

BIDDING DOCUMENT FOR THE PROVISION OF INSURANCE SERVICES

PROCUREMENT REFERENCE NO: CBTI 01-25



COMPETITIVE BIDDING TENDER DOMESTIC (CBTI) 01-25

INVITATION TO COMPETITIVE BIDDING TENDER FOR THE PROVISION OF INSURANCE SERVICES

Tender Closing Date: 29 May 2025



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**Standard Bidding Document for the Provision of Insurance Services Procurement Reference
No: CBTI 01-25**

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PART 1 BIDDING PROCEDURES

PART 1: BIDDING PROCEDURES:

1.0 SCOPE OF TENDER:

TelOne (Private) Limited invites tenders from registered *Insurance Companies* for the provision of comprehensive Insurance to cover all the assets and liabilities of the company as specified in this tender document.

1.1 PREMIUMS AND RATES:

The premiums shall be quoted in US Dollars and payable in ZIG at the prevailing interbank rate and rating shall be reflected as a percentage (%) of the value. **Except For Group Life and Group Personal Accident Policies Bidders to quote in ZIG and premiums to be paid in ZIG.**

1.2 CONDITIONS:

- 1.2.1** Period of Cover: The Short Term/Non-life Insurance Scheme should cover a period of two years.

1.3 POLICIES REQUIRED:

Main areas to be covered by the Insurance Portfolio shall among others include:

1.3.1 Assets All Risks Policy including money

1.3.2 Computer Electronic Equipment

1.3.3 Liabilities Policies.

1.3.4 Motor Fleet

1.3.5 Fidelity Guarantee

1.3.6 Marine Hull Policy

1.3.7 Group Life Cover

1.3.8 Group Personal Accident Policy

1.3.9 Directors and Officers Liability Policy

1.3.1 Assets All Risks Policy (Cover limit USD70.7Million)

Covering all tangible property owned, held in trust or on commission or for which TelOne holds itself liable. These to include all buildings, aircon units, cable network, switching equipment, transmission equipment, and money held overnight, cash in transit etc. See attached Annexure E for details assets.

1.3.2 Computer/Electronic equipment (Cover limit USD2.63Million)

Includes all computers and electronic equipment plus any other related equipment. See attached Annexure F for details of equipment.

1.3.3 Liabilities (Cover limit USD150, 000.00Thousand)

These are comprised of

Tenants Liability: Covering property leased by TelOne.

Public Liability: Covering legal liability to third parties for death or injury, or damage to third party property arising from the conducting of TelOne business.

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Employer's Liability: Which protects the company against acts which may render it liable to its employees.

1.3.4 Motor Fleet (Cover Limit USD10,4 Million)

TelOne (Private) Limited possesses a large fleet which requires varying levels of cover. Bidders to collect Schedule of Vehicles from Transport Department for the fleet details and required cover.

1.3.5 Fidelity Guarantee (Cover limit USD100.000.00 Thousand)

TelOne employees may be divided into three groups

1. Executive
2. Managerial
3. Operational

The policy is expected to cover losses due to fraud or theft by members of staff.

1.3.6 Marine Hull Policy (Cover limit USD3,000.00 Thousand)

The policy covers a TelOne (Private) Limited boat at Kariba.

1.3.7 Group Life Cover (Cover limit ZIG\$391.2Million)

Covering members of staff in the event of death with a **Free Cover Limit Set at ZWG 129,793.56 and employees entitled to 2 x annual gross salary pay out. (Bidders to quote in ZIG)**

Group Life more information:

Current Annual Wage Bill – ZIG212.5Million

Item	Description	Income range (gross per month)	Number of employees
1	Junior Staff	ZIG4,258.74 - ZIG9,916.15	1279
2	Heads of Departments and Middle Management	ZIG10,088 and above	84
3	Directors	ZIG13,144 and above	9
	Total number of employees		1372

1.3.8 Group Personal Accident (Cover limit ZIG212.5 Million)

To cover all employees 24 hours in the event of accidental death or injury (see table below for benefits descriptions and lower limits). **(Bidders to quote in ZIG)**

Benefit Description	Benefit Lower Limit
Death	2 year current annual salary
Medical Expenses	Medical expenses shortfalls out of accidents at work

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Permanent Disability	Percentage of 2 years current annual salary
Temporary Total Disability	100% weekly earning up to 78 weeks

Additional Information

Current Annual Wage **ZIG\$212.5Million**

Number of employees **1372**

1.3.9 Directors and Officers Liability (Cover limit USD50 Thousand)

This policy cover liability at both common and statutory law
Arising out of the Individual Director(s) or Officer's failure to
Perform of discharge duties as a result of any wrongful act which
Results in a loss.

1.4.0 THE BIDDERS' PROPOSALS SHOULD COVER:

- 1.4.1 Resume of insurance company and capacity to manage the portfolio.
Contact and level of persons for managing the portfolio should be included.
- 1.4.2 Financial performance of Bidder for 3 years supported by annual reports.
- 1.4.3 Premium Discounts and Payment Terms.
- 1.4.4 Claims Considerations.
- 1.4.5 Various Insurance Considerations
 - i) Scope of Cover
 - ii) Limits of Liability
 - iii) Exclusions
 - iv) Inclusions
 - v) Excess Applicable by Policy
 - vi) Long Term Agreements
 - vii) Warranties
 - viii) Profit Share Agreements

It is expected that the bidders **must** familiarize themselves with details of the environment of TelOne (Private) Limited and obtain such information as they may deem necessary to produce a comprehensive programme. The evaluation committee may conduct any due diligence on any aspect of this tender for example site visit to consultancy premises.

2.0 TENDER PROCEDURE:

- 2.1. All tenders must be submitted in triplicate, the original clearly marked to The Procurement Management Unit Executive,
TelOne Headquarters,
8th Floor Runhare House
P O Box CY331, Causeway, Harare.

2.2 BINDING, SEALING AND MARKING OF TENDER

- 2.2.1 Bids shall be bound and sealed.
- 2.2.2 The tender shall be enclosed in an envelope which shall be sealed and marked on the outside with the advertised tender number, description, closing date and time and must be **delivered to:**
The Procurement Management Unit Executive,
TelOne,
8th Floor, Office 8S8
Runhare House, South Wing
107 Kwame Nkrumah Ave
HARARE, ZIMBABWE
- 2.3 Tenders which are not received by 1100 hours on the closing date, whether by hand or by post will be treated as late tenders and therefore will be disqualified. Tenders which are properly addressed to the Head Procurement in sealed envelopes with the Tender Number and description endorsed on the outside are not opened until after 1100 hours on the closing date and members of the public may attend the opening.
- 2.4 The lowest evaluated tender(s) to specification shall be accepted in whole or per portfolio.
- 2.5 **No tender may be withdrawn or amended once submitted within 90 days from the date of closure. All bidders must clearly state their validity period in their bid. Failure to do so will lead to disqualification of tender.**
- 2.6 Only registered companies in the insurance sector which are current members of Insurance and Pensions Commission (IPEC) should submit bids. Bidders must submit a least three (3) references of companies where similar services have been provided in the past. Bidders must furnish TelOne with valid and complete proof of company registration in the form of CR6 (with list of Directors) and Certificate of Incorporation,

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registration with IPEC and profile of company including names of Directors and addresses

- 2.7 TelOne reserves the right to inspect prospective supplier's premises in order to be satisfied with status of bidder. TelOne reserves the right to cancel the tender.

Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

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3.0 Mandatory Requirements

Bidders must submit the following:

- 3.1 Signed Securing Bid Declaration form (Annex C)
- 3.2 Relevant and traceable trade references (written reference letters on letterheads) from at least three companies where such services have been provided in the past.
- 3.3 Complete CR6 clearly showing directors of bidding company.
- 3.4 Comprehensive Company profile showing names of directors, management and staff.
- 3.5 Proof of Registration with IPEC.
- 3.6 Validity period of 90days (must be stated).
- 3.7 Audited Financial Statements for the last three (3) years.
- 3.8 **Global Rating:** Bidders must submit their Global Rating and if not, that of their Underwriters. Only bidders with rating of B+ and above will be accepted. Global Ratings should be issued by the Global Credit Rating Company of South Africa. Global Ratings issued by Standard and Poors or A.M Best Company of the United States of America will also be accepted.
- 3.9 Certificate of incorporation.
- 3.10 Current tax clearance certificate
- 3.11 Signed bid submission sheet (Annex A)

4.0 GENERAL CONDITIONS OF TENDER:

- 4.1 TelOne is inviting tenders for the provision of insurance cover for a period of two (2) years from date of award.

4.2 Omissions

Any details omitted from the Tender Document but which may be reasonably implied or inferred from them, shall be deemed to be included as if they had been specifically mentioned and the costs thereof are to be included in the Tender Price.

4.3 Conditions of Tender

In making selection the Purchaser will not be bound to award a Contract to the Bidder submitting the bid with the lowest price but will take into consideration the prices, bid, proven reliability or any other factors which would affect the final cost to the Purchaser and the suitability for the purpose intended.

The purchaser, at his own discretion, reserves the right to reject any bidder who does not conform with these requirements. The Purchaser reserves the right to accept any tender in part or in whole.

4.4 Period of Validity of Tender

No tender may be withdrawn or revised within a period of 90 days from the closing date of the Tender.

The successful bidder shall, once written acceptance thereof has been conveyed, be required to enter into procurement contract with TelOne within 14 days.

4.5 Financial Terms

Payment terms shall be as agreed by the parties.

4.6 Subcontracting

No part of the Contract is to be assigned or sub-contracted by Contractor without the prior written permission of TelOne. This permission which will not be unreasonably withheld, shall not in any way be interpreted as releasing the Contractor from his liabilities and obligations under the Contract.

In the event of the Contractor assigning or making a sub-contract contrary to this Clause, TelOne shall be at liberty to terminate the Contract.

4.7 Definition of Terms

In the construing of these conditions and the specifications, the following words shall have the meaning herein assigned to them unless there is something in the subject matter or context inconsistent with such construction.

The "Purchaser" shall mean TelOne (Private) Limited and shall include the purchaser's legal personal representatives, successors and assigns.

The "bidder" shall mean any person or company who submits an offer in response to this document.

The "Contractor" shall mean the bidder whose Tender has been accepted by the Purchaser, shall include the bidder's legal personal representatives, successors and assigns.

The "Contract" shall mean the agreement between Purchaser and Contractor for the supply of insurance including therein the Tender, the Conditions of Contract, the Schedules, and all documents to which reference may properly be made in order to ascertain the rights and obligations of the parties under the said agreement. It shall also include:

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- (i) Any alteration to the said agreement which may be agreed to in writing between the Purchaser and Contractor.

5.0 DETAILED EVALUATION CRITERIA:

The detailed evaluation will consist of Preliminary, Technical and Financial Evaluation.

The Preliminary Evaluation

This will look at Bidders' compliance in submitting the following mandatory requirements of the tender:

- a) Signed Bid Securing declaration (Annex C)
- b) Relevant and traceable good trade references (written reference letters from at least three companies where such service has been provided to be submitted);
- c) Complete CR6 clearly showing directors of bidding company;
- d) Company profile showing names of directors and management staff/human resources; Resume of Directors and Management should be submitted.
- e) Current ZIMRA tax clearance certificates (ITF 263).
- f) Proof of registration with IPEC.
- g) Audited Annual reports for the past 3 years.
- h) Validity Period of 90 days (must be stated)
- i) Global Rating of Bidder or that of their Underwriters.
- j) Certificate of Incorporation.
- k) Signed bid submission sheet (Annex A)

Reference to 4.0 above:

Non submission of any one of the above requirements will lead to automatic disqualification.

The Technical Evaluation:

This will look at the Bidders compliance with the specifications of the tender as shown below:

- a) Human resources capacity to provide quality service to TelOne.
- | <u>Management</u> | <u>Person Specifications</u> |
|-----------------------------|---|
| Senior/Executive Management | 5 years' experience in Insurance industry at Senior management level. |
| | Basic degree in Insurance and Risk Management with post graduate qualification. |
| | Certificate of Proficiency in Insurance issued by the Insurance institute of |

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Zimbabwe.

Middle Management

3 years' experience in managing an Insurance portfolio.

Basic degree in Insurance and Risk Management or related field.

Certificate of Proficiency in Insurance issued by the Insurance institute of Zimbabwe.

Administrative staff

Diploma in Insurance and/or Risk management issued by the Insurance institute of Zimbabwe.

Certificate of Proficiency in Insurance issued by the Insurance institute of Zimbabwe.

b) Extent and type of cover per portfolio

Bidders shall provide the following details in tabular form per portfolio.

Bidders are strongly advised to thoroughly study the Tender Document

For them to be able to complete this Table comprehensively.

Bidders must complete the Table in full as this will form part of Technical Evaluation of Bids to see whether Bids comply with this specification.

Type of Policy/Portfolio	Limit/Extent of Cover	Excess Applicable	Type of Cover
Assets All Risks including money	USD70.7 Million		
Computer Electronic Equipment	USD2.63 million		
Liabilities Policies	USD150thousand		
Motor Fleet	USD10.4Million		
Fidelity Guarantee	USD100 thousand		
Marine Hull Policy	USD3000thousand		
Group Life Cover	ZIG 212.5 Million		

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Group Personal Accident	ZIG212.5 million		
Director(s) and Officer's Liability	USD50 thousand		

c) Reputation of bidder

At least 3 written trade references on letterheads from companies where similar services have been provided in the past.

Bidders must also submit their Global Rating and, if not, that of their Underwriters. Only bidders with a rating of B+ will be accepted. Global Ratings should be issued by the Global Credit Rating Company of South Africa. Global Ratings issued by Standards and Poors or A.M. Best Company of the United States of America will also be accepted.

The Financial Evaluation

Financial evaluation will consist of a comparison of premiums payable by TelOne for the services to be rendered.

Bidders premiums should:-

- Be explicit.
- Show monthly and annual premiums including value added tax on each portfolio. Bidders should submit their quotations in tabular form as follows:

Insurance Policy	Limit of Liability	Rating	Stamp Duty	Monthly Premium	Quarterly Premium	Annual Premium
Assets All Risks						
Computer/ Electronic Equipment						
Liabilities Policies						
Motor Fleet						
Fidelity Guarantee						
Marine Hull Policy						
Group Life Cover						
Group Personal Accident						
Director(s) and Officer's Liability						

6.0 AWARD CRITERIA

The tender shall be awarded in whole or per portfolio on the basis of lowest evaluated price(s) to specification.

Bidders are to refer to item 8.0 below for estimated values.

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7.0 ESTIMATE VALUES:

Vehicle Values

Fleet value estimate per Vehicle under 5 years - To be provided with comprehensive insurance cover	USD9,872 million
Fleet value estimate per Vehicle above 5 years - To be issued with full third party, fire and theft insurance cover	USD528,000.00
Total estimated fleet value	USD10,4 million

Assets

Buildings and Office Contents -	USD30million
-Aircon units	USD4million
-Cable network, switching and transmission equipment	USD36.7million any one event
- Money	USD50 Thousand
-Consequential Loss	USD 1, 3million any one event

Electronic Equipment

Computers, Printers, Laptops& servers	USD2,63 million
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FIDELITY GUARANTEE

USD100Thousand

GROUP PERSONAL ACCIDENT

Estimated annual wage/salary bill	ZWG212.5 Million
Total number of employees -1346	

GROUP LIFE COVER

Estimated annual wage/salary bill	ZWG \$212.5 Million
Total number of employees -1372	
Free cover limit	ZWG129,793.56

MARINE HULL

USD3,000.00

LIABILITIES

1) Public	USD100, 000.00
2) Tenants	USD25, 000.00
3) Employer's	USD25, 000.00

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DIRECTORS AND OFFICERS LIABILITY

USD50,000.00

9.0 EFFECT OF BRIBERY, FRAUD OR COLLUSION BY SUPPLIER

9.1 If TelOne is satisfied that a supplier, or any employee or agent of a supplier—in contravention of section 3 of the Prevention of Corruption Act [Chapter 9:16],

- i) has given, agreed to give or offered any consideration to an employee or agent of TelOne in connection with any procurement proceedings; **or**
- ii) has knowingly misrepresented any material fact in a tender, bid or proposal submitted in any procurement proceedings; or
- iii) has entered or attempted to enter into a collusive agreement or arrangement, whether enforceable or not, with any other supplier whereby the prices quoted in their respective tenders, bids or proposals are or would be, as the case may be, higher than would have been the case had there been no collusion between the suppliers concerned; TelOne shall reject any tender, bid or proposal the supplier may have submitted in connection with those proceedings.

9.1.1 If, after a procurement contract has been concluded with a supplier, it is proved that the supplier, or an employee or agent of the supplier—in contravention of section 3 of the Prevention of Corruption Act [Chapter 9:16],

- i) gave, agreed to give or offered any consideration to an employee or agent of TelOne in connection with the preceding procurement proceedings; **or**
- ii) knowingly misrepresented a material fact in a tender, bid or proposal submitted in the preceding procurement proceedings; **or**
- iii) entered or attempted to enter into a collusive agreement or arrangement, whether enforceable or not, with any other supplier whereby the prices quoted in their respective tenders, bids or proposals were or would have been, as the case may be, higher than would have been the case had there been no collusion between the suppliers concerned; the procurement contract shall be void as between TelOne and the supplier.

Clarification

Clarification of the bidding document may be requested in writing by any Bidder before **22 May 025** and should be sent to:

The Procurement Management Unit Executive

TelOne P O Box CY331, Causeway, Harare, Zimbabwe Fax: 263 24 2795499

Email:- judith.meki@telone.co.zw; cladios.chenga@telone.co.zw; desire.tavarwisa@telone.co.zw
and procurement@telone.co.zw

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Date of deadline: 29 May 2025

Deadline Time: 11.00hrs (Zim Time)

Submission address: The Procurement Management Executive,
Tel-One, Procurement Management Unit, 8th Floor, Runhare House, 107
Kwame Nkrumah Ave, HARARE, ZIMBABWE

Means of acceptance: The tender shall be enclosed in an envelope which shall be sealed and marked on the outside with the advertised tender number, description, closing date and time and must be hand delivered to the above stated address. Tender submission by Tele-fax/email shall not be accepted save for issue of queries.

Bid opening

Bidders and their representatives may witness the opening of bids online, which will take place through ZOOM on Thursday 29 May 2025 at 1100hrs (Zim time). The joining link will be provided in due course.

Withdrawal, amendment or modification of Bids

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

Delivery Requirements

The delivery period required is 2 years (from the date of contract signing).

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PART 1 BIDDING PROCEDURES

Annex A

Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the completed Statement of Requirements and any other documents requested in Part 1. Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Bidders must mark as “CONFIDENTIAL” information in their Bids which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information}.

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Subject of Procurement:

Name of Bidder:

Bidder's Reference Number:

Date of Bid:

We offer to supply the items listed in the attached Statement of Requirements, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: {days} from the date of submission.

We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised by:

Signature

Name:

Position:

Date:(DD/MM/YY

Authorised for and on behalf of:

Company

Address:

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PART 3 CONTRACT

Annex B

Delivery Schedule

Name of Bidder:

Bidder's Reference Number:

{Note to Bidders: If the delivery period offered, or any other details, differ from the requirements below, this should be stated in your tender}.

Lot No	Description of Services	Quantity	Physical unit	Delivery Date Required by Procuring Entity and applicable INCOTERM	Bidder's offered Delivery period
				<i>(Competed by Procuring Entity)</i>	<i>(to be provided by the bidder)</i>
1.	Provision of Insurance Service	1		2 years	

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Annex C

Bid-Securing Declaration

{The Bidder must fill in this Form in accordance with the instructions indicated, where it has been stated in the Bidding Procedures that a Bid-Securing Declaration is a requirement of bidding}.

Procurement Reference number: CBTI 01-25

Date:[date (in day, month and year format)]

Bidder's Reference Number:

To: *{full name of Procuring Entity}*

We, the undersigned, declare that:

We understand that, according to the terms and conditions of your bidding documents, bids must be supported by a Bid-Securing Declaration.

We accept that we may be debarred from bidding for any framework agreement with a Procuring Entity in Zimbabwe for a period of time to be determined by the Authority, if we are in breach of our obligation(s) under the bidding conditions, because:

- (a) we have withdrawn our Bid during the period of Bid validity; or
- (b) having been notified of the acceptance of our Bid by the Procuring Entity during the period of bid validity, we fail or refuse to execute the framework agreement.

We understand this Bid Securing Declaration will expire if we are not the successful Bidder, either when we receive your notification to us of the name of the successful Bidder, or twenty-eight days after the expiration of our Bid, whichever is the earlier.

Signed Name:

In capacity of: Date:(DD/MM/YY) Duly

authorised for and on behalf of:

Company

Address:

.....

Corporate Seal (where appropriate)

{Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all the partners to the Joint Venture that submits the Bid.