



JESUIT REFUGEE SERVICES

INVITATION TO BID

**Ref #: SDS01/J07/2022: PROVISION OF STAFF
MEDICAL INSURANCE COVER FOR 2022-2023.**

SCHEDULE OF ITB ACTIVITIES:	
Issue ITB	<i>18th January, 2022</i>
Questions from Supplier due date	<i>20th January, 2022</i>
Deadline for reply	<i>21th January, 2022</i>
Deadline for submitting the bid to JRS	<i>25th January, 2022</i>
Evaluation of ITB	<i>26th – 27th January, 2022</i>
References and Due Diligence	<i>27th January, 2022</i>
Award of Contracts and Review	<i>28th January, 2022</i>
Contract start	<i>1st February, 2022</i>

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1. INTRODUCTION

1.1. The Jesuit Refugee Services

Jesuit Refugee Service is a Catholic Church-based international humanitarian organization, with a Mission to accompany, serve, and advocate for the rights of refugees and forcibly displaced persons. JRS has a priority to work wherever the needs of refugees and internally displaced people are urgent and unattended to.

In Yambio and Maban, JRS offers a wide range of rehabilitation and relief services most of which focus on Protection and mixed solutions for IDPs, Returnees and Host communities. JRS provides education scholarships and sanitary kits to girls and young women attending school on top of the teacher training scholarships for those wishing to attain their diplomas and degrees.

Through the community and school-based peace building initiatives, JRS utilizes mediation mechanisms and workshops to encourage and foster reconciliation as a means of moving away from violence.

With funding from UNHCR, BPRM, Tdh/BMZ, Xavier Network, JRS USA, Kosti, Solidarity, Spanish Jesuit Mission Office and Interculturas, JRS has been working in South Sudan since 1997, providing essential services in Yambio and Maban.

1.2. The Purpose of this Invitation to Bid (ITB)

Through this Invitation to Bid (ITB), JRS seeks to secure competitive offers for the selection of a medical insurance service provider for its staff in South Sudan. Eligible and technically qualified companies competent to provide the services are invited to submit their bids as follows:

Category Reference	Category Description
SDS01-J07-2022	PROVISION OF STAFF MEDICAL INSURANCE COVER FOR 2022-2023

The winning bidder(s) will enter into a fixed term contract of One (1) year. Bidders shall be domiciled and must have complied with all Government legal Regulations to operate in South Sudan and regular taxpayers. The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices in South Sudan or any other country of operation.

1.3. Cost of Bidding

The Bidder shall be responsible for all costs associated with the preparation and submission of their bids, and JRS, “the Contracting Authority”, will in no way be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2. THE BIDDING DOCUMENTS:

2.1. The Bidding Documents

The Bidder shall inspect all documents and information, forms, terms and conditions in this ITB. Failure to furnish all information and address all areas of the bidding documents will be considered as substantially unresponsive and may lead to rejection of the bid in its entirety.

The Bidding documents comprise of the following documents:

- Bid Notice
- Supplier Questionnaire – to be filled online
- Schedule of Services
- JRS Conflict of Interest and Code of Conduct.

Clarification of Bidding Documents

Any prospective Bidder wishing to seek for further clarification on the bidding documents may notify JRS through the email address: southsudan.logistics@jrs.net. The request for clarification must reach JRS not later than **20th January 2022**. JRS will respond by e-mail providing clarification by the **21st January 2022**. Response to such communication shall be shared with other bidders with explanation of the query without identifying the source.

3. PREPARATION OF BIDS:

3.1. Language of the Bid

The bid and all accompanying correspondence between the bidders and JRS shall be written in English language only. Any printed literature furnished by the bidder and written in another language must be accompanied by an English translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the English translation shall prevail. Any translations must be performed by a licensed translator as recognized and notarized by the Courts of South Sudan.

3.2. Documents Comprising the Bid

The submitted bid must include the following information. Failure to supply all requested information or comply with the specified formats may disqualify the bidder from consideration.

- *Cover letter explaining interest to provide Staff Medical Insurance Services in South Sudan.*
- *Technical proposal detailing the Firm Profile (5 pages maximum) with a brief description of the firm's organization and an outline of recent experience on similar services. The outline should indicate inter alia, the profiles of the Key Staff proposed, work plan and duration of previous engagements, contract amount and firm's involvement.*
- *A Financial Proposal detailing the costs of providing the medical services, remunerations and reimbursables.*
- *Certificate of Incorporation and or Registration in South Sudan.*
- *Certificate of Business Trading License in any Town in South Sudan.*
- *Certificate Association of Insurance Brokers*
- *Certified copy of the current IRA (Insurance Regulatory Authority) registration license for year 2020*
- *PIN Registration Certificates*
- *Tax Compliance Certificate/ Evidence of payment of tax to any relevant authority within South Sudan.*
- *Bank details and 3-Months Financial Statements from a reputable Bank in South Sudan*
- *Three Reference Letters and record of any previous relevant work with INGOs or UN Agencies*
- *A Bid detailing the Premiums payable and provisional Exchange Rates from the Central Bank of South Sudan.*
- *Supplier Information form (to be Filled online)*
- *JRS Conflict of Interest and Code of Conduct completed, stamped, signed and submitted.*
- *Any other document the bidder might feel will increase chances of award.*

3.3. Bid Prices & Price Changes

For the purpose of selecting a Service Provider, the Bidder shall clearly indicate the unit price of the services they will provide. All unit prices shall be clearly indicated in the space provided in the price schedule. The Bidder must sign and officially stamp the price schedule.

During the validity period of the ensuing Contract, any price changes due to market conditions, the provider can express the change in writing to JRS One (1) month before implementing the change. JRS will also respond to the request in writing within 15 days. Once the changes have been agreed upon, an addendum will be signed to form part of the original contract.

3.4. Bid Currencies

All rates and amounts entered in the Bid Form and Price Schedule and used in any documents, correspondence or operations pertaining to this tender shall be expressed in **United States Dollar (USD)**.

3.5. Document Establishing Services Eligibility and Conformity to Bidding Documents

Pursuant to *Clause 3*, the bidder shall furnish, as part of their bid, documents establishing the eligibility and conformity to the Bidding Documents of all services to be offered under the ensuing contract.

The Documentary evidence of the services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

3.6. Bid Security

For the Purpose of this ITB process, Bid Security or Bond shall not be applicable.

3.7. Period of Validity of Bids

Given the length of the contract, its JRS wish that the Bids remain valid for a minimum period of Two (2) Months after submission.

3.8. Format and Signing

The original bid shall be signed (each page must be initialed and stamped), by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

The bidder shall include a cover letter in their financial proposal. The content of the cover letter shall include the following information:

- A table containing bid offer: item description
- A detailed specification of the services to be offered
- Delivery time upon issuance of instructions for services.
- Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 2 Months).

4. SUBMISSION OF BIDS

4.1. Submission and Marking of Bids:

Bidders shall submit sealed bids addressed to:

The procurement & Tender Committee

**Jesuit Refugee Services
Tong Ping, Near Indian embassy
Juba, South Sudan**

Before **25th January 2022 at 1700hrs CAT**

Bids submitted after the deadline will not be accepted.

Bidders must sign the bid register form at the reception of the office indicating their company name, telephone number, and date of submission.

4.2. Format

The Bidder's offer shall comprise of all the documents requested by JRS, price and cost Schedules and any other supporting documents in a sealed envelope. Please, indicate the **reference #** as indicated above.

4.3. Modification and Withdrawal of Bids

No modification of the bid shall be allowed after submission and deadline date.

5. BID OPENING AND EVALUATION

5.1. Preliminary Examination

JRS will examine the bids to determine whether they are complete, whether any computational errors have been made, required licenses have been furnished and that requisite documents have been properly signed and whether bids are generally in order.

5.2. Evaluation and Comparison of Bids

Bids determined to be substantially responsive as per *section 7 above* will be considered for the evaluation process with the below scoring criteria:

TECHNICAL EVALUATION CRITERIA		
Tech Eval:	Description	Score (%)
Organization & Capacity of the Insurance Company/ Broker	<ol style="list-style-type: none"> 1. General Organization & governance structure and or profile of the Medical Insurance Company, brokers, and the owners [05%] 2. Number of Years (minimum 3) experience of the company in the Medical Insurance sector or similar Services [05%] 3. Ability to enlist wide range of service providers in Maban, Yambio & Juba as well as in the Region. (Please provide 3 medical Service Providers in Maban, Juba & Yambio) [15%] 4. Detailed workplan/training plan on roll out of the Medical Scheme [05%] 5. Financial Capacity: Amount of Turnover of the Company from the 	35%

	Bank Statements [5%]	
Staff capacity	6. The Capacity in terms of the Experience and Qualifications of Key staff assigned to the management and delivery of the medical scheme (Account Manager, Case Manager & Customer Service) [10%]	10%
Scope of the cover	7. The depth of the Insurance cover as stated in the schedule of requirements, consideration will be given to superior package with greater concessions [05%]. 8. Suitability of the proposed scheme, extensiveness, flexibility, and convenience [05%]. 9. List of medical Service providers, Affiliated hospitals, Auxiliary services to support scheme, Support service such as 24 hrs. call Centre [05%].	15%
Network Coverage	10. Extensive and Comprehensive Network of Service Providers (Hospitals and Doctors network) within South Sudan, and East Africa. Please provide a List of ten top (10) clients with respective premiums [10%].	10%
Experience	11. Bidder’s ability to demonstrate relevant experience and technical knowledge of the services required, experience working with other INGOs and corporate sector [05%].	05%
Case Management	12. A detailed description on how the cover is going to be administered: delivery approach, methodology, work plan and quality of service provisions [5%]. 13. Quality of technological enhancement in place e.g. Mobile, web-based applications, Biometric systems in delivering service will be highly considered [10%]. 14. Claim reimbursement processes and percentage [05%].	20%
References Letters, evidence of previous works	15. This refers to the bidder providing: Any documents, letters, contracts, purchase orders or relevant information demonstrating experience and capacity to deliver Medical Insurance package in South Sudan [05%]	05%
TECHNICAL EVALUATION SCORE OUT OF 100%		
Financial Proposal	FINANCIAL PROPOSAL SCORE OUT OF 100%.	100%
TECHNICAL EVALUATION (60 Points) + FINANCIAL (40 Points)	<u>WEIGHTED SCORES:</u> TECHNICAL EVALUATION=[SCORE/100) *60 POINTS] FINANCIAL EVALUATION SCORE= (LOWEST BID PRICE/OFFERED BID PRICE) *40 Points	60 Points + 40 Points

	TOTAL WEIGHT (TECHNICAL EVALUATION + FINANCIAL EVALUATION)	100 Points
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5.3. Contacting JRS

Subject to *Clause 5*, no Bidder shall contact JRS on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded or selected authorized supplier or vendor is announced.

5.4. Notification of Award

JRS will notify successful and unsuccessful bidders in writing about bid acceptance/unacceptance. For Successful bidders, JRS will share draft Contract for review before signature of the final contract. At this time, JRS may choose to negotiate with the selected bidder to finalize the offer.

6. CONTRACTING

6.1. Contract award and notification

JRS will award the Contract to the Bidder whose offer has been determined to be substantially responsive and considering rates, price, and performance factors.

6.2. Evaluation

JRS, where applicable, will have the right to assess and evaluate provider’s service and this will be done by key staff using the services.

Should the services not conform to the Service Level required and expected, JRS may discontinue the service without extension of time except at JRS’s sole discretion. Upon discontinuation, the Service Provider shall refund JRS prorated amounts up to and including the last day of notice.

6.3. Commissions, Rates, Price Schedules, and Location

Bidders interested in the provision of Staff Medical Insurance Scheme/cover, should provide the information requested above and, in the *Annexes*, below.

Bidders must provide their list of Medical Insurance benefits and limitations for the Contract.

Disclaimer

JRS reserves the right to alter the dates of the timetable.

JRS does not bind itself to accept the lowest or any Bid thereof.

ANNEXE I: PRICE SCHEDULES AND LOCATIONS

Vendors interested in the provision of Services to JRS South Sudan.

List of Services for Medical Insurance Cover:

Cost structure Option 1						
	Description of Preferred medical	Unit of Measure	Staff #	Unit Rate	Total Extended	Additional Notes If

	cover Option				Price	any
1	Inpatient services	Principal Only	130 (Estimated)			
1.1		Principal+1Dependant				
1.2		Principal+2 Dependents				
1.3		Principal+3 Dependents				
1.4		Principal+4 Dependents				
2	Outpatient Benefit	Principal+1+2+3+4				
3	Maternity	Principal+1+2+3+4				
4	Dental	Principal+1+2+3+4				
5	Optical	Principal+1+2+3+4				
	Total cost / Unit (Fully Insured)					
Cost Structure Option 2						
	Description of Preferred medical cover option	Unit of Measure	Unit Rate		Total Extended Price	Additional Notes If any
	Fully Insured					
6	Inpatient services	Principal Only	130 (Estimated)			
		Principal+1Dependant				
		Principal+2 Dependents				
		Principal+3 Dependents				
		Principal+4 Dependents				
7	Outpatient Benefit	Principal+1+2+3+4				
	Total cost / Unit (Fully Insured)					
	Self-Funded option.	Actual / (%)				
8	Maternity	Management fee				
9	Dental	Management fee				
10	Optical	Management fee				
	Total Management cost					