

(version 210304)

Procurement Request – other Services

(Simplified Tendering)

Medical Health Insurance for Diakonia Lebanon Staff

1. INTRODUCTION

1.1. Introduction to Diakonia

Diakonia is a Swedish faith-based development organization that works to change unfair structures that generate poverty, inequality, oppression and violence. The organization was founded in 1966 and is today rooted in two Christian denominations: the Swedish Alliance Mission and the Uniting Church in Sweden. Our vision and mission are based on theological reflection and the universality of human rights. Diakonia works with around 400 partner organizations (2021) and employs approximately 300 staff in 25 country offices and four regional offices in Africa, Asia, Latin America, the MENA (Middle East and Northern Africa) region and Sweden.

The Diakonia Lebanon office was established in 2010 and currently oversee programs implemented directly and with local partners.

Diakonia Lebanon Office is looking for a specialized insurance company to provide medical health insurance services to 7 national staff.

1.2. Objective of the procurement

Diakonia intends to procure medical health insurance services for national staff.

The major objectives are:

- To provide Diakonia national staff with a comprehensive and high-quality medical insurance
- Maintain a good level of health care of all employees
- Access to good quality healthcare service through an effective process and at an appropriate cost.
- The provision of good quality medical checkup.

You are invited to submit a tender based on the Terms of Reference (Appendix 1) and other requirements included in this Procurement Request.

Specific coverage and Scope of Work

Required

- Hospitalization (including but not limited to Hospital fees, surgeon fees, etc.): 100% coverage excluding NSSF coverage (NSSF-Out)
- Outpatient benefit: 100% coverage
- Maternity benefit: 100% coverage

- Doctor visits
- Prescribed medicines

The provider must:

- Be able to respond immediately to all emergencies.
- Have a well-worked up and functioning network with the top and medium ranked health providers in the country.
- Be able to provide and dedicate personnel with relevant education and experience for this assignment.
- Able to administer all medical documentations i.e. bills and or claims in a well-functioning system.
- Able to provide particular and general statistical reports of the services rendered periodically and as per request from Diakonia.

The areas that shouldn't be covered are:

- Outpatient Dental and Optical Services unless caused by accident

In case an insured Diakonia staff leaves the organization, full reimbursement of the premium fees covering the period after the exit date should be returned to Diakonia in full.

2. CONTENT OF TENDER

Your tender shall include the following information when sending it to Diakonia:

- 1) Company profile
- 2) Cost Proposal with breakdown of cost for Class A & Class B medical insurance options (group rate). Prices should include all applicable taxes and clarify the currency and mode of payment.
- 3) List of hospitals and labs network.
- 4) Signed "Diakonia's Code of Conduct for suppliers" (Appendix 2)
- 5) Signed "Confirmation of Eligibility" (Appendix 3)

Any missing document in the submission may render your tender ineligible for evaluation.

3. TENDER SUBMISSION

3.1. Tender delivery

The proposal shall be sent by e-mail to Ops.LebanonCO@diakonia.se. The submission deadline is 10 April 2023.

Tenders that are submitted after the deadline will not be considered.

3.2. Tender Validity

Your tender shall be valid for 90 days after the submission deadline.

4. PROCUREMENT METHOD AND SELECTION PROCEDURE

4.1. Procurement Method

Diakonia applies a simplified procurement method for this procurement.

4.2. Selection Procedure

Only complete tenders that were submitted on time and that fulfil the requirements in terms of the technical specifications and deliveries will be evaluated.

The contract will be awarded to the economically most advantageous tender, determined by the best price-quality ratio (quality and cost based selection, QCBS).

The examination of submitted tenders will be carried out based on the technical and price criteria stated below, where the technical evaluation will have a weight of 30% and the financial evaluation a weight of 70%. The tenderer with the highest total points, will be awarded the contract.

The technical evaluation criteria for this procurement are:

Technical Criteria	Max. points
1) Experience and expertise of proposed supplier	30
2) Content of the proposed insurance policy, benefits and coverage.	70
Total max points	100

The technical evaluation will be based on the following rating scale, whereby the percentage rate is multiplied with the maximum points for each criterion.

Rating scale	Rate	Definition
Poor	0%	Not sufficient
Not entirely satisfactory	40%	Sufficient in some respects but not as a whole
Satisfactory	60%	Sufficient but lacks substantial advantages or has uneven quality
Good	80%	Adequate and well suited to the purpose
Very Good	100%	Gives added value and shows high quality on the whole

The tender must achieve a minimum of 70 points as a condition for further financial evaluation of the price.

The calculation of the total points for each tender is made according to the formula below, where the tender with the highest technical points will be recalculated to 100 technical points and the tender with the lowest price will get 100 financial points. The technical points are thereafter multiplied with the technical weight and the financial points are multiplied with the financial weight. The sum of the weighted technical and financial points = total points.

$\text{Total points} = \frac{\text{Proposal under consideration}}{\text{Highest points}} \times 100 \times \text{technical weight} + \frac{\text{Lowest price}}{\text{Proposal under consideration}} \times 100 \times \text{financial weight}$

5. TENDER INFORMATION

5.1. Client Contact Details

Client: Diakonia

Office: Lebanon

Phone/Cell: + 961 1 390073

Emails: Ops.LebanonCO@diakonia.se

Postal address:

Address for courier (may not be the same as postal address): *Saade Building, Second Floor, Al Alam Street – Badaro*

Contact person: Eliana Aoun

5.2. Appeal

Decisions taken as part of Diakonia’s procurements are not possible to appeal¹ against and Diakonia is not obliged to disclose the procurement documentation after completion of a procurement.

6. CONTRACT

Supplier should provide Diakonia with a contract/proposal.

List of Appendices:

Appendix 1: Terms of Reference

Appendix 2: Diakonia’s Code of Conduct for suppliers (To be signed and submitted together with Tender)

Appendix 3: Confirmation of Eligibility (To be signed and submitted together with Tender)

¹ Diakonia is not covered by the Swedish Public Procurement Act (LOU).