REQUEST FOR BID

Subject Request for Bids
RE: Medical Insurance Coverage and access to Health care services.

Date 03-11-2023

Client **Médecins Sans Frontières OCA**

House 11, First Avenue

Gwarimpa,

Abuja, Nigeria.

Attn: Finance Coordinator

0803-505-4589

Annexes Annex A: Bid summary form

Annex B: Terms of references

Dear,

Medecins Sans Frontieres (Doctors without Borders) –Holland wishes to engage the services of a Health Maintenance Organization (HMO) to provide Medical Insurance Coverage and access to health care through a network of physicians and health care providers to its Nigerian staff and dependents in line with the Nigerian law requirement.

MSF OCA kindly invites you to participate in the Bids for Medical Insurance Coverage and access to health care services in the Nigeria mission.

MSF OCA will assess all Tenders received based on a number of objective criteria, including the extent of coverage, Quality of service rendered. Bidding body, Bid amount, estimated duration of coverage and professionalism of the Bid.

MSF OCA tender assessment process is transparent and neutral, ultimately endeavouring for high level of professionalism.

SUBMISSION METHOD

The tender shall be submitted in hardcopy in a sealed envelope with the name of the Bidder written on the back.

DEADLINE

Your offer is considered valid, only when they are received before **17-11-2023, 17.00hrs**.

QUESTIONS

Questions can be sent by email to nigeria-medco-support@oca.msf.org or nigeria-medco@oca.msf.org before **10-11-2023**. A summary of all asked questions and answers will be shared before **13-11-2023, 17.00hrs**.

GENERAL INFORMATION:

- Tender shall be completed in English
- Winning Bidder must begin with the necessary processes not later than 7 days after the notification as the Bid winner;
- Transportation, accommodation and other expenses will NOT be provided by MSF OCA.

Yours sincerely,

Representing the CLIENT

Médecins Sans Frontières OCA

MSF-OCA Nigeria Human Resource Coordinator

ANNEX A: BID SUMMARY FORM

BIDDER'S INFORMATION	
Name of Company:	
Address of Company:	
Name of Director:	
Name of Contact Person:	
Telephone Number:	
Email:	
BIDDER'S OFFER	
Available plans and premium/rates:	
Quotation for an annual coverage for 2000 enrolee population on the various plans	This should be sent as annexes to other documents submitted.
SIGNATURE	
Signature:	
Name:	
Date:	

ANNEX B: TERMS OF REFERENCES

ARTICLE 1. DESCRIPTION OF WORKS

The objective consists of the HMO Company providing Medical Insurance coverage and services for;

In-patient cover

1. Hospital Treatment and Services
2. Day Care Treatment
3. Pre-Hospitalization Diagnostic Services.
4. Post-hospitalization.
5. Road and Air Evacuation.
6. Overseas Treatment

Out-patient Cover

1. General Out-patient Services
2. Specialist Out-patient Service
3. Out-patient Diagnostic Services
4. Out-patient Prescription Drugs
5. Physiotherapy or referral
6. Optical Cover
7. Dental Cover – (extraction, filling etc.)
8. Paediatrics – (to cover congenital diagnosis, neonatal etc.)
9. Maternity Cover
10. Inoculation and Immunization
11. Excess of Loss cover
12. Last Expenses Cover
13. Any other health care services deemed appropriate for inclusion.

Other required services can be added where necessary.

The Client is Médecins Sans Frontières – Operational Centre Amsterdam (MSF OCA).

ARTICLE 2. ELIGIBILITY AND QUALIFICATION REQUIREMENTS

All quotations submitted shall include a company fact sheet including the following information;

- Submission of introduction letter and a comprehensive proposal that state clearly the various plans and coverage.
- License to practice as Health Maintenance Organization (HMO) in Nigeria.
- Certificate of Incorporation with the Corporate Affairs Commission in Nigeria with copy of Memorandum & Article of Association with copy of forms CAC2 & CAC7.
- Audited company accounts from the last 3 years (2022, 2021, 2020)
- Evidence of licence from NAICOM and copies of approved letters of audited accounts from the last 3 years (2022, 2021, 2020).

- Evidence of registration with Financial Reporting Council.
- Wide geographic spread with a minimum of 25 states of the federation and at least 50-70% coverage of major hospitals in those states including FCT.
- Must have been in the HMO business for at least 5 years with track record in quality service delivery and clients management
- Track record in managing multinational organizations with high client load
- Provide a list of your current clients with their office addresses or recommendation letters from three current clients.
- Ability to meet the Technical Specifications/ Scope of Work
- Fast response rate for complaints.
- Tax Identification Number (TIN) and evidence of tax clearance for the past 3 years

ARTICLE 3. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of his Bid and the Client will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bid process.

ARTICLE 4. LANGUAGE OF BID

The Bid prepared by the Bidder and all correspondences and documents relating to the Bid shall be written in English

ARTICLE 5. BID PRICES

The Bidder shall fill in rates for all quotes in Naira

All duties, taxes and other levies payable by the Bidder or any applicable law in Nigeria shall be included in the total Bid price submitted by the Bidder, and the evaluation and comparison of bids by the Client shall be made accordingly.

ARTICLE 6. SEALING AND MARKING OF BIDS

The Bidder shall seal his original Bid, duly marking the envelope as specified at the cover page of the Bid.

ARTICLE 7. DEADLINE FOR SUBMISSION OF BIDS

In order for the Bid to be considered, the Bids must be delivered to the Client according to the date fixed at the cover page of the Bid.

ARTICLE 8. LATE BIDS

Any Bid received by the Client after the deadline for submission of the Bids will be subject to the Client's consideration or disqualification.

ARTICLE 9. MODIFICATION AND WITHDRAWAL OF QUOTATIONS

The Bidder may modify or withdraw his Bid after Bid submission, provided that the modification or notice of withdrawal is received in writing by the Client prior to the prescribed deadline for submission of Bids.

The Bidder's modification or notice of withdrawal shall be prepared, sealed, marked and delivered in accordance with the provisions for the submission of Bids, with the envelopes additionally marked "modification" or "withdrawal" as appropriate.

No Bidder may be notified subsequent to the deadline for the submission of Bids.

Bids for which an acceptable notice of withdrawal has been submitted shall not be opened.

ARTICLE 10. OPENING EVALUATION AND COMPARISON OF BIDS

After the confidential opening of Bids, information relating to the examination, clarification, evaluation and comparison of Bids and recommendations concerning the winner shall not be disclosed to Bidders or other persons.

Any effort by a Bidder to influence the Client in the process of examination, clarification, evaluation and comparison of Bids and in decisions concerning the award, may result in the rejection of the Bidder's Bid.

To assist in the examination, evaluation and comparison of Bids, the Client may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing or verbal, but no change in the price or substance of the Bid shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by the Client during the evaluation of the Bids.

The Client will award winner to the Bidder who has effectively submitted the best Bid in price and who has given a realistic duration for delivery of services.

Bid processes shall exclude Bids from the public with any personal connections with the employees of the Client, or close family members of any such persons.

ARTICLE 11. CLIENT'S RIGHT

The Client reserves the right to accept or reject any Bid and to annul the Bid process and reject all Bids at any time prior to the award to the winner, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Clients action.

ARTICLE 12. NOTIFICATION OF AWARD

The Client will notify to each Bidder on acceptance or refusal of its Bid.