

Plot I, Block 2BX, Hai Cinema, P.O. Box 449 Juba, South Sudan Tel: +2 I I 927 445 778 Website: www.wvi.org/south-sudan

# Terms of Reference (TOR) Provision of National Staff Medical Insurance Services 2024 August/July 2025.

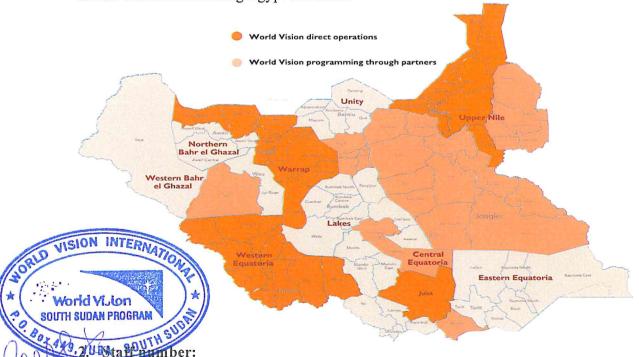
World Vision is a Christian Relief, Development and Advocacy Organization dedicated to working with Children, Families and Communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender. All employment in World Vision is condition upon successful completion of all applicable background checks, including criminal record checks where possible.

World Vision South Sudan intends to contract a competent, experienced, reliable, suitable, and fully registered Medical Insurance Company to;

• Provide medical services to the national staff and their authorized dependents for a period of one year.

### 1. Location:

The services will be executed across our operational areas in the country (locations highlighted in Orange in the map below) and will include visitations to other medical providers in the wider East Africa countries including Egypt and India.



WVSS has a total of 800 staff over the fiscal year spread out across the operational areas in the country

3. Scheme coverage:

The medical cover will be on M+4 model covering Member and 4 dependants.

# 3. Scheme coverage:

The medical cover will be on M+4 model covering Member and 4 dependants.

4. Objective of the Medical Insurance services

## The objective of scheme is as below: -

- i. Provide quality medical insurance services for the staff and their dependents.
- ii. Avail appropriate medical facilities in the different locations of our operations at reasonable market costs.
- iii. Provide agreed health professional consultancies to World Vision South Sudan staff and their dependents.
- iv. Provide emergency health services to World Vision South Sudan staff and their dependents on agreed terms.
- v. Provide a competent contact person who shall be in charge of the World Vision South Sudan account.
- vi. Provide a competitive life cover including death, critical/long-term illness and disability limitations.

### 5. DETAILED SCOPE OF SERVICES:

The requirements and scope of services shall comprise of the following as prescribed in the matrix below.

- i. Bidder's company profile including company structure and organizational set up
- ii. Full technical proposal.
- iii. Statement of company experience in providing similar services.
- iv. Latest Audited Financial statement for South Sudan operations.
- v. Legal documents including valid tax clearance certificate permitting bidder to operate in South Sudan.
- vi. A list of some of the key Organizations that your company has served in South Sudan over the last 4 years that can be reference checked.
- vii. Cost proposal for medical cover on M, M+1, M+2, M+3 & M+4 (both in & out-patients).
- viii. List of current hospitals/clinics in South Sudan and outside South Sudan (Uganda, Kenya, Egypt, India & etc.) and copies of running agreements/contracts and contacts that the bidder has with the facilities.
  - ix. The proposal should take into consideration the desired minimum medical benefit table outlined below.
  - x. If the insurance company owns hospitals/clinics within South Sudan, please provide the list and names of technical staff who operates them.
- xi. Inpatient services per staff per year is \$ 10,000
- xii. Outpatient services per staff per Year is \$ 1,500

### **BENEFIT TABLE:**

Inpatient services and Outpatient services:	
Hospital accommodation	
G. P's consultations	
Specialist's consultation	
Emergency treatments/ Trauma	
Road Ambulance	
Intensive Care Unit	
Generic drug prescriptions	
Physiotherapy INTERNATION INTERNATION	
Laboratory tests	15
Trauma services	1,41
Chronic and Pre-existing conditions including cancer and HIV.	13/
A SOUTH'SUDAN PROGRAM	12/
SOUTH SOUTH S	
WAS JUBA	12

12

Obstetrics:
Antenatal services (post and pre)
Normal Delivery
C-sections including (Elective)
Surgical Services Surgical Services
General Surgery
Orthopedic surgery
Urology surgery
ENT Surgery
Neurosurgery Comments and a support
Cosmetic surgery
Wellness cover
Annual Medical Check up
Cervical Cancer screening
Prostate cancer screening Etc
Health Education for staff
Radiology services
Ultra sound scans, X-rays, ECG.
C.T scans
Barium meals or swallows and intravenous pyelogram  Pediatrics
Term babies
Immunisations/vaccinations available
Pre-term babies
Optical and Ophthalmology Services
Visual Acuity tests
Treatment of eye infections
Simple outer eye surgical procedures e.g. removal of mibomiam cysts
Lenses and frames  Dental Services
Dental Services
Non-surgical extraction
Scaling and polishing (cleaning)
Fillings (amalgam and composite)
Root canal treatment
Dentures, braces, etc

Others



### Chronic illnesses -

Asthma,

Sickle cells disease,

Hypertension,

Diabetes.

Hyperlipidemia

Cancer

HIV /AIDS

Infectious and inflammatory Dermatology- e.g., Eczema, Psoriasis, Pemiphisus,

Scleroderma, Dermatomyositis

Cardiology

**Arthritis** 

Thyroid Disease

Blood disorders

Psychiatric treatment and counseling

Child well-being; Congenital defects or abnormalities, allergies

Cover for major illnesses - e.g. Cancer surgery, hypertension, organ treatment and transplants, or any specialized / elective surgeries, e.g. spinal, replacements (hip, values, stents, other).

**Psychiatric/psychological conditions** treatment including drugs and treatment for, rest cures, stress, anxiety, homesickness, institutionalization, quarantine, sanatorium care, for psychiatric, psychological and neurotic conditions. Counselling Services after critical incidents and quarterly staff wellbeing talks.

Vaccinations e.g. COVID – 19, Hepatitis B, E..., Yellow Fever, etc.

### 6. TIME LINES AND SUBMISSIONS

- 1) All documents should be submitted either electronically email: toc no@wvi.org or physically at World Vision South Sudan office (next to MTN-Hai Cinema) in a sealed envelope to the tender box by 4: 00 PM; May 9<sup>th</sup>, 2024. Persons dropping the tender should register in record provided at the reception at drop-off point.
- 2) The Proposal (Technical and Financial Proposals) to be submitted along with the three Years of financial Audit reports and Five INGOs References/Recommendation letters.
- 3) Legal documents required (1, Certificate of Incorporation, 2; Operation license 3, Tax Clearance, 4. Certificate of Commerce,).
- 4) Bidders should not submit partial documents and information as the application will not be considered.
- 5) For any clarifications relating to the tender, such should be directed in writing to Supply Manager under the below email: solomon bokurla@wvi.org before close of the bid.

