

INVITATION TO TENDER FOR PROVISION OF INSURANCE SERVICE

Date of issue:	23/05/2022
Tender no.:	FCA/SSUCO003/2022
Contract title:	Provision of Insurance Service for: Lot 1. Staff medical insurance and GPA Lot 2. Fleet Insurance (Vehicles, Motorcycles and Speed Boats)
Closing date:	13/06/2022 @ 2:00 pm South Sudan Time.
Tender opening:	13/06/2022 @ 3:00 pm. FCA Procurement Committee in the presence of bidders.
Contracting authority:	Finn Church Aid, South Sudan Country Office. Procurement Office E-Mail: Procurement.Ssuc0@kua.fi

INVITATION TO TENDER FOR PROPOSALS FOR PROVISION OF INSURANCE SERVICES UNDER FRAMEWORK AGREEMENT FOR THE PERIOD 2022 - 2026.

Dear Sir/Madam,

Further to your enquiry regarding the publication of the above-mentioned invitation to tender, please find enclosed the following documents, which constitute the tender dossier:

A – Instructions to tenderers

B – Draft Contract

Contract Annex 1: General Terms And Conditions For Service Contracts

Contract Annex 2: Tender Submission form (to be completed by the tenderer)

Contract Annex 3: Code of Conduct for Contractors Service Providers

In order to enable the tenderer to complete the forms (Tender submission form), an electronic copy of these documents can be sent upon request. It is strictly forbidden to make alterations in the in the printed text. The tenderer will be bound to the original text in accordance with the document forwarded in PDF format or by letter.

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A. Instructions to tenderers

In submitting a tender, the tenderer accepts in full and without restriction the special and general conditions governing this contract as the sole basis of this tendering procedure, whatever his own conditions of sale may be, which he hereby waives. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender dossier. Failure to submit a tender containing all the required information and documentation within the deadline specified will lead to the rejection of the tender. No account can be taken of any reservation in the tender as regards the tender dossier; any reservation will result in the immediate rejection of the tender without further evaluation.

A.1. Scope of services:

The subject of the contract is the provision of the following services by the service provider:

Item no.	Description	Quantity
Lot 1	Staff medical insurance and GPA	51 Employees
Lot 2	Fleet Insurance (Vehicles, Motorcycles and Speed Boats)	As per the listing in Annex 2

The tenderer can submit a tender for one or all lots.

The purpose of the tender is to provide Medical Insurance and Group Personal Accident cover for FCA's South Sudan national employees, and their dependants spread across South Sudan and within East Africa (Kenya, and Uganda) and insurance for FCA's fleet.

FCA has staff and offices in the following field locations in South Sudan

#s	Description
1	Juba
2	Yei
3	Pibor
4	Mingkaman
5	New Fangak
6	Old Fangak
7	Pochalla

In addition, FCA's staff have dependants who live in Kenya – Nairobi and Eldoret, Uganda - Kampala and Northern Uganda.

a) Delivery:

The above services shall be provided in FCA South Sudan employees in locations, towns and cities specified above which may be subject to change from time to time.

A.2. General:

The services to be purchased are for use by the Contracting Authority in its South Sudan Program in South Sudan.

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A.3. Cost of Tender:

The tenderer shall bear all costs associated with the preparation and submission of the tender and the Contracting Authority will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

A.4. Clarification of tender documents and additional information:

Tenderers may submit questions in writing at the latest on the date specified in the time table in article A.5., specifying the tender no. FCA/SSUCO003/2022 and the contract title Provision of Insurance Service. Information regarding interpretation of this Invitation to tender must be requested in writing to the Contracting Authority's contact person, the Procurement Officer to procurement.ssuco@kua.fi by latest by 09/06/2022.

Tenderers are not allowed to approach the Contracting Authority for verbal clarification.

Any clarification of the tender dossier given by the Contracting Authority will be submitted to all tenderers at the latest on the date specified in the time table. If the Contracting Authority, provides additional information on the tender dossier, such information will be sent in writing to all other prospective tenderers at the same time.

Any prospective tenderer seeking to arrange individual meetings during the tender period with either the Contracting Authority and/or any other organisation with which the Contracting Authority is associated or linked may be excluded from the tender procedure.

A.5. Planned time table:

The Contracting Authority reserves the right to alter the dates and time in the following timetable, in which case all tenderers will be informed in writing and a new timetable will be provided.

	Date	Time
Deadline for request for any clarifications from the Contracting Authority	09/06/2022	4:00 PM
Last date on which clarifications are issued by the Contracting Authority	10/06/2022	4.00 PM
Deadline for submission of tenders (closing date)	13/06/2022	2.00 PM
Tender opening session	13/06/2022	3:00 PM
Contract award	17/06/2022	2:00 PM
Contract start	24/06/2022	8:00 AM

All times are in the time zone of South Sudan.

A.6. Eligibility and qualification requirements:

Tenderers are not eligible if they are in one of the situations listed in article 32. of the Annex I - General Terms And Conditions For Service Contracts.

Tenderers shall in the Tender Submission Form and attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Tenderer which tender is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility through certificates issued by competent authorities in its country of establishment or operation, or, if such certificates are not available, through a sworn statement.

Tenderers shall also be requested to certify that they comply with article 31. "Child Labour & Forced Labour", article 32. "Mines" and article 33. "Anti-money laundering and combating the financing of terrorism" of the General Terms and Conditions for Service Contracts.

To give evidence of their capability and adequate resources Tenderers shall provide the information and the documents requested in the Tender Dossier.

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If the tenderer was selected through prequalification, the tenderer must only declare that he still conforms with the eligibility and qualification (selection) criteria applied in the course of that prequalification.

A.7. Nationality rule & Participation

Participation in the tender procedures is open on equal terms to all natural and legal persons

A.8. Exclusion from award of contracts

Contracts may not be awarded to tenderers who, during the procurement procedure:

- (a) are subject to conflict of interest
- (b) Are guilty of misrepresentation in supplying the information required as a condition of participation and eligibility in the tender procedure or fail to supply this information.
- (c) Perform, condone or tolerate corrupt, fraudulent, collusive or coercive practices, regardless of whether such practices can be attributed to this tender procedure;
- (d) Attempt to influence the evaluation committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence the Contracting Authority in its decision concerning the award of the contract.

A.9. Language of Tenders

The tenders, all correspondence and documents related to the tender exchanged by the tenderer and the Contracting Authority must be written in the language of the procedure, which is English. Supporting documents and printed literature furnished by the tenderer must be in English.

A.10. Documents comprising the Tender:

The Tenderer shall complete and submit the following documents with his tender:

- a) Tender submission form (annex 2) with supporting documents

In addition to the above, the tenderers must also submit the required documentation in section A.11 of this document.

In addition to the above, all other relevant information that should be made known to the Contracting Authority.

A.11. Evaluation Process

Prior to the eligibility verification (as specified in section A.12 and detailed evaluation as specified in section A.13 of the tenders, the procurement committee, (established by the Contracting Authority for the purposes of this tender procedure), shall ascertain whether the tenders;

- submitted their proposal prior to tender submission deadline;
- have been properly signed;
- have been submitted in sealed envelopes or using the electronic system depending on the submission method as explained in article
- and are otherwise generally in order.

If a tender is not substantially responsive i.e., it contains material deviations from or reservations to the terms, conditions and specifications in the tender dossier, it shall not be considered further. After analysing the substantially responsive tenders, the procurement committee will examine the technical admissibility of each tender, classifying it as technically compliant or non-compliant.

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Deviations from the specifications may be considered if deemed to be in the best interest of the contracting authority.

Tenders determined to be substantially responsive and technically compliant will be checked by the procurement committee for any arithmetic errors. Where there is a discrepancy between the amounts in the figures and words, the amount in words will govern. Where there are discrepancies between the unit price and the line-item total, derived from multiplying the unit rate by the quantity, the unit rate as quoted will govern. If a tenderer refuses to accept the correction, his tender will be rejected.

A.12. Eligibility Criteria (Minimum Requirements)

Tenderers must provide the documents listed below. Tenderers that do not provide the documents listed below will not be qualified for the evaluation.

#	Eligibility Criteria	Document Required
1	Registration of business/company in South Sudan Valid Certificate of Incorporation or equivalent	Certificate of Incorporation from the Ministry of Justice including the renewal stamps at the back page of the certificate.
2	Valid Membership Certificate	Membership Certificate from Ministry of Chambers and Commerce
3	Valid Operation License	Operation License from the State Ministry of Finance & Economic Development
4	Tax identification	Tax Identification Certificate from Ministry of Finance and Taxation or the South Sudan Revenue Authority
5	Valid tax clearance certificate	Tax Clearance Certificate from the Ministry of Finance and Taxation or the South Sudan Revenue Authority
6	Copy of audit report for the last one year	Audited financial statements (January – December 2021 with comparative figures will suffice)

Important Note 1:

Do not submit your bid if the above eligibility criteria is not fully met.

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A.13. Evaluation Criteria

The offers will be evaluated according to the criteria below:

#	Evaluation Criteria	Weight	Scoring Method & documents required
1	Price	50%	Comparison between the total values of each offer for IP, OP and Fleet Insurance. Lowest bidder receives full score (50). The score for rest of the bidders is calculated in relation to the lowest bid amount. Each of the three categories shall be evaluated separately for this i.e. Formula: (lowest entered/tendered value) * maximum points
		20%	Comparison between the total values of each offer for GL & GPA and Buffer Cover. Better offer for GL & GPA and Buffer cover. Highest bidder receives full score (20). The score for the rest of the bidders is calculated in relation to the highest bid amount.
2	Geographical Coverage (List of hospitals in areas where FCA staff are based)	20%	If the Tenderer has affiliation with at least 2 reliable health facilities (Hospitals or clinical centers) at County level with documentary evidence - they will receive full score (20). (This applies for medical cover only and contributes to overall rating for each category) Absence of documentary evidence such as MOUs or agreements, only a list without documented proof of affiliation, the Tenderer will receive 0 points.
3	List of references for satisfactory service in the three areas	10%	Maximum of two (2) contracts and two (2) recommendation letters for provision of previous insurance service covering at least two (2) of the four (4) areas required in the last two years (FY 2020 and 2021). 5 points for each set of previous contract and recommendation letter. Provision of only a contract without a recommendation letter vis-a-vis will be awarded a 0 point. Full score for two (2) sets of previous service contract + recommendation letter will score total of 10%.

A.14. Price:

The price quoted by the tenderer shall not be subject to adjustments on any account except as otherwise provided in the conditions of the contract.

Tenderers must quote prices on the following basis:

1. For each of the two medical plan options including all applicable taxes and for GPA.
2. For the fleets' category, applying appropriate depreciation where applicable for appropriate insurance cover plan as per specifications provided.

The Financial Proposal must be presented in United States Dollars (USD) only in Annex 2.

The service fee on this contract are fixed as Annex 2-Tender Submission Form of the tender dossier until the end of the contract period. It shall be the sole remuneration owed by the Contracting Authority to the Contractor under the contract.

The Contractor holds the right to submit a price change proposal to the Contracting Authority with a breakdown of changes in the costs and reasons. Proposals for price changes must be submitted to the

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Contracting Authority, in written, at least four (4) months prior to the change proposed, only after the period stated above. Prices can be changed only once during the calendar year.

The Contracting Authority holds the right to accept or reject the price change proposal and can only come into force if it is approved, in written, by the Contracting Authority.

If the Contracting Authority doesn't approve the adjusted prices or pricing methods and no unanimous decision can be reached in two (2) months after the written proposal for adjustments, either Party has right to terminate the contract. The termination will take effect on the same day as the prices would be subject to adjustment.

A.15. Validity:

Tenders shall remain valid and open for acceptance for a period of <60 days> after the closing date for the submission of tenders.

Prior to the expiry of the original tender validity period, the Contracting Authority may ask tenderers in writing to extend this period. Tenderers that agree to do so will not be permitted to modify their tenders. If they refuse, their participation in the tender procedure will be terminated.

Prior to the expiry of the original tender validity period, the Contracting Authority may ask tenderers in writing to extend this period. Tenderers that agree to do so will not be permitted to modify their tenders. If they refuse, their participation in the tender procedure will be terminated.

A.16. Submission of tenders and closing date:

Tenders must be received at the address mentioned below by hand or mail no later than the closing date and time as specified in the timetable article A.5. Any tenders received after that time will not be considered.

Tenders shall be submitted in a sealed envelope and clearly marked "Invitation to Tender – FCA/SSUCO003/2022" bearing the following information:

**Procurement Committee
Finn Church Aid (FCA)
Juba Na Bari, Behind Mindan Rembo, Bilpham Road
Juba - South Sudan
Insurance Services
Tender no.: FCA/SSUCO003/2022**

NOT TO BE OPENED BEFORE THE TENDER OPENING SESSION ON 13TH JUNE 2022.

All tenders must be submitted in one original set, duly signed and stamped with the company's stamp. No tender may be changed or withdrawn after the deadline has passed.

No other markings than stated above should be on the sealed envelope. Failure to adhere to this practice will result in rejection of the bid.

The tenderer shall register and sign in the tender submission book.

Any envelope submitted unsealed or not marked as required will be rejected/disqualified during the opening session by the procurement committee.

This Invitation to Tender document and the related annexes must be completed, signed and stamped and returned together/ accompanied by a vendor's proforma invoice.

TENDERERS MUST NOT BIND THEIR BID DOCUMENTS, MUST NOT STAPLE THE BID DOCUMENTS WITH MORE THAN 3 STAPLE PINS, MUST NOT STAPLE BID DOCUMENTS USING HEAVY DUTY STAPLE PINS.

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A.17. Tender opening:

- a) Tenderers are invited to attend the tender opening.
- b) Tender opening will take place at the below address at the time and date specified in article A.5.

Finn Church Aid (FCA)
Juba Na Bari Area, Bilpham Road, Behind Midan Rembo
Juba - South Sudan.

- c) Important Note: Due to the ongoing COVID-19 pandemic and in order to contain the spread of the virus all participants who will attend the bids opening session will be required to strictly observe COVID-19 health protocols such as washing hands before entry, observing social distancing, wearing face masks etc.
Tenderer's representatives who are present shall sign a register indicating their attendance.
- d) At the tender opening, only the tenderers' names, the total amount of the tenders for each Lot and any discount offered will be read aloud and recorded.

A.18. Services Terms:

FCA intends to contract the for 12 months with possibility of extension of 12 + 12 + 12 months with a maximum of 48 months in total.

A.19. Award of Contract:

The Contracting Authority will award the contract to the tenderer (s) whose tender has been determined to be substantially responsive to the tender dossier and technically compliant, and who has offered the highest value for money, provided further that the tenderer has demonstrated the capability and resources to carry out the contract effectively.

The Contracting Authority may award multiple contracts based on the best value for money per each lot.

A.20. Signature of Contract

- a) Prior to the expiration of the period of the tender validity, the Contracting Authority will inform the successful tenderer in writing that its tender has been accepted and inform the non-successful tenderers in writing about the result of the evaluation process.
- b) Within 3 days of receipt of the contract already signed by the Contracting Authority, the successful tenderer must sign and date the contract and return it to the Contracting Authority. On signing the contract, the successful tenderer will become the Contractor and the contract will enter into force.
- c) If the successful tenderer fails to sign and return the contract within 3 days after receipt of the contract signed by the Contracting Authority, the Contracting Authority may consider the acceptance of the tender to be cancelled without prejudice to the Contracting Authority's claim compensation or pursue any other remedy in respect of such failure, and the successful tenderer will have no claim whatsoever on the Contracting Authority.

A.21. Cancellation for convenience:

The Contracting authority may for its own convenience and without charge or liability cancel the tender process at any stage.

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B. Draft Contract

CONTRACT TITLE: INSURANCE SERVICES

TENDER NO.: FCA/SSUCO003/2022

This Service contract (hereinafter referred to as the “**Contract**”) is made between

Finn Church Aid - South Sudan Country Office (SSUCO) Juba Na Bari Area, Bilpham Road. (hereinafter referred to as the “**FCA**”), which is a fixed establishment of the Finn Church Aid Foundation registered under the laws of Finland, whose registered office is at Luotsikatu 1 A, Helsinki, mail address P.O. Box 185, 00161 Helsinki, Finland and registered under the laws of the Republic of South Sudan.

.....of FCA South Sudan will be the FCA’s representative per the administration of this contract.

And

..... is a company registered under the laws of the Republic of South Sudan with registration number, with contact details (Phone No., and Email address;
..... is hereinafter referred to as the “Service Provider” is represented by

The parties have agreed as follows:

Special Conditions

Article 1 Scope of Insurance Service Agreement

The subject of the contract is the provision of insurance services within 12 months period renewable up to a maximum of our (4) years with subject to satisfactory service delivery.

Item/Lot	Description	Quantity
Lot 1	Option I (OP \$ 1,500 and IP\$ 15,000) Annual premium (M+0 up to M+5)	51 employees
Lot 1	Option II (OP \$ 1,000 and IP \$ 10,000) Annual premium (M+0 up to M+5)	51 employees
Lot 1	GPA Based on staffing list as shall be provided on request.	51 employees
Lot 2	Fleet Insurance Cover	As indicated in Annex 3

Article 2 Price

The amount quoted by the service provider is fixed as quoted in Annex 2- Tender Submission Form of the tender dossier for a period of one (1) year and is not subject to adjustments on any account. It shall be the sole remuneration owed by the Contracting Authority to the service provider under the contract.

The Contracting Authority reserves the right to adjust the number of employees during the contracting period by 25%.

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The service fee on this contract are fixed as Annex 2-Tender Submission Form of the tender dossier until the end of the contract period. It shall be the sole remuneration owed by the Contracting Authority to the Contractor under the contract.

After completion of first year of contract, the Contractor holds the right to submit a price change proposal to the Contracting Authority with a breakdown of changes in the costs and reasons. Proposals for price changes must be submitted to the Contracting Authority, in written, at least four (4) months prior to the change proposed, only after the period stated above. Prices can be changed only once during the calendar year.

The Contracting Authority holds the right to accept or reject the price change proposal and can only come into force if it is approved, in written, by the Contracting Authority.

If the Contracting Authority doesn't approve the adjusted prices or pricing methods and no unanimous decision can be reached in two (2) months after the written proposal for adjustments, either Party has right to terminate the contract. The termination will take effect on the same day as the prices would be subject to adjustment.

Article 3 Payment Terms:

Payment shall be made in United States Dollars (USD) to the following account:

Tenderer's Bank Account as shall be provided

TAXES AND OTHER COSTS

FCA shall not assume any liability for taxes and/or other contributions payable by the Service provider on income earned under this Contract.

Article 4 Order of precedence of contract documents

The contract is made up of the following documents, in order of precedence:

1. This Agreement
2. Terms of reference
3. the General Terms & Conditions for Service Contracts (Annex 1)
4. Code of Conduct for Contractors and Service Providers (Annex 2)
5. Technical proposal by the service provider
6. Financial proposal by the service provider

The various documents making up the contract shall be deemed to be mutually explanatory; in cases of ambiguity or divergence, they should be read in the order in which they appear above.

Article 5 Entry into force / Duration

The contract shall enter into force and effect after signature by both parties of this Service contract for 12 months from the 24th of July 2022 and renewable up to a maximum of four consecutive years, subject to satisfactory service provision and performance devoid of complaints from consumers of the service.

Cancellation of the contract

In case of anticipated poor service delivery, FCA shall inform the service provider in writing. The contracting authority has the right to cancel this service contract in case of continuous poor service delivery and the service provider shall provide a written justification to the contracting authority within 30 days.

Article 6 Law and Disputes

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The Law of the Country of the Contracting Authority shall govern all matters of the contract.

Any dispute or breach of contract arising under this contract which cannot be settled amicably, shall be finally settled by the Juba High Court in accordance with the laws of South Sudan.

Done in English in **three originals, two originals** being for the Contracting Authority and one original being for the Contractor.

For the Contractor

For the Contracting Authority

Name:

Name:

Title:

Title:

Signature:

Signature:

Date:

Date:

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ANNEX 1: GENERAL TERMS AND CONDITIONS FOR SERVICE CONTRACTS

1. Definitions

In these general terms and conditions:

- a) "contract" is the agreement entered into by the Contracting Authority and the Service Provider for the performance of the services, to which these general terms and conditions are made applicable; the contract is constituted of the documents listed in the Service Contract.
- b) The Contracting Authority's "partners" are the organisations to which the Contracting Authority is associated or linked;
- c) "personnel" is any person assigned by the Service Provider to the performance of the services or any part hereof, whether through employment, sub-contracting or any other agreement; and "key experts" are those members of the personnel whose involvement is considered instrumental in the achievement of the contract objectives;
- d) "beneficiary country" is the country where the services are to be performed, or where the project to which the services relate is located.

2. Relations between the parties

Nothing contained in the contract shall be construed as establishing a relation of master and servant or of agent and principal as between the Contracting Authority and the Service Provider. Except if otherwise provided in the contract, the Service Provider shall under no circumstances act as the representative of the Contracting Authority or give the impression that the Service Provider has been given such authority. The Service Provider has complete charge of the personnel and shall be fully responsible for the services performed by them.

3. Scope of Services

The scope of the services including the methods and means to be used by the Service Provider, the results to be achieved by its and the verifiable indicators are specified in the Contract and its annexes. The Service Provider shall be responsible for everything which is required for the performance of the services in accordance with what is specified in the contract, or which must otherwise be regarded as forming part of the services.

4. Compliance with laws and respect of traditions

The Service Provider shall respect and abide by all laws and regulations in force in the beneficiary country and shall ensure that its personnel, their dependants, and its local employees also respect and abide by all such laws and regulations. The Service Provider shall indemnify the Contracting Authority against any claims and proceedings arising from any infringement by the Service Provider, its personnel and their dependants of such laws and regulations.

The Service Provider, its personnel and their dependants shall respect human rights and undertake not to offend the political, cultural and religious practices prevailing in the beneficiary country.

5. Code of conduct

The Service Provider shall at all times act loyally and impartially and as a faithful adviser to the Contracting Authority and shall perform the services with due care, efficiency and diligence, in accordance with the best professional practice.

6. Discretion and confidentiality

The Service Provider shall treat all documents and information received in connection with the contract as private and confidential, and shall not, save in so far as may be necessary for the purposes of the performance thereof, publish or disclose any particulars of the contract without the prior consent in writing of the Contracting Authority. It shall, in particular, refrain from making any public statements concerning the project or the services without the prior approval of the Contracting Authority,

7. Conflict of interest

The Service Provider shall refrain from engaging in any activity which conflicts with its obligations towards the Contracting Authority under the contract.

The Service Provider shall take all necessary measures to prevent or end any situation that could compromise the impartial and objective performance of the Contract. Such conflict of interests could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest. Any conflict of interests which could arise during performance of the Contract must be notified in writing to the

Contracting Authority without delay. The Service Provider shall replace, immediately and without compensation from the Contracting Authority, any member of its personnel exposed to such a situation.

8. Corrupt practices

The Service Provider and the personnel shall refrain from performing, condoning or tolerating any corrupt, fraudulent, collusive or coercive practices, whether such practices are in relation with the performance of the contract or not. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value as an inducement or reward for doing or forbearing to do any act in relation to the contract or any other contract with the Contracting Authority, or for showing favour or disfavour to any person in relation to the contract or any other contract with the Contracting Authority.

The payments to the Service Provider under the contract shall constitute the only income or benefit it may derive in connection with the contract and neither it nor its personnel shall accept any commission, discount, allowance, indirect payment or other consideration in connection with, or in relation to, or in discharge of, its obligations under the contract.

The execution of the contract shall not give rise to unusual commercial expenses. Unusual commercial expenses are commissions not mentioned in the contract or not stemming from a properly concluded contract referring to the contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a recipient who is not clearly identified or commission paid to a company which has every appearance of being a front company.

The Service Provider further warrants that no official of the Contracting Authority and/or their partner has received or will be offered by the Service Provider any direct or indirect benefit arising from this contract.

9. Joint venture or consortium

If the Service Provider is a joint venture or a consortium of two or more legal persons, all such persons shall be jointly and severally bound to fulfil the terms of the contract. The person designated by the joint venture or consortium to act on its behalf for the purposes of this contract shall have the authority to bind the joint venture or consortium.

For the purposes of performance of the contract, the joint venture or consortium shall act as, and be considered, a single person and, in particular, shall have bank account opened in its name, shall submit to the Contracting Authority single guarantees if required, and shall submit single invoices and single reports.

The composition of the joint venture or a consortium shall not be altered without the prior written consent of the Contracting Authority.

10. Specifications and designs

The Service Provider shall prepare all specifications and designs using accepted and generally recognised systems acceptable to the Contracting Authority and taking into account the latest design criteria.

11. Information

The Service Provider shall furnish the Contracting Authority or any person authorised by the Contracting Authority with any information relating to the services and the project as the Contracting Authority may at any time request.

12. Reports

The frequency, deadlines, format and contents of the reports to be drawn up by the Service Provider in relation to the performance of the contract shall be described in the Contract and its annexes.

13. Service Provider's personnel

13.1 The Service Provider shall employ and provide such qualified and experienced personnel as are required to carry out the services, and the Service Provider shall be responsible for the quality of the personnel.

The Service Provider must inform the Contracting Authority of all non-expert personnel it intends to use for the implementation of the contract. The Contracting Authority shall have the right to oppose the Service Provider's choice of personnel.

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13.2 The Service Provider shall provide a replacement of personnel with at least equivalent qualifications and experience.

13.3. If the personnel is nominated in the Contract, no changes shall be made in the personnel without the prior consent of the Contracting Authority. The Service Provider shall provide a replacement with at least equivalent qualifications and experience and acceptable to the Contracting Authority if:

- a) on account of death, sickness or accident, a member of the Personnel is unable to continue providing his services,
- b) any member of the personnel is found by the Contracting Authority to be incompetent in discharging or unsuitable for the performance of his duties under the Contract,
- c) for any reasons beyond the control of the Service Provider, it becomes necessary to replace any member of the Personnel.

The request for replacement must be made in writing and state the reasons therefore. The Service Provider shall proceed swiftly with the request and propose a replacement with at least equivalent qualifications and experience. The remuneration to be paid to the replacement cannot exceed that received by the replaced member of the personnel.

Failure by the Service Provider to propose a replacement for a key expert satisfactory to the Contracting Authority, shall give the right to the Contracting Authority to terminate the contract.

13.1 Additional costs arising out of a replacement shall be borne by the Service Provider.

13.5. If it is agreed on the remuneration on an hourly/daily/weekly/monthly rate basis, and if not otherwise stated in the special conditions, the days and hours of work of the Service Provider or/and its personnel in the beneficiary country shall be fixed on the basis of the laws, regulations and customs of the beneficiary country and the requirements of the services.

13.6. Any taking of holiday leave by the personnel during the period of implementation of the contract must be at a time approved by the Contracting Authority.

Overtime, sick leave pay and holidays leave pay are deemed to be covered by the Service Provider's remuneration.

14. Sub-Contracting

Except from the Sub-Service Providers listed in the contract, the Service Provider shall not sub-contract to nor engage another independent Service Provider to perform any part of the services without the prior written consent of the Contracting Authority. Sub-Service Providers must satisfy the eligibility criteria applicable for the award of the contract.

The Contracting Authority shall have no contractual relations with the sub-Service Providers. The provisions of the contract, including these general terms and conditions, and in particular **article 0** shall, where practicable, apply to the sub-Service Providers and their personnel.

15. Liability

At its own expense, the Service Provider shall indemnify, protect and defend, the Contracting Authority, its agents and employees, from and against all actions, claims, losses or damages arising from any act or omission by the Service Provider in the performance of the services, including any violation of any legal provisions, or rights of third parties, in respect of patents, trademarks and other forms of intellectual property such as copyrights.

Approval by the Contracting Authority of the Service Provider's reports and issue of Completion Certificate shall not relieve the Service Provider of its liability and shall not prevent the Contracting Authority from claiming damages.

The Service Provider shall remain liable for any breach of its obligations under the contract for such period after the services have been performed as may be determined by the law governing the contract (the "liability period"). This time limit does not however apply when the damage arises from gross negligence or wilful misconduct of the Service Provider.

During the liability period, or as soon as practicable after its expiration, the Service Provider shall, at its expense, upon instruction of the Contracting Authority, remedy any deficiencies in the performance of the services. In case of default on the part of the Service Provider to carry out such instructions, the Contracting Authority shall be entitled to hire another Service Provider to carry out the same, at the Service Provider's expense.

16. Insurance

Within 20 days of signing the contract, the Service Provider shall take out and maintain, at its own cost, a full indemnity insurance policy covering its professional liability under the contract and **article 15**, from the commencement date and until the end of the liability period.

Within 20 days of signing the contract, the Service Provider shall take out and maintain a full indemnity insurance policy for a sum up to the higher of the maximum amount foreseen by the legislation of the country of the Contracting Authority and the amount foreseen by the legislation of the country in which the Service Provider has its headquarters and covering, during the period of implementation of the contract, the following risks:

- a) loss of or damage to property purchased with funds provided under the contract, or produced by the Service Provider;
- b) loss or damage to equipment, material and office facilities made available to the Service Provider by the Contracting Authority;
- c) civil liability for accidents caused to third parties arising out of acts performed by the Service Provider, its personnel and their dependents;
- d) employer's liability and workers' compensation in respect of the personnel as well as sickness, accident or death affecting the personnel and their dependents, including the cost of repatriation on health grounds;
- e) such other insurance as required by the laws in force in the beneficiary country.

Prior to the commencement date, the Service Provider shall provide evidence to the Contracting Authority that the above insurances have been effected. During execution of the contract, the Service Provider shall, when required, provide the Contracting Authority with copies of the insurance policies and the receipts for payment of premiums.

17. Intellectual and industrial property rights

Unless otherwise stated in the special conditions, all reports and data such as maps, diagrams, drawings, specifications, plans, statistics, calculations, databases, software and supporting records or materials acquired, compiled or prepared by the Service Provider in the performance of the contract shall, with the copyright thereto, be the absolute property of the Contracting Authority. The Service Provider shall, upon completion of the contract, deliver all such documents and data to the Contracting Authority. The Service Provider may not retain copies of such documents and data and shall not use them for purposes unrelated to the contract without the prior written consent of the Contracting Authority.

The Service Provider shall not publish articles relating to the services or refer to them when carrying out any services for others, or divulge information obtained from the Contracting Authority, without the prior written consent of the Contracting Authority.

18. Records

18.1. The Service Provider shall keep separate, accurate and systematic records and accounts in respect of the services in such form and detail as is customary in the profession and sufficient to establish accurately that the actual reimbursable expenditure identified in the Service Provider's invoice(s) have been duly incurred for the performance of the services.

18.2. For a fee-based contract, timesheets recording the days worked by the Service Provider's personnel must be maintained by the Service Provider. The timesheets must be approved by the Contracting Authority or any person authorised by the Contracting Authority or the Contracting Authority itself on a monthly basis. The amounts invoiced by the Service Provider must correspond to these timesheets. In the case of long-term experts, these timesheets must record the number of days worked. In the case of short-term experts, these timesheets must record the number of hours worked. Time spent travelling exclusively and necessarily for the purpose of the Contract may be included in the numbers of days or hours, as appropriate, recorded in these timesheets.

18.3. Above-mentioned records or any other records agreed in the specific terms must be kept for a 10-year period after the final payment made under the contract. These documents comprise any documentation concerning income

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and expenditure and any inventory, necessary for the checking of supporting documents, including timesheets, plane and transport tickets, pay slips for the remuneration paid to the experts and invoices or receipts for reimbursable expenditure. Failure to maintain such records constitutes a breach of contract and will result in the termination of the contract.

18.4. Failure to maintain above-mentioned records or any other records agreed in the specific terms constitutes a breach of contract and will result in the termination of the contract.

19. Obligations of Contracting Authority

The Contracting Authority shall provide the Service Provider as soon as possible with any information and/or documentation at its disposal which may be relevant to the performance of the contract.

On all matters properly referred to it in writing by the Service Provider, the Contracting Authority shall give its decisions so as not to delay the services, and within a reasonable time.

It shall be stated in the special conditions if the Contracting Authority is to provide the Service Provider with equipment, facilities, counterpart personnel or specific assistance and under which conditions. If the provision of such agreed counterpart personnel, equipment, facilities and assistance is delayed or not forthcoming, the Service Provider shall endeavor to perform the Services as far as is possible. The parties shall agree on how the affected parts of the services shall be carried out, and the additional payments, if any is due, to be made by the Contracting Authority to the Service Provider as a result of additional expenditures.

20. Contract Price and Payments

20.1. In consideration of the services performed by the Service Provider under the contract, the Contracting Authority shall make to the Service Provider such payments and reimbursement of costs as provided in the contract. Costs and expenses must be actually and reasonably incurred in the performance of the services.

20.2. In case of fee-based contract, fees shall be determined on the basis of time actually spent by the key experts in the performance of services at the fee rates specified in the contract. Fee rates are deemed to remunerate all the activities of the Service Provider in the performance of the services and to cover all expenses and costs incurred by the Service Provider which are not included in the agreed reimbursable costs.

20.3. In case of global price contract, the global price covers both the Service Provider's and its personnel's fees and all expenses to be incurred for the performance of the contract. The global price is in consideration for all obligations of the Service Provider under the contract and all matters and things necessary for the proper execution and completion of the services and the remedying of any deficiencies therein.

20.4. Costs, fees and expenses which are not mentioned in the contract shall be deemed to be included in the costs, fees and expenses mentioned in the contract.

20.5. The currency of payments and reimbursable costs are set out in the contract.

20.6. Unless otherwise stipulated in the contract, the costs, fees and expenses shall not be revised.

20.7. Guarantees

In the case an advance payment for fees and for reimbursable costs (fee-based contract) or a pre-financing payment (global price contract) is agreed in the contract, its payment by the Contracting Authority shall be subject to the prior presentation by the Service Provider to the Contracting Authority of an approved performance security, advance payment or pre-financing guarantee, if so agreed and under the conditions specified in the Service Contract.

20.8. Conditions of Payment

Payments will be made by the Contracting Authority with the frequency, instalments, time limits, amounts and currencies, and under the conditions, in particular on the contents of invoices, specified in the special conditions of the contract.

If the contract includes completion of a certain work or service, payment of the final balance shall be subject to performance by the Service Provider of all its obligations under the contract and the issue by the Contracting Authority of the completion certificate described in article 25.

20.9. Late payment

If the time periods laid down for payments by the Contracting Authority have been exceeded by more than two months and where the Contracting Authority cannot invoke a case of suspension or withholding of payments provided for in these terms and conditions, the Service Provider may claim interest calculated on any amount due, prorata on the number of days of delay at the official bank rate of the beneficiary country (if amounts due are in the currency of that country), or at the rate applied by the European central bank (where amounts due are in Euro), plus 2% per year.

21. Delays in performance

21.1. If not otherwise stated in the special conditions of the contract, if the Service Provider does not perform the services within the period of implementation/performance specified in the contract or its annexes, the Contracting Authority shall, without formal notice and without prejudice to its other remedies under the contract, be entitled to liquidated damages for every day, or part thereof, which shall elapse between the end of the period of implementation/performance specified in the contract and the actual end of the period of implementation/performance as follows:

21.2. In case it's mutually agreed upon total amount that the Contracting Authority pays to a contractor on completion of the contract (contract price), the daily rate for liquidated damages is calculated by dividing the contract value by the number of days of the period of implementation.

If these liquidated damages exceed more than 15% of the contract value, the Contracting Authority may, after giving notice to the Service Provider:

- a) terminate the contract; and
- b) complete the services at the Service Provider's own expense.

21.3. In case of framework agreement, the daily rate for liquidated damages is 10 % of the value of the delayed order of service/delivery/other performance. If the delay is more than 5 days, the Contracting Authority has right to cancel the order with no expense and order the performance from a third service provider. If the delays in performance are frequent, the Contracting Authority has right to terminate the contract.

22. Breach of contract

Either party commits a breach of contract where it fails to discharge any of its obligations under the contract.

Where a breach of contract occurs, the party injured by the breach shall be entitled to the following remedies:

- a) liquidated damages; and/or
- b) termination of the contract.

In any case where the Contracting Authority is entitled to damages, it may deduct such damages from any sums due to the Service Provider or call on the appropriate guarantee.

The Contracting Authority shall be entitled to compensation for any damage which comes to light after the contract is completed in accordance with the law governing the contract.

23. Amendment of the contract

Substantial modifications to the contract, including modifications to the total contract amount, must be made by means of an addendum.

24. Completion certificate

If the contract includes deadline for completion of services. upon completion and once (a) the Contracting Authority has approved the Service Provider's completion report, (b) the Contracting Authority has approved the Service Provider's final invoice and final audited statement, the Contracting Authority shall deliver a completion certificate to the Service Provider.

25. Termination by the Contracting Authority

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25.1. The Contracting Authority may terminate the contract after giving a 7 days' notice to the Service Provider in any of the following cases:

- a) the Service Provider is in breach of its obligations under the contract and/or fails to carry out the services substantially in accordance with the contract;
- b) the Service Provider fails to comply within a reasonable time with the notice given by the Contracting Authority requiring it to make good the neglect or failure to perform its obligations under the contract which seriously affects the proper and timely performance of the services;
- c) the Service Provider refuses or neglects to carry out instructions given by the Contracting Authority;
- d) the Service Provider's declarations in respect of its eligibility (**article 32**) and/or in respect of **article 30, article 31 and article 32**, appear to have been untrue, or cease to be true;
- e) the Service Provider takes some action without requesting or obtaining the prior consent of the Contracting Authority in any case where such consent is required under the contract;
- f) any organisational modification occurs involving a change in the legal personality, nature or control of the Service Provider or the joint venture or consortium, unless such modification is recorded in an addendum to the contract;
- g) the Service Provider fails to provide the required guarantees or insurance, or the person providing the underlying guarantee or insurance is not able to abide by its commitments.

25.2. Termination by Contracting Authority for convenience

Unless otherwise stated in the special conditions, the Contracting Authority may terminate the contract in whole or in part for its convenience, upon not less than 14 days' notice. The Contracting Authority shall not use this right of termination in order to arrange for the services to be executed by another Service Provider, or to avoid a termination of the contract by the Service Provider.

26. Termination by the Service Provider

The Service Provider may terminate the contract after giving a 7 days' notice to the Contracting Authority in any of the following cases:

- a) the Service Provider has not received payment of that part of any invoice which is not contested by the Contracting Authority, within 90 days of the due payment date,
- b) the Contracting Authority is in material breach of its obligations under the Contract and has not taken any actions to remedy the same within 30 days following the receipt by the Contracting Authority of the Service Provider's notice specifying such breach.

If the Service Provider is a natural person, the contract shall be automatically terminated if that person dies.

27. Rights and obligations upon termination

27.1. Upon termination of the contract by notice of either party to the other, the Service Provider shall take immediate steps to bring the services to a close in a prompt and orderly manner and in such a way as to keep costs to a minimum.

27.2. If the Contracting Authority terminates the contract in accordance with **article 0** it may, thereafter, complete the services itself, or conclude any other contract with a third party.

27.3. The Contracting Authority shall, as soon as is possible after termination, certify the value of the services and all sums due to the Service Provider as at the date of termination.

27.4. In case of termination of the contract for any reason whatsoever, any pre-financing guarantee which might have been granted to the Contracting Authority under article 20.7, may be invoked forthwith by the Contracting Authority in order to repay any balance still owed to the Contracting Authority by the Service Provider, and the guarantor shall not delay payment or raise objection for any reason whatever.

27.5. If the Contracting Authority terminates the contract under article 25.1, it shall be entitled to recover from the Service Provider any loss it has suffered up to that part of the contract value which corresponds to that part of the services which has not, by reason of the Service Provider's default, been satisfactorily completed.

28. Force Majeure

Neither party shall be considered to be in breach of its obligations under the contract if the performance of such obligations is prevented by any circumstances of force majeure which arise after the date of signature of the contract by both parties.

The term "force majeure", as used herein shall mean acts of God, strikes, lock-outs or other industrial disturbances, acts of the public enemy, wars, whether declared or not, blockades, insurrection, riots, epidemics, landslides, earthquakes, storms, lightning, floods, washouts, civil disturbances, explosions, and any other similar unforeseeable events, beyond the control of either party and which by the exercise of due diligence neither party is able to overcome. A party affected by an event of force majeure shall take all reasonable measures to remove such party's inability to fulfil its obligations hereunder with a minimum of delay.

If either party considers that any circumstances of force majeure have occurred which may affect performance of its obligations it shall notify the other party immediately giving details of the nature, the probable duration and likely effect of the circumstances. Unless otherwise directed by the Contracting Authority in writing, the Service Provider shall continue to perform its obligations under the contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance of its obligations which are not prevented by the force majeure event. The Service Provider shall not put into effect such alternative means unless directed so to do by the Contracting Authority.

29. Applicable law & disputes

The contract is governed by, and shall be construed in accordance with the laws of the Contracting Authority's country.

Any dispute or breach of contract arising under this contract shall be solved amicably if at all possible. If not possible and unless provided in the Service Contract, dispute shall be finally settled by competent court in Contracting Authority's country in accordance with the laws of Contracting Authority's country,

30. Child Labour and Forced Labour

The Service Provider (and each member of a joint venture or a consortium) warrants that it and its affiliates comply with the UN *Convention on the Rights of the Child* - UNGA Doc A/RES/44/25 (12 December 1989) with Annex – and that it or its affiliates has not made or will not make use of forced or compulsory labor as described in the *Forced labor Convention* and in the *Abolition of Forced Labor Convention 105* of the International Labor Organization. Furthermore the Service Provider warrants that it, and its affiliates, respect and uphold basic social rights and working conditions for its employees. Any breach of this representation and warranty, in the past or during the performance of the contract, shall entitle the Contracting Authority to terminate this contract immediately upon notice to the Service Provider, at no cost or liability for the Contracting Authority.

31. Mines

The Service Provider and each member of the joint venture or a consortium warrants that it and its affiliates is NOT engaged in any development, sale or manufacture of anti-personnel mines and/or cluster bombs or components utilized in the manufacture of anti-personnel mines and/or cluster bombs. Any breach of this representation and warranty shall entitle the Contracting Authority to terminate this contract immediately upon notice to the Contractor, at no cost or liability for the Contracting Authority.

32. Ineligibility

By signing the purchase order, the Service Provider (or, if a joint venture or a consortium, any member thereof) certifies that they are NOT in one of the situations listed below:

- a) They are bankrupt or being wound up, are having their affairs administrated by courts, have entered into an agreement with creditors, have suspended business activities, are the subject of proceedings concerning house matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) They have been convicted of an offence concerning their professional conduct by a judgement that has the force of res judicata;
- c) They have been guilty of grave professional misconduct proven by any means that the Contracting Authority can justify;
- d) They have not fulfilled obligations relating to the payment of social security contributions or payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed;

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- e) They have been the subject of a judgement that has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Contracting Authority or the European Union's financial interests;
- f) Following another procurement procedure or grant award procedure financed by the European Union budget or other donor or following another procurement procedure carried out by the Contracting Authority or one of their partners, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

33. Anti-money laundering and combating the financing of terrorism

33.1. The Service Provider/s and any sub-Service Provider/s certifies/certify none of the funds provided under this contract are used directly or indirectly to assist in, sponsor, or provide support for acts of terrorism or to support organizations or persons listed as terrorists on lists maintained by the United States government, the United Nations, the European Union, and other entities.

33.2. The Service Provider/s and any sub-Service Provider/s authorize the verification of their company identity, whether through third parties or official government databases or by any other means considered by the Contracting Authority as appropriate for the compliance of its duties with anti-money laundering and combating the financing of terrorism (AML/CFT) policies and any requirements imposed by applicable laws.

33.3. Natural persons authorize the verification by submitting an informed consent form as requested by the Contracting Authority.

34. Checks and Audits

The Service Provider shall permit the Contracting Authority or its representative to inspect, at any time, records including financial and accounting documents and to make copies thereof and shall permit the Contracting Authority or any person authorized by it, including the European Commission, the European Anti-Fraud Office and the Court of Auditors in case the contract is financed by the European Union budget, at any time, to have access to its financial accounting documents and to audit such records and accounts both during and after the provision of the services. In particular, it may carry out whatever documentary or on-the-spot checks it deems necessary to find evidence in case of suspected unusual commercial expenses

If the Service includes purchases that are financed by backdonor funds, and FCA has agreed with the backdonor about conducting tests on FCA's Service Providers, the Service Provider shall allow the backdonor to conduct tests on them according to the terms and conditions of the grant agreement.

35. Settlement of disputes

35.1. The parties shall make every effort to settle amicably any dispute, which may arise between them. Once a dispute has arisen, the parties shall notify each other in writing of their positions on the dispute and any solution, which they consider possible. If either party deems it useful, the Parties shall meet and try and settle the dispute. A party shall respond to a request for amicable settlement within 30 days of such a request. The maximum period laid down for reaching such a settlement shall be 120 days from the commencement of the procedure. Should the attempt to reach an amicable settlement fail or a party fail to respond in time to requests for a settlement, either party shall be free to proceed to the next stage of the dispute-settlement procedure by notifying the other.

35.2. Unless otherwise stated in the special conditions of the contract, any dispute or breach of contract arising under this contract which cannot be settled amicably, shall be finally settled by competent court in Contracting Authority's country in accordance with the laws of Contracting Authority's country

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Annex 2: Tender submission form

Submitted by (name of company):	
Contact Person:	

Lot 1 A. Option I (OP \$ 1,500 and IP\$ 15,000) - Annual premium (M+0 up to M+5)

<Item #>	Scope of cover/ Family Size	Number of staff	Currency: USD	
			Unit Price of Premium per Family	Cover Limit/Total Price of Premium
i)	M	4		
ii)	M+1	2		
iii)	M+2	2		
iv)	M+3	11		
v)	M+4	10		
vi)	M+5	22		
vii)	Taxes/Levies (%)			
Grand total Premium Payable for Option I				

Lot 1 B. Option II (OP \$ 1,000 and IP \$ 10,000 - Annual premium (M+0 up to M+5)

<Item #>	Scope of cover/ Family Size	Number of staff	Unit Price of Premium per Family	Cover Limit/ Total Price of Premium
i)	M	4		
ii)	M+1	1		
iii)	M+2	2		
iv)	M+3	11		
v)	M+4	10		
vi)	M+5	22		
vii)	Taxes/Levies (%)			
Grand total Premium Payable for Option II				

Scope of Cover

Outpatient Cover Limits - Option I (OP \$ 1,500 and IP\$ 15,000) and Option II (OP \$ 1,000 and IP \$ 10,000 - Annual premium (M+0 up to M+5) - Annual premium (M+0 up to M+5). You may complete the table below by indicating "Full Cover" or the applicable total amount in USD for each item.

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<Item #>	Overall cover benefit per person per annum	Maximum Cover Benefit for Option I (USD)	Maximum Cover Benefit for Option II (USD)
1	HIV/AIDS Treatment		
2	Outpatient consultation per staff tariff		
3	Drug prescription and materials (Please specify if this involves form restrictions such as maximum number of times allowable)		
4	Prescribed diagnostic tests - CT scan and MRI		
5	Prescribed physiotherapy (Please specify if this involves some restrictions/limit such a maximum number of times allowable)		
6	Pre-existing/Chronic conditions on full disclosure & HIV/AIDS		
7	Routine dental treatment (Stand-alone benefit). Please clarify if this is not the case with your policy.		
8	Optical services (Stand-alone benefit). Please clarify if this is not the case.		
9	Maternity – Antenatal & post-natal (Please specify if this has a limit such as the maximum number of times allowed)		
10	External Surgical appliances		
11	Psychiatry and psychotherapy		
12	Outpatient Oncology/Cancer		
13	CT, MRI Angiography and PET scans (Subject to pre-authorization)		
14	Congenital and genetic conditions defects		
15	Card replacement fee		
16	Intensive Care Unit		
17	Trauma Services		
18	Organ treatment		
19	Gynecological surgery		
20	General surgery		
21	Orthopedic surgery		
22	Urology surgery		
23	Neurosurgery		
24	Otolaryngology/ENT Surgery		
25	Annual Medical Check up		
26	Cervical cancer screening		
27	Prostate cancer screening		
28	Health Education for staff		
29	Ultrasound scans, X-rays, ECG		
30	Radiology services		
31	Barium meals/ swallows and intravenous pyelogram		
32	Pre-term babies		

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33	Immunization/vaccinations e.g., Hepatitis B, E, COVID-19 etc.		
34	Visual Acuity tests		
35	COVID-19 tests when there are symptoms and treatment		
36	Blood disorders		
37	Cardiology		
38	Infectious and inflammatory Dermatology such as Eczema, Psoriasis, Pemphigus, Scleroderma, Dermatomyositis		
39	Sickle cells disease		
40	Hypertension		
41	Diabetes		
42	Hyperlipidemia		

Inpatient Cover Limits - Option I (OP \$ 1,500 and IP\$ 15,000) and Option II (OP \$ 1,000 and IP \$ 10,000 - Annual premium (M+0 up to M+5) - Annual premium (M+0 up to M+5). You may complete the table below by indicating "Full Cover" or the applicable total amount in USD for each item.

<Item #>	Overall cover benefit per family per annum	Maximum Cover Benefit for Option I (USD)	Maximum Cover Benefit for Option II (USD)
1	Maximum daily bed limits		
2	In patient surgical fees including anesthesia and theatre drugs		
3	Inpatient prescribed physiotherapy		
4	Prescription drugs on discharge. Plus include the maximum duration allowed		
5	Road ambulance evacuation leading to hospitalization		
6	Air tickets for urgent referrals (Please mention the countries under coverage)		
	Cost of accommodation in the country of referral		
7	Death in case of referral (Please mention the countries under coverage). Specify the cost of repatriation of body to South Sudan		
8	Inpatient accident cover		
9	Inpatient illness cover		
10	Pre-existing/chronic condition on full disclosure at the time of joining & HIV/AIDS and related conditions		
11	Newly diagnosed chronic conditions (Please specify the timeline if applicable)		
12	Inpatient dental treatment (Illness related). Please clarify if there is any exclusion.		
13	Maternity – Normal delivery, complications & subsequent caesarean section deliveries.		
14	Maternity – emergency caesarean section delivery. Please specify the months covered		
15	Psychiatry and psychotherapy		
16	Day care surgery (Please clarify if there are conditions attached)		

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17	Referral treatment outside South Sudan (Please mention the countries under coverage)		
18	CT, MRI and PET scans (Please clarify if there are limitations/restrictions/conditions by your policy)		
19	Congenital, genital conditions, prematurity, and birth defects		
20	Card replacement fee		
21	Intensive Care Unit		
22	Trauma Services		
23	Organ treatment		
24	Gynecological surgery		
25	General surgery		
26	Orthopedic surgery		
27	Urology surgery		
28	Neurosurgery		
29	Otolaryngology/ENT Surgery		
30	Annual Medical Check up		
31	Cervical cancer screening		
32	Prostate cancer screening		
33	Health Education for staff		
34	Ultrasound scans, X-rays, ECG		
35	Radiology services		
36	Barium meals/ swallows and intravenous pyelogram		
37	Pre-term babies		
38	Immunization/vaccinations e.g., Hepatitis B, E, COVID-19 etc.		
39	Visual Acuity tests		
40	COVID-19 tests and treatment		
41	Blood disorders		
42	Cardiology		
43	Infectious and inflammatory Dermatology such as Eczema, Psoriasis, Pemiphisus, Scleroderma, Dermatomyositis		
44	Sickle cells disease		
45	Hypertension		

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Lot 1 C. Group Life & Group Personal Accident (GL & GPA). This refers to the cash benefit in respect of Natural death/accidental/ bodily injury to insured persons.

<Item #>	Description	Number of staff	Sum Assured in USD	Free Cover Limit/Non-testing limit in USD
i)	GPA Based on staffing list and salary pay as shall be provided on request.	51 Employees		
ii)	Taxes/Levies (%)			

GL & GPA Summary of Cover/Scope/Benefit Summary

	Annual Summary	Total of number of year's earnings/ The sum insured in USD
i)	Age limits (The minimum age at entry and the maximum age at entry)	
	Death from natural causes	
ii)	Death from accidental causes	
iii)	Permanent Total Disablement (PTD) – Accidental and Occupational illness	
iii)	Accidental Temporary Total Disablement (ATTD)	
iv)	Critical illness – Benefit per person	
v)	Accidental medical expenses	
vi)	Funeral expenses per person per policy year and requirements for eligibility	
vii)	Transport and incidental costs	
viii)	Permanent Partial Disablement (PPD)	
ix)	Medical expenses	
x)	Mobility and artificial appliances	
xi)	Wheel chair	
xii)	Work related illness	
xiii)	Death of legal dependants	
xiv)	Riots, strike, and civil commotions	
xv)	Disappearance	
xvi)	Helmets	
xvii)	Natural endemic diseases	
xviii)	Burns	

Lot 1 D. Buffer Cover – Please mention the Liability coverage your company policy provides for staff who exhausts their cover limit during the insurance period. In addition, mention if there is any limitation to the buffer cover such as if applicable to only Inpatient and Outpatient.

S/N	Description	Total number of Employees	Total Amount of Buffer Cover Provided
1	Buffer Cover	51 Employees	

Important Notes:

- For medical insurance, you are required to provide two financial proposals one with a cover limit for OUT-PATIENT USD 1,500 and IN-PATIENT USD 15,000 and the second one with cover limit of OUT-PATIENT USD 1,500 and IN-PATIENT USD 10,000. A buffer cover of the maximum offer allowable by the service provider should be provided in both proposals. If the service provider does not offer a buffer cover, it should be indicated as “not provided/not available”.

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2. For a complete list of FCA staff profile for purposes of GPA financial proposal, please write to Procurement.Ssucu@kua.fi between 9:00 am to 5:00 pm, Monday to Friday and two (2) days before the deadline.

General Exclusions. Please provide a list of exclusions from the benefit covers for IP, OP, LI & GPA insurance cover.

S/N	Exclusions
1	
2	
3	
4	
5	
etc	

Lot 2 Fleet Insurance Cover

A.	Vehicles	Make	Total Value/Sum insured in USD	Premium
1	44/03 SSD, Toyota Land Cruiser, IHZ-0797554, model 2014 - Juba	Toyota	47,000	
2	44/04 SSD, Land Cruiser IHZ-0828282, Hardtop, 10-seater, 5 door, model 2015 - Pibor	Toyota	47,000	
3	44/01 SSD, Toyota Land Cruiser IHZ-0633760, model 2009 - Mingkaman	Toyota	47,000	
4	44/09 SSD, Toyota Land Cruiser, 76 Hardtop, 10-seater, 5 door IHZ0897712, 2018 - Juba	Toyota	44,933.33	
5	44/07 SSD, Toyota Land Cruiser, Baloon, model HZJ105L-GCMNSV, model 1997 - Juba	Toyota	16,500.9	
6	Toyota Land Cruiser, Hardtop, 10-seater, 5 door – JTEEBF1J90F015962, model 2021 - Yei	Toyota	29,292.5	
B				
	Motorbike			
1	Yamaha D.T, model 2015, 2-seater – 3TS-130 697	Yamaha	6,290	
2	Yamaha D.T, model 2015, 2-seater – 3TS-130718	Yamaha	6,290	
3	Yamaha, 2-seater model 2021 – JD21E-2338193	Yamaha	3,600	
4	Yamaha, 2-seater, model 2021– JD21E-2338230	Yamaha	3,600	
C				
	Motorboats (Speed boats)			
1	Motorboat - Yamaha W23S / E75BMHDL - 672-L-1080715, 4 bench seats	Yamaha	23,500	
2	Motorboat - Yamaha 75 HP Outboard Two Stroke, 4 bench seats	Yamaha	19,234.50	
D				
	Taxes/Levies (%)			
Please provide additional Information if applicable/ Excess/Remarks				

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Additional Information for Fleet Insurance Cover

2	FLEET INSURANCE COVER	DESCRIPTION
	Comprehensive Insurance Cover	
	Insurance Category	
(A)	Motor Vehicles	Fire and theft
	Comprehensive Insurance Cover for 12 months	Death injury to third party
	<i>Essential Additional information.</i>	Events of claims arising out of one of course of incident
	6 pieces, Land cruiser hardtop	Damage to third party property
	Purchase values range: USD 29,000 to 47,000	Repair for damages
	Years of use (range) in SS 3 to 7 years.	Breakdown/Towing
		Windscreen cover
		Personal effects cover
(B)	Motorcycles	Death injury to third party
	Comprehensive Insurance Cover for 12 months	Third party property damage
	4 pieces all based in the field. Yamaha off-road	Towing
	Purchase values: USD 3,600 - 6,000 each.	Repair
	Years of use in South Sudan 1 - 3 years.	Breakdown/Towing
(C)	Motorboats (Speedboats)	Third party injury per person
	Comprehensive Insurance Cover for 12 months	Third party damage per series of event
	2 pieces currently used in Fangak County	Third Party damage Excess
	Purchase values: USD 19,000 - 29,000 each.	Liability per event of claims
	Years of use in SS – 2 - 5yrs	

Information required by the contracting authority:	Information to be entered by tenderer in the below columns:
Quotation validity (in days)	
Please state the period of your availability to provide the service in days upon signing of the service contract.	
FCA's mode of Payment is within 30 days of invoice.	(YES/NO)
We certify that we have the ability to deliver the service	(YES/NO)
We certify that our tender meets the eligibility/minimum requirements mentioned in table A.12	(YES/NO)

Company information	
Parent company (legal name)	
Street name and no.	
City	
Postal code	
Country	
Phone no.:	

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Fax. no.:	
E-mail:	
web-site:	
Sales Manager (name)	
Director (Name)	
Other contact (Title & Name)	

General information	
Nature of business – please enclose complete product information in English.	
Year of Establishment	
Number of full-time employees	
Licensing Authority	
Licence number (VAT no./TAX I.D.)	
Does your company have a written statement of its environmental policy?	
Please state in which languages technical documents are available:	
Working language:	

Subsidiaries, Associates and/or Overseas Representative	
Countries with registered office:	
Countries with representation (agent):	
List of International quality assurance certification held by your company:	
List of local and national quality assurance certification held by your company	
International trade / professional organisations of which your company is a member:	
Local trade / professional organisations of which your company is a member:	

After having read your letter of Invitation to Tender no. FCA/SSUCO003/2022 for provision of insurance services dated 20/05/2022 on behalf of my company/business, we hereby;

- Accept, without restrictions, all the provisions in the Invitation to Tender including General terms and Conditions for Service contracts with annexes.
- We hereby certify and attest that we meet the eligibility criteria of article stated in the Instructions to Tenderers.
- We further certify and attest that we, and/or our affiliates,
 - comply with the UN *Convention on the Rights of the Child* - UNGA Doc A/RES/44/25 (12 December 1989) with Annex

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- have not made or will not make use of forced or compulsory labor as described in the *Forced Labor Convention* and in the *Abolition of Forced Labor Convention 105* of the International Labor Organization.
- respect and uphold basic social rights and working conditions for our employees.
- are not engaged in any development, sale or manufacture of anti-personnel mines and/or cluster bombs or components utilized in the manufacture of anti-personnel mines and/or cluster bombs.
- Agree to apply the highest reasonable standard of diligence to prevent Money Laundering and Terrorist financing. Compliance with this obligation will be ensured by implementing FCA AML /CFT policy.

The above declarations will become an integrated part of the contract and misrepresentation will be regarded as grounds for termination.

- Our company/business has the following **nationality** [insert], as evidenced in the enclosed Company Registration Certificate.
- In the event the contract is awarded to us, we request that payments under the contract be made to the following **account**: [insert all necessary references].
- Our tender is valid for a period of 12 months after the closing date in accordance with instructions to tenders.

Signature & stamp:

Signed by: _____

The Tenderer	:
Name of the company	:
Address	:
Telephone no.	:
Fax no.	:
E-mail:	:
Name of contact person	:
Date:	:

NB. Attachments – Please check carefully before submitting your tender that you have prepared all the documents required in the instructions to Tenders article “Documents comprising the tender”

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