



**PUBLIC PROCUREMENT AND DISPOSAL
OF PUBLIC ASSETS AUTHORITY**

"Regulating for Results"

**INSPECTION REPORT INTO THE ALLEGED BREACH OF CONTRACT
BY AAR HEALTH SERVICES (U) LIMITED AND THE PROCUREMENT
PRACTICES FOR MEDICAL INSURANCE**

REF. NO.: UWA/SRVCS/2023-2024/00001 & UWA/NCONS/2025-2026/00001

ENTITY: UGANDA WILDLIFE AUTHORITY

COMPLAINANT: WHISTLEBLOWER

OCTOBER 2025

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ACRONYMS

CC	Contracts Committee
PPDA	Public Procurement and Disposal of Public Assets Authority
UGX	Uganda Shillings
UWA	Uganda Wildlife Authority

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1.0 SUMMARY OF FACTS

1. On 3rd August 2023, Uganda Wildlife Authority (UWA) signed a three-year framework contract with AAR Health Services (U) Limited (hereinafter “AAR or Insurer”) for provision of medical insurance services to UWA staff members and their dependents from 1st July 2023 ending 30th June 2026. The contract was subject to an annual call-off order set at an estimated cost of UGX 4,896,395,000 (taxes inclusive) for the period from 1st July 2023 to 30th June 2024 at an individual premium of UGX 500,000 for 9,744 beneficiaries.
2. On 23rd October 2023, UWA made a payment (PVH0104176) of UGX 4,035,612,500 (inclusive of duties) to AAR Health Services (U) Ltd for medical insurance, covering 8,031 beneficiaries at a premium of UGX 500,000 per beneficiary for the FY 2023/2024.
3. On 20th March 2024, AAR Health Services (U) Limited requested for a 25% premium increase from UWA raising it to UGX 625,000 per beneficiary, in order to sufficiently address its operational budget which had a utilization rate exceeding 100%. This escalation in medical costs was attributed to an increase in the annual average outpatient visits, expenses for managing chronic illnesses, pharmaceutical costs, accidents and disease outbreaks. Details of the projected loss are outlined in Table 1 below:

Table 1: Projected Loss Ratio Analysis

Utilization and Cost Details	Amount (UGX)
Actual claims (July 2023 to February 2024)	2,124,755,104
Incurred but not reported (March 2024 to June 2024)	1,509,420,568
Projected final claims	3,634,175,672
Administrative costs	791,456,826
Insurance levies	80,630,000
Total costs incurred	4,506,262,498
Gross written premium	4,031,500,000
Loss ratio	99%

4. On 5th April 2024, during a monitoring and evaluation meeting with UWA, AAR Health Services (U) Limited requested for a 25% premium increase due to losses incurred from an increase in costs of medical supplies and increased claims from UWA. The meeting however, concluded with UWA agreeing to vary the premium by 15% and AAR was directed to submit an invoice for outstanding balances.
5. On 15th April 2024, UWA rejected AAR Health Services (U) Limited’s request to increase the medical insurance premium by 25%, from UGX 500,000 to UGX 625,000 per beneficiary on the basis that the Public Procurement and Disposal of Public Assets (PPDA) law restricts contract variations to a maximum of 15%.
6. On 23rd May 2024, AAR Health Services (U) Limited sent an email to UWA with a utilization report supporting the 15% premium increase in premium for the FY 2024/2025. The report

projected an outstanding liability of UGX 358,059,582 with the 15% premium increment applied compared to UGX 1,079,391,688 if the premium remained at UGX 500,000 per beneficiary.

7. On 20th June 2024, an Evaluation Committee composed of Mr. Emmanuel Mwanja, Ms. Nali Lillian and Ms. Noel Murekezi assessed AAR Health Services (U) Limited's request for a 25% premium increase and instead recommended a 15% increase in premium. The Committee further recommended issuance of a one-year call-off order to AAR and the commencement of a new competitive procurement process during the same call-off order period of FY 2024/2025. The committee's financial analysis revealed a projected loss of UGX 411,997,946 as detailed in Table 2 below:

Table 2: Projected Loss as at the end of June 2024

Utilization and Cost Details	Amount (UGX)
Total cost incurred	4,506,262,498
Gross written premium	4,094,264,551
Projected loss	411,997,946

8. On 26th June 2024, the Contracts Committee approved the evaluation report, referenced above, and recommended that AAR Health Services (U) Limited reinstates all suspended providers including Kampala hospital and resolve concerns highlighted during the 5th of April 2024 monitoring and evaluation meeting. Additionally, the Committee advised that UWA commences a new competitive procurement process during the call-off order period of FY 2024/2025.
9. On 1st July 2024, in an email to AAR, UWA requested the insurer to continue providing medical insurance services as the Entity worked on a call-off order and the Insurer's request for an increase in individual premium for the FY 2024/2025 before the end of July 2024.
10. On 2nd July 2024, the UWA Procurement Manager requested the Contracts Committee to approve the 15% increase in the medical insurance premium from UGX 500,000 to UGX 575,000 per beneficiary based on the recommendation from the Deputy Director Human Resource in a letter issued on 28th June 2024.
11. On 3rd July 2024, AAR Health Services (U) Limited issued UWA a partial invoice (UWA-24-AAR) worth UGX 4,107,470,000 (inclusive of duties) to cover medical insurance for 8,174 UWA beneficiaries at a premium of UGX 500,000 per beneficiary for a period of 12 months.
12. On 8th July 2024, UWA prepared the payment voucher (PVH0107452) worth UGX 4,107,470,000 (inclusive of duties) to AAR Health Services (U) Limited for medical insurance covering 8,174 beneficiaries at a premium of UGX 500,000 per beneficiary for the period from 1st July 2024 to 30th June 2025.

13. On 12th July 2024, UWA issued AAR the second call-off order for medical insurance for the FY 2024/2025 worth UGX 4,107,470,000 (VAT inclusive).
14. On 16th July 2024, AAR in an email to UWA attached an invoice and e-receipt worth UGX 4,107,470,000 and requested for payment to be made to their Standard Chartered Bank account.
15. On 28th August 2024, UWA sought Solicitor General's approval of addendum No.1 to increase the medical insurance premium by 15% from UGX 500,000 to UGX 575,000 per beneficiary. On the same day, the Executive Director confirmed additional funding worth UGX 411,997,946 to support the increase in the premium.
16. On 25th September 2024, the Solicitor General rejected UWA's request for approval of addendum No.1 to increase the premium for medical insurance by 15% citing a breach of Paragraph 5.4 of PPDA Guideline No.10 of 2014.
17. On 14th November 2024, AAR prepared an invoice worth UGX 616,115,250 for the 15% increment in premium.
18. On 22nd November 2024, UWA resubmitted a request to the Solicitor General for approval of addendum No. 1 to increase the medical insurance premium by 15%. The justification was that the price adjustment clause in GCC 15.2 of the contract was inapplicable because the nature of variation in medical treatment costs extended beyond the labour and materials components. Additionally, UWA stated that the medical insurance contract with AAR Health Services (U) Limited would be cancelled after expiry of addendum No.1 and a new process commenced to avoid further variation in the same contract.
19. On 11th December 2024, the Solicitor General rejected addendum No.1 stating that any percentage increase in a fixed-rate framework contract, unless subject to price adjustment must rely on a clear contractual provision which the contract lacked due to the absence of an agreed formula with defined indices and coefficients. UWA was advised to consider terminating the contract and starting a new process if AAR Health Services (U) Limited was unable to provide services at the agreed rates.
20. On 6th February 2025, UWA notified AAR Health Services (U) Limited about Solicitor General's rejection of the 15% increase in the medical insurance premium and requested AAR to continue providing medical insurance services under the terms of the existing contract.
21. On 7th February 2025, in a letter to UWA, AAR stated that it had been providing medical insurance services as per UWA's guidance in an email dated 1st of July 2024, which requested AAR to continue offering services while a call-off order addressing AAR's proposed premium adjustment of UGX 650,000 per beneficiary was being processed. AAR further communicated its intention to suspend services effective 1st March 2025, until a resolution could be reached to settle the outstanding liability of UGX 680,726,914 as detailed in Table 3.

Table 3: Outstanding liability owed to UWA

No.	Outstanding Liabilities	Amount (UGX)
1.	The period of 1 st July 2024 to 30 th June 2025	616,115,250
2.	The period of 2018 to 2021	40,474,944
3.	Case management arrears	24,136,720
Total outstanding liabilities		680,726,914

22. On 12th February 2025, in a letter to UWA, AAR noted that the Entity had made payments worth UGX 4,109,203,624.62 and utilized UGX 3,663,666,175 leaving a balance of UGX 445,537,449 which was insufficient to sustain the medical insurance scheme. In light of the projected claims worth UGX 1,817,344,321 between February and June 2025, AAR proposed three viable options to minimize the risk of unfunded costs and to ensure that services align with the remaining balance. The options included: -
- i. Provide only outpatient services to principals including conservation areas – UGX 673,449,929;
 - ii. Provide only outpatient services to dependents including conservation areas – UGX 699,757,554; or
 - iii. Provide only inpatient to both principals and dependents including conservation areas – UGX 744,136,838.

In response to the above suggestion, on 14th February 2025, UWA reiterated its position to comply with the Solicitor General's guidance and urged AAR to continue providing medical insurance services until 30th June 2025 in accordance with the terms of the existing contract.

23. On 19th February 2025, the Human Resource Unit initiated the new procurement process (UWA/SRVCS/2025-2026/00001) for medical insurance at an estimated cost of UGX 6,750,000,000 (with a premium of UGX 750,000 per beneficiary) for the period of 1st July 2025 to 30th June 2028. This requisition followed guidance from Top Management who - during a meeting on 10th February 2025 - resolved to commence a new process. The Accounting Officer confirmed funding on 14th March 2025 upon receiving the Terms of Reference on the same date.
24. On 5th March 2025, in a letter to UWA, AAR notified the Entity of the temporary suspension of medical insurance services - effective 5th March 2025 - with the intention of reaching an amicable resolution for settlement of the outstanding liability of UGX 680,726,914.
25. On 6th March 2025, in a letter to AAR, UWA referenced the insurer's invoice dated 3rd July 2024 worth UGX 4,107,470,000 covering the FY 2024/2025 and stated that AAR would be in breach of contract for suspending medical insurance services before lapse of the second call-off order on 30th June 2025.

26. On 11th March 2025, in a letter to UWA, AAR reiterated that the continuation of the medical services depended on the 15% premium increment noting that the provided invoice shared was a partial invoice and that an additional invoice reflecting the agreed 15% increase would be issued. Consequently, AAR's medical insurance services would remain temporarily suspended until the outstanding liability of UGX 697,979,167 was settled.
27. On 14th March 2025, the Contracts Committee approved the use of the open domestic bidding method for the new procurement for medical insurance services (Ref. UWA/SRVCS/2024/2025/0001) under a three-year framework contract from FY 2025/2026 to FY 2027/2028.
28. On 17th March 2025, the Board of Trustees recommended that UWA management procures an alternative medical insurance service provider through emergency procurement and pursues legal action against AAR for breach of contract including filing a court suit.
29. On 20th March 2025, UWA published an abridged notice in the New Vision paper under open domestic bidding for the new procurement for medical insurance services (Ref. UWA/SRVCS/2024/2025/0001) requesting for a bid security worth UGX 65,000,000.
30. Between 19th March 2025 and 1st April 2025, UWA issued bidding documents to six bidders for medical insurance services covering 8,750 lives i.e. Prudential Insurance (U) Ltd, UAP Old Mutual, Jubilee Health Insurance, Case Med Insurance Ltd, Sanlam Life Insurance and AAR Health Services (U) Limited.
31. On 10th April 2025, UWA received bids from four out of six providers under medical insurance services (FY 2025/2026 to FY 2027/2028) including AAR Health Services (U) Limited, Sanlam Life Insurance, Case Med Insurance Ltd and Prudential Insurance (U) Ltd.
32. On 12th May 2025, the Evaluation Committee that comprised of Mr. Charles Tumwesigye, Ms. Philomena Gumukiriza, Mr. Emmanuel Mwanja and Mr. Andrew Ssebalu recommended the award of contract to Case Med Insurance Ltd at UGX 6,058,893,750 (taxes inclusive) covering 8,750 beneficiaries for the FY 2025/2026 at a premium of UGX 689,000 per beneficiary.
33. On 13th May 2025, the Contracts Committee cancelled the procurement process on the grounds that it would be risky to maintain one service provider as opposed to at least three service providers considering that the number of staff would increase in light of the UWA and Uganda Wildlife Education Centre (UWEC) merger and pending recruitments to fill the new structure.
34. On 19th May 2025, in a letter to all bidders, UWA communicated the cancellation of the procurement process to AAR Health Services (U) Limited, Sanlam Life Insurance, Case Med Insurance Ltd and Prudential Insurance (U) Ltd on the basis of Section 75 (1) (2) (b) of the PPDA Act Cap. 205.

35. On 2nd June 2025, in a letter to AAR, UWA demanded the insurer to pay the pro-rated amount of UGX 1,369,156,667 for the months of March, April, May and June 2025 when AAR did not provide services and indicated intention to seek legal redress where the refund was not paid.
36. On 10th June 2025, PPDA received a complaint from a whistleblower regarding AAR's breach of contract and irregular practices in the new procurement for medical insurance services.
37. On 17th June 2025, the UWA Legal Unit prepared a legal opinion for the Board of Trustees on AAR's suspension of medical insurance services where it was indicated that AAR's actions had amounted to fundamental breach of the framework contract hence recommending filing a suit in a court of competent jurisdiction to seek damages for contract breach and refund of unused monies already paid.
38. On 26th June 2025, PPDA launched an inspection into the matter in accordance with Section 8 (i) of the PPDA Act Cap. 205.
39. On 7th July 2025, in a letter to UWA, AAR reiterated that, on 5th April 2024, UWA and AAR representatives agreed to a 15% premium adjustment which was subsequently confirmed in the 1st of July 2024 email from the UWA, requesting the insurer to continue providing services as the 15% increment was being processed. AAR denied any liability for the claimed refund and maintained that UWA was indebted for the unpaid 15% premium adjustment which formed the basis for continued service provision during the FY 2024/2025.

2.0 OBJECTIVES OF THE INSPECTION

The objectives of the inspection were to establish whether:

1. AAR Health Services (U) Limited terminated the medical insurance contract (UWA/SRVCS/2023-2024/00001) in breach of the terms of the contract;
2. UWA should have sought legal redress against AAR Health Services (U) Limited for breach of contract and recover any funds paid; and
3. The new procurement process for medical insurance (UWA/SRVCS/2025-2026/00001) was marred with irregularities.

3.0 LAWS APPLICABLE

- i. The Public Procurement and Disposal of Public Assets Act, Cap. 205;
- ii. The Public Procurement and Disposal of Public Assets (Rules and Methods for Procurement of Supplies, Works and Non-Consultancy Services) Regulations, 2023;
- iii. The Public Procurement and Disposal of Public Assets (Contracts) Regulations, 2023; and
- iv. The bidding documents issued.

4.0 METHODOLOGY

The Authority reviewed the following documentation:

- i. Under ref.: UWA/SRVCS/2023-2024/00001: -
 - a. Solicitation document issued to bidders;
 - b. Evaluation report;
 - c. Contracts Committee decisions;
 - d. Signed contract for medical insurance services between UWA and AAR;
 - e. Call-off orders, invoices and payment vouchers;
 - f. Correspondences between UWA and AAR concerning amending the premium;
 - g. Requests for and responses on clearance from the Solicitor General; and
 - h. Legal Unit's opinion on seeking legal action against AAR.
- ii. Under ref.: UWA/NCONS/2025-2026/00001: -
 - a. Solicitation document issued to bidders;
 - b. Evaluation report;
 - c. Contracts Committee decisions;
 - d. Records of bid closing and bid opening;
 - e. Evaluation Report;
 - f. Notice of Best Evaluated Bidder; and
 - g. UWA's request for Solicitor General's clearance of contract.

The Authority met the following persons indicated in Table 4 below:

Table 4: Persons met with during the inspection

No.	Name	Entity	Designation
1.	Mr. Chemonges Sabilla	UWA	Ag. Executive Director/ Senior Manager Legal & Corporate Affairs
2.	Mr. Tusubira Benard	UWA	Ag. Procurement Manager
3.	Ms. Philomena Gumikiriza	UWA	Human Resource Manager
4.	Mr. Ibrahim Abubaker	UWA	Legal Officer
5.	Ms. Dorcus Rukundo	UWA	Business Development Manager/ Contracts Committee member
6.	Mr. Jimmy Mugisa	UWA	Director, Finance & Accounts
7.	Ms. Bakobaki Jackline	UWA	Manager, Talent & Performance
8.	Mr. Chadiha Keffandeke	UWA	Legal Officer/ Contracts Committee member
9.	Mr. Andrew Ssebalu	UWA	Procurement Officer
10.	Ms. Christine Nassuna	AAR	Managing Director
11.	Ms. Jennifer Kengonzi	AAR	Officer, Legal Risk and Compliance
12.	Mr. Mubiru Israel	AAR	Head, Legal Risk and Compliance

5.0 FINDINGS BY THE AUTHORITY

5.1 Whether AAR Health Services (U) Limited terminated the medical insurance contract (UWA/SRVCS/2023-2024/00001) in breach of the terms of the contract

1. The complainant alleged that AAR Health Services (U) Limited (AAR on insurer) terminated the contract for provision of medical insurance services (UWA/SRVCS/2023-2024/00001) to Uganda Wildlife Authority (UWA) in breach of the terms of the contract.
2. On 3rd August 2023, UWA signed a three-year framework contract (UWA/SRVCS/2023-2024/00001) with AAR for medical insurance services at UGX 4,896,395,000 (VAT inclusive) at an individual premium of UGX 500,000 for 9,744 beneficiaries from 1st July 2023 ending 30th June 2026.
3. Paragraph (c) of the three-year framework contract agreement stated that the annual call off orders would specify the number of beneficiaries for a given year at the agreed upon annual unit premium of UGX 500,000 per person.
4. On 20th March 2024, AAR requested UWA to increase the individual premium by 25% (from UGX 500,000 to UGX 625,000).
5. On 5th April 2024, UWA and AAR agreed to vary the individual premium by 15% (from UGX 500,000 to UGX 575,000).
6. On 26th June 2024, the Contracts Committee approved the 15% variation to increase the individual premium from UGX 500,000 to UGX 575,000.
7. On 1st July 2024, the Executive Director, UWA requested AAR to continue providing the medical insurance services to staff and their beneficiaries as the Entity finalized the process of effecting the requested contract variation.
8. On 3rd July 2024, AAR issued an invoice to UWA for medical insurance services for the FY 2024/2025 at an individual premium of UGX 500,000.
9. On 12th July 2024, UWA issued a call-off order to AAR for the FY 2024/2025 at the individual premium of UGX 500,000.
10. On 25th September 2024, the Solicitor General rejected the request for clearance of a 15% variation in the individual premium and advised the Entity to apply the price adjustment clause as per the contract.

11. On 11th December 2024, the Solicitor General further rejected the request to increase the individual premium by 15% and advised UWA to terminate the contract if AAR was unable to provide the services at the original individual premium of UGX 500,000.
12. On 6th February 2025, UWA informed AAR that Solicitor General rejected the request for 15% variation in the individual premium and advised that the contract be performed at the original individual premium of UGX 500,000.
13. On 7th February 2025, AAR notified UWA of its intention to suspend the medical insurance services by 1st March 2025 if the Entity failed to settle its outstanding liability of UGX 680,726,914. The claim for the balance of UGX 680,726,914 was for the arrears worth UGX 64,611,664 for the period of 2018 to 2021 and UGX 616,115,250 for the period of 1st July 2024 to 30th June 2025 subject to applying the 15% variation
14. The Authority noted that, on 8th July 2024, UWA paid AAR UGX 4,107,470,000 for the call off order of the FY 2024/2025 which was 100% payment at the existing individual premium of UGX 500,000.
15. On 5th March 2025, AAR suspended the provision of medical insurance services pending settlement of the outstanding liability of UGX 680,726,914.
16. The Authority found that the contract was not amended to provide for the 15% variation of the individual premium. Therefore, the payment of UGX 4,107,470,000 covered 100% payment for medical insurance services for the entire FY 2024/2025. Hence the claim for additional UGX 616,115,250 for the 15% variation was not supported by the contract.
17. Regulation 54 (1) of the PPDA (Contracts) Regulations, 2023 provides that a change in terms and conditions of a contract that are not change orders or which increase the price of the contract beyond 1% in the case of a single change or 1.5% cumulatively shall be effected by amending the contract.
18. GCC 33.2 of the General Conditions of Contract also required that any change in the contract that increases the contract price shall be effected by amending the contract.
19. The Authority found that the contract was never amended. The claim by AAR for payment of the 15% variation in the contract price was irregular since it was not supported by any amendment to the contract. The Authority noted that AAR did not resume the provision of medical insurance services after suspension of services. Therefore, the suspension of the medical insurance services by AAR over non-payment of the 15% variation in individual premium was contrary to the provisions in GCC 33.2 under the contract.
20. Therefore, the suspension and eventual termination of the contract for the provision of medical insurance services by AAR was done in breach of the terms of the contract.

5.2 Whether UWA should have sought legal redress against AAR Health Services (U) Ltd for breach of contract and recover any funds paid

1. The complainant alleged that the UWA Management failed to seek legal redress against AAR and to recover funds following the suspension of medical insurance services for staff and their beneficiaries in breach of the contract terms.
2. On 5th March 2025, AAR suspended the provision of medical insurance services over non-payment of its claim of UGX 680,726,914 in outstanding liabilities.
3. On 17th March 2025, the UWA Board of Trustees directed the UWA Management to seek legal redress against AAR for breach of contract including filing a legal action in court.
4. On 2nd June 2025, UWA demanded AAR to refund UGX 1,369,156,667 in respect for the period for which medical insurance services were not provided (5th March 2025 to 30th June 2025).
5. On 7th July 2025, AAR responded that they relied on the assurances of UWA and provided the medical insurance services at an individual premium of UGX 575,000 which was inclusive of the 15% variation. The insurer denied the above claim for refund from the Entity indicating that they were still entitled to an outstanding liability of UGX 616,115,250 for the 15% variation from the original individual premium of UGX 500,000 and were ready to defend their position in court.
6. The Authority found that there was no contract amendment to effect the 15% variation in the individual premium. Therefore, the claim of UGX 616,115,250 as at 5th March 2025 was not supported by any provision in the contract.
7. The Authority found that UWA had paid annual premium of UGX 4,107,470,000 for the entire FY 2024/2025. However, AAR suspended the medical insurance services on 5th March 2025; therefore, there was no value for money paid for the period of 5th March 2025 to 30th June 2025.
8. Section 51 of the PPDA Act Cap. 205 provides that all procurement and disposal shall be conducted in a manner which promotes economy, efficiency and value for money.
9. The Authority found that AAR did not provide value for money paid for the period of 5th March 2025 to 30th June 2025 since the insurer did not provide medical insurance services for which the money was paid.
10. The Authority found that UWA is entitled to a refund of the UGX 1,369,156,667 demanded for the medical insurance services not rendered over the period of 5th March 2025 to 30th June 2025.

11. Therefore, UWA should have sought legal redress for breach of contract and recovered the UGX 1,369,156,667 paid for the period when medical insurance services were not provided.

5.3 Whether the new procurement process for medical insurance (UWA/NCONS/2025-2026/00001) was marred with irregularities

1. The complainant alleged that the new procurement process for medical insurance was marred with irregularities.
2. UWA published the bid notice in the New Vision on 22nd May 2025 inviting bidders to participate in the new procurement for the provision of medical insurance services (UWA/NCONS/2025-2026/00001).
3. On 13th June 2025, UWA received and opened bids from six bidders including UAP Old Mutual Insurance Uganda Limited, Sanlam Life Insurance (U) Ltd, Case Medinsurance Ltd, Jubilee Health Insurance Company, Prudential Insurance and ICEA Group Lion Insurance.
4. The evaluation report dated 26th June 2025 indicated that four service providers were recommended for award as indicated in Table 5 below.

Table 5: The providers recommended for award

No.	Service Provider	Premium per beneficiary (UGX)
1.	UAP Old Mutual Insurance Uganda Limited	683,403.3
2.	Sanlam Life Insurance (U) Ltd	699,480
3.	Case Medinsurance Ltd	728,625
4.	Jubilee Health Insurance Company	743,703

5. The Authority reviewed the evaluation report and found that the recommendation to award the contract to the four lowest bidders contravened Paragraph 8.1 of Section 3 of the bidding document which provided for award to the three lowest best evaluated bidders.
6. On 3rd July 2025, the Contracts Committee awarded the contract to the four service providers at the rates indicated in Table 5 above. The Notice of Best Evaluated Bidder was displayed from 3rd July 2025 until 16th July 2025 indicating award to the four service providers with the lowest priced bids.
7. The Authority informed UWA about this omission and, on 20th July 2025, UWA sought the Solicitor General's clearance for three-year framework contracts with the three lowest best evaluated bidders i.e. UAP Old Mutual Insurance Uganda Limited, Sanlam Life Insurance (U) Ltd and Case Medinsurance Ltd.
8. Therefore, the Authority found no documented evidence that the new procurement process for medical insurance services was marred with irregularities.

6.0 STATUS OF PROCUREMENT

On 1st September 2025, UWA signed three-year framework contracts with UAP Old Mutual Insurance Uganda Limited, Sanlam Life Insurance (U) Ltd and Case Medinsurance Ltd for the provision of medical insurance services.

7.0 CONCLUSION

In light of the above findings, the Authority recommends that UWA should take necessary steps to recover the UGX 1,369,156,667 paid to AAR for the period of 5th March 2025 to 30th June 2025 for which medical insurance services were not provided.