

Terms of Reference

Medical Health Insurance for Diakonia Lebanon staff

Background and context

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 10 local partners.

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

Purpose and Objectives of the medical health insurance

The major objectives of the health insurance services 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 with an appropriate cost.
- The provision of good quality medical check-ups.

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

Optional (Vendor may submit more than one plan in offer)

- 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.

Terms and conditions

The service provider's proposal should include all applicable taxes and should be valid for a minimum of 3 months after the closing date.

The service provider is required to sign and follow Diakonia's code of conduct.

Mode of application

The proposal shall be sent by e-mail to Eliana Aoun (eliana.aoun@diakonia.se) with a copy to Cederic Choukeir (cederic.choukeir@diakonia.se) by 10 December 2021. Proposals that are not sent to both email addresses will not be considered. This should include:

- Company profile
- Cost Proposal with breakdown of cost. Prices should include all applicable taxes and clarify the currency and mode of payment.
- Signed Eligibility Confirmation (attached)
- Signed Diakonia's code of conduct (attached)

National & International insurance companies are welcome to apply.

Successful applicant(s) will be duly notified in 2 weeks' time from closing date.