



HANDICAP INTERNATIONAL

Participation file

MEDICAL INSURANCE

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Purchaser identification: FD-JUBA-00587-MEDICAL INSURANCE SERVICE

Name: HANDICAP INTERNATIONAL (HUMANITY AND INCLUSION-SOUTH SUDAN PROGRAMME)

**Address: Plot No. 700, Block 3K, Juba Nabari, Tong piny Road- Juba South Sudan.
Contact details: +211914496952/ +211912100382**

**Person in charge of the contract: Logistics Manager / tender@southsudan.hi.org
Technical adviser/Manager of the service provision: Senior HR Officer / h.ambago@hi.org**

Created in Lyon in 1982, Humanity & Inclusion is an independent and impartial aid and development organization working in situations of poverty and exclusion, conflict and disaster. We work alongside disabled and vulnerable people to help meet their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights." HI is currently implementing more than 300 projects in nearly 60 different countries. Our goals are: i) to prevent invalidity, impairment and disability linked to diseases, accidents and violence; ii) to ensure the service offer in our sectors of activity is available, adapted and accessible; and iii) to strengthen capacities, to promote social participation and the application and exercising of our beneficiary public's rights. For further information about the association: www.hi.org

Humanity and Inclusion (HI) has been operating in South Sudan since 2006, with a specific mandate to address the needs of persons with specific needs, heightened vulnerabilities and protection risks across the country. This is achieved through a comprehensive range of activities, including: functional rehabilitation, individualized and group-based Mental Health Psychosocial Service Support (MHPSS), comprehensive protection case management, with disability inclusion a core transversal component.

HI currently employs over 70 staff members across South Sudan. Our teams operate from 2 permanent locations of Juba and Pibor and a number of temporary sub-areas of Bentiu, Aweil and Jebel Boma. In order to ensure that staff members have access to a quality medical cover in South Sudan, as well as in neighbouring countries of Uganda, Kenya, Sudan, Ethiopia and Egypt and elsewhere. HI is launching a **Medical Insurance** tender to identify a qualified medical cover provider able to provide health services in country and cross border for staff and their family members.

Contract description

The objective of this call for tenders is to establish a contract for Medical Insurance

Economic conditions of the framework agreement:

The contract shall be signed for an **initial period of 24 Months** with amendment signed after one year of the initial contract. At the end of this period, the contract shall terminate without HI having to take steps to revoke it.

The full service shall be operational from **1st January 2026**.

Invoicing shall be twice and in accordance with the pricing conditions given in the framework agreement.

The prices shall be firm and non-revisable for the duration of the contract.

1. General conditions

By submitting a bid, tenderers accept without restriction all the general and specific conditions outlined in these specifications as being the only basis for this supply contract procedure, irrespective of their own conditions, which they hereby waive.

Tenderers shall carefully examine and comply with all the instructions, forms, clauses and specifications mentioned in this participation file

Failure to submit a bid containing all the information and documents requested by the specified closing date may result in the bid's rejection.

2. Tendering schedule

Publication date:	26 November 2025
Deadline for request of applications:	03 December 2025
Deadline for receipt of clarification requests:	08 December 2022
Deadline for receipt of bids:	12 December 2025
Deadline for the awarding of contracts:	23 December 2025

3. Eligibility and Obligations

All natural or legal persons of whatever nationality are eligible to apply. However, certain criteria will be grounds for excluding applications.

Exclusion criteria:

Applicants or tenderers shall be excluded from the selection and award procedure in the following conditions:

- If they are bankrupt or their affairs are being wound up; their affairs are being administered by the courts; they have entered into an arrangement with creditors; they have suspended business activities; they are the subject of proceedings concerning these matters or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
- If they have been convicted of an offence concerning professional misconduct by a judgement which has the force of res judicata.
- If they have been found guilty of gross professional misconduct proven by any means which the contracting authorities can justify.
- If they have not fulfilled their obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country in which the contract is to be executed.
- If they have been the subject of a judgement which has force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests.
- If, following another procurement procedure or grant award procedure financed by the community budget, they have been found to be in serious breach of contract for failure to comply with their contractual obligations.

In addition, contracts shall not be awarded to applicants or tenderers who, during the procurement procedure:

- are in a position of conflict of interest.
- are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the award procedure or fail to supply this information.

By returning this participation file duly initialled and signed, the tenderers confirm that they are not in one or more of the situations described above and undertake to send to Handicap International within **seven (7) calendar days** following receipt of a request from Handicap International any additional documents that Handicap International considers necessary to perform its checks.

➤ **Sub-contracting**

- **PLEASE IF YOU ARE A BROKER COMPANY/INDIVIDUAL, DO NOT SUBMIT YOUR TENDER DOCUMENT, THIRD PARTY WE WILL NOT BE ACCEPTED.**

If applicants or tenderers plan to work with subcontractors, they undertake to:

- Provide Handicap International with the list of those services that it plans to subcontract
- Obtain Handicap International's formal agreement on the choice of prospective subcontractors
- Obtain Handicap International's agreement on the terms of payment of these subcontractors
- Send Handicap International its contracts with subcontractors upon request

4. Participation procedure

The call for tender file is made up of the following documents:

- this participation file
- an application form
- specifications and annexes:
 - annex 1; General purchasing conditions and good commercial practices (downloadable at www.hi.org)
 - Annex 2: Terms of Reference

➤ **Requests for clarification**

If Handicap International, on its own initiative or in response to a request from an applicant, adds to or clarifies information in the participation file, this information shall be sent in writing and shared with all other applicants at the same time.

The deadline for receiving requests for clarification from Handicap International: 26 November 2026. Responses to the participants shall be sent to everyone in writing at the same time.

This schedule may be modified by Handicap International, if it needs to do so. Submission of bids

The envelope shall contain the reply to the call for tenders and include:

- The **specifications, initialled and signed**
- Annex 1: General purchasing conditions and good commercial practices, signed
- Annex 2 : Technical offer
- Annex 3 : Financial offer

- Annex 4 : List of service providers across SSD and the region. The list must include addresses, operational hours, service provided (inpatient/outpatient/Optical/maternity/work injuries/accident).
- Annex 5 : List of services provided to staff, including cover limits for different options.
- Annex 6 : Additional benefits (if any).
- Annex 7 : Detailed general cover terms.
- Annex 8 : Detailed exclusion list.
- Annex 9 : Past and current experience. Organizations with prior experience with INGOs, NGOs, UN agencies and embassies will be prioritized
- Annex 10 : Completed application form signed and stamped
- Annex 11 : Certified bank statements for the past 2 years

Tenderers shall submit their paper file in a sealed envelope clearly marked “**MEDICAL INSURANCE**”.

Tenderers shall be excluded from the award procedure if their bids are received after the deadline for the receipt of bids of **12th December 2025**

A **digital file** shall be attached in the form of an email sent to the dedicated email address Tender South Sudan tender@southsudan.hi.org

The companies concerned shall be asked to submit their best technical and commercial proposal that must comply with the conditions and presentation defined below. Any bids not meeting the below requirements shall be rejected.

Language: All written documents shall be in **English**.

Currency unit: All prices shall be expressed in **USD**, inclusive of all taxes and the total amount.

General purchasing conditions: They shall be initialled on each page and signed and shall be included with the bid.

Bid validity period: Bids shall remain valid for a period of twelve **(12) calendar months** as from the deadline for the receipt of bids.

Amendment or withdrawal of bids: Tenderers may amend or withdraw their bids by written notification before the closing date for submission of bids **(12 December 2025)**. No amendments may be made to bids after this date. Withdrawals shall be firm and final and will terminate any participation in the tendering process.

Costs of preparing bids: None of the costs incurred by tenderers in preparing and submitting their bids shall be reimbursable. All these costs shall be borne solely by the tenderers

5. Bid selection criteria

➤ Meeting 1

Bids shall be selected based on the information contained in the application form and attached documents. Tenderers may include any additional documents they deem relevant.

The selection criteria are level of experience, financial viability, ability to adapt to the activities of Handicap International (working language, company structure) and activity level and volume.

➤ Meeting 2

Handicap International reserves the right to negotiate, accept or reject any bid or quotation at its sole discretion, and to continue the competitive dialogue for any response it considers advantageous. Handicap International is not obliged to accept the lowest prices or any of the bid. No bid may be modified after the closing date for the submission of bids.

- Handicap reserves the right to draw up a list of pre-selected suppliers. Further discussions and competitive dialogue shall then be conducted with the pre-selected suppliers.
- The purpose of the opening and evaluation of bids is to check that they are complete and valid.
- A subsequent evaluation of the bid shall be carried out in Juba by an evaluation committee composed of representatives of Handicap International.
- The contract shall be awarded to the bid that is both technically and administratively compliant, but also the most economically advantageous, taking into account the quality of the services offered, the bid price and the total acquisition cost.
- In the interests of transparency and equal treatment, the evaluation committee may ask tenderers, in writing, to clarify their bids within 48 hours, without modifying them. None of these requests for clarification should be aimed at correcting any initial errors or omissions affecting the performance of the contract or undermining fair competition.
- Any tenderers attempting to influence the evaluation committee in the process of examining, clarifying, evaluating and comparing bids with a view to obtaining information on the progress of the process or influencing Handicap International in its decision regarding the award of the contract shall have their tenders immediately rejected. No excuses shall be accepted for late submissions. Bids arriving after the deadline shall be rejected without evaluation.

6. Cancellation of a call for tenders procedure

In the event of the cancellation of a call for tenders' procedure, tenderers shall be informed by Handicap International.

If the call for tenders' procedure is cancelled before any of the external envelopes have been opened, the sealed envelopes shall be returned to tenderers unopened.

A cancellation may occur when:

1. The tendering procedure has been unsuccessful, i.e. Handicap International has received no valid or financially viable bids, or no bids at all.
2. The project's economic or technical parameters have been fundamentally modified.
3. Exceptional circumstances or force majeure makes the normal execution of the project impossible.
4. All technically compliant bids exceed the available budget;
5. Irregularities have occurred in the procedure, especially if these have prevented fair competition.

In no circumstances shall Handicap International be liable for damages of any kind (in particular damages for loss of profits) in the event of the cancellation of a call for tenders, even if Handicap International has been warned of the possibility of damages.

The publication of a purchase notice does not commit Handicap International to implementing the announced programme or project.

7. Awarding of contract

The contract shall be awarded to the bid offering the best quality/price/ delivery ratio according to the needs defined in the call for tenders.

Handicap International shall evaluate the bids in terms of total acquisition cost.

Handicap International shall give preference to bids from suppliers who commit to a fixed rate for the entire duration of the contract.

By virtue of this document, Handicap International holds ownership of all bids received as part of this tender procedure. Consequently, bids shall not be returned to tenderers.



Date:

Place:

Name:

Function:

Signature and company stamp preceded by the words "Read and approved":