

**INVITATION TO TENDER**

Syria Response Office – Gaziantep Office

04/05/2023

**ITT-SRO-SCI-2023-018****National Staff Healthcare Insurance**

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1	SUBMISSION DEADLINE	17:00 - 04/05/2023
2	LAST DAY FOR QUESTIONS/ CLARIFICATION	17:00 - 24/05/2023
3	QUESTIONS / CLARIFICATIONS	<a href="mailto:Mine.Basar@savethechildren.org">Mine.Basar@savethechildren.org</a>
4	FORMAT FOR SUBMISSION	BIDDER RESPONSE DOCUMENT (ITT-SRO-SCI-2023-018)

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**PART 1 : INVITATION TO TENDER**

Introduction to SCI  
Project Overview and Requirements  
Award Criteria  
Instructions & Key Information

**PART 2 : CORE REQUIREMENTS AND SPECIFICATION**

Detailed description of SCI's specific requirements (e.g. volumes, delivery dates / locations, product specifications etc).

**PART 3 : BIDDER RESPONSE DOCUMENT**

Template to be used to submit response to this Invitation to Tender.



## PART 1 – INVITATION TO TENDER

### 1. INTRODUCTION TO SAVE THE CHILDREN

SCI is the world’s leading independent organisation for children. We save children’s lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

**Our Vision** – a world in which every child attains the right to survival, protection, development and participation.

**Our Mission** – to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

We do this through a range of initiatives and programmes, to:

- Provide lifesaving supplies & emotional support for children caught up in disasters (e.g. floods, famine & wars).
- Campaign for long term change to improve children’s lives.
- Improve children’s access to the food and healthcare they need to survive.
- Secure a good quality education for the children who need it most.
- Protect the world’s most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
- Work with families to help them out of the poverty cycle so they can feed and support their children.

For more information on the work we undertake and recent achievements, visit our [website](#).

### 2. PROJECT OVERVIEW

Item	Description
Description of Goods / Services	<i>Medical Insurance for SRO Gaziantep National Staff</i>
Outcome of Tender	<b>Contract</b> – the successful supplier(s) will be awarded a ‘Contract’ which will commit SCI to purchase the specified quantity of goods / services as defined in the contract at the agreed rates.
Duration of Award	<i>Two Years</i>

Further detail on the specific requirements of the project (e.g., volumes, dates, specifications etc.) can be found in [Part 2 \(Core Requirements & Specifications\)](#) of this Tender Pack.

### 3. AWARD CRITERIA

SCI is committed to running a fair and transparent tender process and ensuring that all bidders are treated and assessed equally during this tender process. Bidder responses will be evaluated against four weighted categories of criteria: Essential Criteria, Sustainability Criteria, Capability Criteria, and Commercial Criteria.

### 3.1 ESSENTIAL CRITERIA

Criteria which bidders **must** meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process immediately. These criteria are scored as 'Pass' / 'Fail'.

### 3.2 SUSTAINABILITY CRITERIA (10%)

Criteria used to evaluate the impact a supplier has on the environment, local economy and community. Bids will be evaluated against Bidders support to sustainability implementation:

- The bidder has their own Sustainability Policy (or Policies) (5%)
- The bidder demonstrates activities OR has processes in place within their organisation, aimed at improving sustainability. (e.g. paperless offices, green technology in offices, policies, training programmes, community outreach programmes etc) (5%)

### 3.3 CAPABILITY CRITERIA (50%)

Criteria used to evaluate the bidder's ability, skill and experience in relation to the requirements. Bids will be evaluated against the following:

- Firm profile and previous/ current customers (3%)
- Network and Reach (5%)
- Customer Service: Responsiveness (2%)
- Providing additional Benefits (40%)

### 3.4 COMMERCIAL CRITERIA (40%)

Criteria used to evaluate the commercial competitiveness of a bid. Bids will be evaluated against the same pre-agreed Criteria.

## 4. VETTING

Successful bidders must be successfully vetted. This involves checking bidders and key personnel against Global Watch Lists, Enhanced Due Diligence Lists and Politically Exposed Persons Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), SCI may withdraw their award decision.

## 5. BIDDER INSTRUCTIONS

### 6.1 TIMESCALES

Activity	Date
Issue Invitation to Tender	<<04/05/2023>>
Deadline for questions from Bidders	<<22/05/2023>>
Deadline for Bid Submission	<<24/05/2023>>
Bid Clarifications	<<22/04/2023>>
Award Contact	<<29/05/2023>>

The above dates are for indicative purposes only and are subject to change.

## 6.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT

Bidders wishing to submit a bid **must use the Bidder Response Document template in [Part 3](#) of this Tender Pack**. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Capability and Commercial Criteria. Bidders may also be required to submit supporting documentation. Further instructions can be found within the document in Part 3 of this pack.

Bids can be submitted by via email as below:

- Email should be addressed to [procurement.sro@savethechildren.org](mailto:procurement.sro@savethechildren.org)
- The subject of the email should be "ITT/SRO/MO/2021/95 /Bidder Response – ‘Bidder Name’, ‘Date’".
- All attached documents should be clearly labelled so it is clear to understand what each file relates to.
- Emails should not exceed 15mb – if the file sizes are large, please split the submission into two emails.
- Do not copy other SCI email addresses into the email when you submit it as this will invalidate your bid.

## 6.4 CLOSING DATE FOR BID SUBMISSION

Your bid must be received, no later than **<<17:00 – 24/05/2023 >>**.

Bids must remain valid and open for consideration for a period of no less than 60 days.

## 6.5 KEY CONTACTS

All questions relating to the tender should be sent via email to:

Name	Email Address
<a href="#">Mine Basar</a>	<a href="mailto:procurement.sro@savethechildren.org">procurement.sro@savethechildren.org</a>

Please be advised local working hours are **<<08:00 – 17:00>>**. Please allow up to **<<two>>** days for a response.

Where the enquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

## PART 2 – CORE REQUIREMENTS & SPECIFICATIONS

### 1. SPECIFIC REQUIREMENTS

Health Care Insurance Services

### 2. SPECIFICATIONS

The below table clarifies the essential and general benefits, please refer to the excel sheet: **Additional Benefits** for additional information about service specifications

TABLE 1: SERVICE SPECIFICATION - ESSENTIAL

Benefits
<b>Insurance Type/ Class</b>
First Class Insurance
<b>Maximum Annual Limit</b>
<b>251,000 TRY</b> is the Maximum Annual Limit / Member
<b>In-Patient Coverage within the Network</b>
100% (full coverage) for in-Patient within the Network including:
* Hospital Room & Board
* Hospital accommodation in Intensive Care Unit ICU
* Accompanied parent coverage (for children less than 18 years old)
* Doctor's fees (surgeon and anesthetist)
* Surgery and Anesthetics
* Imaging and diagnostic Tests (MRI, CT scan, X-ray etc.)
* Pathology
* Rehabilitation
* Prescribed Medicines, Dressings
* Medical devices/aids
* Blood transfusion
* Psychiatric treatment
* Ambulance/Transport costs
<b>Out-Patient Coverage within the Network</b>
Minimum 14 out of hospital forms per person per year
100% (full coverage) for Out-Patient within the Network including:
* Outpatient surgical operations
* Consultation fees with GP and specialists (including psychiatric/psychologists)t
* Pathology, X-Ray and other diagnostic tests
*Advanced imaging, such as MRI, PET scans
* Preventative care such as Mammogram, Pap Smear, Bowel Cancer screening
* Full Medical screenings
* Vaccinations for adults
* Childhood vaccinations according to the National guidelines

\*Treatment by nurses and therapists

\* Prescribed Medicines and Dressings

\* Medical devices/aids

\* Ambulance/Transport costs

#### **Other Medical Treatments**

\* Cancer Treatment

\* Organ Transplant

\* Renal Failure including dialysis

\* Hospice and Palliative Care

\* Congenital Conditions

\* Pre-existing/Chronic conditions such as Diabetes, High Blood pressure, cancer and HIV/AIDS

\* Hearing Care

\* Optical Care

\* Dental Care

\* Psychosocial/Counselling Support

#### **Maternity and Childbirth**

100% (full coverage) for:

\* Pregnancy test (excluding IVF)

\* Pathology, 4D Ultrasound and other diagnostics

\* Antenatal and postnatal consultations

\* Normal/Assisted Delivery

\* Cesarean Delivery (emergency only)

\* Complications of pregnancy and childbirth

\* Legal Abortion & Ectopic Pregnancy

\* Current pregnancy cases within the case limit

\* Granting nine additional forms for maternity visits only

#### **New-born Care**

100% (full coverage) for:

\* Newborn care from the day of birth (including premature newborns)

\* Specialized equipment such as incubators

\* Genetic Disorders and birth defects

#### **Non-Network In & Out-Patient**

Minimum rate of 90% coverage for Non-Network In & Out-Patient

\* 100% Reimbursement of Out-patient if In-Patient is not within the Network (Approving form usage for non-network doctors, and covering any other in/out-patient procedures prescribed by the non-network doctors such as and not limited to medical tests, screenings, x-rays and operation in an approved hospitals and medical facilities)

\* Settlement of reimbursement claims within 7 working days

### **3. ADDITIONAL INFORMATION**

Please refer to Excel Sheets:

- 1- Additional Benefits
- 2- List of Beneficiaries

## PART 3 – BIDDER RESPONSE DOCUMENT

### 1. INTRODUCTION

This document **MUST BE USED** by Bidders wishing to submit a bid. It is linked into 5 sections detailed below:

- [Section 1 – Essential Criteria](#)
- [Section 2 – Capability & Sustainability Questions](#)
- [Section 3 – Commercial Questions](#)
- [Section 4 – Bidder Submission Checklist](#)

**The Bidder is required to sign a copy of the Check list in Section 4 as part of their submission.**

### 2. INSTRUCTIONS

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by SCI. If a Bidder wishes to add further information, this is acceptable but the additional information should be limited to only items that are relevant to the tender.

- For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
- If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
- If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Save the Children through the using the contact details provided for guidance.

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.



## SECTION 1 - ESSENTIAL CRITERIA

**INSTRUCTIONS – Bidders are required to complete all sections of the below table.**

Item	Question	Bidder Response	
<b>1</b>	Bidder accepts Save the Children's 'Terms and Conditions of Bidding' and that any business awarded to the bidder will be completed under the Terms and Conditions included in Section 4 of this pack.	<b>Yes / No</b>	<b>Comments / Attachments</b>
<b>2</b>	The Bidder and its staff (and any sub-contractors used) agree to comply with SCI and the IAPG's policies listed in Section 5 of this pack throughout this tender process, and during any future works should the bidder be awarded a contract.	<b>Yes / No</b>	<b>Comments</b>
<b>3</b>	The bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the United States of America or the European Union and accepts that SCI will undertake independent checks to validate this.	<b>Yes / No</b>	<b>Comments</b>
<b>4</b>	<p>The Bidder confirms it is fully qualified, licenses and registered to trade with Save the Children (including compliance with all relevant local Country legislation).</p> <p>This includes the Bidder submitting the following requirements (where applicable):</p> <ul style="list-style-type: none"> <li>- Legitimate business address</li> <li>- Tax registration number &amp; certificate</li> <li>- Business registration certificate</li> <li>- Trading license</li> </ul>	<b>Yes / No</b>	<b>Comments</b>
		<b>Requirement</b>	<b>Bidder Response / Attachments</b>
		<b><i>Legitimate Business Address</i></b>	
		<b><i>Tax Registration Number &amp; Certificate</i></b>	
		<b><i>Business Registration Certificate</i></b>	
		<b><i>Trading License</i></b>	
<b>5</b>	Provide Services mentioned in Table 1 in section 2. Specifications (page 5 and 6)	<b>Yes / No</b>	<b>Comments</b>

## SECTION 2 – CAPABILITY & SUSTAINABILITY QUESTIONS

*Instructions – Bidders are required to complete all sections of the below table.*

Item	Question	Bidder Response		
<b>1</b>	<b>Firm profile and previous/ current customers</b>  Kindly provide us with at least three references.  <i>(Note – the Bidder must ensure that for any client references shared, the nominated client is happy to be contacted / visit by Save the Children)</i>	<b>Client Name</b>	<b>Contact Details (Name &amp; Phone Number)</b>	<b>Contact Details (Email)</b>
		1)		
		2)		
		3)		
<b>2</b>	<b>Network and Reach</b>  Bidder's capacity to provide wide medical network coverage around Amman.  Kindly state the number of entities in: <ol style="list-style-type: none"> <li>1. Hospitals</li> <li>2. Labs</li> <li>3. Pharmacies</li> <li>4. Optics Centres</li> <li>5. Doctors</li> </ol>	<b>Bidder Response</b>		<b>Attachment(s)</b>
		Number of Hospitals within the network		<i>Please provide copy of network hand-book</i>
		Number of Labs within the network		
		Number of Pharmacies within the network		
		Number of Optic Centres within the network		
		Number of Doctors within the network		
<b>3</b>	<b>Bidder's Responsiveness</b>  Account Manager / Officer shall response to SCI calls within a max two hrs of calling	<b>Bidder Response</b>		
<b>4</b>	<b>Additional Benefits</b>  Provide Benefits in "Additional Benefits" excel sheet	<b>Bidder Response</b>		
		Please fill in attached Excel sheet		

5	<b>Sustainability:</b> The bidder has their own Sustainability Policy (or Policies).	<b>Bidder Response</b>	<b>Attachment(s)</b>
			<i>Please provide copy of the policy</i>
6	<b>Sustainability:</b> The bidder demonstrates activities OR has processes in place within their organisation, aimed at improving sustainability. (e.g. paperless offices, green technology in offices, policies, training programmes, community outreach programmes etc).	<b>Bidder Response</b>	<b>Attachment(s)</b>
			<i>Please provide proof (ie contract with recycling company ..)</i>

### SECTION 3 – COMMERCIAL QUESTIONS

**Response to Annex A.2 Financial Bid** [Annex A.2 Financial Bid](#)

GOOD / SERVICE	QUANTITY	UNIT PRICE	TOTAL PRICE
OTHER COMMERCIAL CONSIDERATIONS			
Duration for which pricing can be fixed			

Note:

Please ensure including the benefits below in your price/ or provide fees per beneficiary for the benefits below:

- Cancer benefits
- COVID 19 benefits

## SECTION 4 – BIDDER SUBMISSION CHECKLIST






**We, the Bidder, hereby confirm we have completed all sections of the Bidder Response Document:**

No	Section	Please Tick
1.	Section 2 – Essential Criteria	
2.	Section 3 – Capability & Sustainability Questions	
3.	Section 4 – Commercial Questions	




**We, the Bidder, confirm we have uploaded all of the required information and supporting evidence:**

Section	Required Document / Evidence	Please Tick
<b>Essential Criteria Evidence</b>	Proof of legitimate business address	
	Copy of tax registration number & certificate	
	Copy of business registration certificate	
<b>Capability Criteria Evidence</b>	Completed Bidder Response Document	
	Copy of network hand-book	
	Fill in attached Excel sheet: Additional Benefits	
	Copy of sustainability policy	
	Proof demonstrating sustainability activities	
<b>Commercial Criteria Evidence</b>	Corporate Healthcare policy (if available)	
	Completed Bidder Response Document	

**We, the Bidder, hereby confirm we compliance with the following policies and requirements:**

Policy	Policy / Document	Signature
Terms & Conditions of Bidding	 1. Terms & Conditions of Bidding	
Child Safeguarding Policy	 Child Safeguarding Policy.pdf	
Anti-Bribery & Corruption Policy	 Anti-Bribery & Corruption Policy.pdf	
Human Trafficking & Modern Slavery Policy	 Human Trafficking & Modern Slavery Policy.pdf	
Protection from Sexual Exploitation & Abuse	 Protection from Sexual Exploitation & Abuse.pdf	



Anti-Harassment, Intimidation & Bullying Policy	 Anti-Harassment, Intimidation & Bully	
IAPG Code of Conduct	 IAPG Code of Conduct for Agenci	
SAVE THE CHILDREN SUPPLIER SUSTAINABILITY POLICY	 Save the Children Supplier Sustainability	

We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein.

Signature: .....

Name: .....

Title: .....

Company: .....

Date: .....