

NATIONAL CALL FOR TENDER
Instructions to bidders
Part 1
ACTED South Sudan

Date: 06/01/2022

Tender N°: T/FWC/32MULTI/AMN/HEALTH_INSURANCE /JUBA/06/01/2022/001-

ACTED is requesting through this tender a company to provide detailed **financial and technical proposals** for the following service:

PRODUCT SPECIFICATIONS:

1. Description: Health Insurance for South Sudanese staff members
2. Product class / category: Services
3. Work Period: One-Year Framework Agreement

Bidders should read tender documentation carefully, understand the tender requirements and complete the documents by filling all relevant sections. When submitting proposals for this tender, bidders will be considered committed until validity of the offer expires.

RESPONSIBILITIES OF THE CONTRACTOR:

1. Contract Duration: **1 Year FWA**
2. Validity of the offer: **Six (6) months (minimum)**

The answers to this tender should include the following elements:

1. The Technical Offer (Envelope/File 1 out of 2), clearly marked
"T/FWC/32MULTI/AMN/HEALTH_INSURANCE /JUBA/06/01/2022/001- Technical Offer – Do not open before 28-01-2022 4:00PM"
 - 1.1 Signed and stamped instructions to bidders
 - 1.2 Signed and stamped technical project proposal
 - 1.3 Signed and stamped TOR
 - 1.4 Signed and stamped bidder's questionnaire
 - 1.5 Signed and stamped bidder's ethical declaration
 - 1.6 Signed and stamped bidder's check list
 - 1.7 A copy of the legal representative ID and company registration document
 - 1.8 Legal documents proving that the bidder is officially registered as a medical insurance company.

2. The Financial Offer (Envelope/File 2 out of 2), clearly marked
"T/FWC/32MULTI/AMN/HEALTH_INSURANCE /JUBA/06/01/2022/001 - Financial Offer Do not open before xx-01-2022 :4:00PM"

- 2.1 Signed and stamped financial offer including the price per unit.
- 2.2 Signed and stamped instructions to bidders.
- 2.3 A copy of the legal representative ID and company registration document
- 2.4 Bank account details

GENERAL CONDITIONS:

1. The closing date of this tender is fixed on **27/01/2021** at 16:00PM (South Sudanese local time) both for e-mail applications and in-hand delivery.
2. The offers must be submitted to ACTED's office in Juba at the following address; ACTED Office Hai Cinema Plot 64, block AXII Juba, South Sudan or by e-mail to south-sudan.tender@acted.org cc tender@acted.org. Suppliers sending their offer by E-mail only will be requested to submit original offers at a later stage if their offer is pre-selected.
3. Bidders are requested to fill in, sign, stamp and return all pages of instructions to bidders, financial and technical offer forms, bidder's questionnaire, ethical declaration, general conditions for purchase and bidder's checklist according to ACTED format below.
4. The tender opening session will take place on **28/01/2022** at 4:00PM (South Sudanese local time) in ACTED Juba Office. Suppliers can request to attend the opening session on Skype. Suppliers must inform ACTED at least 24 hours' prior the opening session and must provide both their email and their skype username. This date may be subject to change.
5. The offer to the call for tender will not result in the award of a contract
6. Unsealed envelope and late offers will not be considered.
7. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors' compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED's anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractor.

NOTE: ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and has set up a Transparency focal point (Transparency Team supervised by the Director of Audit and Transparency) via a specific e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practices (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please contact the following phone number [add number] and/or send an e-mail to transparency@acted.org.

SPECIFIC CONDITIONS:

Bidders have to be officially registered as a medical insurance service provider in South Sudan and neighbouring countries. A valid license certificate from the authority will need to be provided.

In addition to the financial offer, bidders must submit a detailed technical offer for the extra services they provide. Both are mandatory.

EVALUATION CRITERIA:

Technical proposal – 50 points of the overall score	
Services provided (including cover limits)	15
Additional benefits	5
General cover terms	5
General exclusion list	5
Regional and national health service providers	5
Reimbursement terms	5
Past and current experience	10
Financial proposal – 50 points of the overall score	
Financial	50
TOTAL	100

Bidders must provide all the above-mentioned information.

Bidder must have at least 40 points out of 50 points of the technical proposal as part of a pre-selection process. If the bidder scores less than 40 points in the technical proposal, it will be disqualified even if it offers competitive prices.

Company name: _____

Name of the authorized representative: _____

Position: _____

Date: _____

Signature & Stamp: _____

Technical Offer

Envelope 1 out of 2

or

File 1 out of 2

PART A – TECHNICAL PROPOSAL

ACTED South Sudan

Date: _____ (to be indicated by the bidder)

Tender Reference: T/FWC/32MULTI/AMN/HEALTH_INSURANCE /JUBA/06/01/2022/001-

To be Filled by Bidder (COMPULSORY)

Important Note:

- *Technical proposal MUST be submitted in a separate envelope/file from the Offer Form.*

Details of Bidding Company:

1. Company Name: _____
2. Company Authorized Representative Name: _____
3. Company Registration No: _____
No/Country/Ministry
4. Company Specialisation: _____
5. Mailing Address: _____
Country/Governate/City/St Name
6. Contact Numbers: Land line: _____ / Mobile: _____
7. E-mail Address: _____

I undersigned _____, agree to provide ACTED, non-profit NGO, with items answering the following specifications, according to the general conditions and responsibilities that I engage myself to follow.

1. Services provided

Include the list of services provided to staff and dependents including cover limits in a separate document.

If insurances have several insurance options, then they should bid several times (for 4 or 5 dependants). Bidders must clearly mention the insurance options they are referring to when listing out the services provided.

Up to 15 points will be awarded for previous experience, for all aforementioned studies

2. Additional benefits

Any other benefits that have not been listed in the list of services

If insurances have several insurance options, then they should bid several times.

Bidders must clearly mention the insurance options they are referring to when listing out the additional benefits.

Up to 5 points will be awarded for the list of additional benefits.

3. General cover terms

Please give more details regarding the amount of risk or liability that is covered by your company.

Up to 5 points will be awarded according to the details provided in the general cover terms.

4. General exclusion list

List medical conditions which will be excluded.

Up to 5 points will be awarded according to the list of excluded medical conditions.

CRITERION	PASS	FAIL
Childbirth	The bidder does not exclude childbirth	The company excludes childbirth
Malaria treatment	The bidder does not exclude the malaria treatment	The bidder excludes the malaria treatment
HIV	The bidder does not exclude HIV patients	The bidder excludes HIV patients
Emergency and ambulance services	The bidder does not exclude emergency and ambulance services	The bidder excludes emergency and ambulance services
Vision care	The bidder does not exclude vision care	The bidder excludes vision care
Dental care	The bidder does not exclude dental care	The bidder excludes dental care

5. Regional and national health service providers

List of regional and national service providers. The list must include addresses, operational hours, service provided (inpatient/outpatient).

Up to 5 points will be awarded for this section.

6. Reimbursement terms

Provide more details on the terms of reimbursements, the procedures and the lead-time.

Up to 5 points will be awarded for this section.

CRITERION	PASS	FAIL
Lead time	The bidder reimburse the	The bidder takes longer

	patient maximum 30 days after the request is made.	than 30 days to reimburse the patient.
Online platform or free call center	The bidder provides 24/7 online platforms and/or free call center for the patient to request for its reimbursement	The bidder does not provide 24/7 online platforms and/or free call center for the patient to request for its reimbursement
Procedure	The bidder provide details to the patients about the procedure of reimbursement	The bidder does not provide details to the patients about the procedure of reimbursement

7. Previous experience

Please list relevant contracts awarded to your company or organisation since 2018, to demonstrate experience in conducting a similar Insurance Services. If needed, please provide a separate list and/or documentation.

Project Description	Location	Duration	Client	Contact Details (Name, phone and email)

Up to 10 points will be awarded for previous experience based on the relevance of each previous experience (E.g. number of years of experience with similar organisations). Reference contacts will be contacted during the evaluation of the offers in order to have a confirmation of the quality of the experience.



Name _____

Position: _____

Signature & Stamp: _____

Date: _____

Annex : Terms of Reference (ToR) Medical Insurance

1. About ACTED

ACTED is a non-governmental organization with headquarters in Paris, founded in 1993. Independent, private and not-for-profit, ACTED respects a strict political and religious impartiality and operates according to principles of non-discrimination and transparency.

ACTED's vocation is to support vulnerable populations affected by wars, natural disasters and/or economic and social crises, and to accompany them in building a better future. The programs implemented by ACTED are in 35 countries in Africa, Asia, the Middle East, Latin America and the Caribbean seek to cover the multiple aspects of humanitarian and development crises through a multidisciplinary approach which is both global and local, and adapted to each context.

2. Background and objective

ACTED currently employees over 400 staff members across South Sudan. Our teams operate from 8 permanent bases (Juba, Maridi, Akobo, Wau, Maban, Mingkaman, Yirol and Bor) and number of temporary sub-bases. In order to ensure that staff members have an access to a quality medical cover in South Sudan, as well as in neighboring countries of Uganda, Kenya, Sudan, Ethiopia and Egypt, ACTED is launching a National Call for Tender to identify a qualified medical cover provider able to provide health services in country and cross border for the staff and their family members.

3. Requirements for technical and financial offers

Qualified suppliers will provide comprehensive technical and financial offers. Including, but not limited to the following;

Technical offer;

- List of services provided to staff, including cover limits.
- Additional benefits (if any).
- Detailed general cover terms.
- Detailed exclusion list.
- List of regional and national service providers. The list must include addresses, operational hours, service provided (inpatient/outpatient).
- Past and current experience. Organisations with prior experience with INGOs, NGOs, UN agencies and embassies will be prioritised.

Financial offer;

- Detailed financial offer, including different options for the number of family members covered. (offer for 4 and 5 dependents)

4. Qualifications

ACTED will consider following medical insurance providers;

1. At least 2 years of experience in providing medical cover.
2. Ability to provide services across South Sudan.
3. Ability to provide services in neighboring countries of Uganda, Kenya, Ethiopia, Sudan and Egypt.
4. Providers must provide a set of flexible options for number of family members, as well as services.
5. Proven previous experience with NGOs, INGOs, UN agencies and embassies will be considered highly advantageous.

5. Selection criteria

Applications will be scored on the following criteria:

1. Technical offer (50 POINTS);
 - 1) Services provided (including cover limits) (15 POINTS)
 - 2) Additional benefits (5 points)
 - 3) General cover terms (5 points)
 - 4) General exclusion list (5 points)
 - 5) Regional and National Health Service providers (5 points)
 - 6) Reimbursement terms (5 points)
 - 7) Past and current experience (10 points)

Financial offer (50 points)

Name _____

Position: _____

Signature & Stamp: _____

Date: _____

PART D - BIDDER'S CHECK LIST ACTED South Sudan

Date _____ (date should be indicated by the supplier)

 Tender N°: *T/FWC/32MULTI/AMN/HEALTH_INSURANCE /JUBA/06/01/2022/001*
BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA:

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)		Comments
	Included		Present		
	Yes	No	Yes	No	
Technical Offer					
1. Technical offer is signed and stamped by the supplier. (compulsory)					
2. Instructions to Bidders is signed and stamped by the supplier. (compulsory)					
3. Bidders Questionnaire Form is filled, signed and stamped by the supplier. (compulsory)					
4. Bidder's Ethical Declaration is filled, signed and stamped by the supplier. (compulsory)					
5. Bidder's General Conditions for Purchase is filled, signed and stamped by the supplier. (compulsory)					
6. The Bidding documents are filled in English. (compulsory)					
7. Copy of the legal representative ID and registration certificate for organisations (recommended)					
8. Valid Operational licences. (recommended)					
9. Valid certificate of operation (recommended)					



10. Terms of Reference signed by the bidder. (compulsory)					
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Name & Position of Bidder's authorized representative _____

Authorized signature and stamp _____