



GOVERNMENT OF KHYBER PAKHTUNKHWA
PAKHTUNKHWA ENERGY DEVELOPMENT ORGANIZATION



Plot # 38, Sector B-2, PEDO House, Phase-V, Hayatabad, Peshawar

Request for Proposal (RFP)
For
Health Insurance

December, 2017

Table of Contents

S#	Contents	Page
Part A	Request for Proposal Ad	03
Part B	Introduction	04
Part C	Evaluation Criteria	05
Part D	Scope of Health Coverage	08
Part E	Terms of Reference (TORs)	08
Part F	Preparation & Submission of Proposals	12
Part G	Schedule of the Project	14
Annexure A	Compliance Checklist	15
Annexure B	Marking Sheet	16

Part A: Request for Proposal Advertisement

**REQUEST FOR PORPOSAL HEALTH
INSURANCE POLICY**



GOVERNMENT OF KHYBER PAKHTUNKHWA

PAKHTUNKHWA ENERGY DEVELOPMENT ORGANIZATION



PEDO invites proposals from highly reputed Pakistani Insurance Companies for the Provision of comprehensive Health Insurance coverage to its employees.

Copy of the advertisement along with TORs is also available on KPPRA website.
www.kppra.gov.pk and PEDO website: www.pedo.pk

Interested companies / firms are requested to submit their proposals on or before Monday, 04.01.2018 in accordance with the ToRs, on the following address.

Director Human Resources
PEDO House, Sector 38/B2, Phase - V, Hayatabad
Peshawar
Tel. 0919217300

Part. B

INTRODUCTION

This Request for Proposal (“RFP”) provides the participating insurance companies with the necessary information to allow the company/firm to prepare a comprehensive Proposal in response to this RFP. This section contains solicitation information and procedures, response submission instructions and general response format requirements. The Insurance Company is expected to examine carefully all requirements stipulated in this document and respond to each requirement individually in the format prescribed.

This document represents the best estimate of PEDOcurrent requirements. PEDOreserves the right to adjust the specifications or scope of its requirements as stated in this document. In the event that any modifications to the original document become necessary, all vendors will be notified in writing by means of an addendum.

This RFP is not an offer to enter into a contract. It is a request by PEDOto receive information.

Submitted Proposals and attached documents must be accompanied by soft form (DVD), editable, importable into Microsoft Word, and the Proposal file must be clear of any viruses, imbedded documents, or executable links, sealed inside separate envelopes of technical and financial proposal. Proposals to the areas requested must be made directly into the PEDORFP document under the item requested. All requested information should be completed in the PEDORFP document (in the sequence and format provided). Any other technical and/or sales and marketing materials provided separately by the Supplier will not be considered as part of the Proposal.

The Proposal must also provide the names, titles, phone numbers and e-mail addresses of those individuals with authority to negotiate and contractually bind the Supplier. PEDOmay contact those individuals to obtain clarification of information contained with the Proposal.

The Vendor’s Proposal must be submitted with the intent of it being considered the most competitive offer available at the time of submission.

PEDOreserves the right to accept or reject any or all Proposal(s) in response to this RFP without assigning any reason.

This Tender Document includes the following Sections:

- Criteria for Evaluation & participation
- Scope and Plan for Health Insurance
- Terms and conditions
- Technical Proposal;
- Preparation of Proposals
- Schedule/timelines for companies.

Proposals must be submitted at the below mentioned address;

Yours sincerely,

Director HR

PEDO House, Sector 38/B2, Phase - V, Hayatabad

Peshawar

Part C: **Evaluation Criteria**

The firms to be determined substantially responsive to the tender and offered bid according to the following criteria, will be considered to award of contract if not contrary to the tender terms and conditions.

S#	Description	Marks
<u>Technical Proposal</u>		Total Weightage is 100%
01	PACRA Rating (Long Term)	15
02	JCR-VIS Rating (Medium to Long Term)	15
03	No. of Active Health Insurance Clients	15
04	Availability of Web Portal/online access for health insurance clients	05
05	No. of Panel Hospitals throughout Pakistan	10
06	No. of Panel Hospitals throughout KP	10
07	Medical Emergency Helpline (24 hours availability)	05
08	Insurance Company Branch Offices in KP	05
09	Previous Experience	15
10	Listing on Stock Exchange	05
	Total	100
<u>Financial Proposal (Least cost Method)</u>		Least cost Method
	Health Insurance	

PACRA Rating	Marks Criteria
AAA	15
AA	10
A	05

JCR-VIS Rating	Marks Criteria
AAA	15
AA+, AA, AA-	10
A+, A, A-	05

No. of Active Health	Marks Criteria
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Insurance Clients	
More than 350	15
More than 250	05
More than 200	02

Web Portal Availability	Marks Criteria
Yes	05
No	00

No. of Panel Hospitals throughout Pakistan	Marks Criteria
200+	10
100+	05

24/7 Medical Emergency Availability	Marks Criteria
Yes	05
No	00

No. of Panel Hospitals throughout KP	Marks Criteria
10 or above	Full Marks 10
05 to 10	01 Mark per hospital
05	05

Insurance Company Branch Offices in KP	Marks Criteria
More than 10 branches	05
Above 5 up to 10 branches	02

Previous Experience	Marks Criteria
More than 15 years	15
More than 10 years	10
More than 5 years	05

Listing on Stock Exchange	Marks Criteria
Yes	05
No	00

Note: Vendors scoring at least 60% in the Technical Criteria will qualify for financial bids opening.

Eligibility Criteria for Participation

- (i) Firms having minimum 05years' experience of providing health insurance services in Pakistan to large public/ private sector organizations.
- (ii) Vendors scoring at least 60% in the Technical Criteria will qualify for financial bids opening.
- (iii) Vendors Having Liaison Office in Peshawar

Basis of Selection

The Vendor shall be selected on the basis of Least Cost Method.

GENERAL CONDITIONS:

- (i) The competing consultants should be listed with Sales Tax and Income Tax Authorities.
- (ii) Interested companies/firms are requested to submit their responses as compliance sheet. Information provided by vendors should be supported by required documentary evidence duly signed by authorized representative of the company.
- (iii) If any information provided by the respondent is found to be inaccurate at any stage of the selection process, PEDO may, at its discretion, reject the offer of the respondent and no correspondence will be entertained in this regard. Submission of wrong and / or false information may also disqualify the vendor from any future work from PEDO.
- (iv) If any information provided by the respondent is found to be inaccurate after selection of bidder, PEDO may, at its discretion, reject the offer of the respondent and no correspondence will be entertained in this regard. Submission of wrong and / or false information may also disqualify the vendor from any future work from PEDO and action will be taken against the bidder according to the rule of law.
- (v) The proposals submitted by the Vendor should be valid for three months period (after closing date) for the purposes of evaluation and selection of a consultant by PEDO; and
- (vi) Technical and Financial proposals should reach this office by 04 January 2017 at 14.30hrs and will be opened on the same day at 15.00hrs in the presence of bidders or their representatives
- (vii) No proposal shall be accepted after due date and time.
- (viii) PEDO reserves the right to reject any or all proposal(s) in accordance with KPPRA Rules.
- (ix) A. The Technical Proposal shall be placed in a sealed white envelope clearly marked "TECHNICAL PROPOSAL"
 B. Similarly, the Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL" followed by a warning "DO NOT OPEN WITH THE TECHNICAL PROPOSAL."
 C. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.
 D. Both the envelopes should be then placed in one large envelope clearly marked "PROPOSAL FOR HEALTH INSURANCE" and must reach the PEDO office within the stipulated date and time.
 E. The proposal must be sent to Director Human Resources, PEDO by means of courier. However, PEDO does not take any responsibility of its receipt and being delivered.
- (x) Any proposal not reaching the PEDO office within the stipulated time and date, shall be returned unopened and shall not be part of the competitive bidding.

- (xi) Financial bids for the bidders qualifying the technical criteria will be opened on a date communicated to the bidders who would qualify the technical round.
- (xii) Bidders shall bear all costs associated with the preparation and submission of their proposals and contract signing. PEDO is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders or giving any reason.
- (xiii) From the time the Proposals are opened to the time the Contract is awarded, the Bidders should not contact PEDO on any matter related to its Technical and/or Financial Proposal. Any effort by Bidders to influence PEDO in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidders' Proposal.
- (xiv) Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

Part D: Hospitalization Insurance Benefit Plan

1. PEDO has approximately 400+ employees and their dependents. The employees of PEDO have been distributed in 04 different categories.
2. PEDO has presence in operation currently in KP; however, services will be required all over Pakistan.
3. The approximate details of employees and their dependents in all 04 categories shall be provided on request. The number of insured members is subject to increase or decrease.
4. Sealed proposals (separate Technical & Financial) are invited as per PEDO advertisement appeared on the KPPRA & PEDO websites for Health Insurance of the employees of PEDO.
5. The categorized hospitalization benefit plan of PEDO as under:

Category	Hospitalization Limit (PKR)			Room Limit (PKR)	Normal	C-Section
	Option. 1	Option. 2	Option.3		Maternity Limit (PKR)	Maternity Limit (PKR)
A	500,000/-	600,000/-	700,000/-	20,000/-	100,000/-	170,000/-
B	400,000/-	500,000/-	550,000/-	15,000/-	90,000/-	150,000/-
C	250,000/-	300,000/-	400,000/-	12,000/-	80,000/-	120,000/-
D	150,000/-	200,000/-	250,000/-	10,000/-	70,000/-	100,000/-

- Dread diseases coverage: around 30 cases
- Executive Check-up: up to Rs. 500,000/- (once in a year)

8. Premium Calculation:

The premium calculation shall contain all cost and there should not be any hidden or additional cost to the premium. Since, the selection shall be based on Least Cost Method, hence, the premium must reflect all cost of the premium.

Part E: TERMS OF REFERENCE (TORs)

1. All the lives insured under the policy shall be given full indoor-patient (IPD) medical coverage (including pre-existing, congenital, special investigation, eye treatment and day care cases) of any physical or mental disease/disorder.
2. In case of injuries to the covered lives insured by the Insurance Company due to Military or Air Force, Police or security forces operations or due to terrorism shall be covered as per assigned limits.
3. The Insurance Company shall not refuse any admission request from panel hospital, where the attending specialist doctor or doctor on duty has in writing intimated that the concerned patient needs to be admitted for treatment. However, in case any PEDOemployee insists to get himself or his/her dependent patient admitted (where the admission is not required), the statement of attending specialist doctor only regarding for hospitalization shall be considered for final decision/approval.
4. All kind of treatment for removal of kidney/ gallbladder stones etc, (including lithotripsy) shall be settled. Specialized test like Ultrasound, MRI, CT-Scan, etc shall be covered. For this purpose, admission condition shall not apply.
5. Treatment and diagnostic test for Hepatitis B, C, treatment of Cancer and all kinds of open heart surgeries shall be covered.
6. The Insurance Company shall ensure that all kind of approvals to panel hospitals in respect of Insurance coverage shall be given well in time, to the person or dependents as and when demanded by hospital, so the admitted patients and their dependents should not suffer due to non-availability of full approval or delayed approvals.
7. All the available limits as per coverage plan shall be printed on Insurance cards for information and record of the employees.
8. The insurance company shall ensure that all kind of objections shall be intimated to concerned focal person only once. Once live objection is to be replied in the form of documentary evidence of information, it shall be settled without any further objection and delay. **Maximum response period for the focal person & Insurance company is 30 days.**
9. Maximum time for settlement of reimbursement claims shall be 15 days. In case of any unjustified delay on the part of Insurance Company, it will be adjustable against performance guarantee. In case, documentation requirement cannot be submitted by the employee within 3 month of intimation or till the expiry of contract whichever is earlier, the case will be considered as finally closed and will not be reconsidered later on any pretext.
10. There shall be no age restriction for the employees/ dependents at inception and for additions.
11. All kind of coverage& reimbursements shall not be made conditional for settlement of endorsement premium dues.

12. All kind of premium dues shall be settled on quarterly basis. The premium of 2nd quarter shall be paid once the claims of 1st quarter are fully paid, and so on.
13. Insurance coverage to neonatal babies shall be provided as per assigned limits of the employee.
14. In case of non-issuance of insurance card to an existing employee/ dependent, due to non-provision of employee data required for issuance of health insurance card, the reimbursement shall be made to the concerned employee after the issuance of fresh health insurance card. In this respect intimation shall be forwarded by the concerned focal person regarding the status of employee/ dependents. However, the name of the person and or dependents must be available in the updated list forwarded for renewal or in the previous list of the expired policy. Otherwise the company has the right to refuse all claims incurred before coverage. In this regards, all the concerned PEDOemployees has the sole responsibility to get their dependents members insured with Insurance company through concerned focal person.
15. The agreed per person premium will be payable in full irrespective of the time of coverage during the policy. Accordingly, all kind of claims shall be settled in full as per assigned limits.
16. Any time interval restriction shall not be made in case of same ailment but this will not be allowed for limit enhancement purpose only (The treating specialist doctor statement/ certificate subject to accepted medical practice, shall be the criteria for decision). Employee's decision to change hospital without any reason may not be allowed or approved.
17. The insurance company shall not ask for the reason of availing non panel hospital facilities. Elective non panel utilization without prior approval is allowed. No deductions shall be made in this regards.

A non-panel hospital /clinic must comprise all necessary medical/ surgical facilities and standards of billing and record keeping constituting a hospital/ clinic and duly registered with local health authority. A list of black listed hospitals will be shared and updated periodically by the insurance company.
18. The insurance company shall ensure that claim verification shall be done within 15 days after the claim submission.
19. Any type of excess payments if requested in writing by the PEDO shall only be settled. However, the reimbursement shall be made by the PEDOafter proper submission of bills and relevant record.
20. No person other than the focal person of PEDO will deal and communicate with the insurance company for all matters. PEDOwill circulate and inform all the employees accordingly.
21. The period of insurance contract shall be initially for 02 years i.e. 01.01.2018 to 31.12.2019, renewal on agreed terms and conditions for next period of 02/03 years.
22. Any type of deduction from reimbursement claims on account of percentage of surgeon fee or any other fee etc shall not be made (except for black listed hospitals, the list of which will be shared, its inception and from time to time).

23. All taxes will be deducted as per federal and provincial government prevailing laws and rules.
24. The IPD health insurance cards shall be provided by the insurance company within 15 working days of insurance of acceptance letter/award of contract provided final updated list of employees and dependents is received from PEDO. The responsibility of timely coverage of dependents and spouse rests entirely on PEDO.
25. All the Health Insurance Cards (In case of new employees or additions/revision cases would be provided **within 7 days** from the date of submission of information and letter.
26. In case of fake/fraudulent and inflated claim, a formal letter or email would be required from the Insurance Company along with relevant facts/proof. Re-verification and reversal of statements at any later stage will not be acceptable once initial verification has been completed and conveyed to client. The company will also have the right to reject the inflated amount of the claim only and to charge actual verification charges or 10% of the amount fraudulently claimed, from the individual as a penalty. However actual incurred claim shall be liable to be paid by the Insurance Company.

All kind of matters not covered above or dispute if any regarding approval for admissions and settlement of claims will be settled mutually and amicably between PEDO and Insurance Company nominated officials.

27. The health insurance services will be hired initially for two years and will be extendable up to further two years upon satisfactory services rendered by the company.
28. PEDO has the right to reject all the tenders without assigning any reason, and to re-advertise.
29. The Proposal should be accompanied with performance security @ 10% of the total quoted cost of the premium.
30. Proposals will be opened as per schedule provided, at the given address by the Procurement Evaluation Committee in presence of the representation of the bidders.
31. Pre-existing condition will be fully covered up to limits for disclosed/ undisclosed.

32. Incomplete, late, conditional and non-responsive proposals shall not be considered.

33. Disqualification

- Each firm shall submit only one proposal. A firm that submits or participates in more than one proposal shall cause all the proposals with the firm's participation to be disqualified.
- The firm has an obligation to disclose to PEDO any situation of actual or potential conflict that impacts its capacity to serve PEDO best interests. Failure to disclose such situations may lead to the disqualification of the firm or the termination of its Contract.

34. Availability of information

- The information required for preparation of proposal like number of employees in each category, gender, and age brackets etc, shall be provided to those insurance

companies who assure their participation in the tender.

- The above information shall be requested through email or written request, made to Manager HR, PEDO or email at waqas.qadir@PEDO.pk

Part F: Preparation & Submission of Proposals

1. Language of proposal

All documents relating to the proposal shall be written in the English language.

2. Documents Comprising the Proposal

The proposal shall consist of the following:

a. Technical proposal consisting of the following;

- Company Introduction.
- GST and Income Tax certificate (tax exempted firms will have to provide tax exemption certificate).
- SECP registration certificate.
- Portfolio of clients along with contact details of three most recent clients that can be used for reference checks.
- Financial reliability, size, strength and stability of the company (evidence to be provided).
- Detail of insurance company's offices in Pakistan.
- Detail of procedure used for the addition/ deletion of insured employee(s).
- Claim procedure and documentation requirement from PEDO in case of disability/death.
- Procedure for resolution of dispute between the company and insured person or between the company and PEDO.

b. Financial proposal

Financial Proposal containing separate cost and benefits for each option.

3. Documents to be submitted by the bidders

Following **mandatory documents** are also required to be submitted by the Insurance Company.

1. Two hard copies of Technical and Financial proposals are to be submitted separately in

sealed envelope mentioning “Original” and “Duplicate” on each envelope.

2. List of panel hospitals throughout Pakistan.
3. Copy of Certification of Registration/Incorporation
4. Copy of NTN Certificate.
5. Fresh affidavit showing that the company is not Black Listed
6. Soft copies of Technical and Financial Proposals in editable word format in DVD, accompanied with hard copies of the proposals in separate sealed envelopes.

4. Cost of Bidding

The issuance of this RFP and the receipt of information in response to this RFP shall not in any way cause PEDO to incur any liability or obligation to the insurance company (and /or any proposed Subcontractor(s), if any), financial or otherwise. PEDO assumes no obligation to reimburse or in any way compensate the insurance company for Costs and/or Expenses incurred in connection with the Proposal in response to this RFP. All Costs and Expenses incurred by the insurance company (and/or any proposed Subcontractor(s), if any) pertaining to all activities in the preparation, submission, review, selection and negotiation of the insurance Proposal in response to this RFP shall be borne by the insurance company (and/or any proposed Subcontractor(s), if any) (“Costs and Expenses”).

5. Bid Currencies

All bids must be in PAK Rupees (PKR) currency.

6. Bid Validity

Bids shall remain valid for a period of **One Twenty (120)** days after the date of bid opening prescribed by PEDO.

Whenever an extension of bid validity period is requested, PEDO shall have the right to refuse to grant such an extension and withdraw its bid.

7. Selection of more than one company

PEDO is authorized to select the company with lowest cost and technically sound for each category, or individual companies for each category. Therefore, the participating companies should ensure that their offered package is the best one for each category and each option.

Part G: SCHEDULE OF THE PROJECT

Sr. No	Activity	Date
1	Publishing of Request for Proposal Ad	21.12.2017
2.	Last date for submission of Proposal	04.01.2018 (on/before 11:00PST)
3.	Opening of Technical Proposals	04.01.2018 @ 11:30PST
4.	Opening of Financial Proposals	05.01.2018 @ 11:30PST
5.	Announcement of Evaluation Results	After approval from Board of Directors
6.	Award of Contract	After approval from Board of Directors

Annexure A

COMPLIANCE CHECKLIST

S.No	Required Documents	Yes/✓
1.	PACRA Rating Certificate.	
2.	JCR-VIS Rating Certificate.	
3.	Copy of Certification of Registration/Incorporation	
4.	List of panel hospitals throughout Pakistan.	
5.	List of panel hospitals throughout KP.	
6.	Copy of NTN Certificate.	
7.	Fresh affidavit showing that the company is not Black Listed	
8.	Soft copies of Technical and Financial Proposals in editable word format in DVD, accompanied with hard copies of the proposals in separate sealed envelopes.	
9.	List of Offices in KP along with contact number, address and contact personnel names.	
10.	Certificate of Number of Active Number of Clients.	
11.	Evidence of Previous Experience.	

Annexure B

MARKING SHEET (TO BE FILLED BY VENDOR)

S. No	Description	Vendor Profile	Marks Obtained
1.	Two hard copies of Technical and Financial proposals in separate sealed envelopes mentioning “Original” and “Duplicate” on each envelope.		
2.	PACRA Rating (Long Term)		
3.	JCR-VIS Rating (Medium to Long Term)		
4.	Number of Active Health Insurance Clients		
5.	Availability of Web Portal for Clients		
6.	No of Panel Hospitals throughout Pakistan		
7.	No of Panel Hospitals in KP		
8.	Medical Emergency Helpline (24 Hours Availability)		
9.	Insurance Company Branch Offices in KP		
10.	Previous Experience (Years)		
11.	Listing Certificate on Stock Exchange		