**IMA WORLD HEALTH REQUEST FOR QUOTATIONS (RFQ)**

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| **RFQ #:** | **RFQ/IMA/JB/SSD/2021/001** |
| **Purpose:** | **REQUEST FOR QUOTATIONS – IMA STAFF MEDICAL INSURANCE SERVICES -**  **OPEN COMPETITIVE BIDDING** |
| **Issue Date:** | **16th/March/2021** |
| **Closing Date:** | **26th /March/2021** |
| **Questions Due:** | **30th March 2021** |
| **Anticipated Award Date:** | **1st April 2021** |
| **Anticipated Award Type:** | **Contract** |
| **Proposal Security** | **Not Required** |
| **No. of copies of Proposal that must be submitted** | ***Both hand and electronic submission will be accepted as per below instructions-email.*** |
| **Proposal submission address** | **Compressed-zipped PDF documents provided as an electronic file only via email:** [**procurement@imaworldhealth.org**](mailto:procurement@imaworldhealth.org) **and copy** [**JubaHR@imaworldhealth.org**](mailto:JubaHR@imaworldhealth.org) |

**Note: IMA World Health reserves the right to negotiate the premium rates as may be needed or to request for Best and Final Offer (BAFO).**

The Interchurch Medical Assistance, Inc. (d/b/a IMA World Health) does not charge fee at any stage of the procurement process (e.g. vendor registration, bid submission or any other stage). IMA World Health procurement staff are instructed not to request or accept any commission relating to this order, and IMA has procedures in place to detect such payments.

Please do not offer or pay any such commission, as this could result in your quotation being reject. In the event that you have any reason to suspect that any activity purporting to be made on behalf of IMA World Health may be fraudulent, please contact [procurement@imaworldhealth.org](mailto:procurement@imaworldhealth.org)

**INTRODUCTION**

**Interchurch Medical Assistance, Inc. (d/b/a IMA World Health)** is a global, faith-based nonprofit organization that offers sustainable and efficient solutions to health-related problems in the developing world. IMA World Health has been a key partner in addressing health needs in South Sudan since 2008, working closely with the National Ministry of Health, Counties Health Departments, civil society and donor partners primarily on health systems strengthening interventions.

Our mission is to build healthier communities by collaborating with key partners to serve vulnerable people. Our vision is health, healing and well-being for all.

With a mission to restore health and healing to those most in need, IMA World Health is a non-profit, faith-based organization that offers extensive expertise in health systems strengthening as well as neglected tropical diseases, malaria, HIV, non-communicable diseases, and sexual and gender based violence programs in some of the most challenging and post-conflict settings throughout the world.

**REQUEST FOR QUOTATION**

Dear Sir/Madam,

The Interchurch Medical Assistance, Inc. (d/b/a IMA World Health) hereby invites you to submit a Proposal to this Request for Quotation (RFQ) for **Medical Insurance Services for IMA World Health’s Staff.** The initial duration for the services shall be for one year, extendable up to three (3) years, based on service provider performance and discretion of IMA World Health.

1. Submit your quotation comprising of a Technical and Financial Proposal, in separate electronic files email.
2. You are kindly requested to submit an acknowledgment letter to IMA World Health via the following email [[procurement@imaworldhealth.org](mailto:procurement@imaworldhealth.org)](mailto:procurement@irena.org) and CC [JubaHR@imaworldhealth.org](mailto:JubaHR@imaworldhealth.org) by Tuesday 16 March 2021

The Subject line **RFQ:** **Medical Insurance Services for IMA World Health’s Staff**

1. The letter should advise whether your company intends to submit a Proposal and if not, we would appreciate your kind indication of the reason, for our records purposes.
2. Should you need further clarification, kindly communicate with both the contact person indicated in this document duly assigned to handle all queries for this RFQ

We look forward to your Proposal and thank you in advance for your interest in IMA World Health procurement opportunities.

Any queries on the RFQ should be addressed to:

Operations Manager

IMA World Health, South Sudan Program.

Mob: +211 923000881

Email: [grepent@imaworldhealth.org](mailto:grepent@imaworldhealth.org)

1. **GENERAL**
   1. IMA World Health solicits Proposals in response to this Request for Quotation (RFQ). Proposers must strictly adhere to all the requirements of this RFQ. No changes, substitutions or other alterations to the provisions stipulated in this RFQ will be accepted unless approved in writing by Operations Department at IMA World Health. However, whilst fully complying with the RFQ requirements, Proposers are encouraged to provide any suggestions and solutions that may achieve a more cost-effective and value-for-money approach to fulfilling the requirements of this RFQ.
   2. Submission of a Proposal shall be deemed to constitute an acknowledgement by the Proposer that all obligations stipulated by this RFQ will be met and unless specified otherwise, the Proposer has read, understood and agreed to all the instructions provided in this RFQ.
   3. IMA World Health will regard any Proposal submitted as an offer by the Proposer and not as an acceptance of an offer of any Proposal. This RFQ does not commit IMA World Health to award a contract.

IMA World Health implements a policy of zero tolerance on fraud and corrupt practices and is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against IMA World Health as well as third parties involved in IMA WORLD HEALTH activities.

1. **CONTENTS OF QUOTATION**

The purpose of this RFQ is to solicit responses from experienced, capable and innovative insurer who can assist in meeting and provide high quality medical services and benefits

1. Inpatient cover and indicate all the specific benefits and limits
2. Outpatient cover and indicate the benefits and its limits
3. Maternity per family and the limits as per the quoted cover
4. Dental both the impatient and outpatient
5. Optical cover both the inpatient and outpatient
6. Last expense benefit
7. Reimbursement of the costs incurred by staff both inpatient and outpatient
8. Cost of premium per family
9. Any other benefit under medical insurance cover that the insurance firm offers
10. Covid 19 premium cover (hospitalization, treatment and testing).

If you believe that, your firm meets our requirements and would like to be considered as a potential supplier for the services, please provide your proposal, which should include the following information:

* Company’s profile (attach)
* Company Registration Certificate/Incorporation (attach)
* Operations license (attach)
* Traders license (attach)
* Chamber of commerce & industry membership (attach)
* Import and export certificate (attach)
* VAT, PIN registered and valid Tax Compliance certificates (Attach doc)

Failure to submit any of the above will result in disqualification. Any firm specifically exempted from any of the items above listed may provide written proof of the same.

**Reference of undertaking similar work in the past:**

Please complete the table below using the format to summarise the **Major relevant supplies/services** carried out in the course of the past 3 years by your company. Please provide proof e.g. copy of LPO

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| **Provide details of other INGO, National NGO, and UN Organisations that you supplied with similar services** | | | | |
| **INGO/NGO/UN Organisation** | **Contact details of INGOs/National NGOs/UN** | **Total Contract Value (4)** | **Duration** | **Details of items or service supplied** |
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1. **Clarification of Proposal**

Proposers may request a clarification of any of the RFQ documents no later than the number of days indicated in the proposal submission date. Any request for clarification must be sent in writing, or by electronic means to the IMA World Health through the email address indicated in this RFQ. IMA World Health will respond in writing or by electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Proposers who have provided confirmation of their intention to submit a Proposal.

IMA World Health shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of IMA World Health to extend the submission date of the Proposals, unless IMA World Health deems that such an extension is justified and necessary.

1. **Amendment of Proposals**

At any time prior to the deadline for submission of Proposals, IMA World Health may for any reason, such as in response to a clarification requested by a Proposer, modify the RFQ in the form of a Supplemental Information to the RFQ. All Proposers who have provided confirmation of their intention to submit a Proposal will be notified in writing of all amendments to the RFQ.

In order to afford prospective Proposers reasonable time to consider the amendments in preparing their Proposals, IMA World Health may, at its discretion, extend the deadline for submission of Proposals, if the nature of the amendment to the RFQ justifies such extension.

1. **PREPARATION OF PROPOSALS**
2. **Cost of Proposal**

The Proposer shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. IMA World Health shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the process.

1. **Technical Proposal Format and Content**

Unless otherwise stated in this RFQ, the Proposer shall structure the Technical Proposal as follows:

* 1. Expertise of Firm/Organization – this section should provide details regarding management structure of the organization, organizational capability/resources, and experience of organization/firm. The list of projects/contracts (both completed and ongoing, both domestic and international) which are related or similar in nature to the requirements of the RFQ, and proof of financial stability and adequacy of resources to complete the services required by the RFQ.
  2. Proposed Methodology, Approach and Implementation Plan – this section should demonstrate the Proposer’s response to the Schedule of Benefits by identifying the specific components proposed, how the requirements shall be addressed, as specified, point by point. Providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed methodology meets or exceeds the specifications, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment. This methodology must be laid out in an implementation timetable that is within the duration of the contract as specified in the RFQ. (if applicable)
  3. Management Structure and Key Personnel – This section should include the comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation, clearly defining the roles and responsibilities of the key account manager. CVs should establish competence and demonstrate qualifications in areas relevant to the medical insurance.

In complying with this section, the Proposer assures and confirms to IMA World Health that the personnel being nominated will be available for the Contract on the dates proposed. If any of the key personnel later becomes unavailable, except for unavoidable reasons such as death or medical incapacity, IMA World Health reserves the right to render the proposal non- responsive. Any substitution arising from unavoidable reasons shall be made only with the approval of IMA World Health.

1. **SUBMISSION AND OPENING OF PROPOSALS**

**Submission and Opening of Proposals**

* + - The Financial Proposal and the Technical Proposal Envelopes MUST BE COMPLETELY SEPARATED and each of them must be submitted sealed individually and clearly marked on the outside as either “TECHNICAL PROPOSAL” or “FINANCIAL PROPOSAL”, as appropriate. If the Technical and Financial Proposals are not separated, your proposal will be rejected. Each envelope MUST also bear the name of the Proposer. The inner and outer envelopes shall:
    - bear the name and address of the Proposer
    - be addressed to IMA World Health as specified in the this RFQ and
    - bear a warning not to open before the time and date for proposal opening, as specified in this RFQ.

If all envelopes are not sealed and marked as required, IMA World Health will assume no responsibility for the misplacement or premature opening of the Proposal.

* Proposers may always submit their Proposals by mail or by hand delivery. When so specified in this RFQ, Proposers shall have the option of submitting their Proposals electronically. Proposer must ensure that sufficient lead-time has been provided in order to comply with IMA World Health’s deadline for submission.
* Proposers submitting Proposals by mail or by hand shall enclose the original and each copy of the Proposal, in separate sealed envelopes, duly marking the envelopes as “Original Proposal” and “Copy of Proposal” as appropriate. The number of copies required shall be as specified in this RFQ. In the event of any discrepancy between them, the original shall govern. The original and copies of the Proposal shall be signed by the Proposer or person(s) duly authorized to commit the Proposer. The Proposer shall submit the original and copies of the Proposal in separate envelopes, marked “ORIGINAL” and “COPY”. The envelopes shall then be sealed in an outer envelope.

The envelope should be addressed to:

**Country Director**

**IMA World Health, South Sudan Program**

**Juba, South Sudan.**

Envelopes should be submitted to:

Hai Cinema, Plot No. 82, along Juba stadium road, 3rd floor

Juba, South Sudan.

1. **Deadline for Submission of Proposals and Late Proposals**
   1. Proposals must be received by IMA World Health at the address and no later than the date and time specified in the RFQ.
   2. IMA World Health shall not consider any Proposal that arrives after the deadline for submission of Proposals. Any Proposal received by IMA World Health after the deadline for submission of Proposals may be declared late, rejected, and returned unopened to the Proposer.
2. **Withdrawal, Substitution, and Modification of Proposals**
   1. Proposers are expected to have sole responsibility for taking steps to carefully examine in details the full consistency of its Proposals to the requirements of this RFQ, keeping in mind that material deficiencies providing information requested by IMA World Health, or clarity in the description of services to be provided, may result in the rejection of the Proposal. IMA World Health shall not assume any responsibility regarding erroneous interpretations or conclusions made by the Proposer in the course of understanding this RFQ out of the data furnished by IMA World Health.
   2. A Proposer may withdraw, substitute or modify its Proposal after it has been submitted by sending a written notice in accordance with RFQ, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal must accompany the respective written notice. IMA World Health must receive all notices prior to the deadline for submission. (Except that, withdrawal notices do not require copies). The respective envelopes shall be clearly marked “WITHDRAWAL,” “SUBSTITUTION,” or MODIFICATION”.
   3. Proposals requested to be withdrawn shall be returned unopened to the Proposers.
   4. No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the expiration of the period of proposal validity specified by the Proposer on the Proposal Submission Form or any extension thereof.
3. **Proposal Opening**
   1. IMA WORLD HEALTH will open the Proposals in the presence of an ad-hoc committee formed by IMA World Health. If electronic submission is permitted, any specific electronic proposal opening procedures shall be as specified in the RFQ.
   2. The Proposers’ names, modifications, withdrawals, the presence or absence of documents, and such other details as IMA World Health may consider appropriate, will be announced at the opening. No Proposal shall be rejected at the opening stage, except for late submission, for which the Proposal shall be returned unopened to the Proposer.
4. **EVALUATION AND COMPARISON OF PROPOSALS**
5. **Confidentiality**
   1. Information relating to the examination, evaluation, and comparison of Proposals, and recommendation of contract award, shall not be disclosed to Proposers or any other persons not officially concerned with such process, even after publication of the contract award.
   2. Any effort by a Proposer to influence IMA World Health in the examination, evaluation and comparison of the Proposals or contract award decisions may, at IMA World Health ’s decision, result in the rejection of its Proposal.
   3. In the event that a Proposer is unsuccessful, the Proposer may seek a meeting with IMA World Health for debriefing, but said debriefing shall be limited to the discussions of the strengths and weaknesses of the Proposal of said Proposer, and no information relating to the Proposal or rating of other Proposers may be discussed.
6. **Clarification of Proposals**

To assist in the examination, evaluation and comparison of Proposals, IMA World Health may, at its discretion, ask any Proposer for a clarification of its Proposal.

IMA World Health’s request for clarification and the response shall be in writing. Notwithstanding the written communication, no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by IMA World Health in the evaluation of the Proposals, in accordance with RFQ.

Any unsolicited clarification submitted by a Proposer in respect to its Proposal, which is not a response to a request by IMA World Health, shall not be considered during the review and evaluation of the Proposals.

1. **Preliminary Examination of Proposals**

IMA World Health shall examine the Proposals to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. IMA World Health reserves the right to reject any Proposal after preliminary examination of Proposal, if IMA World Health finds justifiable reason for such rejection, including but not limited to the discovery of significant or material deviation, conflict of interest, fraud, among others.

1. **Evaluation of Proposals**
   1. IMA World Health shall examine the Proposal to confirm that all terms and conditions under the IMA World Health General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation.
   2. All valid proposals/bids will be evaluated by an evaluation Committee of IMA who will assess all based on technical and financial evaluation on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in this RFQ. Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFQ, and particularly the Terms of Reference, or if it fails to achieve the minimum, technical score indicated in this RFQ.
   3. In the second stage, only the Financial Proposal of those Proposers who achieve the minimum technical score will be opened for evaluation for comparison and review. The Financial Proposal Envelopes corresponding to Proposals that did not meet the minimum passing technical score shall be returned to the Proposer unopened. The overall evaluation score will either be based either on a combination of the technical score and the financial offer, or the lowest evaluated financial proposal of the technically qualified Proposers. The evaluation method that applies for this RFQ shall be prepare separately,
   4. IMA World Health shall reserve the right to determine to its satisfaction the validity of information provided by the Proposer, through verification and reference checking, among other means that it deems appropriate, at any stage within the selection process.
2. **Responsiveness of Proposal**
   1. IMA World Health’s determination of a Proposal’s responsiveness is to be based on the contents of the Proposal itself.
   2. A substantially responsive Proposal is one that conforms to all the terms, conditions, and specifications of this RFQ without material deviation, reservation, or omission.
   3. If a Proposal is not substantially responsive, it shall be rejected by IMA World Health and may not subsequently be made responsive by the Proposer by correction of the material deviation, reservation, or omission.
3. **Nonconformities, Errors and Omissions**
   1. Provided that a Proposal is substantially responsive, IMA World Health may waive any non- conformities or omissions in the Proposal that do not constitute a material deviation.
   2. Provided that a Proposal is substantially responsive, IMA World Health may request the Proposer to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial, nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.
   3. Provided that the Proposal is substantially responsive, IMA World Health shall correct arithmetical errors on the following basis:
      1. if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of IMA World Health there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
      2. if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
      3. if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the above.
   4. If the Proposer does not accept the correction of errors made by IMA World Health, its Proposal shall be rejected.
4. **AWARD OF CONTRACT**
5. **Right to Accept, Reject, or Render Non-Responsive Any or All Proposals**

IMA World Health reserves the right to accept or reject any Proposal, to render any or all Proposals as non-responsive, and to annul the solicitation process and reject all Proposals at any time prior to award of contract. Without thereby incurring any liability to the affected Proposer, or any obligation to inform the affected Proposer(s) of the grounds for IMA World Health ’s action. IMA World Health shall neither be obliged to award the contract to the lowest price offer.

1. **Award Criteria**

Prior to the expiration of proposal validity, the contract may be awarded to the Proposer whose proposal is determined to be in the best interests of the IMA World Health, based upon the evaluation method indicated in this RFQ and with due consideration given to the general principles governing IMA World Health procurement activities.

1. **Contract Signature**

Within seven (7) days from the date of receipt of the Contract, the successful Proposer shall sign and date the Contract and return it to IMA World Health.