



Near East Foundation
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REQUEST FOR PROPOSAL (RFP)
South Sudan Country Program
Local Benefits for Staff and Dependents

RFP Schedule	Date
RFP Issue Date:	July 18, 2022
Written Questions (due by 5PM EST)	July 23, 2022
RFP Closing Date: (due by 5PM EST)	July 29, 2022
Interview Finalists	August 1 - August 3, 2022
Selection of Finalist	August 8, 2022
Notification sent to Selected Provider and All Bidders	August 8, 2022

Background

NEF is a non-profit international development organization that has supported livelihoods recovery and community-based economic development in the Middle East, Africa, and Caucasus since 1915. NEF draws on local teams, experience, and partnerships in these regions to create community-led solutions to reduce poverty, create economic opportunity, and empower conflict and crisis-affected groups to improve their future outlook and wellbeing.

The purpose of this RFP

The Near East Foundation (NEF) invites qualified vendors to submit bids for the requested services outlined in this RFP. NEF is soliciting bids from established vendors who can assist the Near East Foundation in meeting financial objectives and provide comprehensive:

- Medical Insurance Cover to include; in-patient, out-patient, dental, optometry, Pandemic i.e. COVID 19, routine/wellness annual checkup medical for the NEF staff and their immediate dependents, i.e. spouses and their children, and;
- General Life Insurance cover to include Personal Accident and Death for NEF Staff in South Sudan as outlined in the Scope of Work.

The Near East Foundation is soliciting bids from vendors able to provide local national plans for NEF South Sudan Country Program in the following locations:

Juba, South Sudan
Unity, Northern Baher el Ghazal, and Warrap States.

All medical insurance packages should include staff member and dependent cover in Uganda, Kenya, Sudan, and Ethiopia as well as India for referrals.

Potential vendors are encouraged to read this RFP in its entirety and to submit a response even if only able to provide services in some of the referral counties listed above. Issuance of a solicitation does not obligate NEF to award a contract or pay for any cost incurred in the preparation and submission of a bid.



Communications

All questions, inquiries, and requests for clarifications must be submitted in writing to the designated contacts listed below no later than July 20, 2022.

Points of Contact	
Name	Lezlie Blaski
Title	Director of Human Resources
Email	nefprocurement@neareast.org

NEF may, at its sole discretion, contact vendors to solicit responses, verbal briefing or discussions if beneficial to the success of the RFP.

Issuance of this RFP in no way constitutes a commitment by NEF to award a contract. NEF reserves the right to reject any or all bids or portions of bids received in response to this RFP, to request modification or clarification of any part of a proposal, or to cancel this RFP if it is in the best interest of NEF to do so. NEF may reject any bid if it is considered incomplete or conditional, contains irregularities, or does not meet qualifications, requirements, or specifications. Failure to furnish all information may disqualify the proposal.

Bid Preparation Instructions

Interested vendors must send bids in electronic copy via e-mail, on or prior to July 26, 2022 to nefprocurement@neareast.org (subject line: South Sudan Health Benefits).

The bid should provide a straightforward, concise description of the vendor's ability to meet the requirement of this RFP. The Bid and all related correspondence and documents exchanged between the Bidders and the Purchaser shall be written in English. Any printed literature furnished by the Bidder and written in another language shall be accompanied by an English translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the English version shall prevail.

Kindly note only finalists will be contacted.

Bid Prices

Bids 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. Bidders are requested to provide quotations on their official company quotation format or letterhead.

Preparation of Bids



The format should be as follows and should include the information noted in the points below:

1. **Basic Information:**
 - a. Legal name, registered address, contact details and designations of proposed contract managers (including telephone number and email address);
 - b. General information about the agency and the services offered, hours of operation (including any after hour assistance services); number of years in service;
 - c. Bidder shall furnish a copy of their operating license in the country of incorporation.
 - d. Bidder shall provide USD Bank Account Details (Issued on a Bank Letterhead with Bank name, Bank branch name, Bank Address, Company Name that match the bidder's name, Account number, and swift code).
2. **Qualifications and Capabilities:** Please describe the company's experience servicing non-profits and humanitarian entities with a global presence. Describe in detail the company's services including the ability to assist its customers globally. Please provide three references, with contact information. References must work globally.
3. **Policy Management:** The bidders shall provide the detailed description of policy/cover as well as the procedures which are applied to proposed medical and General Life insurance 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.
4. **Customer Service:** Please list the primary individual/s who will be responsible for managing NEF's local account (in each location, as appropriate). Include a brief expertise of the expertise of each individual; describe the company customer service philosophy and how the company will compile and maintain profiles for NEF's employees. Include how member's personal information will be protected including compliance with applicable data privacy laws. Please describe the process to resolve customer service issues to include resolution timeline and access to dashboards/NEF plan member data, if any. Please note any toll-free numbers or email available to members seeking assistance.
5. **Member Application Process:** Please attach membership joining form, attach checklist of documentation required to facilitate cover, attach special requirements checklist as applicable, indicate requirements for processing medical cards and turnaround time, indicate any provisions on members age limit, describe any additional benefits to members e.g. medical camps, health awareness sessions etc., rules for inclusions, exclusions, approvals and referral.
6. **Claim Reimbursements:** Please describe in detail the process for out of network claims and include the timeline of claim settlement.
7. **Providers Network list:** Please provide the Network providers list, provide details on the process for inclusion of new providers, indicate how claims from providers not on the approved provider list are treated. 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.

8. **Premium payment:** Standard payment terms are net 30 days after receipt and acceptance of invoice.
9. **Premium/Price Schedule:** Bidders are to provide premiums they propose to offer on company letterhead utilizing the tables in **Annex A**. If submitting more than one proposal, please number them as proposal 1, 2, 3... If bidder submits more than one premium package, every premium package shall be submitted together with related scheme/policy and cost benefit.

Scope of Work

The Near East Foundation (NEF) invites qualified vendors to submit bids for the requested services outlined in this RFP. NEF is soliciting bids from established vendors who can assist the Near East Foundation in meeting financial objectives and provide comprehensive:

- **Medical Insurance Cover** to include; in-patient, out-patient, dental, optometry, Pandemic i.e. COVID 19, routine/wellness annual checkup medical for the NEF staff and their immediate dependents, i.e. spouses and their children, and;
- **General Life insurance** to include Personal Accident and Death for NEF Staff in South Sudan as outlined in the Scope of Work.

Service Details

1. **Period of Cover:** The winning bidder(s) will enter into a contractual agreement for one (1) year, with potential for renewal up to 2 years based on service delivery.
2. **Cost Benefit:** Best-offer quotations are requested. The bidders are free to submit more than one scheme plan. NEF, at its discretion, shall select the best among the proposed scheme that is suitable for its staff.
3. **Delivery Timeframe:** The medical insurance service **MUST** commence on the start date of the contract without failure in providing medical services to NEF staff. The insurance company shall ensure all insured persons get their updated smart card on time.



Medical Scheme and Cost Benefit

Bidders are required to submit a medical scheme and cost benefit with full and detailed specification of what they propose to offer. For this RFP, NEF 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, maternity, HIV/AIDS and STD, Prescriptions Drugs, Funeral.

Medical Cover Premium

The premium shall be calculated based on the number of staff families and family size provided below. 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 a prorated basis. NEF anticipates a total number of 7 principles and their dependents within the first contract year.

General Life Insurance Scheme and Cost Benefit

Bidders are required to submit a General Life Insurance scheme to include Personal Accident and Death and cost benefit with full and detailed specification of what they propose to offer.

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 premium shall be calculated based on an anticipated number of 7 staff members. Therefore, any additional premium that may arise from adding new principle to the service contract that raises from this RFP shall be treated on a prorated basis. The premium shall be calculated based on an annual limit. Please provide premiums for volumes of \$10,000 USD, \$15,000 USD, \$20,000, \$30,000 USD, and \$40,000 USD for an estimated number of 7 employees.

(The bidder shall complete the tables found in Annex A and submit it on official company letterhead for each plan proposal)



Annex A

Medical Cover (Proposal # _____)

Age	Premium per Person (USD)
1 Day - 17 years	
18 years - 30 Years	
31 Years - 45 Years	
46 Years - 55 Years	
56 Years - 65 Years	
66 Years - 99 Years	

Please include the following information in your quotation

<i>Payment Terms and Method:</i>	
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Life & Personal Accident, Death Cover (Proposal # _____)

Annual Limit	Premium per Person (USD)
\$10,000	
\$15,000	
\$20,000	
\$30,000	
\$40,000	

Please include the following information in your quotation

<i>Payment Terms and Method:</i>	
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