



REPRODUCTIVE HEALTH ASSOCIATION OF South Sudan

Terms of Reference and request for proposal for Provision of Medical Insurance Services to RHASS staff and dependants under Long-term Arrangement

1. BACKGROUND

Reproductive Health Association of South Sudan (RHASS) is a not-for-profit organization registered under the laws of South Sudan in 2011 to provide high quality, integrated Reproductive health services. It has so far demonstrated its solid commitment and support to the national effort to improve the sexual and reproductive health rights situation in South Sudan with focus on the poorest and underserved segments of the population.

In line with the human resources manual section 6.3.2, RHASS provides medical insurance cover to contract employees and their dependants i.e. spouse and 3 dependent children less than 21 years of age. Staff are expected to receive medical insurance with a particular service provider approved by management. The organization has currently 20 staff (*Full list will be provided*). *The staff number will be subject to change due to staff leaving and staff being hired*.

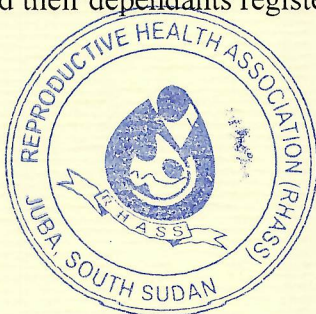
Therefore, RHASS is soliciting proposals from medical insurance service providers (firm) that have the required experience and resources with a pool of medical professionals, geographically dispersed service centers across the region to provide medical cover to their employees.

2. OBJECTIVES OF THE SERVICE

The objective is identifying medical insurance service provider (firm) that fulfills the RHASS requirements and provide Medical Insurance Services to its staff and their dependants.

3. SCOPE OF SERVICES:

The service provider is expected to offer the following – in-patient and out-patient – medical services to members of staff and their dependants registered under the policy to an agreed financial limit:



- Outpatient consultations, diagnostic tests, and treatment with a specialist if consented by individual including but not limited to paediatrician, gynaecologist, dermatologist, physiotherapist, urologist, neurologist and psychiatrist.
- Access to a private ward, single room, in the hospital most appropriate for the case, including medical, surgical, diagnostic and therapeutic services appropriate to the accident/illness.
- Treatment of short-term (acute) medical conditions, including in-patient tests, and surgery.
- Accident and Emergency admission, treatment and care.
- Laboratory tests, x-rays, ultra-sound, CT and MRI scans, oncology tests and other diagnostic procedures, including testing for HIV/AIDS, Covid if required and consented by the individual;
- All family planning advice, procedures and commodities, including but not limited to surgical contraception – vasectomy, tubal ligation, Norplant implant.
- Immunization for new born babies, booster immunization for older children and vaccination for adults when travelling or if deemed necessary;
- Maternity care including pre-natal and post-natal care, routine support and advice, tests, consultations and treatment during childbirth, and management of pregnancy related complications including congenital defects or abnormalities and premature births;
- Diagnosis and treatment of sexually transmitted diseases;
- Provide Health Care Guidance and Talks, if required;
- Conduct health assessments and clearance for staff, when required to (N.B, no member or dependant will be required to undertake an HIV test before entering employment with the RHASS or at any other time);
- Critical illnesses e.g. HIV/AIDS, cancer – provide treatment of opportunistic infections, Antiretroviral therapy and the appropriate monitoring where necessary for any HIV positive member and his/her named dependants; provide counselling for members and immediate family, especially in the case of a confirmed terminal illness, suspected or known HIV infection; provide treatment including chemotherapy and care for cancer;
- Be able to counsel and provide emergency post exposure prophylaxis in the case of known or suspected exposure to HIV infection or cancer.
- Provide reasonable Psychiatric services including counselling services, drugs and treatment for members and immediate family in case one develops a psychiatric condition;
- Wellness cover for general medical checkups, cervical smears, mammograms, prostate cancer and other tests.
- Non-cosmetic dermatology consultations and treatment
- Provide rehabilitation and counselling services for any member who suffers permanent loss of one or more limbs or eyes or suffers from total or partial disablement; provide specialist equipment e.g. mobility, hearing aids etc. if deemed necessary;



- Provide general counselling services to staff and family members;
- Provide optical services including eye testing, surgery and lenses as prescribed by a qualified ophthalmologist to an agreed financial limit.
- Offer a wide range of options of medical and para-medical practitioners, clinics and hospitals to members on the scheme.
- Provide dental services including cleaning, filling, extraction, root canals treatment and replacement of teeth lost through sickness or accident to an agreed financial limit.

4. CRITERIA FOR PROPOSAL EVALUATION

1. Technical Proposal.

Each bidder shall submit a technical proposal addressing the services required how they will meet the requirements. The technical proposal will account for 60% of the total combined score. The proposal will be evaluated according to the following criteria:

- a) Company & personnel qualifications
- b) Benefit coverage
- c) Provider network (Medical providers, Coverage Area)
- d) Quality of service

2. Financial Proposal

The financial proposal shall be evaluated according to the price structure proposed and will account for 40% of the total combined scoring.

5. QUALIFICATIONS OF THE COMPANY AND PERSONNEL QUALIFICATION

- Extensive experience and a proven track record in the health insurance business
- Wide networks for national and international coverage
- Reliable health coverage services
- Sound experience in servicing international organizations
- Ability to provide 24-hours service
- Ability to provide reimbursement system by sending the claim to employee's bank account
- Real time administrative support systems
- Ability to respond immediately to emergency situations, whilst maintaining high quality standards of service delivery



6. GENERAL PROVISIONS

- This tender is open for Health Insurance Companies only.
- Please submit the health insurance proposal according to the health insurance benefit as requested which contains below information:
 - Inpatient benefit
 - Outpatient benefit
 - Provider coverage
 - Premium price
 - General condition
 - General Exclusion
- Each bidder may have their own proposal version, but the technical proposal must be submitted as a separate document from the financial proposal.
- Only proposals that fully address the mandatory services listed in the bidding requirement will be evaluated.
- Due date of submission: **Friday, November 15, 2024 at 16.00 CAT**. The proposal comes after this time will not be accepted.
- Short-listed bidders may be invited to make presentations to the evaluation team.

All bids should be hand delivered and addressed to:

The Procurement Unit,
RHASS Head Office,
Star Village Building, First Floor, Gudele Road
Juba, South Sudan.

Via e-mail: procurement@rhass.org.ss; cc charles.oyet@rhass.org.ss,
For further inquiry, please call the following contacts;
+211 921 277 297, +211 921 085 588

