

## ANNEX: 1

### TERMS OF REFERENCE PROVISION OF INSURANCE SERVICES FOR NCA FLEET

Norwegian Church Aid South Sudan Programme is sourcing for service providers for insurance of its fleet for the year 2021 to 2022.

Therefore, NCA would like to engage the services of a qualified and competent insurance company to provide fleet insurance both comprehensive and third party for NCA's fleet in South Sudan, and for initially one-year (January to December 2020) and this may be extended depending on the performance.

Please provide:

1. Premiums rate for the different options; comprehensive and third-party insurance for the fleet
2. Clear statement on excess payment if applicable in your insurance policy .
3. A detailed list of certified approved garages that your company use in case of vehicle repair.

#### **Scope of Work**

The fleet insurance services will include all NCA vehicles and motor bikes within South in our area of operations but will not be limited to the following tasks:

#### **Valuation of all NCA vehicles**

1. The insurance company will conduct valuation of all NCA vehicles and motor bikes prior to insuring them.
2. Provide an updated list of vehicles with their respective current values
3. This exercise should be done on annual basis
4. The Company is also requested to give a proposal to NCA for annual depreciation rate for the fleet

#### **Insuring all the NCA vehicles**

1. The insurance company is expected to ensure all NCA fleet both in Juba and other parts of South Sudan
2. Gives technical advice to NCA on how to keep their fleet in good working conditions

#### **Repair of NCA damaged vehicles**

1. Give list of certified approved garages that provide professional car services
2. Take full responsibility of NCA vehicle under repair
3. Give report about the vehicle being repaired
4. Committed to any compensation as it may deem necessary

## **Deliverables**

Proposed technical solutions /services to be performed by Insurance Company

1. Provide NCA with a comprehensive motor vehicle/ motorbikes insurance policy for the company
2. Provide 24/7 comprehensive and third-party insurance cover for NCA vehicles and motorcycles fleet
3. Deliver the insurance policies and stickers to NCA Logistics office when the cover expires
- 3 Maintain NCA fleet Insurance policy report , update and remind logistics office within one week before the insurance policy expires
- 4 Report to accident locations when called upon within 1 hour in Juba and 12 hours in other locations outside Juba where the company does not have an office
- 5 Settle claims launched within 15 days
- 6 Provide towing services and 24/7 road assistant to NCA
- 7 Appoint or name a dedicated contract person dealing with NCA account
- 8 Identify and recommend to NCA appropriate repair garage
- 9 Commit to no claim discount preserved when a third party is identified and at fault

## **EVALUATION FACTORS AND SUB-FACTORS**

The Proposals for this contract will be evaluated according to the following criteria:

- Accredited/Certified fleet Services Insurance Provider.
- A good track record in offering services to international organizations, embassies and multinational corporations in South Sudan for a minimum of at least 5 years. A list of corporate clients for similar services, including contact details, should be provided.
- Has in its employment competent and experience staff, especially in fleet insurance services provision, as evidenced by the track record in their Curriculum Vitae which should be provided.
- Financially stable – annual audited financial statements for the last 3 years to be provided.
- Re-insurer information must be provided.
- Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.
- Ability of its designated staff to think on their feet and provide immediate reasonable solutions to NCA needs and emergencies.

Technical and Financial proposals will need to be submitted as separate documents and clearly marked as such. Financial proposals will not be opened until the conclusion of the technical evaluation and only for those proposals that are deemed qualified and responsive to the TORs.

**Disclaimer**

NCA reserves the right to determine the structure of the process, number of short-listed participants, the right to withdraw from the proposal process, the right to change this timetable at any time without notice and reserves the right to withdraw this tender at any time, without prior notice and without liability to compensate and/or reimburse any party.

**Submission**

All the tender documents will be submitted in a sealed envelope which will be dropped in our tender box at the Guard House managed by WS Insight Security Guards. Bidders should ensure that they register their details in the tender registry.