

TECHNICAL REQUIREMENT FOR PROVISION OF MEDICAL SERVICES 2019/20

INTRODUCTION

World Relief South Sudan is the South Sudanese branch of World Relief, an international non-governmental organization dedicated to partnering with the local church, to see the most vulnerable people transformed to economically socially, and spiritually. Since 1998, World Relief has been working with the local church to address humanitarian and development needs related to Health, Nutrition, Food Security, and Livelihoods (FSL), WASH (Water, Sanitation and Hygiene), Protection, Disaster Risk Reduction, (DRR), and Church Empowerment for Community Development.

World Relief South Sudan (WRSS) intends to contract a competent, suitable, and qualified Medical Insurance firm to:

- a) Provide medical services to the national staff and their authorized dependents for a period of one year.
- b) Provide life cover for employed national staff for a period of one year.

1. LOCATION

The services will be executed across our operational areas in the country which includes: Juba, Ibba in Maridi State; Bentiu and Koch in Northern Liech and New Fangak in Fangak State. The services will also include visitations to other medical providers in the wider East Africa countries.

2. STAFF NUMBER

WRSS has over **60 staff** (Juba-based or relocatable) spread out across the above mentioned operational areas in the country which would potentially need medical coverage.

3. SCHEME OF COVERAGE

The medical cover should provide options for the employee and dependents. Life cover will only apply to the principle member.

4. OBJECTIVE OF THE MEDICAL INSURANCE SERVICES & LIFE COVER

The objective of the scheme is as below:

- i) Provide quality medical services for the staff and their dependents.
- ii) Avail appropriate medical facilities in the different locations of our operations at reasonable market costs.
- iii) Provide agreed health professional consultancies to WRSS staff and their dependents.
- iv) Provide emergency health services to WRSS staff and their dependents on agreed terms.
- v) Provide a competent contact person who shall be in charge of the WRSS account.

- vi) Provide a competitive Life Cover including death, critical/long term illness and disability limitations.
- vii) Provide medical evacuation services from field locations to Juba and Juba to other locations based on need.

5. DETAILED SCOPE OF SERVICES

The requirements and scope of services shall comprise of the following as prescribed in the matrix below;

- i) Bidder’s company profile including company structure and organizational set up.
- ii) Full technical proposal.
- iii) Statement of company experience in providing similar services.
- iv) Latest Audited Financial statement for South Sudan operations.
- v) Legal documents including valid tax clearance certificate permitting bidder to operate in South Sudan
- vi) A list of some of the key organizations that your company has served over the last 3 years that can be reference checked.
- vii) Cost proposal for Medical cover options (both in & out patients), as well as Life Cover. The two cost proposals should be separate from each other.
- viii) List of current hospitals/clinics and copies of running agreements/contracts that bidder has with the facilities.
- ix) The proposal should take into account consideration of the desired minimum medical benefit table outlined below.

BENEFIT TABLE

DETAILED SPECIFICATIONS	BENEFIT
Inpatient services and Outpatient services	Hospital admission
	GP’s consultations
	Specialist’s consultation
	Medical and surgical Emergency treatments
	Intensive Care Unit
	Generic drug prescription
	Chronic and Pre-existing conditions, including cancer and HIV
	Physiotherapy
	Laboratory tests
	Road Ambulance
Obstetrics	Antenatal services (post and pre)
	Normal Delivery
	C –sections (including Elective)

Optical and Ophthalmology Services	Visual Acuity tests
	Treatment of eye infections
	Simple outer eye surgical procedures eg removal of Meibomian cysts
	Lenses and frames
Dental Services	Non-surgical extraction
	Scaling and polishing (cleaning)
	Fillings (Amalgam and Composite)
	Root canal treatment
	Dentures, Braces etc
Surgical Services	General surgery
	Orthopedic surgery/Trauma management services
	Urology surgery
	ENT surgery
	Neurosurgery
	Trauma services and management
Radiology Services	Ultra sound scans, X-rays, ECG
	Magnetic Resonance Imaging (MRI), A Computerized Tomography (CT)scan
	Barium meals or swallows and intravenous pyelogram
Pediatrics	Pre-term babies and Term babies
	Immunizations/vaccinations services
Wellness Cover	Annual Medical check up
	Cervical Cancer screening
	Prostate screening for cancer and Benign prostatic hyperplasia (BPH)
	Health Education for staff
Medical Evacuation Coverage	Ambulance services-In country and within the region
	Aircraft and flight services from South Sudan to hospitals within the region
	Bedside deployment
	Case management
Others	
Chronic Illnesses	Sickle cells disease

	Hypertension
	Diabetes
	Hyperlipidemia
	Cancer
	HIV/AIDS
	Infectious and inflammatory Dermatology – eg Eczema, Psoriasis, Pemphigus, Scleroderma, Dermatomyositis
	Cardiology
	Arthritis
	Thyroid disease
	Blood disorder
	Psychiatric disorders, treatment and counseling
Child well-being	Congenital defects or abnormalities, allergies
Cover for major illness	Eg Cancer surgery, hypertension, organ treatment and transplants, or any specialized/elective surgeries eg spinal, replacements (hip, valves, stents, others)
Psychiatric/Psychological conditions	Treatment including drugs and treatment for, rest cures, stress, anxiety, homesickness, institutionalization, quarantine, sanatorium care, for psychiatric, psychological and neurotic conditions
Vaccinations	Eg Hepatitis A, B, E., Yellow Fever, Measles-Mumps-Rubella(MMR), Human Papillomavirus(HPV), Influenza, Smallpox, Chickenpox, Tetanus, Polio, Meningococcal, Pneumococcal(PCV) etc
Funeral Expense cover	

6. TIME LINES AND SUBMISSIONS

- i) All documents shall be submitted physically at WRSS office (next to MAF and Ministry of Water & Irrigation – Hai Cinema) in a sealed envelope to the tender box by COB **4th November 2019**.
- ii) Bidders should not submit partial documents and information as the application will not be considered.
- iii) For any clarifications relating to the tender, such should be directed in writing to - **ssenders@wr.org**