

REQUEST FOR PROPOSAL

FOR

Medical Insurance, Group Life, Injury & Accident Insurance Cover for One Year - 2024

REFERENCE: RFP-WJ-23-252

Issue Date: 9th August 2023

Closing Date and Time: 31st August 2023, 05:00 PM, JUBA TIME

Table of Contents

Cover Letter	3
PART 1 – BACKGROUND.....	4
1. 1 Medair overview	4
1. 2 The Opportunity.....	5
1. 3 Purpose of the RFP.....	5
PART 2 – INSTRUCTIONS	5
2. 1 RFP key dates	6
2. 2 Medair contact.....	6
2. 3 Queries and questions during the RFP period	6
2. 4 Response lodgement methods and requirements	6
2. 5 Late responses	7
2. 6 Service Providers to inform themselves	6
2. 7 Costs of preparing the response	6
2. 8 Confidentiality.....	6
2. 9 Acceptance of these Conditions	7
PART 3 – INFORMATION TO BE PROVIDED.....	7
3. 1 Service Provider details.....	7
3. 2 Service Provider capabilities and experience	7
3. 3 Service Provider financials	8
3. 4 Certifications and awards	8
3. 5 Policies	8
3. 6 Indicative Pricing.....	8
3. 7 Eligibility and Medair Principles and Ethics	9

Cover Letter

Juba, 9th August 2023

Medair South Sudan

Plot No. 147, Block No. 3-K South,
Bilpham Road, Hai Tongping,
Juba, South Sudan

Dear Vendor,

RE: RFP-WJ-23-252, Request For Proposal For Medical, Group Life, Injury & Accident Insurance

Medair South Sudan is currently in the process of reviewing and procuring Staff Medical Insurance cover for one year (2024) and has decided to launch an RFP to that effect

You are invited to submit a response to this RFP. We look forward to your response by the closing date and time provided on the cover page of this RFP documentation.

Yours sincerely,



Linus Oyite
Supply Chain Manager
Medair South Sudan

PART 1 – BACKGROUND

This Part provides background information of Medair and this RFP.

1.1 Medair overview

Medair is a Swiss-based international humanitarian organization dedicated to relieving human suffering in some of the world's most remote and devastated places. We reach people in underserved communities that have been damaged by natural disasters, conflicts and other forms of crisis. In doing so, we help people recover with dignity and develop skills to build a better future. Medair has been working in South Sudan since 1992 and is one of the most active humanitarian relief organisations in the country.

Medair is issuing this Request For Proposal to select a service provider for staff medical insurance as specified in Part 1.2 below. Successful Bidder(s) will be expected to enter into a formal contract with Medair.

Although the successful Bidder will become the service provider, this tender will not constitute an exclusive contract and, in the event, that the service provider cannot meet the stipulated lead time or specification then another service provider shall be sought by Medair for that particular purchase.

Medair reserves the right to enter into a contract with more than one service provider.

This RFP has been issued for the sole purpose of obtaining offers for the staff medical insurance against the specification contained within this document. Medair reserves the right not to enter into or award a contract as a result of this RFP.

The Bidders will not be entitled to claim from Medair any costs or expenses which may be incurred in preparing and / or submitting the tender. This condition applies irrespective of the success of the proposal. It also applies to any additional cost that may incur as part of this competition should Medair modify or amend the RFP requirements or the service design.

Any attempt by the Bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Medair during the process of examining, clarifying, evaluating and comparing proposals will lead to the rejection of its offers and may result in the termination of contract where applicable.

Medair reserves the right to reject any proposal or to terminate the contract, if it is determined that the Service Provider is engaged in corrupt, fraudulent, collusive or coercive practices.

Medair shall NOT be bound to accept the lowest priced or any proposal, and reserves the power to accept any part of any proposal, unless the Bidder expressly stipulates to the contrary at the time of proposal submission.

If there is any conflict, it is a fundamental term of the RFP that the Bidder acknowledges and accepts that the terms and conditions of Medair shall prevail.

In order to participate and accept the conditions of this RFP process, please sign and stamp this RFP document on each page and submit along with your draft contract copy, legal status documents, and a list of organizations that belong to your customers and/or recommendation letters.

1.2 The Opportunity/Category of need

Medair is considering options for medical insurance cover for 100 staff and group life, injury & accident cover for 340 staff for one year in various locations of South Sudan. The Opportunity includes, but is not limited to, the following activities:

N°	Items / Description	Qty	Period in Months	Unit Price in USD	Total cost in USD
1	Medical insurance for members	10	12		
2	Medical insurance for member + 1 dependant	14	12		
3	Medical insurance for member + 2 dependants	16	12		
4	Medical insurance for member + 3 dependants	25	12		
5	Medical insurance for member + 4 dependants	35	12		
6	Sub Total	100			
7	Group Life, injury & accident insurance	340	12		

The draft contract copy bidders are required to submit along with their proposals should include the following:

- Inpatient coverage details.
- Outpatient coverage details.
- Dental coverage details.
- Optical coverage details.
- Maternity coverage details.
- Medvac coverage details (In-country and out of the country).
- Onboarding timeframe details (5 working days).
- List of Health facilities accepting Service Provider's Insurance coverage.
- Geographical coverage details (South Sudan, Uganda, Kenya & Sudan).
- Flexibility to offboard old beneficiaries and onboard new beneficiaries.
- Special coverage of HIV, Cancer and pre-existing chronic diseases.
- Age limit for 100 main beneficiaries (up to 70 years) and up to 4 dependents each (from birth).
- Flexibility of Policy (Reimbursements in case of no health facilities offering the provider's insurance in a given location).
- Indicate various limits and premiums on offer.
- An overview on how the services are covered.
- Group Life insurance for 340 staff
- Accident and injury cover for 340 staff across South Sudan

1.3 Purpose of the RFP

This RFP has been issued for the sole purpose of obtaining offers for the staff medical insurance against the specification contained within this document. Medair reserves the right not to enter into or award a contract as a result of this RFP.

PART 2 – INSTRUCTIONS

This Part sets out instructions regarding submission of responses to this RFP.

2.1 RFP key dates

The following key dates apply to this RFP:

RFP Issue Date	9 th August 2023
RFP Closing Date and Time	31 st August 2023

2.2 Medair contacts

The following individual is the nominated Medair contact for this RFP.

Name	Linus Oyite
Title/Position	Supply Chain Manager
Telephone	+211 (0) 923910012
Email address	tender-sds@medair.org

2.3 Queries and questions during the RFP period

Service providers are to direct any queries and questions regarding the RFP content or process to the Organisation (Medair) contact person. All questions should be submitted to the nominated email address. Medair may choose to convey responses to submitted questions and queries to all Service Providers so that each is equally informed.

Bidders may submit questions in writing up to 3 days before the deadline for submission of proposals. Medair has no obligation to provide clarifications after this date.

2.4 Response lodgement methods and requirements

Service Providers must submit one copy of their response to this RFP in any of the following methods:

- a) By hand delivery to: **Medair Juba Office – Plot No. 147, Block No. 3-K South, Bilpham Road, Hai Tong Ping, Juba South Sudan.** At the main entrance gate.
- b) By email to: tender-sds@medair.org. The subject heading of the email shall be RFP-WJ-23-252. Electronic copies are to be submitted in PDF and native (eg MS Word) format and Service Providers may submit multiple emails (suitably annotated – eg Email 1 of 3) if attached files are deemed too large to suit a single email transmission.

Responses must be prepared in English and in the format requested in Part 3 of this RFP. Hard copy responses must be:

- c) Contained in a sealed envelope or package, clearly labelled with the RFP title and reference number; and

- d) Loose bound so that pages can be readily separated by Medair.

2.5 Late responses

Service Providers are responsible for submitting their responses prior to the RFP closing date and time in accordance with the acceptable lodgement requirements described in Clause 2.4. There will be no allowance made by Medair for any delays in transmission of the response from Service Provider to Medair. Any Proposal received by Medair later than the stipulated RFP closing date and time may be removed from further consideration by Medair.

2.6 Service Providers to inform themselves

Medair has taken all reasonable care to ensure that the RFP is accurate; however, Medair gives no representation or warranty as to the accuracy or sufficiency of the contained information.

2.7 Costs of preparing the response

All costs relating to the preparation and submission of a response are the sole responsibility of the Service Provider. Medair shall not pay the Service Provider, wholly or in part, for its response.

2.8 Confidentiality

Except as required for the preparation of a proposal, Service Providers must not, without Medair's prior written consent, disclose to any third party any of the contents of the RFP documents. Service Providers must ensure that their employees, consultants and agents also are bound and comply with this condition of confidentiality.

2.9 Acceptance of these Conditions

Service Providers, by submitting a response to this RFP, are deemed to have acknowledged and agreed to the conditions set out in this RFP.

PART 3 – INFORMATION TO BE PROVIDED

This Part details all the information Service Providers are required to provide to the Medair. Submitted information will be used by Medair as set out in Clause 1.2. The following minimum information is to be provided. If this information, or any additional information, is available on your website please provide the address to enable Medair to undertake further analysis.

3.1 Service Provider details

- a) Service Provider name (Trading and Registered) registered address.
- b) Details of Service Provider operations and operating locations.
- c) Service Provider ownership information, including details of Directors and other key office bearers.
- d) Details of any current legal actions pending against the Service Provider or its directors and/or office bearers.
- e) Relationships with any Medair representative (if applicable).
- f) Details of joint venture arrangements (if applicable).
- g) Details of when the Service Provider organisation was founded, including origins and historical development of the organisation (if needed).

- h) Total number of employees.

3.2 Service Provider capabilities and experience

- a) A description of the core Service Provider business, listing relevant case studies or examples (a maximum of three) that support this description. Where possible, include case studies that may relate to activities consistent with the Opportunity. Within necessary boundaries of confidentiality, please be as specific as you can.
- b) Additional services, products and works provided outside of your core business.
- c) Examples (if any) of services that Service Provider has provided to Medair including the name of the Medair representative/s concerned.
- d) Details of key health and safety, environmental and other performance measures.

3.3 Service Provider financials

- a) Details of Service Provider's financial background in particular latest annual report or latest financial statements.
- b) Details of held insurances relevant to the Medical Insurance contract award.
- c) Service Provider market share in terms of turnover, revenue and volume output.
- d) Details of potential funding arrangements, lines of credit etc to support investment in the Opportunity (if relevant).

3.4 Certifications and awards

- a) Details of all certifications held (eg ISO 9001) including date of last certification/recertification and details of the certifying body (copies of certifications may be appended to your response).
- b) Details of any recent external corporate awards, including the awarding body, if relevant to the Opportunity.

3.5 Policies

- a) Details of all major Service Provider policies, including Health and Safety, Environmental/Sustainability, Employee Relations and Local Participation. Copies of policies are to be appended to your response.

3.6 Indicative Pricing

- a) Details of indicative rates and prices for provision of Medical Insurance Cover for one year.

3.7 Eligibility

- a) Participation in this RFP is open on equal terms to natural and legal companies and persons who are citizens of the South Sudan.
- b) To be eligible for participation in this RFP procedure, Bidders must prove to the satisfaction of the contracting Authority that they comply with the necessary legal, technical and financial requirements and have the means to carry out the contract effectively.