



TECHNICAL OFFER (50 points)

Date:

Tender Ref.: T/32MULTI/NATIONAL INSURANCE/JUBA/LOG/27/04/2023

Please provide ACTED a complete financial and service proposal explaining the below. ACTED will evaluate each criterion: capacity of coverages, capacity of reimbursement, customer services, number and types of facilities available as partners of the insurance company, terms of payments, similar past experiences.

The bidder is allowed to provide additional annexes to have a complete technical offer.

1. Please provide your benefits table and refund rate, thresholds and conditions for year 2023-2025, taking into consideration the below preferences for ACTED. Please attach as well a list of what is not included in the monthly fee per employee. (16 points)

Please provide this information for the following scope of coverage:

- **Within South Sudan**
- **Internationally if available** – please provide the list of countries.

Each of the below criterion will be scored proportionally based on technical proposal and services proposed proportionally from highest score to the best proposal submitted that meet ACTED needs to the lowest score for the proposal that offers less quality services.

Description	Unit	Conditions within South Sudan	Conditions Internationally
<u>Provision of Outpatient Medical Services</u> Including the following: <ul style="list-style-type: none"> - General Consultations - X-Rays - Ultrasound Scans - Prescribed Laboratory Investigations and tests - ECGS - Standard Prescribed Drugs - Treatment for pre-existing and chronic conditions - Treatment of HIV Opportunistic infections - Cancer Treatment - Diagnostic Consultation 	Employee		
	Employee + one dependant		
	Employee + two dependants		
	Employee + three dependants		



<ul style="list-style-type: none"> - Doctors, Surgeons, Consultants and Anesthetic Fees - Prescription drugs, dressing, surgical appliances and laboratory and cost of investigations - ECGs, CT scan diagnostic tests & procedures, echocardiography. - Physiotherapy and Chemotherapy - Operation Theatre Charges - ICU expenses <p>(4 points)</p>	Employee + four dependants		
<p><u>Provision of Inpatient Medical Services</u></p> <p>Including the following:</p> <ul style="list-style-type: none"> - General Surgery - Gynecology and obstetrics - Internal Medicine - Physiotherapy - Pre-existing and chronic medical conditions including cancer and HIV/AIDS - Expenses incurred on hysterectomy on medical grounds. - Expenses incurred on abortion on medical grounds - Diagnostic Consultations - Doctors, Surgeons, Consultants and Anesthetic Fees - Hospital Accommodation (Bed limit per night) and Nursing expenses 	Employee		
	Employee + one dependant		
	Employee + two dependants		
	Employee + three dependants		



<ul style="list-style-type: none"> - Prescribed drugs, dressing, surgical appliances and laboratory and cost of investigations - Diagnostic imaging investigations – X- RAYS, CT- Scan, Magnetic Resource Imaging - Operation Theatre Charges - Physiotherapy and Chemotherapy for cancers - Intensive Care Unit Expenses - Orthopedic Surgery - Road Ambulance - Congenital and hereditary conditions - Psychiatry and Psychotherapy <p>(2 points)</p>	<p>Employee + four dependants</p>		
<p><u>Provision of Dental Services</u></p> <p>Including the following:</p> <ul style="list-style-type: none"> - Filling - Surgical extractions (including root canal) - Braces on medical grounds - Root Canal Therapy - Scaling <p>(2 points)</p>	<p>Employee</p>		
	<p>Employee + one dependant</p>		
	<p>Employee + two dependants</p>		
	<p>Employee + three dependants</p>		
	<p>Employee + four dependants</p>		
<p><u>Provision of Maternity services</u></p> <p>Including the following:</p> <ul style="list-style-type: none"> - Antenatal services - Required medical tests. - 2 Ultrasound scan - Normal delivery - Care for premature babies up to 3 months - Admission for delivery 	<p>Employee</p>		
	<p>Employee + one dependant</p>		
	<p>Employee + two dependants</p>		



<ul style="list-style-type: none"> - Required vaccinations/ Immunizations. - Emergency Caesarean sections - Meals for the patient - Emergency obstetric drugs (2 points)	Employee + three dependants		
	Employee + four dependants		
Provision of Ophthalmology Clinic services Including the following: <ul style="list-style-type: none"> - Treatment of eye infections - Simple outer eye surgical procedure - Deeper eye surgical procedures Optical lenses on medical grounds (2 points)	Employee		
	Employee + one dependant		
	Employee + two dependants		
	Employee + three dependants		
	Employee + four dependants		
Provision of Anti-Retroviral therapy services Including the following: <ul style="list-style-type: none"> - First and second line therapy (Anti-retroviral treatment) - Appropriate monitoring and investigations - Treatment for opportunistic infections - Counselling and Psychosocial support - Continuous monitoring of the treatment to ensure patient is taking their drugs. Annual CD4 count (2 points)	Employee		
	Employee + one dependant		
	Employee + two dependants		
	Employee + three dependants		
	Employee		



Provision of Pediatrics Medical Care services Including the following: <ul style="list-style-type: none"> - General pediatric diagnosis - Laboratory examinations - General surgery/operation theatres - Specialised surgery - Diagnostic imaging investigations, X – rays, CT scans, Magnetic resource Imaging - Hospital accommodation/administrations - Play area - ECG, Echocardiography - Physiotherapy and chemotherapy for cancers. - Radiography - Intensive care unit - Road ambulance services - Paediatric ophthalmology services - Paediatric ART care program - Immunisation and Vaccination Paediatric chronic medical conditions (2 points)	Employee + one dependant		
	Employee + two dependants		
	Employee + three dependants		
	Employee + four dependants		

2. Please provide a customer service proposal explaining the types of services provided to the clients in terms of: (12 points)

Each of the below criterion will be scored proportionally based on technical proposal and services proposed proportionally from highest score to the best proposal submitted that meet ACTED needs to the lowest score for the proposal that offers less quality services.

<u>Description</u>	<u>Conditions and options proposed by the bidder</u>
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Delays and conditions on insurance cards (3 points)	
Pre-paid/post-paid medical services – <i>can be detailed in Point 1 above if relevant.</i> (2 points)	
Delays and conditions of reimbursement (3 points)	Delay of reimbursement: _____ days after payment. Conditions of reimbursement:
Existence of a hotline (2 points)	
Availability of services (2 points)	

3. Please provide a list of clinics, facilities and places your insurance company has a partnership with (please attach an additional table if needed) (12 points)

Each of the below criterion will be scored proportionally based on technical proposal and services proposed proportionally from highest score to the best proposal submitted that meet ACTED needs to the lowest score for the proposal that offers less quality services.

a. Within South Sudan

<u>Place in South Sudan</u>	<u>Name and type of facility</u>	<u>Comments/conditions of partnership</u>



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: