



**REQUEST FOR TECHNICAL AND FINANCIAL PROPOSALS  
FOR THE PROVISION OF INSURANCE BROKERAGE SERVICES**

By

**IUCN (INTERNATIONAL UNION FOR CONSERVATION OF NATURE)**

**Introduction**

IUCN (International Union for Conservation of Nature) is the world's oldest and largest global environmental organization, with more than 1,200 government and NGO Members and almost 11,000 volunteer experts in some 160 countries. IUCN's work is supported by over 1,000 staff in 45 offices and hundreds of partners in public, NGO and private sectors around the world. IUCN helps the world find pragmatic solutions to our most pressing environment and development challenges.

**Location**

IUCN Rwanda Country Office (RCO)

**Services**

IUCN wishes to source for insurance brokerage services and is requesting for proposals from well-established insurance brokerage firms registered in Rwanda to submit proposals for provision of medical, GLA/GPA/WIBA and General insurance schemes. The Insurance Broker shall submit various options for the below schemes. It's noted that the medical scheme will cover staff based in Rwanda.

- Self-funded outpatient medical cover for local staff
- Insured inpatient medical cover for local staff
- GLA/GPA/WIBA insurance for all staff
- General Insurance
- Travel Insurance
- Public Liability

**Mandatory Qualifications**

**Insurance Broker's Mandatory Qualifications**

- Detailed company profile complete with organogram.
- Proof of meeting all legal requirements including Company Certificate of registration given by Rwanda Development Board (RDB),
- Provide a valid license from BNR (Rwanda National Bank)
- Provide a valid RSSB (Rwanda Social Security Board) clearance certificate.
- Provide a valid RRA (Rwanda Revenue Authority) tax clearance certificate.
- Provide a valid VAT certificate.
- Must be registered with Insurance Regulatory Authority (Rwanda National Bank) and a copy of valid license attached.
- Evidence of Membership with Rwanda Insurance Brokers Association (RIBA)
- Evidence of professional indemnity cover (minimum of RWF. 300 million)
- Proof of having done annual gross premium turnover of RWF 200 million for the year 2023.
- Must submit a copy of audited financial statements for the last (2) years.

## **Technical Requirements**

- Must have members of staff with relevant qualifications and experience in insurance matters. Provide CVs of key personnel (potential accounts/relationship managers)
- Provide proof of having been in the insurance brokerage business for the last ten years.
- Must submit recommendation letters from five (5) major hospitals.
- Must Submit recommendation letters addressed to IUCN from clients with whom you have a working relationship showing the premiums, people and number of staffs covered applicable in the year 2023.
- Letter(s) from proposed underwriter(s) recognizing the insurance broker, addressed to IUCN.

## **Underwriter's Mandatory Qualifications**

- Company Profile
- Proof of meeting all legal requirements including company certificate of registration, TIN, Tax Compliance Certificate.
- Must be registered with Insurance Regulatory Authority for the current year and a copy of current license be submitted
- Membership with Association of Rwanda Insurers
- Evidence of reinsurance
- Must be a state member of ASSAR.
- Must be registered under Rwanda Health Insurers Association.
- Proof of having done annual gross premium turnover of Rwf 5billion for the year 2023.
- Must have paid up capital of at least Rwf 1billion.
- Must submit a copy of audited financial statements for the last (2) years.
- Must have members of staff with relevant qualifications and experience in insurance matters and give the CVs of key personnel.
- Must submit recommendation letters from five (5) major hospitals
- Must submit recommendation letters from clients with whom you have a working relationship showing the premiums, people and number of staffs covered applicable in the year 2023.

## **Scope of Work**

- The broker will be committed to providing comprehensive information and guidance to ensure that company risks exposure is managed and minimized.
- Regular contract management, identifying & assessing the risks of the company, and reporting to IUCN.
- Pre-sale due diligence includes assessing needs, obtaining quotes, and making recommendations on the best coverage. Depending on the property being insured, this might include performing an insurance valuation, taking photographs, or obtaining an inspection report.
- Collaborate actively with the user department and procurement unit in the preparation of the Tender documents as well as in the preliminary analysis of the offers.
- Participate actively in the negotiation of insurance contracts and their implementation by providing advice and proposing possible amendments when necessary.
- Ensuring claims are fairly handled, brokers make a positive difference to the insured' s pay-out from the insurer in a substantial number of claims.
- Establish, follow up and achieve a successful conclusion of the claims records from the statement until settlement.
- Being on the alert for material changes that can affect the insurance of true values, validity of policies, and recommending appropriate guarantees changes.
- Providing administrative follow-up such as mortgagee changes, certificates of insurance.
- Offer guarantee or insurance coverage best suited to the realities of the business and all other actions in favor of the procuring entity.
- Assist in drafting contract & contract negotiation,

- Assist in the declaration of accidents, follow-up of the claim until the settlement or repair for the damage is made.
- Monitor the schedules, notify the customer two months before the expiry of the contracts, and remind the customer one month before the expiry of the contract.
- Carrying out any other activity related to the insurance portfolio on behalf of the client.
- Inform the customer of the tariff applied on the insurance market and any other information on insurance.
- Negotiate premium rates or discounts, the extent of the coverage, reduction of exclusions.
- Providing administrative follow-up and all paperwork.
- Offer guarantee or insurance coverage best suited to the realities of business.
- Intervene if necessary whenever there are difficulties in the claim settlement.
- Request for exceptions to the claim compensation.
- Being on the alert for material changes that can affect the insurance of true values, validity of policies, and recommending appropriate guarantee changes.

**The population details to be considered are as follows:**

**MEDICAL INSURANCE**

<b>Family Size</b>	<b>No of Families - Rwanda</b>
<b>M</b>	3
<b>M+ 1 Count</b>	1
<b>M+ 2 Count</b>	3
<b>M+ 3 Count</b>	5
<b>M+ 4 Count</b>	7
<b>M+ 5 Count</b>	6

**GROUPLIFE/WIBA COVER**

Country	No. of Staff	Monthly Salaries
RWANDA	25	Rwf – 75,383,249

**GENERAL INSURANCE**

Policy	Details	Estimated Values
Fire & Special Perils	Buildings Furniture & Fittings	
Burglary	Furniture & fittings	
All Risks	Office equipment and fittings	
Electronic Equipment		
Money	Cash in the safe Cash in transit	
Motor Private – Comprehensive	10 VEHICLES & 12 Motorcycles	<b>31,535,305.37</b>

**TRAVEL INSURANCE**

Cooperate Travel Cover	Rwanda Office staff only	10
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**MINIMUM BENEFITS**

Inpatient Minimum Benefits	Outpatient Minimum Benefits	GPA/WIBA/GLA Minimum Benefits	General Services	General Insurance
Age Eligibility	Smart Card Operations	Death Benefit	24hr call center	
Bed Type	Outpatient - HIV/AIDS, STDs, Chronic and Pre-existing conditions	Permanent Total Disability	Emergency Service Unit	
Pre-existing, Chronic & HIV Conditions:	Ante-natal and Post-natal	Temporary Total Disability	Smart Card operations	
C- Section	Specialist consultation fee	Medical Expenses	Employee Assistance Program /Workplace Program /Chronic Disease Management	
Maternity & Maternity Complications	Nutritional supplements	Last Expense (Principal Member)	Member Education	

Congenital Conditions	Baby vaccines (KEPI and baby friendly)	Last Expense (Spouse)	Periodical reporting and briefings	
Counselling & Psychiatric treatment	Travel vaccines	Critical Illness	Turnaround	
Inpatient Non-Accidental Dental Cover	Medical checkup - annual	Bereavement Assistance Program	Claims Records	
Inpatient Non-Accidental Optical Cover/ Ophthalmology	Fertility and FP services	Free Cover Limit	Waiting period	
Lodger Fees	External hearing aids & other appliances	Profit Share	Geographic footprint (including East Africa) /Provider list	
Overseas treatment	Circumcision	Repatriation	Clear articulation of exclusions	
Post Hospitalization	Overseas treatment		Other Offerings	
External appliances	Dental		Age Capping for dependents	
Chiropractor	Optical		Flexibility for individual top ups	
Last Expense (All members)			Parent-sibling covers	
Cancer Management (e.g. stem cell)				
Emergency evacuation /Emergency Units				

**ADDITIONAL BENEFITS**

- 24hr Call Centre
- Active Qualified Case Managers
- Free Employee Assistance Program Services with a 24hr functional counselling Centre in Kenya
- Medical Education health talks along emerging medical issues
- 1 Free Family Medical Camp per annum
- Management reports- Utilization and Trends.
- Member statements- Utilization.
- Updates on trends in the Medical sector.
- Education- Policy Interpretation/ Advice.