Bid Requirements for Provision of Medical Insurance Services to Kigali Marriott Hotel and Four Points by Sheraton associates.

1. Mandatory Eligibility Requirements.

All bidders must submit the following documents as part of their bid proposal:

1. Valid license issued by the relevant regulatory authority authorizing the bidder to provide medical insurance services in accordance with applicable local laws.
2. Rwanda Development Board (RDB) Registration Certificate.
3. Valid VAT Registration Certificate.
4. Company profile detailing experience in providing medical insurance services.
5. Evidence of financial capacity and operational capability to deliver the required services. Like but not limited to **Tax Clearance Certificate** issued by the Rwanda Revenue Authority (RRA).
6. At least three (3) client references for similar medical insurance services provided within the last three years.

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2. Commercial and Contractual Requirements

2.1 Price Validity and Firm Pricing

- Prices quoted shall remain firm and fixed for the entire contract period from the date of contract award if selected.
- No price adjustment or escalation shall be permitted due to changes in market conditions, inflation, cost increases, or variations in service requirements unless expressly agreed in writing by the contracting entity.

2.2 Right to Accept or Reject Bids

- The contracting entity reserves the right to accept or reject any bid, wholly or partially, without assigning any reason.
- Submission of a bid shall not oblige the contracting entity to award a contract to the lowest-priced bidder or any bidder.

2.3 Partial Award of Contract

- The contracting entity reserves the right to award the contract in whole or in part to one or more bidders, depending on its operational requirements and evaluation outcomes.

2.4 Taxes and Duties

- All quoted rates shall be exclusive of applicable taxes.
- Bidders must clearly indicate separately all applicable taxes, duties, levies, administrative fees, and any other charges if any.

2.5 Contract Termination

- The contracting entity reserves the right to terminate the contract by providing thirty (30) days' written notice without obligation to provide reasons for such termination.

2.6 Service Volume Variations

- The number of beneficiaries covered under the medical insurance scheme may increase or decrease during the contract period.
- The successful bidder shall accommodate such variations based on the agreed rates and contract terms.

2.7 Service Performance Obligations

- The successful bidder shall provide medical insurance services in accordance with the specifications, coverage requirements, associated medical insurance benefits and service levels established by the contracting entity.
- Ensure Competitive price/premium and its associated benefits for the complete medical insurance coverage.
- Failure to meet contractual obligations may result in corrective actions, recovery of associated costs, or termination of the contract.

2.8 Ethical Conduct

- Bidders shall not offer, promise, authorize, solicit, or provide any payment, gift, benefit, hospitality, or other advantage intended to improperly influence any employee, representative, or agent of the contracting entity.

2.9 Payment Terms

- Payments shall be made within sixty (30) days from the date of receipt and acceptance of a valid invoice and supporting documentation.

2.10 Contract Agreement

- The successful bidder may be required to enter into a formal service agreement with the contracting entity or its affiliated entities under terms and conditions acceptable to both parties.

Anti-Bribery and Anti-Corruption Requirements

The bidder shall comply with the following anti-bribery and anti-corruption obligations:

3.1 Compliance with Applicable Laws

The bidder shall comply with all applicable anti-bribery, anti-corruption, anti-money laundering, and related laws, regulations, codes, and industry standards.

3.2 Prohibition of Bribery and Corrupt Practices

The bidder shall not engage in any form of bribery, corruption, facilitation payments, kickbacks, or improper inducements involving public officials, private organizations, political parties, candidates, or any other third party.

3.3 Gifts, Hospitality, and Benefits

The bidder shall not offer, authorize, request, provide, or receive any financial or non-financial benefit, gift, hospitality, entertainment, or advantage intended to improperly influence decision-making or secure an unfair business advantage.

3.4 Reporting of Suspected Violations

The bidder shall promptly report any suspected or actual fraudulent, corrupt, unethical, or illegal activity relating to the procurement process or contract performance.

3.5 Audit and Compliance Verification

The contracting entity reserves the right to request supporting documentation, records, and evidence necessary to verify the bidder's compliance with anti-bribery and anti-corruption requirements at any time during the procurement process and contract period.

3.6 Compliance Certification

The successful bidder may be required to provide a written compliance certificate confirming adherence to all anti-bribery and anti-corruption requirements.

3.7 Indemnification

The successful bidder shall indemnify and hold harmless the contracting entity, its affiliates, directors, officers, and employees against any claims, losses, penalties, damages, or liabilities arising directly or indirectly from any breach of these anti-bribery and anti-corruption requirements.