

TERMS OF REFERENCE FOR INSURANCE BROKING SERVICES

1. Introduction

In dealing with clients/patients, CoRSU staff, consultants, external agencies, entities, companies, etc., there are possibilities of disputes that could not be reasonably foreseen. Some of the issues/matters in respect of the above involve questions of law, which requires specialized professional acumen and expertise in the subject matter.

Hence to deal with the above situations, a need has been felt for engagement of professional service law firms as Retainer Counsellors, as per the scope of work, terms and conditions contained in this tender document.

2. Background

Comprehensive Rehabilitation Services for People with Disability in Uganda (CoRSU) is a highly specialized Rehabilitation Hospital which was established in 2009 as a local NGO with the main objective of providing high quality Rehabilitation and Surgical services to people with disability in Uganda.

Over a period of 10 years, CoRSU Hospital has changed the lives of over 32,000 children through surgical services and rehabilitated over 64,000 patients through a variety of services and disciplines

3. Vision and Mission Statement

CoRSU vision; "People with disability in Uganda are able to access rehabilitation services that improve their quality of life and that they are fully integrated in society".
CoRSU mission, "To be a centre of excellence in Uganda providing orthopaedic, plastic surgery and comprehensive rehabilitation services for people with disabilities prioritizing children".

4. General Information

Service Level:	Insurance Broking
Type of Contract:	Service Level Agreement
Duration of the assignment:	12 months (renewable)
Location:	Kisubi
Supervisor:	Chief Executive Officer (CEO) , CoRSU
Date of Issue:	Monday 21 st June 2021

The required insurance broker shall be an individual or an organization that offers advisory services on insurance matters and governed by the **Insurance Act 6, 2017**. Particularly, the person or company must be an insurance broker by registration and is an insurance broking practitioner registered by the Insurance Association of Uganda.

The individual or organisation shall be expected to handle CoRSU insurance issues or matters involving insurance negotiations as well as transactions. Although it is expected that the insurance broker may have his/her own firm or may work independently as an insurance broker, he or she shall not be paid directly while engaged by CoRSU Hospital.

However, all insurance matters/risks and transactions that CoRSU Hospital may engage in shall be independently or unconventionally handled by the broker.

4. Objectives of the Assignment

The insurance broker will support CoRSU hospital in provision of insurance broking services ranging from business, property (assets and estate), cyber risks, management liability, professional indemnity, vehicles, medical, group or personal accidents, and so on.

Working closely with the CEO and the Senior Management Team (SMT) members, the insurance broker shall be responsible for advising the CEO and Management. He/she shall constantly keep them updated on any insurance matters and the progress on outstanding insurance cases including claims. He/she shall maintain accurate documentation on the insurance status of CoRSU Hospital.

5. Scope of work

The Insurance Broker shall be required to provide the following services:

1. Evaluate CoRSU Hospital risk exposure and/or structure and tailor CoRSU insurance cover(s) according to the anticipated risks and ensure proper and professional transfer of such risks “worries” to the Insurance Company.
2. Ensure that CoRSU Management and to some extent staff understand what is insured and what is not insured under CoRSU insurance policy/cover before CoRSU pays for the policy.
3. Use a wide knowledge of Insurance products/industry, to select for CoRSU; the most ideal Insurance policy/package and the insurance company to underwrite the policy/cover.
4. Spread/share CoRSU risk among selected insurance companies especially when CoRSU risk is big, in order to avoid concentrating the risk with one insurance company for proper risk mitigation.
5. Advise CoRSU on the most suited insurance company to underwrite the risk in terms of underwriting capacity and appetite for that kind of risk.
6. Negotiate on behalf of CoRSU hospital for comprehensive policies with wide coverage and extensions at very competitive insurance rates/premiums.
7. Assist CoRSU to procure insurance quotations from various insurance companies for tender purposes and analyze such quotations to ensure that CoRSU management makes informed decisions when choosing CoRSU Hospital insurance covers and insurer.
8. Guide CoRSU thorough Insurance claims requirements and procedures to ensure that loss/damage/injury/ and or death claims are not only promptly paid but paid to the satisfaction of CoRSU Management.
9. Not charge CoRSU for services provided, because the broker shall earn broking commission incomes from insurance companies in accordance with Insurance Act 6, 2017.
10. Ensure that annual insurance services utilization reports are shared and discussed

before renewal to guide the CoRSU Management over the next duration of cover.

6. Final product/deliverables

1. Evaluation reports given to CoRSU Hospital regarding risk exposure and/or structure is tailored to CoRSU insurance cover(s).
2. Awareness provided to CoRSU Management and staff on what is insured and what is not insured.
3. Most ideal Insurance policy/package and the insurance company selected for CoRSU Hospital.
4. CoRSU risk spread/shared among selected insurance companies.
5. Advice given to CoRSU Management on the most suited insurance company to underwrite the risk.
6. Competitive insurance rates/premiums and comprehensive policies with wide coverage and extensions negotiated on behalf of CoRSU Hospital
7. Insurance quotations for insurance procurement from various insurance companies analyzed for tender purposes to CoRSU.
8. Thorough Insurance claims requirements and procedures given to the satisfaction of CoRSU Management
9. Comply to the Insurance Act 6, 2017 in regard to broking commission incomes or any broking fees or charges.
10. Insurance services utilization reports are shared and discussed annually with CoRSU Management before annual insurance policy renewal.

7. Monitoring and Progress controls

The Insurance broker shall work closely with the SMT members especially Head of Finance as well as Head of Human Resource and Organisation Development under supervision of and consultation with the CEO and in his/her absence; the Medical Director (MD0/Deputy CEO).

8: Review/approval time

Technical and financial proposals shall be reviewed and approved by Friday, 2nd July

2021. The selected insurance firm/individual shall start immediately after signing the service level agreement/contract.

After engagement, the insurance broker is expected to get oriented to the CoRSU hospital procedures in the first week of engagement and liaise with SMT by regularly presenting reports (where necessary) at least quarterly to the CEO.

9: Qualifications/ Payment.

Interested Insurance firms/individuals should provide information demonstrating that they are eligible and possess the required qualifications supported with relevant documentation (individual and company profiles) and over 5 years' experience to perform the services.

Payment shall be based on factors given in the Service Level Agreement (SLA) such as the hours worked and the outcome of the case. The insurance broker shall not earn a salary or any additional incentives and shall earn broking commission incomes from insurance companies in accordance with Insurance Act 6, 2017.

10: Application Process

All interested individuals/registered insurance broking firms are requested to submit their technical and financial proposals on/or before 30th June 2021, @ 4:30pm.

Proposals (One Original and 3 Copies) in a fully sealed envelope shall be hand delivered at the CoRSU Administration Block Reception.

Online applications shall be sent to Procurement.Bids@corsuhospital.org in PDF or by we transfer.

Furthermore, the proposals should include the Insurance Firm's Background, Business Registration, Valid Tax Clearance, Evidences of operations in Uganda by providing reference contacts for clients to whom the firm has provided similar services.