



TECHNICAL OFFER COMPLUSORY

Date:

Tender Réf: T/32MULTI/NATIONAL HEALTH INSURANCE/JUBA/LOG/06/12/2023/

The bidder is asked to provide detailed technical proposal by providing below mentioned information in details. ACTED is looking for the customized Insurance services by considering the mentioned below:

SPECIAL CONDITIONS:

1. ACTED needs a customized policy ensuring the following:
 - a) If an insured employee leaves the organization or that new staff get employed within the period of the premium, the adjustment including maternity premium can be made to accommodate either to a new comer or in the next premium.
 - b) **Employee + 3 dependents** (Spouse/children/parents/siblings "as per staff choice") Including **Elderly person aged up to 65.**
 - c) Premium per staff per month should not exceed \$100.
 - d) Premium will be paid based on staff contract dates minimum been 3 months maximum been 12 months.
 - e) Ensure all ACTED employees are insured from their very first day of work (Bidders need to specify the process and obligation on the part of ACTED to inform the Insurance company about staff leaving or new employment)

Provide your benefits table and refund rate, thresholds, and conditions for year 2024, taking into consideration of Special conditions mentioned above and provide customized best services preferences for ACTED. Please attach a list as well of what is not included in the monthly fee per employee.

1. Provide Addition and deletion Criteria, payment adjustments on prorated basis.
2. Provide a list of clinics, facilities and places your insurance company has a partnership with (please attach an additional table if needed)
3. Provide a customer service proposal explaining the types of services provided to the clients in terms of: Insurance Cards, Pre-paid/post-paid medical services, conditions of reimbursement, Existence of a hotline.
4. Provide in the below table a list of previous contracts and references and attach them as annexes. Please note that any experience mentioned in the below table without contract attached will not be considered. (previous reference preferably of NGOs)

ACTED reserves the right to reject the supplier in case of any negative feedback that ACTED is not willing to take risk for. Interviews can be conducted.

No	Organization's Name	Contractual amount in USD	Type of Service	Contact Reference Name & phone or email
1				
2				



3				
4				
5				

Supplier name and signature:

Stamp:

Date: