

## REQUEST FOR PROPOSAL (RFP002)

RFP Number:	<u>RFP002</u>
Issuance Date:	<u>November 3, 2022</u>
Submission Deadline:	<u>November 17, 2022, 17:00 hours (South Sudan, UTC+2 Time zone)</u>
Description:	<u>Provision of Medical Insurance Cover for DT Global National Staff United States Agency for International Development (USAID)</u>
Funded By:	<u>Contract Number: 72066820C00003 and 72066821C00009</u>
For:	<u>Shejeh Salam Activity and Afia WASH Projects , implemented by DT Global</u>

### **Section I: Instructions to Offerors**

1. **Introduction:** The Shejeh Salam is a five-year USAID funded Activity, implemented by DT Global, and has been operational in South Sudan since September 30, 2020. The USAID Shejeh Salam aims to empower citizens across a wide range of contexts and populations in South Sudan to advance peace, stability, and dialogue through local solutions, civic participation, and increased access to information, with the goals of mitigating conflict, advancing reconciliation efforts, and bolstering civil society at local and national levels.

The USAID funded five-year Afia WASH Project (2021-2026) aims to contribute to USAID/South Sudan's goal of strengthening the foundation for self-reliance by expanding gender-transformative sustainable access to basic safe drinking water, basic sanitation coverage, and increased uptake of key hygiene behaviors to improve health and household resilience in accordance with its Strategic Framework 2020 - 2024<sup>(ii)</sup>.

The purpose of this RFP is to solicit proposals from eligible vendors for as-needed, ad-hoc purchases of the goods and/or services as described in **Section 2 – Scope of Work**. This RFP will be used to solicit quotes from potential suppliers/vendors for an award of Service Contract to the best bidder to provide Medical Insurance Cover for DT Global National Staff under Shejeh Salam and Afia WASH activities.

2. **Offer Deadline and Submission Protocol:** Offers must be received no later than the date and time specified in the "Submission Deadline:" section above. Offers are to be received in electronic version only and by email. Offers must be emailed to [shejehsalam-procurement@dt-global.com](mailto:shejehsalam-procurement@dt-global.com) and [afiawash.procurement@dt-global.com](mailto:afiawash.procurement@dt-global.com).

Please reference the RFP number in any response to this RFP. Offers received after the specified submission time and date will be considered late, hence disqualified. Late submissions will be considered only at the discretion of DT Global.

3. **Questions:** Questions regarding the technical or administrative requirements of this RFP may be submitted no later than **November 9, 2022 [17:00] hrs. (South Sudan, UTC+2 Time zone)** by email to [shejehsalam-procurement@dt-global.com](mailto:shejehsalam-procurement@dt-global.com) and [afiawash.procurement@dt-global.com](mailto:afiawash.procurement@dt-global.com) . Phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that

DT Global believes may be of interest to other offerors, will be circulated to all RFP recipients who have indicated an interest in bidding. DT Global would make efforts to provide responses to any questions within 24 hours.

Only the written answers issued by DT Global will be considered official and carry weight in the RFP process and subsequent evaluation. Any verbal information received from employees of DT Global or any other entity, should not be considered as an official response to any questions regarding this RFP.

4. **Scope of Work:** Section 2 contains the Scope of Work for the required goods and/or services that may be ordered under the Service Contract and technical qualifications that the selected offeror must possess.
5. **Quotations:** Quotations in response to this RFP must be priced on a fixed-price, all-inclusive basis. Prices must be presented in United States Dollars (USD). Prices must be inclusive of all costs. Offers must remain valid for not less than ninety (90) days after the offer deadline and price must remain fixed for the entire period of price quotation validity. Offerors are requested to provide quotations on their official company quotation format or letterhead.
6. **Required Documentation:** The offerors responding to this RFP are requested to submit the following documentation, all in the **English language**:
  - a. Valid Company Registration Certificate.
  - b. Tax Identification Number Certificate.
  - c. Current, valid Tax Clearance Certificate (if applicable).
  - d. Valid Operational License (if applicable).
  - e. Company profile or short introduction to company's areas of expertise.
  - f. Provide at least three (3) full names of your company Directors as they appear in your company's Article of Association and copy of their IDs or passports.
  - g. A minimum of three (3) references (with name and contact information) relevant to the requested goods and/or services Section 2 – Evidence of past performance in the last two (2) years. References from USAID-funded or similar donor-funded projects are preferred. Independent verification of the references may be carried out. DT Global reserves the right to obtain past performance information from sources other than those identified by the offeror.
  - h. USD Bank Account Details (Issued on a Bank Letterhead with Bank name, Bank branch name, Bank Address, Company Name that match the offeror's name, Account number, and swift code); and
  - i. UEI Number (Unique Entity Identifier). If your company has not obtained a UEI number, a requirement for all US Government funded projects, please initiate the process as soon as possible on [www.SAM.gov](http://www.SAM.gov) , as number assignment takes long.

The price quotation must be submitted separately from above documents but in the same submission email. All other parts of this quotation must not refer to pricing data in order that the technical evaluation may be made strictly based on technical merit. The receiver of the documents will provide only the technical part of your submission to the Technical Committee, and the Financial Part of your submissions to the Financial Evaluation Committee.

If any of the above documents are not in the English language, an original along a notarized official translation in the English language should be submitted.

7. **Service Delivery:** The delivery location for the services described in this RFP is as per proposed geographical coverage by offerors and acceptable by DT Global. The offeror is expected to provide clear timeframe for service delivery as per the table below;

Item	Services	Number of days/Hours required to deliver
1	Provision of medical insurance cards after enrollment/submission of medical application form	
2	Response to medical emergencies and approvals	
3	Claim settlement	

8. **Source/Nationality/Manufacture:** All goods and/or services offered in response to this RFP or supplied under any resulting award must meet **USAID Geographic Code 937** in accordance with the United States Code of Federal Regulations (CFR), [22 CFR §228](#). The cooperating country for this RFP is South Sudan.

Offerors may not offer or supply goods and/or services or any commodities that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria, (North) Sudan, Burma (Myanmar).

9. **Taxes and VAT:** The agreements under which this procurement is financed do not permit the financing of any taxes, VAT, tariffs, duties, or other levies imposed by any laws in effect in the Cooperating Country. No such Cooperating Country taxes, charges, tariffs, duties, or levies will be paid under Service Contract award from this RFP.

10. **Unique Entity Identifier Number-UEI:** Companies or organizations, whether for-profit or non-profit, shall be requested to provide a UEI number, if selected to receive an award in response to this RFP valued greater than or equal to USD \$30,000 (or equivalent in other currency). If the Offeror does not have a UEI number and is unable to obtain one before the submission deadline, Offeror shall include a statement noting their intention to register (or screenshots from the registration) for a UEI number should it be selected as the successful offeror or explaining why registration for a UEI is not possible. Please obtain **UEI** number by registering at [www.sam.gov](http://www.sam.gov) to obtain a number. Further guidance on obtaining a UEI is available from DT Global upon request.

11. **Eligibility:** By submitting an offer in response to this RFP, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. DT Global will not award a Service Contract to a firm that is debarred, suspended, or considered to be ineligible by the U.S. Government. If the entity becomes debarred, suspended or otherwise ineligible after an award of Service Contract, DT Global will cancel such Service Contract and will not continue any cooperation with the said offeror.

12. **Evaluation and Basis for Award:** The award will be made to a responsible offeror whose offer follows the RFP instructions, meets the eligibility requirements, and meets or exceeds the minimum required technical specifications as laid out in Section 2 – Scope of Work and below.

This RFP will use reasonable and technically acceptable price source selection process to determine best value as set forth in FAR 13: Simplified Acquisition Procedures. That means that each offer will be evaluated on whether it meets or exceeds the minimum required technical specifications and is judged to be the best value for Shejeh Salam and Afia WASH.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFP, an offer may be deemed “non-responsive” and thereby disqualified from consideration. DT

Global reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award will be made solely based on these original quotations. However, DT Global reserves the right to conduct any of the following:

- Negotiations with and/or request clarifications from any offeror prior to award of PO or signature of a Service Contract;
- DT Global may cancel this RFP at any time; and
- DT Global may reject any and all offers, if such action is considered to be in the best interest of DT Global.

13. **Evaluation Criteria:** The award will be made to a responsible offeror whose offer follows the RFP instructions, meets the eligibility requirements, and meets or exceeds the minimum technical specification requirements mentioned in this RFP and provide reasonable price quotation that is within the competitive market price.

As per this RFP requirements, all offers will be subjected to a preliminary examination to verify the overall completeness and responsiveness of the offers received. Any offer that will be found to be incomplete, invalid, or substantially unresponsive will be disqualified. Technical specification requirements are mentioned below and will be evaluated using best value method.

- Evidence (Contracts and Recommendations) of work experience with USAID-funded or similar donor-funded projects for at least two (2) years
- Extensive Network of Service Providers for medical cover and geographical coverage.
- Proposed medical cover detailed specification, clearly identifying exclusions.
- Proposed medical policy cover (including ceilings) and procedures for either reimbursement or approval of medical expenses

In line with Donor's rules and DT Global Procurement Policy, the winning offer will be selected for an award of Service Contract based on the best offer and reasonable price quotation that meets the minimum technical specification.

14. **Terms and Conditions:** This is a Request for Proposals (RFP) only. Issuance of this RFP does not in any way obligate DT Global, the Shejeh Salam Activity, The AFIA WASH Project, or USAID, to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

DT Global will not in any way assist Offerors in preparing their bids nor reimburse any bid preparation costs incurred by the Offeror.

Offerors are responsible for ensuring that their offers are received by DT Global in accordance with the instructions, terms, and conditions described in this RFP. Failure to adhere with instructions described in this RFP may lead to disqualification of an offer from consideration.

This request for proposals does not constitute an order. Buyer may accept other than the best priced offer based on trade-offs between cost and other selection criteria, or to further its socioeconomic programs. Buyer reserves the right to reject offers (a) received after the date and time specified, (b) not responsive to the solicitation, (c) with unbalanced line-item pricing, or (d) from vendors restricted from doing business with the U.S. Government.

Notwithstanding the terms of this Request for Quote/Proposal, offeror acknowledges that DT Global reserves the right to reject any or all Quotes/Proposals for whatever reason DT Global determines, in its sole discretion, to be in its best interests. Offeror further acknowledges that DT Global may for whatever reason waive any or all formalities and terms of this Request for Quote/Proposal and that

nothing in the terms of this Request for Quote/Proposal shall give rise to any claim or cause of action, including without limitation any claim for breach of implied-in-fact contract to treat Quotes/Proposals in accordance with the terms herein.

This solicitation is subject to DT Global standard terms and conditions. Any resulting award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request.

Please note the following terms and conditions will apply:

- (a) DT Global' standard payment terms are net 30 days after receipt and acceptance of any commodities, services or deliverables. Payment will only be issued to the entity submitting the offer in response to this RFP and identified in the resulting Service Contract award; payment will not be issued to a third party.
  - (b) The Vendor shall furnish the goods and/or services described in the Service Contract by the DT Global. The Shejeh Salam and Afia WASH are only obligated to pay for the goods and/or services to the extent Service Contract are issued resulting from this RFP.
  - (c) No goods and/or services may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria, (North) Sudan and Burma (Myanmar).
  - (d) Any international air or ocean transportation or shipping carried out under any award resulting from this RFP must take place on U.S.-flag carriers/vessels.
  - (e) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The Vendor under any award resulting from this RFP must ensure compliance with these laws.
15. **Privity:** Please note that in submitting a response to this RFP, the offeror understands that the United States Agency for International Development (USAID) is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to DT Global, as USAID will not consider protests regarding procurements carried out by implementing partners. DT Global, at its sole discretion, will make a final decision on the protest for this procurement.

**DT Global has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation.**

If you suspect that fraud has been committed, please contact the DT Global Chief of Party, or please use DT Global's anonymous third-party complaint reporting system that can be accessed by phone at +61 2 9053 9285, online at [qrs.ly/DTGlobalEthicsHotline](https://qrs.ly/DTGlobalEthicsHotline) or via email at [speakup@coreintegrity.com.au](mailto:speakup@coreintegrity.com.au)

Your complaint should include the details of the incident or incidents, the names of the individuals involved and the names of the witnesses. Thereafter, DT Global or their designee will undertake a full and effective investigation of the allegations. This investigation will be completed, and a summary of the findings will be made and communicated to you as soon as practical.

## **Section 2: Scope of Service and General Requirements**

DT Global South Sudan is seeking to select the best supplier/vendor for Provision of Medical Insurance Cover for DT Global National Staff implementing Shejeh Salam Activity and Afia Wash Project. This RFP will be used to solicit offers from potential suppliers/vendors for an award of Services Contract to the best bidder. The following items below constitute the scope of work.

### **A. Scope of Service Details**

- (i) **Period of Cover:** The medical insurance quotations should include three different timelines

and DT Global will determine the period of coverage after assessing the quotations. These three different timelines are as listed below:

Scenario 1: January 1, 2023 to September 30, 2023

Scenario 2: January 1, 2023 to December 31, 2023,

Scenario 3: January 1, 2023 to January 31, 2024

- (ii) **Medical Scheme and Cost Benefit:** The offerors are free to submit more than one medical scheme plan. DT Global, at its discretion, shall select the best among the proposed scheme that is suitable for its staff.
- (iii) **Service Provider Network:** The offeror shall provide detailed updated list of current providers that are registered with the offeror. The said service providers should be in urban and rural/remote areas in South Sudan and the following countries: Kenya, Uganda, Sudan, Egypt and Ethiopia as well as India for referrals.
- (iv) **Past Performance and Experience:** The offeror shall provide documented evidence indicating at least two years' experience in provision of medical insurance coverage, preferably to USAID funded organizations, INGO, Embassies, or UN Agencies. The said documented evidence shall include contact list, recommendation letter and past successfully completed medical insurance contract details as required in **Section 5: Reference - Summary of Past Performance and Experience**
- (v) **Delivery Timeframe:** The medical insurance service **MUST** commence on the start date of the contract without failure in providing medical services to DT Global staff. The dates for each start of the policy will be provided to the winning bidder. The insurance company shall ensure all insured persons get their updated smart cards in time for the start of the insurance coverage.
- (vi) **Basic policy/cover procedures:** The offerors shall provide the detailed description of policy/cover as well as the procedures which are applied to proposed medical cover. The information required should not be less than members eligibility requirements, proposed enrolment procedures, comprehensive policy description, reimbursement (process, duration and cost), exclusions in policy, and customer service and assistance – including contact information for South Sudan and for all above mentioned countries where insurance is valid, etc.

#### **B. Medical Scheme and Cost Benefit**

Offeror is required to submit a medical scheme and cost benefit with full and detailed specification of what they propose to offer. For this RFP, DT Global has a set minimum benefit per family insured as

(i) Inpatient Cover at \$15,000 and Outpatient Cover at \$2,000 and

(ii) Inpatient cover at \$17,000 and outpatient cover at \$3,000 or other better offer or coverage.

The said minimum benefit is provided only as indication to the bidders. However, bidders will be evaluated based on the limits and the best value, therefore we encourage all bidders to submit their best offer and coverage. Offeror is allowed to submit more than one offer, but each offer shall be accompanied by its own premium. The medical scheme and benefits requested shall include but not be limited to expenses related to Inpatient, Outpatient, Dental, Optical/Vision, Surgery, Pre-existing Conditions, COVID 19, HIV/AIDS and STD, Prescriptions Drugs, Funeral, etc...

#### **C. Medical Cover Policy**

As already mentioned above, the offeror should provide comprehensive and detailed medical cover policy for the proposed medical scheme. All terms and conditions as well as exclusions, should be clearly and transparently presented. If the offeror fails to present these terms and conditions (and exclusions) in an open and transparent manner in their offer, DT Global will not proceed with signing a Service Contract with such offeror.

**D. Medical Cover Premium**

The offeror must submit the “Premium” for the members and their dependent/s for each medical coverage plan that they propose to offer on company’s letterhead. The proposed premium shall be on prorated Summary detail if DT Global staff family size and policy end date is provided in **Section 4: Medical Cover Premium**.

<b>S/N</b>	<b>Medical Cover Premium</b>	<b>Premium amount in USD</b>	<b>Payment Terms</b>
1	Premium coverage for 9 months		
2	Premium coverage for 12 months		
3	Premium coverage for 24 months		

**Section 3: Offer Cover Letter**

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:

**To: DT Global South Sudan  
Kololo Road, Plot 57, Block Number 3K  
2nd Class area, Tong Ping, Juba, South Sudan**

**Reference: RFP No: RFP002 \_ Provision of Medical Insurance Cover for DT Global Staff**

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFP. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFP. We further certify that the below-named firm—as well as the firm’s principal officers, and all goods and/or services offered in response to this RFP—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any DT Global or Shejeh Salam and Afia Wash staff members;
- We have no close, familial, or financial relationships with any other offerors submitting quotes in response to the above-referenced RFP; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.

All information in our quote and all supporting documentation is authentic and accurate.

We understand and agree to DT Global’s prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: \_\_\_\_\_  
Name and Title of Signatory: \_\_\_\_\_  
Date: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Company Address: \_\_\_\_\_  
Company Telephone and Website: \_\_\_\_\_  
Company Registration or Taxpayer ID Number: \_\_\_\_\_  
Company DUNS Number: \_\_\_\_\_  
Company Bank Account Number: \_\_\_\_\_  
Official Company Name Associated with Bank Account: \_\_\_\_\_



#### **Section 4: Medical Cover Premium**

The premium shall be calculated based on the number of staff families and family size provided below. DT Global anticipates employing more staff in the near future. Therefore, any additional premium that may arise from adding new principle + member/s to service contract that raises from this RFP shall be treated on prorated basis.

If submitting more than one proposal, please number them as proposal 1, 2, 3.... If offeror submits more than one premium package, every premium package shall be submitted together with related medical scheme and cost benefit. The medical cover is expected to run for 12 months, as indicated in table 1 below.

**Table 1.**

<b>DT Global Activities</b>	<b>Start Date</b>	<b>End Date</b>	<b>Number of staff</b>
Shejeh Salam Activity	January 1,2023	December 31,2023	45 (Table 2)
Afia WASH Project	February 1,2023	January 31,2024	44 (Table 3)

DT Global is implementing the Shejeh Salam Activity and Afia WASH Project in South Sudan on behalf of the USAID and is tax/duties exempted by South Sudan Government in compliance with the Bilateral Agreement entered between South Sudan Government and United States of America. For this reason, the offeror shall not charge/included any type of tax in the proposed premium offer.

***(The offeror shall fill the form below and submit it in official company letterhead)***

#### **Shejeh Salam Staff Summary**

**Table 2. Current Medical Insurance Cover Ending on December 31,2022**

<b>No:</b>	<b>Staff Family Member Size</b>	<b>Number of Families</b>
1	M + 0	3
2	M + 1	4
3	M + 2	2
4	M + 3	3
5	M + 4	7
6	M + 5	8
7	M + 6	18
<b>Total number of staff</b>		<b>45</b>

**Afia WASH Staff Summary**

**Table 3. Current Medical Insurance Cover Ending on January 31, 2023**

No:	Staff Family Member Size	Number of Families
1	M + 0	2
2	M + 1	1
3	M + 2	3
4	M + 3	3
5	M + 4	5
6	M + 5	12
7	M + 6	18
<b>Total number of staff</b>		<b>44</b>

*Please include the following information in your quotation*

<b>Payment Terms and Method:</b>	
<b>Price Validity:</b>	

**Section 5: Reference - Summary of Past Performance and Experience**

*(The offeror shall fill the form below and submit details of at least 3 past orders successfully completed to determine past performance and experience. DT Global allows offeror to add more than three past performance and experience as required by this RFP. Information required below is for contracts related to provision of medical insurance coverage).*

<b>Past Performance/Experience # 1</b>	
Contract Number	
Description of Supply/Provision	
Geographical Cover (name countries covered under this contract)	
Client	
Contact Person	
Position.	
Email Address	
Phone Number	
Contract Value (USD)	
Contract Duration (Start and End period)	

<b>Past Performance/Experience # 2</b>	
Contract Number	
Description of Supply/Provision	
Geographical Cover (name countries)	
Client	
Contact Person	
Position.	

Email Address	
Phone Number	
Contract Value (USD)	
Contract Duration (Start and End period)	

Past Performance/Experience # 3	
Contract Number	
Description of Supply/Provision	
Geographical Cover (name countries)	
Client	
Contact Person	
Position.	
Email Address	
Phone Number	
Contract Value (USD)	
Contract Duration (Start and End period)	

### **Section 6: Offer Checklist**

*(To assist offerors in preparation of the quotation, the following checklist summarizes the documentation to include an offer in response to this RFP)*

Please check  on each item below to acknowledge that it has been submitted together with the quotation. Do not check  any item that has not been included in your submission.

- Cover letter, signed by an authorized representative of the offeror, (see **Section 3: Offer Cover Letter**)
- Company or individual business profile, (see **Section 1.6 Required Documents**)
- Provide at least three (3) full names of your company's Directors, (see **Section 1.6 Required Documents**)
- Company legal documents, (see **Section 1.6 Required Documents**)
- Technical specification requirements, (see **Section 1.13: Evaluation Criteria**)
- Official quotation including prove of technical requirements, (see **Section 2: Scope of Work**)
- Documents to support evaluation criteria of offers (see **Section 1.14: Evaluation Criteria**)
- A minimum of three (3) references relevant to the requested goods and/or services Section 2 – Scope of Work and carried out in the last two (2) years, (see **Section 1.6 Required Documents**)
- Company Bank Account Details in USD currency, (see **Section 1.6 Required Documents**)
- UEI Number (Unique Entity Identifier number) (see **Section 1.6 Required Documents**)

- Proposed medical scheme and its benefit (see **Section 2.B: Medical Scheme and Cost Benefit**)
- Premium for medical cover proposed by offeror (see Section **4: Medical Cover Premium**)
- Document supporting past performance and experience (see **Section 5: Reference**)