

## REQUEST FOR PROPOSAL (RFP)

RFP Number:	<b>BPA I I-RFP002</b>
Issuance Date:	<b>October 28, 2021</b>
Submission Deadline:	<b>November 11, 2021, 17:00 hours (South Sudan, UTC+2 Time zone)</b>
Description:	<b>Provision of Medical Insurance Cover for DT Global Staff United States Agency for International Development (USAID)</b>
Funded By:	<b>Contract Number: 72066820C00003</b>
For:	<b>Shejeh Salam Activity, implemented by DT Global</b>

### **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. Shejeh Salam will help the process toward its overall goal to strengthen the foundation for a more self-reliant South Sudan by empowering citizen and community actors who have been deeply affected by current conflict.

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.

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)

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 4, 2021 [17:00] hrs. (South Sudan, UTC+2 Time zone)** by email to [shejehsalam-procurement@dt-global.com](mailto:shejehsalam-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 – Scope of Work and carried out 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. DUNS Number

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.

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. **Delivery:** **The delivery location for the services described in this RFP is as per proposed geographical coverage by offerors and acceptable by DT Global.** As part of its response to this RFP, each offeror is expected to provide an estimate (in calendar days) of the delivery timeframe for the required goods and/or service. The delivery estimate presented in an offer in response to this RFP must be upheld in the performance of any resulting contract.
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 agreement under which this procurement is financed does 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. **Data Universal Numbering System (DUNS) Number:** Companies or organizations, whether for-profit or non-profit, shall be requested to provide a DUNS number, if selected to receive a BPA 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 DUNS number and is unable to obtain one before the submission deadline, Offeror shall include a statement noting their intention to register for a DUNS number should it be selected as the successful offeror or explaining why registration for a DUNS is not possible. Contact Dun & Bradstreet through this webform to obtain a number: <https://fedgov.dnb.com/webform> to obtain DUNS. Further guidance on obtaining a DUNS 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 activity.

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;
- 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 adjectival rating method.

- Evidence (Contacts and Recommendations) of work experience with USAID-funded or similar donor-funded projects for at least two (2) years.
- Network of service providers for medical cover and geographical coverage
- Proposed medical cover detailed specification
- Proposed medical policy cover (including ceilings) and procedures

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 Quotations only. Issuance of this RFP does not in any way obligate DT Global, the Shejeh Salam Activity, 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 quote 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 Service Contract by the DT Global. The Shejeh Salam is 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. **Priority:** 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 and the Shejeh Salam Activity for consideration, 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 Shejeh Salam 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 South Sudan Management 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 Program. 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 shall commence from January 1, 2022, and end on December 31, 2022.
- (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 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, UN Agencies, and corporates. The said documented evidence shall include contact list, recommendation letter and past successfully completed medical insurance contract details as required in **Section 5 Reference – 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 insurance company shall ensure all insured persons get their updated smart card in time.
- (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 etc.
- (vii)

**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 RFQ, DT Global has a set minimum benefit per family insured as (i) Inpatient Cover at \$15,000 and, (ii) Outpatient Cover at \$2,000. 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 benefit requested shall 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.

**C. Medical Cover Policy**

As already mentioned above, the offeror should provide comprehensive and detailed medical cover policy for the proposed medical scheme.

**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.**

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

**Reference: RFP No: RFP0027 \_ 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 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 from January 1 to December 31, 2022.

DT Global is implementing the Shejeh Salam Activity 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)***

No:	Staff Family Member Size	Number of Families	Unit Premium (USD)	Premium per Staff family Member Size (USD)
1	M + 0	4		
2	M + 1	4		
3	M + 2	3		
4	M + 3	3		
5	M + 4	5		
6	M + 5	13		
7	M + 6	12		
			<b>Total Basic Premium (USD)</b>	
			<b>Total Premium Payable</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)	

<b>Past Performance/Experience # 3</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)	

## **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 proof 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**)
- DUNS 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**)