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1. Background Information on Plan International:

Plan International is an independent development and humanitarian organization that advances children’s rights and equality for girls.

We believe in the power and potential of every child, but this is often suppressed by poverty, violence, exclusion and discrimination, and its girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

We support children’s rights from birth until they reach adulthood, and we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

We have been building powerful partnerships for children for over 80 years and are now active in more than 75 countries.

Read more about Plan International's Global Strategy: 100 Million Reasons at <https://plan-international.org/strategy>

1. The purpose of the Request for Proposal:

Plan international Sudan invites proposals from qualified insurance medical service provider in Sudan & the Medical Insurance Plan will cover National staff and any dependents, at the following locations in Sudan, {Kassala, White Nile, North Kordofan, South Kordofan, Gadarif, North Darfur, in addition to Country office in Khartoum.

1. Clarification of Bidding Documents:

Any request for clarification must reach the purchaser not later than 23-01-2023. The Purchaser shall respond by e-mail providing clarification on the bid documents no later than 25-01-2023.

1. Period of Validity of Bids:

Bids shall remain valid for up to 60 working days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as nonresponsive.

1. Submission of Bids & Timeline:

Bidder are required to submit their proposal, inclusive of all required annexes, via email to Sudan.Procurement@plan-international.org. Offers must be received by the deadline specified in this section below ‘.’All bids shall be submitted before 03:00 pm on the 5th of February 2023 (Sudan local Time). Physical submission shall be submitted at PIS Country office in Khartoum/Al Amarat St 27. NOTE: Bids submitted after the deadline will not be accepted.

|  |  |
| --- | --- |
| **Activity** | **Deadline Date** |
| Tender Name | Staff Medical Insurance Services |
| Tender No. | PIS/SDN/FY23-01-00003 |
| Issue of Invitation to Tender | 18th January 2023, at 3:00 pm (Sudan Standard Time) |
| Deadline for supplier submission of clarifications questions  | 23th January 2023, at 3:00 pm (Sudan Standard Time) |
| Deadline for Plan to respond to clarification questions  |  25th January 2023, at 3:00 pm (Sudan Standard Time) |
| Deadline for submission of offers  |  5th February 2023, at 3:00 pm (Sudan Standard Time) |
| SUBMISSION OF BIDS: | Bids must be submitted either by hand delivery, email or courier  |
| Bids submission locations | The hand delivery to be submitted to Plan International Office- Located at Al- Amarat Street 27, block 12, house 26, Khartoum, Sudan.Email submission to:Sudan.Procurement@plan-international.org  |

1. Annex: A Evaluation Criteria:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Criteria**  | **Tenderers must demonstrate……** | **Weight**  |
| Eligibility | **Tender Compliance and Completion** | * Satisfactory completion of all documentation requested with sufficient information, submitted no later than the Closing Date specified.
* Valid Registration Documents. Certificates/licenses, …
* Agreement to our mandatory policies as set out in ‘Annex E- Non-Staff Code of Conduct.’
 | **Pass/Fail. Bidders who do not meet these minimum requirements will not have their Bids further assessed.**  |
| **Technical Proposal** **(65%)**  | **Service coverage** | * A geographic area, insurer’s capacity to provide medical insurance coverage to Plan staff or any dependents that maybe attached to the scheme in all Plan operational areas (Kassala, WN, Khartoum, NK, N Darfur)
* Coverage network providers & Kind of the network
* Exclusions outside the health insurance coverage or any limitation
 | **30%** |
| **Medical Benefits** **Cover** | * *Benefits stipulated within the medical scheme being offered and*
* *The limits under each benefit coverage*
 | **15%** |
| **Past Experience** | * *Bidders ability to demonstrate relevant experience and technical knowledge of the services required, experience working with the UN and other INGOs.*
* *Having good track-record. Minimum of 5 years’ experience.*
 | **10%** |
| **Efficient process for submitting claims** | * Efficient process for submitting claims from unaffiliated providers for reimbursement (clearly indicate the process in the proposal & the lead-time
 | **5%** |
| **Deductible** | * Amount you must pay out of pocket before your coverage kicks in
 | **5%** |
| **Gender Responsive (5%)** | **Gender Sensitive Practices and Policies**  | As part of our ongoing Gender ResponsiveProcurement Initiatives, Bidders will be allocated 5% of the overall score if they meet one or more of the following:* If headed up by a woman
* If supplier is a women-owned business: A legal entity in any field that is more than 51% owned, managed, and controlled by one or more women.
* If the % of women in management positions is over 35%
* If % of women workers is 55% or above
* If robust gender equality initiatives are in place and active. E.g. WEPs signed, gender equality procurement policy, any additional gender-sensitive program implemented.
 | **5%** |
| **Financial Proposal (30%)** | **Pricing Schedule**  | * Completion of ‘Annex B – Pricing Schedule’ with all requested information
* Fixed pricing
* Economically advantageous for the organisation
 | **30%** |

1. Terms and conditions:

By submitting a Bid as part of this Tender process, you also acknowledge and understand that:

* Plan International will not be liable for any costs or expenses incurred in the preparation of your offer
* You or your company will undergo vetting checks against an Anti-Terrorism and Sanctions Database as part of due diligence protocols
* Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the offers
* Part of the evaluation process may include a presentation from the Bidder and a site visit by Plan International staff, where applicable and necessary
* Plan International reserves the right to alter the schedule of tender and contract awarding
* Plan International reserves the right to cancel this tender process at any time and not to award any contract
* Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender
* Plan International does not bind itself to accept the lowest, or any offer
* Any attempt by the Bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan International during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable
* You accept in full and without restriction the conditions governing this tender as the sole basis of this competition, whatever its own conditions of sale may be, which you hereby waive
* You have examined carefully, understood and comply with all conditions, instructions, forms, provisions and specifications contained in this tender dossier. You are aware that failure to submit a tender containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the tender at Plan International’s discretion
* You are not aware of any corruption practice in relation to this competition. Should such a situation arise, we shall immediately inform Plan International in writing
* You declare that you are affected by no potential conflict of interest, and that you and our staff have no particular link with other Bidders or parties involved in this competition. Should such a situation arise during performance of the contract, you shall immediately inform Plan International in writing
* You accept Plan International’s standard terms of payment which are **30 days** after the end of the month of receipt by Plan of a proper invoice or, if later, after acceptance of the Goods or Services in question by Plan International Ltd.
1. Annex: B Terms of Reference (ToR):

 The service provider should be able to provide the following: -

* Provide medical coverage to all employees and their dependents.
* . The medical coverage should include the following
* Out-patient consultations, diagnostic tests, and treatment with a specialist if consented by individual including but not limited to paediatrician, gynaecologist, dermatologist, physiotherapist, urologist, neurologist, and psychiatrist
* Access to a private ward, single room, in the hospital most appropriate for the case, including medical, surgical, diagnostic and therapeutic services appropriate to the accident/illness.
* Treatment of short-term (acute) medical conditions, including in-patient tests, and surgery.
* Accident and Emergency admission, treatment and care
* Laboratory tests, x-rays, ultra-sound, CT and MRI scans, oncology tests and other diagnostic procedures, including testing for HIV/AIDS if required and consented by the individual.
* Maternity care including pre-natal and post-natal care, routine support and advice, tests, consultations and treatment during childbirth, and management of pregnancy related complications including congenital defects or abnormalities and premature births.
* Provide dental services including cleaning, filling, extraction, root caning’s treatment and replacement of teeth lost through sickness or accident to an agreed financial limit.
* Provide optical services including eye testing, surgery and lenses as prescribed a qualified ophthalmologist to an agreed financial limit.
* Provide Health Care Guidance and Talks, if required.
* Conduct health assessments and clearance for staff, when required.
* Provide rehabilitation and counselling services for any member who suffers permanent loss of one or more limbs or eyes or suffers from total or partial disablement; provide specialist equipment e.g., mobility, hearing aids etc. if deemed necessary.
* Critical illnesses e.g., cancer - provide treatment of opportunistic infections, Antiretroviral therapy, and the appropriate monitoring where necessary especially in the case of a confirmed terminal illness, provide treatment including chemotherapy and care for cancer
* Coverage Geographical locations:

The service provider should be able to provide services throughout the whole country with emphasis in the following States:

* Khartoum State
* North Kordofan State
* North Darfur State
* White Nile
* Kassala State
* Gadarf
* South Kordofan
* Charging: -
* Zero charging on medications
* Zero charging on doctor visits
* Zero charge for laboratory test
* Staff number and their dependents: -

The number of staff and their dependents benefiting from this scheme is currently 700 with possibility of additional colleagues and their family within the period of Contract.

Plan International will cover a team member and his / her dependents as follows:

* Spouse
* Children
* Parents
* Reimbursable Expenses & Re-fund Policies:
* In case of avail of In-hospital services in a Non-Network Provider.
* In areas where the Insurer has no network providers and/or when a specific Network Provider has been frozen or has refused to provide free access
* In case of receiving treatment outside the medical network outside Sudan, emergency cases are covered according to the medical report.
* Adding and deletion process:
* **Adding process**: -
* Adding requests will be done through official communication attaching complete supporting documents.
* **Deletion: -**
* Plan International Sudan has the right to delete any of the insured members. In this case his/her coverage and that of family members must be terminated immediately upon receipt of a written request from Plan International Sudan.
* The deletion will be completed by sending a written letter showing team members and their dependents.
* Monthly statement:
* The insurance company must send a monthly statement showing adding, and deletion of PIS staff and all balances.
* Outputs: -
* The service provider will liaise with the HR Assistant for the day-to-day implementation of the contract. Also, will submit a brief monthly progress report to the HR on implementation of the contract and will nominate a contact person who should be readily available to answer the member’s enquiries.
* The Medical Insurance provider will work closely with the following team members: HR Teams in White Nile, Kassala, North Darfur, North Kordofan, South Kordofan, Gedarif, East & and in Khartoum
* Timeline: -
* The successful firm will be contracted for a period of 12 months, with possibility to extend the contracted for another two years
1. Annex: C Price schedule

|  |  |  |  |
| --- | --- | --- | --- |
| S/N | DESCRIPTION | SPECIFICATION | Monthly Premium |
| 1 | Medical Insurance Plan | Medical Cover within Sudan Only for700 Staff Members with their dependents - Spouse and children |  |
| 2 | Medical Insurance Plan | Medical Cover both Within and Outside Sudan (700 Staff Members with any Four dependents Spouse and children) |  |
| 3 | Medical Insurance Plan | Medical Cover for one or two additional dependents |  |

Bidders are required to complete the pricing schedule attached separately in **‘Annex B – Pricing Schedule.** It is expected that prices will be fixed for the duration of the contract and quotes valid for a maximum period of 60 calendar days following the Closing Date of this tender. If for any reason you are unable to guarantee fixed pricing for the duration of the contract, any projected price increases should be clearly stated in your tender. To ensure a fair and transparent process, Plan International will not be able to divulge budget information relating to this tender or associated Projects. It is expected that Bidders submit their best possible financial offer at the point of submission.

1. Submission Checklist

|  |  |
| --- | --- |
| **Document** | **Form** |
| **Company registration certificate** | Please provide a scanned copy |
| **Tax registration certificate** | Please provide a scanned copy |
| **Copy of valid trading license** | Please provide a scanned copy |
| **Bank statements for the past 6 months** | Please provide a scanned copy |
| **Membership to Applicable Trade Association or other specialized certificates (Valid NIA Membership** | Please provide a scanned copy |
| **Company Profile** | *Please provide in PDF format* |
| **List of affiliated hospitals and clinics with clear address and contact details** | *Please provide in PDF format* |
| **Reimbursable Expenses & Refund policies** | *Please complete with all requested information and return* |
| **Annex B - Price offer sheet indicating premium payable** | Please complete with all requested information and return |
| **A clear benefit of each package.** | *Please provide in PDF format* |
| **Annex D – Supplier Questionnaire form** | Please complete with all requested information and return |
| **Annex E -** **Non-Staff Code of Conduct** | Please sign and date this document and return in PDF format. |
| **Annex F - Plan General Terms and Conditions** | Please sign and date this document and return in PDF format. |
| **List of clients including a minimum of 3 INGOs. With contact details** | *Please provide 3 x client references* |
| **Please provide previous work of similar value including within Non-Governmental Organisations (Corporate capability with proof of experience in medical insurance, in service for a minimum of 5 years)** | *Please provide details of the type of contract, period of performance, company name]* |

1. Annex: D Supplier Questionnaire
2. Annex: E Non-Staff Code of Conduct
3. ANNEX F - Plan General Terms and Conditions