Request for Proposal

DANISH REFUGEE COUNCIL

Annex B

Danish Refugee Council,
Addis Ababa Road, Next to UNICEF Offices
Juba, South Sudan

3rd March 2023

To: All Interested Service providers

Request for Proposal No. RFP-SSD-JUB-2023-01 for Provision of Medical Insurance Services to DRC National staff

Dear Sir/Madam:

The Danish Refugee Council (DRC) is a humanitarian, non-governmental, non-profit organization founded in 1956 that works in more than 30 countries throughout the world. DRC fulfills its mandate by providing direct assistance to conflict-affected populations – refugees, internally displaced people (IDPs) and host communities in the conflict areas of the world; and by advocating on behalf of conflict-affected populations internationally, and in Denmark, on the basis of humanitarian principles and the Human Rights Declaration. For further information about our projects please visit our website http://www.drc.dk.

The Danish Refugee Council (DRC) has received grants from Various Donors for the implementation of the humanitarian aid operation in *South Sudan*. To ensure the health, safety and welfare of its national staff and facilitate smooth implementation of its humanitarian projects and operations, DRC is looking for **supply of Medical Insurance Services for its National staff on a long-term agreement.** Therefore, DRC requests you to submit your technical and financial proposal (s) in the form of Request for Proposal (RFP) for the supply of the Services listed on the attached DRC Bid Form Annex A.1, A.2 and ToR respectively.

I. TENDER DETAILS

The Tender details are as follows:

Line	Item	Time, date, address as appropriate
1	RFP published	3rd March 2023
2	Closing date for clarifications	10th Mach 2023
4	Closing date and time for receipt of Tenders	24th March 2023 at 4:00 PM CAT
5	Tender Opening Location	DRC Juba office, South Sudan Addis Ababa Road, Next to UNICEF Offices
6	Tender Opening Date and time (public)	27th March 2023 From 13:30 PM CAT Not public opening however, bidders and any other interested party shall be shared with the outcome.

PLEASE NOTE: NO BIDS WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE

II. IMPORTANT INFORMATION REGARDING THIS RFP:

- This RFP was launched for the purpose of establishing a long-term contract with qualified Medical Insurance firm for provision of medical Insurance cover for National staff for period of two (2) years with the possibility of extension for between 6 months to one year.
- DRC may choose to cancel the agreement if deemed necessary or if service provider fails to deliver the services within this period.
- DRC may choose to split the contract award to more than one supplier.
- Successful bidder(s) will be required to make presentations as a mandatory requirement for this bid.
- DRC may terminate the contract or impose other penalties if a supplier fails to deliver items within the specified period.
- All supplies shall be delivered as per the stipulation in the ToR.
- No advance payment will be paid to the awarded supplier.
- The awarded supplier is expected to mobilize its own resources to deliver the agreed service.

III. SELECTION AND AWARD CRITERIA

The criteria for awarding contracts resulting from this Tender is based on 'best value for money'. For the purpose of all tenders DRC defines best value for money as:

Best value for money should not be equated with the lowest initial bid option. It requires an integrated assessment of technical, organizational and pricing factors considering their relative importance, quality, experience, and reputation, past performance, cost/fee realism, delivery time, reasonableness, need for standardization, and other criteria depending on the item to be procured).

For all bids deemed technically compliant as per the specification stipulated in Annex I – Terms of reference-TOR, DRC will give a weighted combined technical and financial score. The weighted score will determine the contract award.

A. Administrative Evaluation

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. The documents listed below shall be submitted with your bid.

Table for administrative criteria

Tender documents.	S/N	Annex #	Total weighting for pass (100%/5 points)
All DRC tender annexes to be completed, signed and submit by the vendor	1	Annex A.1: DRC Technical bid form	Complete ALL sections in full, sign, stamp and submit - ***Mandatory***
	2	Annex A.2: DRC Financial bid form	Submit-Financial bid. Must be separated from technical bid/envelope - ***Mandatory***
	3	Annex B. RFP Invitation, Tender and contract award acknowledge certificate	Complete ALL sections in full, sign, stamp and submit - ***Mandatory***
	4	Annex C- General Conditions of Contract	***Read and understand***
	5	Annex D- Supplier Code of Conduct	Complete ALL sections in full, sign, stamp and submit- ***Mandatory***
	6	Annex E- Supplier Profile and Registration Form ENG	Complete ALL sections in full, sign, stamp and submit - ***Mandatory***
	9	Annex F. ToR	Complete ALL sections in full, sign, stamp and submit - ***Mandatory***
	12	Annex G- References	Complete ALL sections in full, sign, stamp and submit - ***Mandatory***
Legal documents: **Firms:** Registration certificates, licenses, and other certificates.			
	1	Certificate of Incorporation	***Mandatory***
	2	Operational license	***Mandatory***
	3	Tax clearance Certificate	***Mandatory***
	4	Re-Insurance certification	***Mandatory***

B. Technical Evaluation

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the RFP as listed in Annex B and F2 and I... A Bid is deemed to meet the criteria if it confirms that it meets the conditions, procedures, and specifications in the Request for Proposal without substantially departing from or attaching restrictions with them. If a Bid does not technically comply with the Statement of Works, it will be rejected.

The technical criteria for this RFP and their weighting in the technical evaluation are:

Technical criteria #	Technical criteria	Weighting in technical evaluation [Total 100%]
1	Relevant experiences: Attach documents proving your experience in providing Medical Insurance services to organizations/UN agencies, INGO etc. - Provide at least two copies of contracts	10%
2	Extensive country-wide panel of service providers with a focus on remote/up-country areas in particular but not limited to, Juba, Wau, Yambio, Torit, Bor, Aweil, Pibor, Panriang, Malakal, Bentiu - Submit proof of cooperation/MoU between company and medical providers in the above locations, extra areas other than mentioned above is an added advantage.	10%
3	Provide your policy for inpatient and outpatient services that outlines required medical services as per given options in the ToR.	10%
4	Submit Technical proposal demonstrating the firm deliverable services, technical support team, ability to provide enhanced beneficiary referral services at least within East African regional countries – neighboring South Sudan (Kenya, Uganda, Sudan, and Ethiopia,), emergency response mechanism, referral, medical evacuation, etc.	20%
5	Ability to provide medical evacuation facilities from field locations to Juba and from Juba to regional or international medical facilities as outlined above, for medical referral services in case of emergencies (Provide maximum limit of evacuation flights per member account) • Provide detailed referral and evacuation policies	10%
6	**Premium payments policy clearly outlining but not limited to the following:** a) Premium calculation for short term contracts including how to deal with extension of short-term contracts; b) Premium calculation for additional members joining the policy; c) Conditions for premium reimbursement. Minimum documentation required. d) Compensation procedure for expenses within South Sudan and abroad.	20%
7	Proof of financial capacity: Provide a copy of a recent audited financial statement. At least for 2021 or later.	20%
DRC will use the Scoring method to technically evaluate each of the above criteria, bids must score 50% or above for each of the criteria weighted score in order to pass to the technical evaluation		

C. Financial Evaluation

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation. Bids that are deemed technically non-compliant will not be financially evaluated.

IV. TENDER PROCESS

The following processes will be applied to this Tender:

Tender Period
Tender Closing
Tender Opening
Administrative Evaluation
Technical Evaluation
Financial Evaluation
Contract Award
Notification of Contract Award

V. SUBMISSION OF BIDS

Bidders are solely responsible for ensuring that the full bid is received by DRC in accordance with the RFP requirements, prior to the specified date and time mentioned above. DRC will consider only those portions of the bids received prior to the closing date and time specified.

All responsive Bids shall be written on the **DRC Bid Form (Annex A.1 and A2**)
Bids not submitted on Annex A1, or not received before the indicated time and date as set forth on page 1, or delivered to any other email address, or physical address will be disqualified.

A. Email submission (only for vendors outside Juba)

Bids can be submitted by email to the following dedicated, controlled, & secure email address:

tender.ssd@drc.ngo

When Bids are emailed, the following conditions shall be complied with:

- **The RFP number shall be inserted in the Subject Heading of the email**
- **Separate emails shall be used for the 'Financial Bid' and 'Technical Bid', and the Subject Heading of the email shall indicate which type the email contains**
  - The Financial Bid shall only contain the financial bid form, Annex A.2
  - The Technical Bid shall contain all other documents required by the tender as mentioned in section A. Administrative Evaluation, but excluding any pricing information
- Bid documents required, shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or excel formats, will result in the bid being disqualified.
- Email attachments shall not exceed 4MB; otherwise, the bidder shall send his bid in multiple emails.

Failure to comply with the above may disqualify the Bid.

DRC is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or DRC in the processing of emails.

DRC is not responsible for the non-receipt of Bids submitted by email as part of the e-Tendering process.

B. Hard Copy:

Hard copy Bids shall be separated into 'Financial Bid' and 'Technical Bid':

- The Financial Bid shall only contain the financial bid form, Annex A.2
- The Technical Bid shall contain all other documents required by the tender Annex A - J for Administrative Evaluation but **excluding any pricing information including financial information (annex A.2).**

Financial information annex A.2 shall never be combined in Technical Bid envelope

For hard copy submission, each part shall be placed in a **sealed** envelope, marked as follows:

RFP No.: **RFP-SSD-JUB-2023-001** **TECHNICAL BID** Bidder Name:

RFP No.: **RFP-SSD-JUB-2023-001** **FINANCIAL BID** Bidder Name:

Both envelopes shall be placed in an outer **sealed** envelope, addressed to **DRC Tender Opening Committee- Juba South Sudan. In a combined envelope as below**

VI. COMPLETION OF BID FORM

A. Prices Quoted

B. Currency

The currency of the Bid shall be in **USD**. No other currencies are acceptable.

C. Language

The Bid Form, and all correspondence and documents related to this RFP shall be in English.

D. Presentation

Bids shall be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initiated by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. All documentation shall be written in English. All Bids shall be signed by a duly authorized representative of the Bidder.

E. Split Awards

DRC reserves the right to split awards.

F. Validity Period

The required bid validity period shall be 24months as per the contract period as specified in the RFP. DRC reserves the right to reject any bid validity period that don't meet the maximum required.

VII. ACCEPTANCE

DRC reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the

Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the RFP Closure.

VIII. AWARD OF CONTRACTS

This RFP does not commit DRC to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by DRC. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of DRC and the successful Bidder.

DRC may award contracts for part quantities or individual items. DRC will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. DRC reserves the right to cancel any RFP, to reject any or all Bids in whole or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future DRC RFPs.

IX. **CONFIDENTIALITY**

This RFP or any part hereof, and all copies hereof shall be returned to DRC upon request. This RFP is confidential and proprietary to DRC, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of DRC, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the RFP, Bidders will be bound by the contents of this paragraph whether their company submits a Bid or responds in any other way to this RFP.

X. COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT

Bidders and their employees, officers, advisers, agent or sub-contractors shall not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relations to:

- The preparation of submission of Bids,
- The clarification of Bids,
- The conduct and content of negotiations,
- Including final contract negotiations,

In respect of this RFP or procurement process, or any other procurement process being conducted by DRC in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to DRC, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

XI. IMPROPER ASSISTANCE

Bids that, in the sole opinion of DRC, have been compiled:

- With the assistance of current or former employees of DRC, or current or former contractors of DRC in violation of confidentially obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
- With the utilization of confidential and/or internal DRC information not made available to the public or to the other Bidders,
- In breach of an obligation of confidentially to DRC, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration

Without limiting the operation of the above clause, a Bidder shall not, in the absence of prior written approval from DRC, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this RFP was an official, agent, servant, or employee of, or otherwise engaged by, DRC and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this RFP relates.

XII. CORRUPT PRACTICES

DRC has zero tolerance for corruption.

The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by DRC as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of facilitation payments, bribery, gifts constituting an undue influence, kickbacks, favouritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted – directly or indirectly – as an inducement or reward in relation to activities funded by DRC, including tendering, award or execution of contracts. DRC reserves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate DRC's policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore agrees to inform DRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific DRC country operations via www.drc.dk/where-we-work, or via DRC's Code of Conduct Reporting Mechanism: www.drc.dk/relief-work/concerns-complaints/code-of-conduct-reporting-mechanism. Reports of suspected corruption can also be reported directly to DRC HQ at c.o.conduct@drc.dk.

XIII. CONFLICT OF INTEREST

A Bidder shall not, and shall ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of DRC and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any DRC contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify DRC immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of DRC, or cases in which any DRC official, employee or person under contract with DRC may have, or appear to have, an interest of any kind in the Bidder's business or any kind of economic ties with the Bidder. The Bidder shall take steps as DRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of DRC.

XIV. WITHDRAWAL/MODIFICATION OF BIDS

Requests to withdraw a Bid after the Bid Closure Time shall not be honoured. If the selected Bidder withdraws its Bid, DRC shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, DRC shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the DRC suppliers List.

A Bidder may modify its Bid prior to the RFP closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the RFP closure.

XV. LATE BIDS

All Bids received after the RFP closure will be rejected.

XVI. OPENING OF THE RFP

The Tender Opening will take place at the time and location stated above.
Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence DRC in its decision concerning the award of the contract will result in the immediate rejection of the tender.

XVII. CONDITIONS OF CONTRACT

All Bidders shall acknowledge that the DRC General Conditions of Contract for the Procurement of Goods, or Services, or the Special Conditions of Contract, as applicable, are acceptable.

XVIII. CANCELLATION OF THE RFP

In the event of an RFP cancellation, Bidders will be notified by DRC. If the RFP is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders

The RFP may be cancelled in the following situations:

- where no qualitatively or financially worthwhile Bid has been received or there has been no response at all;
- the economic or technical parameters of the project have been fundamentally altered;
- exceptional circumstances or force majeure render normal performance of the project impossible;
- all technically compliant Bids exceed the financial resources available; or
- there have been irregularities in the procedure, in particular where these have prevented fair competition.

DRC shall not be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an RFP, even if DRC has been advised of the possibility of damages. The publication of a procurement notice does not commit DRC to implement the programme or project announced.

XIX. QUERIES ABOUT THIS RFP

For queries on this RFP, please contact the Supply Chain Manager Garang Bul John **garang.john@drc.ngo** and copy in Toimotsuk Edward Raymond toimotsuk.raymond@drc.ngo .
All questions regarding this RFP shall be submitted in writing to the above. On the subject line, please indicate the RFP number. **Bids shall not be sent to the above emails**. If bids are sent to one of those emails, the bidder shall be automatically disqualified.

All questions during the tender period, as well as the associated answers, will be shared with all suppliers invited.

XX. RFP DOCUMENTS

This RFP document contains the following:

1. Annex A.1 Technical bid form
2. Annex A.2 Financial bid form
3. Annex B This RFP letter & Tender and contract award acknowledge certificate
4. Annex C DRC General Conditions of Contract
5. Annex D Supplier Code of Conduct
6. Annex E Supplier Profile and Registration Form
7. Annex F Terms of Reference (RoR)
8. Annex G- References

Under DRC's Anticorruption Policy Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Yours sincerely
Country Supply Chain Manager

DANISH REFUGEE COUNCIL

ANNEX B

Tender and Contract Award Acknowledge Certificate

This attachment shall be signed and submitted with the Bid

1. In compliance with the RFP Instructions and General Conditions of Contract for the Procurement of Goods, we the undersigned, offer to furnish some or all of the items quoted for, at the prices entered in the attached DRC Bid Form No **RFP-SSD-JUB-2023-001** delivered to the destination specified therein.

2. We accept the terms and conditions set forth in the RFP Letter) and the following requirements have been noted and will be complied with where applicable:

a. That unless otherwise stated, the Bids per each line item shall be on a DDP (Incoterms 2020).
b. We confirm that for any offer made where the delivery destination is not as requested in the RFP, that DRC reserves the right to disregard the offer.

c. That conditional Bid's cannot be accepted.

d. That the currency of the Bid should be in ***USD***

e. DRC reserves the right, at its own discretion:

   i. To award a contract for a lesser or greater quantity than the total quantity Bid for.

   ii. To reject any or all Bids and/or enter a contract with a Bidder other than the lowest Bidder.

f. Successful Bidders who are awarded contracts will be notified by the receipt of the original Purchase Order/Contract and acknowledgement copy. In case or urgency successful Bidders(s) may also be notified by email.

g. Any samples requested, either with the Bid, or at a later date, will be in accordance with the specifications of the required item(s). Failure to comply with this may result in the Bid not being considered

h. We confirm that the validity of this offer is for 60 calendar days from the date of the RFP closure
i. We agree to the terms and conditions set forth in the DRC General Conditions of Contract for the Procurement of Goods

j. We certify that the below mentioned company has not engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, any Contracts.

k. We agree to abide by the DRC Supplier Code of Conduct as attached as Annex D

3. We note that DRC is not bound to proceed with this RFP and that it reserves the right to award only part of the contract. It will incur no liability towards us should it do so.

We agree to the above terms and conditions.

Submitted by:

Company Name

Place

Date

Title/Position

Print Name

Signature
A duly authorized company representative
Company Stamp