49.1;
- (d) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;
- (e) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- (f) If the Consultant fails to confirm availability of Key Experts as required in Clause GCC 13.

19.1.2 Furthermore, if the Client determines that the Consultant has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, in competing for or in executing the Contract, then the Client may, after giving fourteen (14) calendar days written notice to the Consultant, terminate the Consultant's employment under the Contract.

**b. By the  
Consultant**

19.1.3 The Consultant may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Client, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

- (a) If the Client fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clauses GCC 49.1 within forty-five (45) calendar days after receiving written notice from the Consultant that such payment is overdue.
- (b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days.
- (c) If the Client fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 49.1.
- (d) If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Consultant

may have subsequently approved in writing) following the receipt by the Client of the Consultant's notice specifying such breach.

- c. **Cessation of Rights and Obligations**      19.1.4    Upon termination of this Contract pursuant to Clauses GCC 12 or GCC 19 hereof, or upon expiration of this Contract pursuant to Clause GCC 14, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GCC 22, (iii) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GCC 25, and (iv) any right which a Party may have under the Applicable Law.
- d. **Cessation of Services**      19.1.5    Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 19a or GCC 19b, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Client, the Consultant shall proceed as provided, respectively, by Clauses GCC 27 or GCC 28.
- e. **Payment upon Termination**      19.1.6    Upon termination of this Contract, the Client shall make the following payments to the Consultant:
- (a) remuneration for Services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures for expenditures actually incurred prior to the effective date of termination; and pursuant to Clause 42;
  - (b) in the case of termination pursuant to paragraphs (d) and (e) of Clause GCC 19.1.1, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract, including the cost of the return travel of the Experts.

### C. OBLIGATIONS OF THE CONSULTANT

#### 20. General

- a. Standard of Performance**
- 20.1 The Consultant shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with the third parties.
- 20.2 The Consultant shall employ and provide such qualified and experienced Experts and Sub-consultants as are required to carry out the Services.
- 20.3 The Consultant may subcontract part of the Services to an extent and with such Key Experts and Sub-consultants as may be approved in advance by the Client. Notwithstanding such approval, the Consultant shall retain full responsibility for the Services.
- b. Law Applicable to Services**
- 20.4 The Consultant shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that any of its Experts and Sub-consultants, comply with the Applicable Law.
- 20.5 Throughout the execution of the Contract, the Consultant shall comply with the import of goods and services prohibitions in Zambia when
- (a) as a matter of law or official regulations, the Government prohibits commercial relations with that country; or
  - (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Government prohibits any import of goods from that country or any payments to any country, person, or entity in that country.
- 20.6 The Client shall notify the Consultant in writing of relevant local customs, and the Consultant shall, after such notification, respect such customs.
- 21. Conflict of Interests**
- 21.1 The Consultant shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.
- a. Consultant Not to Benefit from**
- 21.1.1 The payment of the Consultant pursuant to GCC F (Clauses GCC 41 through 46) shall constitute the Consultant's

- Commissions, Discounts, etc.** only payment in connection with this Contract and, subject to Clause GCC 21.1.3, the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-consultants, as well as the Experts and agents of either of them, similarly shall not receive any such additional payment.
- 21.1.2 Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the Client on the procurement of goods, works or services, the Consultant shall comply with the Applicable Regulations, and shall at all times exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the Client.
- b. Consultant and Affiliates Not to Engage in Certain Activities** 21.1.3 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-consultants and any entity affiliated with such Sub-consultants, shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the Consultant's Services for the preparation or implementation of the project, unless otherwise indicated in the **SCC**.
- c. Prohibition of Conflicting Activities** 21.1.4 The Consultant shall not engage, and shall cause its Experts as well as its Sub-consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.
- d. Strict Duty to Disclose Conflicting Activities** 21.1.5 The Consultant has an obligation and shall ensure that its Experts and Sub-consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.
- 22. Confidentiality** 22.1 Except with the prior written consent of the Client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public

the recommendations formulated in the course of, or as a result of, the Services.

**23. Liability of the Consultant**

23.1 Subject to additional provisions, if any, set forth in the **SCC**, the Consultant's liability under this Contract shall be as determined under the Applicable Law.

**24. Insurance to be Taken out by the Consultant**

24.1 The Consultant (i) shall take out and maintain, and shall cause any Sub-consultants to take out and maintain, at its (or the Sub-consultants', as the case may be) own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage specified in the **SCC**, and (ii) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid. The Consultant shall ensure that such insurance is in place prior to commencing the Services as stated in Clause GCC 13.

**25. Accounting, Inspection and Auditing**

25.1 The Consultant shall keep, and shall make all reasonable efforts to cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Services in such form and detail as will clearly identify relevant time changes and costs.

25.2. The Consultant shall permit and shall cause its Sub-consultants to permit, the Government and/or persons appointed by the Government to inspect the Site and/or all accounts and records relating to the performance of the Contract and the submission of the Proposal to provide the Services, and to have such accounts and records audited by auditors appointed by the Government if requested by the Government. The Consultant's attention is drawn to Clause GCC 10 which provides, inter alia, that acts intended to materially impede the exercise of the Government's inspection and audit rights provided for under this Clause GCC25.2 constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility under the ZPPA's prevailing sanctions procedures.)

**26. Reporting Obligations**

26.1 The Consultant shall submit to the Client the reports and documents specified in **Appendix A**, in the form, in the numbers and within the time periods set forth in the said Appendix.

**27. Proprietary Rights of the Client in Reports and Records**

27.1 Unless otherwise indicated in the **SCC**, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Consultant for the Client in the course of the Services shall be confidential and become and remain the absolute property of the Client. The Consultant shall, not later than upon termination or

expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Client.

27.2 If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of the plans, drawings, specifications, designs, databases, other documents and software, the Consultant shall obtain the Client's prior written approval to such agreements, and the Client shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned. Other restrictions about the future use of these documents and software, if any, shall be specified in the **SCC**.

## 28. Equipment, Vehicles and Materials

28.1 Equipment, vehicles and materials made available to the Consultant by the Client, or purchased by the Consultant wholly or partly with funds provided by the Client, shall be the property of the Client and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the Client an inventory of such equipment, vehicles and materials and shall dispose of such equipment, vehicles and materials in accordance with the Client's instructions. While in possession of such equipment, vehicles and materials, the Consultant, unless otherwise instructed by the Client in writing, shall insure them at the expense of the Client in an amount equal to their full replacement value.

28.2 Any equipment or materials brought by the Consultant or its Experts into Zambia for the use either for the project or personal use shall remain the property of the Consultant or the Experts concerned, as applicable.

## D. CONSULTANT'S EXPERTS AND SUB-CONSULTANTS

### 29. Description of Key Experts

29.1 The title, agreed job description, minimum qualification and time-input estimates to carry out the Services of each of the Consultant's Key Experts are described in **Appendix B**.

29.2 If required to comply with the provisions of Clause GCC 20a, adjustments with respect to the estimated time-input of Key Experts set forth in **Appendix B** may be made by the Consultant by a written notice to the Client, provided (i) that such adjustments shall not alter the original time-input estimates for any individual by more than 10% or one week, whichever is larger; and (ii) that the aggregate of such

adjustments shall not cause payments under this Contract to exceed the ceilings set forth in Clause GCC 41.2.

29.3 If additional work is required beyond the scope of the Services specified in **Appendix A**, the estimated time-input for the Key Experts may be increased by agreement in writing between the Client and the Consultant. In case where payments under this Contract exceed the ceilings set forth in Clause GCC 41.1, the Parties shall sign a Contract amendment.

### **30. Replacement of Key Experts**

30.1 Except as the Client may otherwise agree in writing, no changes shall be made in the Key Experts.

30.2 Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Consultant's written request and due to circumstances outside the reasonable control of the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.

### **31. Approval of Additional Key Experts**

31.1 If during execution of the Contract, additional Key Experts are required to carry out the Services, the Consultant shall submit to the Client for review and approval a copy of their Curricula Vitae (CVs). If the Client does not object in writing (stating the reasons for the objection) within twenty two (22) days from the date of receipt of such CVs, such additional Key Experts shall be deemed to have been approved by the Client.

The rate of remuneration payable to such new additional Key Experts shall be based on the rates for other Key Experts position which require similar qualifications and experience.

### **32. Removal of Experts or Sub-consultants**

32.1 If the Client finds that any of the Experts or Sub-consultant has committed serious misconduct or has been charged with having committed a criminal action, or shall the Client determine that Consultant's Expert or Sub-consultant have engaged in corrupt, fraudulent, collusive, coercive or obstructive practice while performing the Services, the Consultant shall, at the Client's written request, provide a replacement.

32.2 In the event that any of Key Experts, Non-Key Experts or Sub-consultants is found by the Client to be incompetent or incapable in discharging assigned duties, the Client, specifying the grounds therefore, may request the Consultant to provide a replacement.

32.3 Any replacement of the removed Experts or Sub-consultants shall possess better qualifications and experience and shall be acceptable to the Client.

**33. Replacement/  
Removal of Experts –  
Impact on Payments**

33.1 Except as the Client may otherwise agree, (i) the Consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and (ii) the remuneration to be paid for any of the Experts provided as a replacement shall not exceed the remuneration which would have been payable to the Experts replaced or removed.

**34. Working Hours,  
Overtime, Leave, etc.**

34.1 Working hours and holidays for Experts are set forth in **Appendix B**. To account for travel time to/from Zambia, experts carrying out Services inside Zambia shall be deemed to have commenced or finished work in respect of the Services such number of days before their arrival in, or after their departure from, Zambia as is specified in **Appendix B**.

34.2 The Experts shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave except as specified in **Appendix B**, and the Consultant's remuneration shall be deemed to cover these items.

34.3 Any taking of leave by Key Experts shall be subject to the prior approval by the Consultant who shall ensure that absence for leave purposes will not delay the progress and or impact adequate supervision of the Services.

## **E. OBLIGATIONS OF THE CLIENT**

**35. Assistance and  
Exemptions**

35.1 Unless otherwise specified in the **SCC**, the Client shall use its best efforts to:

- (a) Assist the Consultant with obtaining work permits and such other documents as shall be necessary to enable the Consultant to perform the Services.
- (b) Assist the Consultant with promptly obtaining, for the Experts and, if appropriate, their eligible dependents, all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in the Client's country while carrying out the Services under the Contract.

- (c) Facilitate prompt clearance through customs of any property required for the Services and of the personal effects of the Experts and their eligible dependents.
- (c) Issue to officials, agents and representatives of the Government all such instructions and information as may be necessary or appropriate for the prompt and effective implementation of the Services.
- (d) Assist the Consultant and the Experts and any Sub-consultants employed by the Consultant for the Services with obtaining exemption from any requirement to register or obtain any permit to practice their profession or to establish themselves either individually or as a corporate entity in Zambia according to the applicable law in Zambia.
- (e) Assist the Consultant, any Sub-consultants and the Experts of either of them with obtaining the privilege, pursuant to the applicable law in Zambia, of bringing into Zambia reasonable amounts of foreign currency for the purposes of the Services or for the personal use of the Experts and of withdrawing any such amounts as may be earned therein by the Experts in the execution of the Services.
- (f) Provide to the Consultant any such other assistance as may be specified in the **SCC**.

**36. Access to Project Site** 36.1 The Client warrants that the Consultant shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The Client will be responsible for any damage to the project site or any property thereon resulting from such access and will indemnify the Consultant and each of the experts in respect of liability for any such damage, unless such damage is caused by the willful default or negligence of the Consultant or any Sub-consultants or the Experts of either of them.

**37. Change in the Applicable Law Related to Taxes and Duties** 37.1 If, after the date of this Contract, there is any change in the applicable law in Zambia with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause GCC 41.1

- 38. Services, Facilities and Property of the Client**
- 38.1 The Client shall make available to the Consultant and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference (**Appendix A**) at the times and in the manner specified in said **Appendix A**.
- 38.2 In case that such services, facilities and property shall not be made available to the Consultant as and when specified in **Appendix A**, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Consultant for the performance of the Services, (ii) the manner in which the Consultant shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Consultant as a result thereof pursuant to Clause GCC 41.3.
- 39. Counterpart Personnel**
- 39.1 The Client shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the Client with the Consultant's advice, if specified in **Appendix A**.
- 39.2 If counterpart personnel are not provided by the Client to the Consultant as and when specified in **Appendix A**, the Client and the Consultant shall agree on (i) how the affected part of the Services shall be carried out, and (ii) the additional payments, if any, to be made by the Client to the Consultant as a result thereof pursuant to Clause GCC 41.3.
- 39.3 Professional and support counterpart personnel, excluding Client's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Client shall not unreasonably refuse to act upon such request.
- 40. Payment Obligation**
- 40.1 In consideration of the Services performed by the Consultant under this Contract, the Client shall make such payments to the Consultant and in such manner as is provided by GCC F below.

#### F. PAYMENTS TO THE CONSULTANT

- 41. Ceiling Amount**
- 41.1 An estimate of the cost of the Services is set forth in **Appendix C** (Remuneration) and **Appendix D** (Reimbursable expenses).

41.2 Payments under this Contract shall not exceed the ceilings in foreign currency and in local currency specified in the **SCC**.

41.3 For any payments in excess of the ceilings specified in GCC41.2, an amendment to the Contract shall be signed by the Parties referring to the provision of this Contract that evokes such amendment.

#### 42. Remuneration and Reimbursable Expenses

42.1 The Client shall pay to the Consultant (i) remuneration that shall be determined on the basis of time actually spent by each Expert in the performance of the Services after the date of commencing of Services or such other date as the Parties shall agree in writing; and (ii) reimbursable expenses that are actually and reasonably incurred by the Consultant in the performance of the Services.

42.2 All payments shall be at the rates set forth in **Appendix C** and **Appendix D**.

42.3 Unless the **SCC** provides for the price adjustment of the remuneration rates, said remuneration shall be fixed for the duration of the Contract.

42.4 The remuneration rates shall cover: (i) such salaries and allowances as the Consultant shall have agreed to pay to the Experts as well as factors for social charges and overheads (bonuses or other means of profit-sharing shall not be allowed as an element of overheads), (ii) the cost of backstopping by home office staff not included in the Experts' list in **Appendix B**, (iii) the Consultant's profit, and (iv) any other items as specified in the **SCC**.

42.5 Any rates specified for Experts not yet appointed shall be provisional and shall be subject to revision, with the written approval of the Client, once the applicable remuneration rates and allowances are known.

#### 43. Taxes and Duties

43.1 The Consultant, Sub-consultants and Experts are responsible for meeting any and all tax liabilities arising out of the Contract unless it is stated otherwise in the **SCC**.

43.2 As an exception to the above and as stated in the **SCC**, all local identifiable indirect taxes (itemized and finalized at Contract negotiations) are reimbursed to the Consultant or are paid by the Client on behalf of the Consultant.

- 44. Currency of Payment** 44.1 Any payment under this Contract shall be made in the currency(ies) specified in the **SCC**.
- 45. Mode of Billing and Payment** 45.1 Billings and payments in respect of the Services shall be made as follows:
- (a) Advance payment. Within the number of days after the Effective Date, the Client shall pay to the Consultant an advance payment as specified in the **SCC**. Unless otherwise indicated in the **SCC**, an advance payment shall be made against an advance payment bank guarantee acceptable to the Client in an amount (or amounts) and in a currency (or currencies) specified in the **SCC**. Such guarantee (i) is to remain effective until the advance payment has been fully set off, and (ii) is to be in the form set forth in **Appendix E**, or in such other form as the Client shall have approved in writing. The advance payments will be set off by the Client in equal installments against the statements for the number of months of the Services specified in the **SCC** until said advance payments have been fully set off.
  - (b) The Itemized Invoices. As soon as practicable and not later than fifteen (15) days after the end of each calendar month during the period of the Services, or after the end of each time interval otherwise indicated in the **SCC**, the Consultant shall submit to the Client, in duplicate, itemized invoices, accompanied by the receipts or other appropriate supporting documents, of the amounts payable pursuant to Clauses GCC 44 and GCC 45 for such interval, or any other period indicated in the **SCC**. Separate invoices shall be submitted for expenses incurred in foreign currency and in local currency. Each invoice shall show remuneration and reimbursable expenses separately.
  - (c) The Client shall pay the Consultant's invoices within sixty (60) days after the receipt by the Client of such itemized invoices with supporting documents. Only such portion of an invoice that is not satisfactorily supported may be withheld from payment. Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the Consultant, the Client may add or subtract the difference from any subsequent payments.
  - (d) The Final Payment. The final payment under this Clause shall be made only after the final report and a final invoice, identified as such, shall have been submitted by the Consultant and approved as satisfactory by the Client. The Services shall be deemed completed

and finally accepted by the Client and the final report and final invoice shall be deemed approved by the Client as satisfactory ninety (90) calendar days after receipt of the final report and final invoice by the Client unless the Client, within such ninety (90) calendar day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report or final invoice. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated. Any amount that the Client has paid or has caused to be paid in accordance with this Clause in excess of the amounts payable in accordance with the provisions of this Contract shall be reimbursed by the Consultant to the Client within thirty (30) days after receipt by the Consultant of notice thereof. Any such claim by the Client for reimbursement must be made within twelve (12) calendar months after receipt by the Client of a final report and a final invoice approved by the Client in accordance with the above.

- (e) All payments under this Contract shall be made to the accounts of the Consultant specified in the **SCC**.
- (f) With the exception of the final payment under (d) above, payments do not constitute acceptance of the Services nor relieve the Consultant of any obligations hereunder.

#### **46. Interest on Delayed Payments**

46.1 If the Client had delayed payments beyond fifteen (15) days after the due date stated in Clause GCC 45.1 (c), interest shall be paid to the Consultant on any amount due by, not paid on, such due date for each day of delay at the annual rate stated in the **SCC**.

### **G. FAIRNESS AND GOOD FAITH**

#### **47. Good Faith**

47.1 The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

### **H. SETTLEMENT OF DISPUTES**

#### **48. Amicable Settlement**

48.1 The Parties shall seek to resolve any dispute amicably by mutual consultation.

48.2 If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party

receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) days after receipt. If that Party fails to respond within fourteen (14) days, or the dispute cannot be amicably settled within fourteen (14) days following the response of that Party, Clause GCC 49.1 shall apply.

#### **49. Dispute Resolution**

49.1 Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to the adjudication/arbitration in accordance with the provisions specified in the **SCC**.

## II. General Conditions

### Attachment 1: Government’s Policy – Corrupt and Fraudulent Practices

(the text in this Attachment 1 shall not be modified)

#### “Fraud and Corruption

1.23 It is the Government’s policy to require that Procuring Entities (including beneficiaries of Government funds), consultants, and their agents (whether declared or not), sub-contractors, sub-consultants, service providers, or suppliers, and any personnel thereof, observe the highest standard of ethics during the selection and execution of Government-financed contracts [footnote: In this context, any action taken by a consultant or any of its personnel, or its agents, or its sub-consultants, sub-contractors, services providers, suppliers, and/or their employees, to influence the selection process or contract execution for undue advantage is improper.]. In pursuance of this policy, the Government:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

- (i) “corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party<sup>6</sup>;
- (ii) “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation<sup>7</sup>;
- (iii) “collusive practices” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party<sup>8</sup>;

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<sup>6</sup> For the purpose of this sub-paragraph, “another party” refers to a public official acting in relation to the selection process or contract execution. In this context “public official” includes World Bank staff and employees of other organizations taking or reviewing selection decisions.

<sup>7</sup> For the purpose of this sub-paragraph, “party” refers to a public official; the terms “benefit” and “obligation” relate to the selection process or contract execution; and the “act or omission” is intended to influence the selection process or contract execution.

<sup>8</sup> For the purpose of this sub-paragraph, “parties” refers to participants in the procurement or selection process (including public officials) attempting either themselves, or through another person or entity not participating in the procurement or selection process, to simulate competition or to establish prices at artificial, non-competitive levels, or are privy to each other’s bid prices or other conditions.

- (iv) “coercive practices” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party<sup>9</sup>;
- (v) “obstructive practice” is
  - (aa) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Government investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
  - (bb) acts intended to materially impede the exercise of the Government’s inspection and audit rights;
- (b) will reject a proposal for award if it determines that the consultant recommended for award or any of its personnel, or its agents, or its sub-consultants, sub-contractors, services providers, suppliers, and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- (c) will declare misprocurement and cancel the portion of the funds allocated to a contract if it determines at any time that representatives of the Procuring Entity or of a recipient of any part of the proceeds were engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the selection process or the implementation of the contract in question, without the Procuring Entity having taken timely and appropriate action satisfactory to the Government to address such practices when they occur, including by failing to inform the Government in a timely manner they knew of the practices;
- (d) will sanction a firm or an individual at any time, in accordance with prevailing ZPPA’s sanctions procedures, including by publicly declaring such firm or an ineligible, either indefinitely or for a stated period of time: (i) to be awarded a Government-financed contract, and (ii) to be a nominated<sup>10</sup> sub-consultant, supplier, or service provider of an otherwise eligible firm being awarded a Government-financed contract.

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<sup>9</sup> For the purpose of this sub-paragraph, “party” refers to a participant in the selection process or contract execution.

<sup>10</sup> A nominated sub-consultant, supplier, or service provider is one which has been either (i) included by the consultant in its proposal because it brings specific and critical experience and know-how that are accounted for in the technical evaluation of the consultant’s proposal for the particular services; or (ii) appointed by the Borrower.

### III. Special Conditions of Contract

*[Notes in brackets are for guidance purposes only and should be deleted in the final text of the signed contract]*

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(b) and 3.1	The Contract shall be construed in accordance with the laws of the Republic of Zambia
6.1 and 6.2	<p>The addresses are:</p> <p>Client : _____                      _____</p> <p>Attention : _____</p> <p>Facsimile : _____</p> <p>E-mail (where permitted): _____</p> <p>Consultant : _____                      _____</p> <p>Attention : _____</p> <p>Facsimile : _____</p> <p>E-mail (where permitted) : _____</p>
8.1	<p><i>[Note: If the Consultant consists only of one entity, state "N/A";</i>  <i>OR</i>  <i>If the Consultant is a Joint Venture consisting of more than one entity, the name of the JV member whose address is specified in Clause SCC6.1 should be inserted here. ]</i></p> <p>The Lead Member on behalf of the JV is _____                      _____ <i>[insert name of the member]</i></p>
9.1	<p>The Authorized Representatives are:</p> <p>For the Client: <i>[name, title]</i> _____</p> <p>For the Consultant: <i>[name, title]</i> _____</p>
11.1	<i>[Note: If there are no effectiveness conditions, state "N/A"]</i>

	<p>OR</p> <p>List here any conditions of effectiveness of the Contract, e.g., approval of the Contract by ZPPA, receipt by the Consultant of an advance payment, and by the Client of an advance payment guarantee (see Clause SCC45.1(a)), etc.]</p> <p>The effectiveness conditions are the following: <i>[insert "N/A" or list the conditions]</i></p>
<p>12.1</p>	<p>Termination of Contract for Failure to Become Effective:</p> <p>The time period shall be _____ <i>[insert time period, e.g.: four months]</i>.</p>
<p>13.1</p>	<p>Commencement of Services:</p> <p>The number of days shall be _____ <i>[e.g.: ten]</i>.</p> <p>Confirmation of Key Experts' availability to start the Assignment shall be submitted to the Client in writing as a written statement signed by each Key Expert.</p>
<p>14.1</p>	<p>Expiration of Contract:</p> <p>The time period shall be _____ <i>[insert time period, e.g.: twelve months]</i>.</p>
<p>21 b.</p>	<p>The Client reserves the right to determine on a case-by-case basis whether the Consultant should be disqualified from providing goods, works or non-consulting services due to a conflict of a nature described in Clause GCC 21.1.3</p> <p>Yes _____ No _____</p>

23.1	<p><b>No additional provisions.</b></p> <p><i>[OR:</i></p> <p>The following limitation of the Consultant’s Liability towards the Client can be subject to the Contract’s negotiations:</p> <p><b>“Limitation of the Consultant’s Liability towards the Client:</b></p> <p>(a) Except in the case of gross negligence or willful misconduct on the part of the Consultant or on the part of any person or a firm acting on behalf of the Consultant in carrying out the Services, the Consultant, with respect to damage caused by the Consultant to the Client’s property, shall not be liable to the Client:</p> <ul style="list-style-type: none"> <li>(i) for any indirect or consequential loss or damage; and</li> <li>(ii) for any direct loss or damage that exceeds [insert a multiplier, e.g.: one, two, three] times the total value of the Contract;</li> </ul> <p>(b) This limitation of liability shall not</p> <ul style="list-style-type: none"> <li>(i) affect the Consultant’s liability, if any, for damage to Third Parties caused by the Consultant or any person or firm acting on behalf of the Consultant in carrying out the Services;</li> <li>(ii) be construed as providing the Consultant with any limitation or exclusion from liability which is prohibited by the <i>[insert “Applicable Law”, if it is the law of Zambia, or insert “applicable law in Zambia”, if the Applicable Law stated in Clause SCC1.1 (b) is different from the law of Zambia]</i>.</li> </ul> <p><i>[Notes to the Client and the Consultant: Any suggestions made by the Consultant in the Proposal to introduce exclusions/limitations of the Consultant’s liability under the Contract should be carefully scrutinized by the Client and discussed with ZPPA <u>prior to accepting any changes</u> to what was included in the issued RFP.</i></p> <p><i>The Consultant’s liability should never be limited for loss or damage caused by the Consultant’s gross negligence or willful misconduct.</i></p> <p><i>ZPPA does not accept a provision to the effect that the Client shall indemnify and hold harmless the Consultant against Third Party claims,</i></p>
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	<p><i>except, of course, if a claim is based on loss or damage caused by a default or wrongful act of the Client to the extent permissible by the laws of Zambia.]</i></p>
<p><b>24.1</b></p>	<p><b>The insurance coverage against the risks shall be as follows:</b></p> <p><i>[Note: Delete what is not applicable except (a)].</i></p> <p><b>(a) Professional liability insurance, with a minimum coverage of</b> _____ <i>[insert amount and currency which should be not less than the total ceiling amount of the Contract];</i></p> <p><b>(b)</b> Third Party motor vehicle liability insurance in respect of motor vehicles operated in Zambia by the Consultant or its Experts or Sub-consultants, with a minimum coverage of <i>[insert amount and currency or state “in accordance with the applicable law in Zambia”];</i></p> <p><b>(c)</b> Third Party liability insurance, with a minimum coverage of <i>[insert amount and currency or state “in accordance with the applicable law in Zambia”];</i></p> <p><b>(d)</b> employer’s liability and workers’ compensation insurance in respect of the experts and Sub-consultants in accordance with the relevant provisions of the applicable law in Zambia, as well as, with respect to such Experts, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p><b>(e)</b> insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Consultant’s property used in the performance of the Services, and (iii) any documents prepared by the Consultant in the performance of the Services.</p>
<p><b>27.1</b></p>	<p><i>[If applicable, insert any exceptions to proprietary rights provision _____.]</i></p>
<p><b>27.2</b></p>	<p><i>[If there is to be no restriction on the future use of these documents by either Party, this Clause SCC 27.2 should be deleted. If the Parties wish to restrict such use, any of the following options, or any other option agreed to by the Parties, could be used:</i></p>

	<p>[The Consultant shall not use these <i>[insert what applies..... documents and software.....]</i> for purposes unrelated to this Contract without the prior written approval of the Client.]</p> <p>OR</p> <p>[The Client shall not use these <i>[insert what applies.....documents and software.....]</i> for purposes unrelated to this Contract without the prior written approval of the Consultant.]</p> <p>OR</p> <p>[Neither Party shall use these <i>[insert what applies.....documents and software.....]</i> for purposes unrelated to this Contract without the prior written approval of the other Party.]</p>
<p>35.1 (a) through (e)</p>	<p><i>[List here any changes or additions to Clause GCC 35.1. If there are no such changes or additions, delete this Clause SCC 35.1.]</i></p>
<p>35.1(f)</p>	<p><i>[List here any other assistance to be provided by the Client. If there is no such other assistance, delete this Clause SCC 35.1(f).]</i></p>
<p>41.2</p>	<p>The ceiling in foreign currency or currencies is: _____ <i>[insert amount and currency for each currency] [indicate: inclusive or exclusive]</i> of local indirect taxes.</p> <p>The ceiling in local currency is: _____ <i>[insert amount and currency] [indicate: inclusive or exclusive]</i> of local indirect taxes.</p> <p>Any indirect local taxes chargeable in respect of this Contract for the Services provided by the Consultant shall <i>[insert as appropriate: “be paid” or “reimbursed”]</i> by the Client <i>[insert as appropriate: “for” or “to”]</i> the Consultant.</p> <p>The amount of such taxes is _____ <i>[insert the amount as finalized at the Contract’s negotiations on the basis of the estimates provided by the Consultant in Form FIN-2 of the Consultant’s Financial Proposal.]</i></p>
<p>42.3</p>	<p>Price adjustment on the remuneration ..... <i>[insert “applies” or “does not apply”]</i></p> <p><i>[If the Contract is less than 18 months, price adjustment does not apply.]</i></p>

*If the Contract has duration of more than 18 months, a price adjustment provision on the remuneration for foreign and/or local inflation shall be included here. The adjustment should be made every 12 months after the date of the contract for remuneration in foreign currency and – except if there is very high inflation in Zambia, in which case more frequent adjustments should be provided for – at the same intervals for remuneration in local currency. Remuneration in foreign currency should be adjusted by using the relevant index for salaries in the country of the respective foreign currency (which normally is the country of the Consultant) and remuneration in local currency by using the corresponding index for Zambia. A sample provision is provided below for guidance:*

Payments for remuneration made in [foreign *and/or* local] currency shall be adjusted as follows:

- (1) Remuneration paid in foreign currency on the basis of the rates set forth in **Appendix C** shall be adjusted every 12 months (and, the first time, with effect for the remuneration earned in the 13<sup>th</sup> calendar month after the date of the Contract Effectiveness date) by applying the following formula:

$$R_f = R_{fo} \times \frac{I_f}{I_{fo}} \quad \left\{ \text{or} \quad R_f = R_{fo} \times \left[ 0.1 + 0.9 \frac{I_f}{I_{fo}} \right] \right\}$$

where

$R_f$  is the adjusted remuneration;

$R_{fo}$  is the remuneration payable on the basis of the remuneration rates (**Appendix C**) in foreign currency;

$I_f$  is the official index for salaries in the country of the foreign currency for the first month for which the adjustment is supposed to have effect; and

$I_{fo}$  is the official index for salaries in the country of the foreign currency for the month of the date of the Contract.

The Consultant shall state here the name, source institution, and any necessary identifying characteristics of the official index for salaries corresponding to  $I_f$  and  $I_{fo}$  in the adjustment formula for remuneration paid in foreign currency: [*Insert the name, source institution, and necessary identifying characteristics of the index for foreign currency, e.g. "Consumer Price Index for all Urban Consumers (CPI-U), not seasonally adjusted; U.S. Department of Labor, Bureau of Labor Statistics"*]

	<p>(2) Remuneration paid in local currency pursuant to the rates set forth in <b>Appendix D</b> shall be adjusted every <i>[insert number]</i> months (and, for the first time, with effect for the remuneration earned in the <i>[insert number]</i>the calendar month after the date of the Contract) by applying the following formula:</p> $R_l = R_{l_0} \times \frac{I_l}{I_{l_0}} \quad \{ \text{or} \quad R_l = R_{l_0} \times [ 0.1 + 0.9 \frac{I_l}{I_{l_0}} ] \}$ <p>where</p> <ul style="list-style-type: none"> <li><math>R_l</math> is the adjusted remuneration;</li> <li><math>R_{l_0}</math> is the remuneration payable on the basis of the remuneration rates (<b>Appendix D</b>) in local currency;</li> <li><math>I_l</math> is the official index for salaries in Zambia for the first month for which the adjustment is to have effect; and</li> <li><math>I_{l_0}</math> is the official index for salaries in Zambia for the month of the date of the Contract.</li> </ul> <p>The Client shall state here the name, source institution, and any necessary identifying characteristics of the official index for salaries corresponding to <math>I_l</math> and <math>I_{l_0}</math> in the adjustment formula for remuneration paid in local currency: <i>[Insert the name, source institution, and necessary identifying characteristics of the index for foreign currency]</i></p> <p>(3) Any part of the remuneration that is paid in a currency different from the currency of the official index for salaries used in the adjustment formula, shall be adjusted by a correction factor <math>X_0/X</math>. <math>X_0</math> is the number of units of currency of the country of the official index, equivalent to one unit of the currency of payment on the date of the contract. <math>X</math> is the number of units of currency of the country of the official index, equivalent to one unit of the currency of payment on the first day of the first month for which the adjustment is supposed to have effect.</p>
<p><b>43.1 and 43.2</b></p>	<p><i>[ZPPA leaves it to the Client to decide whether the Consultant (i) should be exempted from indirect local tax, or (ii) should be reimbursed by the Client for any such tax they might have to pay (or that the Client would pay such tax on behalf of the Consultant)]</i></p> <p><b>The Client warrants that</b> <i>[choose one applicable option consistent with the ITC 16.3 and the outcome of the Contract’s negotiations (Form FIN-2, part B “Indirect Local Tax – Estimates”):</i></p>

	<p><i>If ITC16.3 indicates a tax exemption status, include the following: “the Consultant, the Sub-consultants and the Experts shall be exempt from”</i></p> <p><i>OR</i></p> <p><i>If ITC16.3 does not indicate the exemption and, depending on whether the Client shall pay the withholding tax or the Consultant has to pay, include the following:</i></p> <p><i>“the Client shall pay on behalf of the Consultant, the Sub-consultants and the Experts,” OR “the Client shall reimburse the Consultant, the Sub-consultants and the Experts”]</i></p> <p>any indirect taxes, duties, fees, levies and other impositions imposed, under the applicable law in Zambia, on the Consultant, the Sub-consultants and the Experts in respect of:</p> <ul style="list-style-type: none"><li>(a) any payments whatsoever made to the Consultant, Sub-consultants and the Experts (other than nationals or permanent residents of Zambia), in connection with the carrying out of the Services;</li><li>(b) any equipment, materials and supplies brought into Zambia by the Consultant or Sub-consultants for the purpose of carrying out the Services and which, after having been brought into such territories, will be subsequently withdrawn by them;</li><li>(c) any equipment imported for the purpose of carrying out the Services and paid for out of funds provided by the Client and which is treated as property of the Client;</li><li>(d) any property brought into Zambia by the Consultant, any Sub-consultants or the Experts (other than nationals or permanent residents of Zambia), or the eligible dependents of such experts for their personal use and which will subsequently be withdrawn by them upon their respective departure from Zambia, provided that:<ul style="list-style-type: none"><li>(i) the Consultant, Sub-consultants and experts shall follow the usual customs procedures of Zambia in importing property into Zambia; and</li><li>(ii) if the Consultant, Sub-consultants or Experts do not withdraw but dispose of any property in Zambia upon which customs duties and taxes have been exempted, the Consultant, Sub-consultants or Experts, as the case may be, (a) shall bear such customs duties and taxes in conformity with the regulations of Zambia, or (b) shall</li></ul></li></ul>
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	reimburse them to the Client if they were paid by the Client at the time the property in question was brought into Zambia.
44.1	The currency [currencies] of payment shall be the following: <i>[list currency(ies) which should be the same as in the Financial Proposal, Form FIN-2]</i>
45.1(a)	<p><i>[The advance payment could be in either the foreign currency, or the local currency, or both; select the correct wording in the Clause here below. The advance bank payment guarantee should be in the same currency(ies)]</i></p> <p>The following provisions shall apply to the advance payment and the advance bank payment guarantee:</p> <p>(1) An advance payment [of <i>[insert amount]</i> in foreign currency] [and of <i>[insert amount]</i> in local currency] shall be made within <i>[insert number]</i> days after the Effective Date. The advance payment will be set off by the Client in equal installments against the statements for the first <i>[insert number]</i> months of the Services until the advance payment has been fully set off.</p> <p>(2) The advance bank payment guarantee shall be in the amount and in the currency of the currency(ies) of the advance payment.</p>
45.1(b)	<p><i>[Delete this Clause SCC 45.1(b) if the Consultant shall have to submit its itemized statements monthly. Otherwise, the following text can be used to indicate the required intervals:</i></p> <p>The Consultant shall submit to the Client itemized statements at time intervals of _____ <i>[e.g. "every quarter", "every six months", "every two weeks", etc.]</i>.</p>
45.1(e)	<p>The accounts are:</p> <p>for foreign currency: <i>[insert account]</i>.</p> <p>for local currency: <i>[insert account]</i>.</p>
46.1	The interest rate is: <i>[insert rate]</i> .

49.

*[In contracts with foreign consultants, the Government requires that the international commercial arbitration in a neutral venue is used.]*

**Disputes shall be settled by arbitration in accordance with the following provisions:**

1. Selection of Arbitrators. Each dispute submitted by a Party to arbitration shall be heard by a sole arbitrator or an arbitration panel composed of three (3) arbitrators, in accordance with the following provisions:

(a) Where the Parties agree that the dispute concerns a technical matter, they may agree to appoint a sole arbitrator or, failing agreement on the identity of such sole arbitrator within thirty (30) days after receipt by the other Party of the proposal of a name for such an appointment by the Party who initiated the proceedings, either Party may apply to *[name an appropriate international professional body, e.g., the Federation Internationale des Ingenieurs-Conseil (FIDIC) of Lausanne, Switzerland]* for a list of not fewer than five (5) nominees and, on receipt of such list, the Parties shall alternately strike names therefrom, and the last remaining nominee on the list shall be the sole arbitrator for the matter in dispute. If the last remaining nominee has not been determined in this manner within sixty (60) days of the date of the list, *[insert the name of the same professional body as above]* shall appoint, upon the request of either Party and from such list or otherwise, a sole arbitrator for the matter in dispute.

(b) Where the Parties do not agree that the dispute concerns a technical matter, the Client and the Consultant shall each appoint one (1) arbitrator, and these two arbitrators shall jointly appoint a third arbitrator, who shall chair the arbitration panel. If the arbitrators named by the Parties do not succeed in appointing a third arbitrator within thirty (30) days after the latter of the two (2) arbitrators named by the Parties has been appointed, the third arbitrator shall, at the request of either Party, be appointed by *[name an appropriate international appointing authority, e.g., the Secretary General of the Permanent Court of Arbitration, The Hague; the Secretary General of the International Centre for*

	<p><i>Settlement of Investment Disputes, Washington, D.C.; the International Chamber of Commerce, Paris; etc.].</i></p> <p>(c) If, in a dispute subject to paragraph (b) above, one Party fails to appoint its arbitrator within thirty (30) days after the other Party has appointed its arbitrator, the Party which has named an arbitrator may apply to the <i>[name the same appointing authority as in said paragraph (b)]</i> to appoint a sole arbitrator for the matter in dispute, and the arbitrator appointed pursuant to such application shall be the sole arbitrator for that dispute.</p>
	<p>2. <u>Rules of Procedure.</u> Except as otherwise stated herein, arbitration proceedings shall be conducted in accordance with the rules of procedure for arbitration of the United Nations Commission on International Trade Law (UNCITRAL) as in force on the date of this Contract.</p> <p>3. <u>Substitute Arbitrators.</u> If for any reason an arbitrator is unable to perform his/her function, a substitute shall be appointed in the same manner as the original arbitrator.</p> <p>4. <u>Nationality and Qualifications of Arbitrators.</u> The sole arbitrator or the third arbitrator appointed pursuant to paragraphs 1(a) through 1(c) above shall be an internationally recognized legal or technical expert with extensive experience in relation to the matter in dispute and shall not be a national of the Consultant's home country [<b>Note:</b> <i>If the Consultant consists of more than one entity, add: or of the home country of any of their members or Parties</i>] or of the Government's country. For the purposes of this Clause, "home country" means any of:</p> <p>(a) the country of incorporation of the Consultant [<b>Note:</b> <i>If the Consultant consists of more than one entity, add: or of any of their members or Parties</i>]; or</p> <p>(b) the country in which the Consultant's [or any of their members' or Parties'] principal place of business is located; or</p> <p>(c) the country of nationality of a majority of the Consultant's [or of any members' or Parties'] shareholders; or</p>

	<p>(d) the country of nationality of the Sub-consultants concerned, where the dispute involves a subcontract.</p>
	<p>5. <u>Miscellaneous</u>. In any arbitration proceeding hereunder:</p> <p>(a) proceedings shall, unless otherwise agreed by the Parties, be held in <i>[select a country which is neither Zambia nor the Consultant's country]</i>;</p> <p>(b) the <i>[type of language]</i> language shall be the official language for all purposes; and</p> <p>(c) the decision of the sole arbitrator or of a majority of the arbitrators (or of the third arbitrator if there is no such majority) shall be final and binding and shall be enforceable in any court of competent jurisdiction, and the Parties hereby waive any objections to or claims of immunity in respect of such enforcement.</p>

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## IV. Appendices

### APPENDIX A - KEY EXPERTS

*[Insert a table based on Form TECH-6 of the Consultant's Technical Proposal and finalized at the Contract's negotiations. Attach the CVs (updated and signed by the respective Key Experts) demonstrating the qualifications of Key Experts.]*

*[Specify Hours of Work for Key Experts: List here the hours of work for Key Experts; travel time to/from Zambia; entitlement, if any, to leave pay; public holidays in Zambia that may affect Consultant's work; etc. Make sure there is consistency with Form TECH-6. In particular: one month equals twenty two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours. ]*

**APPENDIX B – REMUNERATION COST ESTIMATES**

## 1. Monthly rates for the Experts:

*[Insert the table with the remuneration rates. The table shall be based on [Form FIN-3] of the Consultant's Proposal and reflect any changes agreed at the Contract negotiations, if any. The footnote shall list such changes made to [Form FIN-3] at the negotiations or state that none has been made.]*

2. *[When the Consultant has been selected under Quality-Based Selection method, or the Client has requested the Consultant to clarify the breakdown of very high remuneration rates at the Contract's negotiations also add the following:*

*“The agreed remuneration rates shall be stated in the attached Model Form I. This form shall be prepared on the basis of Appendix A to Form FIN-3 of the RFP “Consultants’ Representations regarding Costs and Charges” submitted by the Consultant to the Client prior to the Contract’s negotiations.*

*Should these representations be found by the Client (either through inspections or audits pursuant to Clause GCC 25.2 or through other means) to be materially incomplete or inaccurate, the Client shall be entitled to introduce appropriate modifications in the remuneration rates affected by such materially incomplete or inaccurate representations. Any such modification shall have retroactive effect and, in case remuneration has already been paid by the Client before any such modification, (i) the Client shall be entitled to offset any excess payment against the next monthly payment to the Consultants, or (ii) if there are no further payments to be made by the Client to the Consultants, the Consultants shall reimburse to the Client any excess payment within thirty (30) days of receipt of a written claim of the Client. Any such claim by the Client for reimbursement must be made within twelve (12) calendar months after receipt by the Client of a final report and a final statement approved by the Client in accordance with Clause GCC 45.1(d) of this Contract.”*

**Model Form I  
Breakdown of Agreed Fixed Rates in Consultant’s Contract**

We hereby confirm that we have agreed to pay to the Experts listed, who will be involved in performing the Services, the basic fees and away from the home office allowances (if applicable) indicated below:

(Expressed in [insert name of currency])\*

Experts		1	2	3	4	5	6	7	8
Name	Position	Basic Remuneration rate per Working Month/Day/Year	Social Charges <sup>1</sup>	Overhead <sup>1</sup>	Subtotal	Profit <sup>2</sup>	Away from Home Office Allowance	Agreed Fixed Rate per Working Month/Day/Hour	Agreed Fixed Rate per Working Month/Day/Hour <sup>1</sup>
Home Office									
Work in Zambia									

1 Expressed as percentage of 1

2 Expressed as percentage of 4

\* If more than one currency, add a table

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Name and Title: \_\_\_\_\_



**APPENDIX C – REIMBURSABLE EXPENSES COST ESTIMATES**

1. *[Insert the table with the reimbursable expenses rates. The table shall be based on [Form FIN-4] of the Consultant's Proposal and reflect any changes agreed at the Contract negotiations, if any. The footnote shall list such changes made to [Form FIN-4] at the negotiations or state that none has been made.*

2. *All reimbursable expenses shall be reimbursed at actual cost, unless otherwise explicitly provided in this Appendix, and in no event shall reimbursement be made in excess of the Contract amount. ]*

**APPENDIX D - FORM OF ADVANCE PAYMENTS GUARANTEE**

[See Clause GCC 45.1 (a) and SCC 45.1(a)]

**Bank Guarantee for Advance Payment**

\_\_\_\_\_ [Bank's Name, and Address of Issuing Branch or Office]

**Beneficiary:** \_\_\_\_\_ [Name and Address of Client]

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

**ADVANCE PAYMENT GUARANTEE No.:** \_\_\_\_\_

We have been informed that \_\_\_\_\_ [name of Consultant or a name of the Joint Venture, same as appears on the signed Contract] (hereinafter called "the Consultant") has entered into Contract No. \_\_\_\_\_ [reference number of the contract] dated \_\_\_\_\_ with you, for the provision of \_\_\_\_\_ [brief description of Services] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of \_\_\_\_\_ [amount in figures] (\_\_\_\_\_) [amount in words] is to be made against an advance payment guarantee.

At the request of the Consultant, we \_\_\_\_\_ [name of bank] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of \_\_\_\_\_ [amount in figures] (\_\_\_\_\_) [amount in words]<sup>1</sup> upon receipt by us of your first demand in writing accompanied by a written statement stating that the Consultant are in breach of their obligation under the Contract because the Consultant have used the advance payment for purposes other than toward providing the Services under the Contract.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the Consultant on their account number \_\_\_\_\_ at \_\_\_\_\_ [name and address of bank].

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Consultant as indicated in copies of certified monthly statements which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of the monthly payment certificate indicating that the Consultant has made full

<sup>1</sup> The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Client.

repayment of the amount of the advance payment, or on the \_\_ day of \_\_\_\_\_, 2\_\_\_\_,<sup>2</sup> whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

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*[signature(s)]*

*Note: All italicized text is for indicative purposes only to assist in preparing this form and shall be deleted from the final product.*

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<sup>2</sup> Insert the expected expiration date. In the event of an extension of the time for completion of the Contract, the Client would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Client might consider adding the following text to the form, at the end of the penultimate paragraph: “The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months][one year], in response to the Client’s written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.”

**Appendix E - Dispute Notification Form**

<b>Dispute N°</b>
Dispute notified at Level One on: _____ [insert date] at: _____ [insert time]
Description of Dispute: _____ _____ _____ _____ (Attach additional sheets if needed)
Result of discussion at Level One: resolved <input type="checkbox"/> escalated to Level Two <input type="checkbox"/> [check the relevant box]
If resolved, give a brief description of resolution: _____ _____ _____ (Attach additional sheets if needed)
Sent to Level Two on: _____ [insert date] at: _____ [insert time]
Client's Authorized Representative: _____ [insert name and signature] Consultant's Authorized Representative: _____ [insert name and signature] Date: _____ [insert date]
Dispute notified at Level Two on: _____ [insert date] at: _____ [insert time]
Result of discussion at Level Two: resolved <input type="checkbox"/> not resolved <input type="checkbox"/> [check the relevant box]
If resolved, give a brief description of resolution: _____ _____ _____ (Attach additional sheets if needed)
Client's official responsible: _____ [insert name and signature] Consultants' official responsible: _____ [insert name and signature] Date: _____ [insert date]

