

**BBC Media Action**

**South Sudan**

**REQUEST FOR PROPOSAL OF MEDICAL AND  
HOSPITALIZATION INSURANCE SCHEME.**

**Request for Proposal for Medical and Hospitalization Scheme  
for BBC Media Action National staff to cover in and out-patient  
services across the Country/Region.**

**Version: 1.0**

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**Ref: SS/02 001**

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BBC Media Action is requesting for quotations for medical and hospitalization insurance scheme for its national staff in the South Sudan Country Office for a period of 12 months to cover in and out patient services (including drugs, consultation, dental, ophthalmology, anti and post natal services) and any other related services. The services provided must meet value for money, BBC Media Action's needs and should be reliable, effective and client friendly. We are looking forward to a professional Service Provider with a good track record, good customer service and national service coverage in every major town/district across the country.

### **1.3 Purpose of this Request for Proposal (RFP)**

The purpose of this Request for Proposal (RFP) document is to:

- Obtain information on suppliers and proposed services to meet the requirements of BBC Media Action
- Obtain fully priced service and support proposals

Responses to the RFP will be evaluated against key requirements by BBC Media Action, and form the basis of subsequent contractual negotiations with the selected supplier(s).

### **1.4 Scope**

All proposals from suppliers should cover:

- Medical benefit in (USD) of principal member plus 3 dependants
- The split of benefits between out-patient and in-patient services
- A service that will allow staff to access medical care via Smart Cards and Insurance company to cater for the bill.
- Updated list of approved doctors-names, addresses and telephone numbers (nation wide) and the region.
- Types of services-inclusions and exclusions
- Provision of timely monthly utilization reports for all named staff and their dependants on the scheme .
- Adding and removal of staff as per staff turnover rate

The following issues are outside the scope of this RFP:

- Life assurance

- Cosmetic products not related to health and medication as prescribed by a doctor

### **1.5 Supplier Evaluation Criteria**

Supplier's proposals will be evaluated according to the following criteria:

- References – evidence of supporting similar organisations in the last 12 months. Minimum 5 organizations, with contact details. Service to be limited to medical and hospitalization
- Details of re-insurers - in and out of South Sudan
- Delivery and support capabilities- customer service, guarantee on responsiveness, national and regional reach
- Quality, experience and availability of the supplier's team- a dedicated relationship officer to be assigned to BBC Media Action
- Value-add capability-Any indications of the extra services they are likely to offer, over and above the normal insurance.
- Cost competitiveness and pricing transparency- commercial discount



## **2 Instructions to Suppliers**

### **2.1 Basis of RFP**

You are requested to propose a solution that will meet the current and future requirements of BBC Media Action, as stated in this document.

Third-party services may be included as part of the proposal where appropriate, on the understanding that the supplier will act as prime contractor and manage third-party interfaces on behalf of BBC Media Action. We have a strong preference to select a supplier that can demonstrate they have in-house capacity to successfully deliver the project.

This RFP is not an offer to contract. Acceptance of a proposal does not commit BBC Media Action to award a contract to any supplier, even if all requirements stated in this RFP are satisfied. And, conversely, failure to meet a qualification or requirement in this RFP will not necessarily subject a proposal to disqualification. We will assess all responses against all of the evaluation criteria stated above

The supplier's response to this RFP will constitute an offer to enter into a contract based on the terms stated in the proposal.

### **2.2 Validity of Proposal**

BBC Media Action expects the premiums quoted by the supplier within their proposal to remain valid from the RFP submission date for a period of (12 months).

### **2.3 Confidentiality and Non-Disclosure**

The information contained in this RFP (or accumulated through other written or verbal communication) is confidential. It is for proposal purposes only and is not to be disclosed or used for any other purpose.

Information received in response to this RFP will be held in strict confidence and will not be disclosed to any party, other than within BBC Media Action.

### **2.4 Cost of Preparation**



BBC Media Action will not accept any liability or responsibility for any costs incurred by the supplier in preparing a response to this RFP or any associated work effort.

## 2.5 Questions and Additional Information

Please email or ring Moriba Stella any questions you have on the RFP:

Email: [procurement@ss.bbcmediaaction.org](mailto:procurement@ss.bbcmediaaction.org)

## 2.6 Target Timetable

The target timetable for this project is shown in the table below but suppliers must be aware that whilst every effort will be made to meet these dates, the timetable may change for operational reasons and suppliers will be notified accordingly.

Step	Task	Date
1	RFP issued	20 <sup>th</sup> February 2020
2	Response received from Supplier	6 <sup>th</sup> March 2020

We may request for additional information or clarification in the course of this procurement from the suppliers who have responded to the RFP. Please note that this does not in anyway mean that you are/going to be contracted by BBC Media Action to provide for this service.

## 2.7 Timing and Delivery

The supplier will provide one hard bounded copy of their proposal, together with an electronic copy sent to: [procurement@ss.bbcmediaaction.org](mailto:procurement@ss.bbcmediaaction.org)

The proposal must be received not later than 5pm on Friday 6<sup>th</sup> March 2020. Any proposals received after this may be discounted from further consideration. Any requirement that the supplier might have for proof of delivery is at the supplier's discretion and cost.

To enable an efficient and fair evaluation process this must be strictly adhered to. Proposals should be addressed and delivered to:

The Procurement Committee  
BBC Media Action South Sudan  
Tongping-Kololo Road  
Juba-South Sudan.

### **3 Statement of Requirements**

The Supplier is required to prepare its proposal and pricing based on the information presented in this section. Any assumptions that the Supplier makes regarding volumetric data must be clearly stated in the appropriate section.

This section lists all of the detailed requirements that the Supplier must respond to, point by point. The Supplier must use the same headings and numbering hierarchy as presented.

**Proposals submitted should be in the following order:**

1. Overview of the organization
2. About the scheme:
  - Benefit levels and premium cost per staff
  - Dependants entitlement-age, number, criteria
3. Scheme Design
  - summary of the scheme
  - Enrolment (who is eligible and how)
  - Accessing medical service (in patient and out patient)
4. Scope of scheme coverage
  - In-patient
  - Out patient
  - Claim settlement
  - Excess and reimbursement
  - Medical utilization statements
  - Issue of Smart cards
5. Exclusions



6. Updated medical service providers list (nation/regionwide; name, address, telephone number)
7. Resinsurers ( what it means, who they are, how can they be contacted)
8. Additional information

If the Supplier has additional information that is directly relevant to the stated requirements but not explicitly requested, this may be added to the end of the most appropriate section under the heading “Additional Information” or referenced to appendices.

### **3.1 Management Summary**

The Supplier must provide a concise management summary of their offering, including the following:

- a) A brief overview of the proposed service including reference to any partners and third parties.
- b) Reasons why BBC Media Action should choose the proposed supplier and solution.
- c) Reference to previous experience of supplying similar solutions and services.
- d) Summary of the supplier’s commercial offer including discount.
- e) A copy of your company’s standard Terms and Conditions and template contract for the proposed services.

### **3.2 Company Background**

#### **3.2.1 Company Details**

The supplier must provide the following information:

- a) The registered name and address of the company
- b) Details of any holding companies
- c) The date the company was established
- d) The main activities of the company
- e) The proportion of the total business accounted for by the proposed services
- f) The number and location of offices, identifying the main functions of each
- g) Insurance details (Professional Indemnity cover, Employers Liability cover)



- h) Company accreditations (professional body accreditations and trade body accreditations but excluding awards)
- i) Certifications and last audit dates.
- j) An organisation chart that highlights those functions that would be involved in the delivery and subsequent support of the proposed services
- k) The quality assurance mechanisms employed by the supplier
- l) Describe any recent mergers or acquisitions
- m) Detail any significant partnerships that will be used to deliver the proposed services. Detail the specific nature of each partnership and describe the commercial and contractual implications – e.g. medical service providers nation wide

### **3.2.2 Reference Clients**

As part of the selection process BBC Media Action will contact existing customers of the supplier who have operations of a similar size and geographic scope and are using the proposed system. The supplier must select 5 reference clients and provide the following contact information:

- a) Company name and address
- b) Description of services provided and geographies covered
- c) Key contact name, title, and contact information
- d) Length of the supply relationship

Please understand BBC Media Action might contact the references based on the information provided

### **3.3 Relationship Officer**

The supplier will provide a dedicated relationship officer that will work directly with BBC Media Action for the duration of the contract

### **3.4 Implementation timescale**

The supplier will state the potential start date (detailed by service if relevant)-start of cover, how it will work with Identity cards

### **3.5 Contractual Considerations**

### 3.5.1 General

- a) The supplier must provide a copy of their standard Terms and Conditions for the proposed services.
- b) BBC Media Action payment terms are 30 days from date of invoice.

### 3.5.2 Warranties

The supplier is requested to warrant for the proposed services that:

- a) The proposed services will be based on and incorporate industry standard regulations, systems and processes
- b) The proposed solutions will be based on and incorporate reliable, robust, mature and proven technology and internal controls.

## 3.6 Service Developments

The supplier will:

- a) Provide information on future product development, business developments and any additional information regarding services or capabilities that may be of benefit to BBC Media Action in the future.
- b) Describe the process by which the supplier will proactively inform BBC Media Action of potential enhancements to the services it provides.
- c) Comment on any current or planned initiatives that will enhance the commercial offer.

