

## CALL FOR TENDER ACTED SOUTH SUDAN Instructions to Bidders

Date: **06/12/2023**

Tender N°: **T/32MULTI/MEDICAL HEALTH\_INSURANCE /JUBA/LOG/06/12/2023**

Through this tender ACTED is requesting a company to provide detailed written offers for the medical services of the following products:

**PRODUCT SPECIFICATIONS:**

- |                              |                                                                                  |
|------------------------------|----------------------------------------------------------------------------------|
| 1. Description:              | <b><u>Provision of medical health insurance for National Staff ACTED SSD</u></b> |
| 2. Product class / category: | <b><u>Services</u></b>                                                           |
| 3. Quantity/unit:            | <b><u>See as per the Offer form PRO-06</u></b>                                   |

A detailed list of requested products is provided in the attached Offer Form.

**RESPONSIBILITIES OF THE SUPPLIER:**

- |                                            |                                                                     |
|--------------------------------------------|---------------------------------------------------------------------|
| 1. Place of delivery:                      | <b><u>ACTED SSD Various Field bases</u></b>                         |
| 2. Service starting date:                  | <b><u>10 Days maximum after reception of the Purchase Order</u></b> |
| 3. Minimum offer validity period required: | <b><u>12 Months recommended.</u></b>                                |

The responses to this call for tender shall include the following elements:

1	The present <b>Instructions to Bidders (PRO-05)</b> signed & stamped by the Bidder
2	An original <b>Offer Form (PRO-06)</b> dated, filled, signed & stamped by the Bidder ( <i>detailed as per the requested currency</i> )
3	The <b>Supplier Questionnaire Form (PRO-06.1)</b> dated, filled, signed & stamped by the Bidder
4	<b>ACTED Ethical Declaration (PRO-06.2)</b> dated, filled, signed & stamped by the Bidder
5	The <b>Bidder's official registration documents</b>
6	A copy of the <b>Bidder's legal representative ID or passport</b>
7	<b>ACTED's General Conditions for Purchase</b> signed & stamped by the Bidder
8	<b>Samples</b> requested in the Offer Form (PRO-06) in a separate sealed envelope (if relevant)
9	Any other compulsory item specified in the <b>Bidder's Checklist (PRO-06.3)</b>
10	The <b>Bidder's Checklist (PRO-06.3)</b> dated, filled, signed & stamped by the Bidder

It is important to note that all documents must be filled, dated, signed & stamped by the Bidders in order to be considered as eligible. ACTED only accepts bids that have been filled in in either English or French.

**GENERAL CONDITIONS:**

- The closing date of this tender is 20/12/2023 at 4:00pm in ACTED office at the following address: **Hai Cinema, Plot 64, block AXII, Juba, the Republic of South Sudan.**
- A pre-tender information session is planned in ACTED office, all interested companies can participate by sending request on [south-sudan.tender@acted.org](mailto:south-sudan.tender@acted.org), [cc tender@acted.org](mailto:cc tender@acted.org). Session





will held on 13/12/2023 at 2:00pm in ACTED office at the following address: Hai Cinema, Plot 64, block AXII, Juba, the Republic of South Sudan.

3. The submission of an offer by a bidder to this call for tender may not result in the award of a contract.
4. The offer must be submitted to ACTED Logistics department in a sealed envelope marked “Not to be opened before 21/12/2023” and the Tender reference number above.
5. Unsealed envelope and late offers will not be considered.
6. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors’ compliance requirements, all 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 any contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractors.
7. Collusive practices are prohibited and will lead to offers rejection.
8. **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 set up a Transparency unit (supervised by the Director of Audit & Transparency) that can be reached through a dedicated phone number and e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practice (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please contact the following phone number +33 6 07 22 46 28 and/or send an e-mail to [transparency@acted.org](mailto:transparency@acted.org).**

**SPECIAL CONDITIONS:**

1. ACTED needs a customized policy ensuring the following:
  - a) If an insured employee leaves the organization or that new staff get employed within the period of the premium, the adjustment including maternity premium can be made to accommodate either to a newcomer or in the next premium.
  - b) Employee + 3 dependents (Spouse/children/parents/siblings “as per staff choice”) Including Elderly person aged up to 65.
  - c) Premium per staff per month should not exceed \$100.
  - d) Premium will be paid based on staff contract dates minimum been 3 months maximum been 12 months.
  - e) Ensure all ACTED employees are insured from their very first day of work (Bidders need to specify the process and obligation on the part of ACTED to inform the Insurance company about staff leaving or new employment)

Any of the above conditions not being fulfilled will lead to the rejection of the concerned supplier.

2. **The framework agreement will have a duration of twelve (12) months, staff premium will be as per staff contract between 3 months to 12 months.**
3. **Bidders shall provide offers for all items within this tender to be considered in the award of a contract. Any missing information may lead to rejection of the bidder’s offer.**
4. **Bidders are not allowed to whitewash nor do corrections on the tender documents, should this be found, the supplier will be rejected/disqualified during bid opening session.**
5. **ACTED reserves the right to conduct interviews and request field visits for full presentation of the insurance services before awarding a contract. In the case the supplier is shortlisted and contacted by ACTED for such request, it will be at the bidder’s costs. During the selection process, further evaluation/field visit for interview and complete full presentation of Insurance Services to all ACTED SSD before award of a Contract will be at the company’s own cost.**

Bids award criteria will be assessed through a:

Pass/fail method  OR SCORING METHOD



**Note:**

- The scoring method consists in assessing all eligible offers based on a pre-defined scoring scale for each selection and/or award criteria. The best rated offer will be selected at the end of this process. Price may not account for less than 50% of the final score, unless authorized otherwise and stated in the present Instructions to Bidders.

6. Bidders selection criteria will be evaluated as described below:

#	Criteria	Sub-criteria	Maximum Score	0 (0 if info not provided)			
1	Price	N/A	50	<b>The price is scored proportionally from the lowest bid price</b>			
2	Benefits	Benefits table and refund rate	25	This criterion will be scored proportionally from 25 for the supplier who offers the most interesting prices and services in terms of conditions and coverage to below scores when the services are less interesting.			
3	Experience	Similar past contracts	4	The bidder has provided no past contract similar to the contract to award	The bidder has provided at least one past contract similar to the contract to award	N/A	N/A
		Amount of past contracts	4	No similar past contract provided has an amount is equal or above the contract amount to be awarded	The amount of a similar past contract provided is equal or above the contract amount to be awarded	N/A	N/A
		Positive past experience with ACTED	4	The bidder proved weaknesses in executing pas contracts awarded by ACTED as per supplier database	The bidder has a positive record as per ACTED supplier database or no past experience with Acted	N/A	N/A
		Number of years in business	4	The bidder has been working in this business for less than 5 years	The bidder has been working in this business for 5 years or more than 5 years	N/A	N/A
		Positive reference checks	4	The bidder has a negative record as per contacted NGOs / private companies	The bidder has a positive record as per contacted NGOs / private companies	N/A	N/A
4	Coverage	Geographical coverage	5	Hospitals and Medical Facilities on Penal (List)	Hospitals and Medical Facilities on Penal (List)	N/A	N/A

7. ACTED's Special Conditions for Purchase for this tender are attached for the information of Bidders. When sending their offers to the present call for tender, Bidders acknowledge their agreement with these terms & conditions.

Company Name: \_\_\_\_\_

Authorized Representative Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Stamp: \_\_\_\_\_

