**Norwegian Refugee Council (NRC)**

**PROVISION OF STAFF HEALTH AND MEDICAL INSURANCE**

Kabul, 2nd December 2019

**Our reference: NRC-CONTRACT-SO-2019-015**

##### **SUBJECT: REQUEST FOR PROPOSAL FOR PROVISION OF STAFF HEALTH AND MEDICAL INSURANCE**

Dear Mr/Ms,

Following your enquiry regarding the publication of the above-mentioned request for proposal (RFP), please find enclosed the following documents.

Any request for clarification must be received by NRC in writing at least 5 working days before the deadline for submission of the proposal. NRC will reply to bidders' questions at least 3 working days before the deadline for submission of the proposal.

Costs incurred by the bidder in preparing and submitting the proposals will not be reimbursed.

We look forward to receiving your proposal at the address specified in the Instructions to Bidders before 11:00 A.M on 24th December 2019, as stated in the procurement notice.

If you decide not to submit a proposal, we would be grateful if you could inform us in writing, stating the reasons for your decision.

Yours Sincerely,

NRC Logistics, Afghanistan

This RFP document contains the following:

* This cover Letter
* Section 2: Bid Data sheet
* Section 3: NRC Invitation to bid general terms & condition
* Section 4:Technical description of the Proposal
* Section 5: Request for Proposal form
* Section 6: Pricing Proposal
* Section 7: Company Profile and Previous Experience
* Section 8: Additional Information on Specifications of service
* Section 9: Suppliers Ethical Standards Declaration
* **ANNEX A: Minimum list of In Patient and Out Patient Coverage**

**Sections highlighted in green must be completed by the bidder.**

**SECTION 2**

**BID DATA SHEET**

1. **BACKGROUND DATA**

|  |  |
| --- | --- |
| Contract Name: **PROVISION OF STAFF HEALTH AND MEDICAL INSURANCE** | Contract Number: **NRC- CONTRACT-SO-2019-015** |

This RFP is issued by Norwegian Refugee Council (NRC) office in Afghanistan. Any correspondence can be addressed to the following e-mail address: af.procurement@nrc.no

1. **SCOPE OF SERVICE**

The Contracts eligible for bidding are:

|  |  |  |  |
| --- | --- | --- | --- |
| **Contract No.** | **Country** | **Location** | **Service Description**  |
| NRC- CONTRACT-SO-2019-015 | Afghanistan | Kabul | **PROVISION OF STAFF HEALTH AND MEDICAL INSURANCE** |

1. **SCHEDULE & DEADLINE FOR SUBMISSION**

The deadline for submission of RFP is 11:00 A.M on 24th December 2019. Late RFP’s will not be accepted.

|  |  |  |
| --- | --- | --- |
|  | **DATE** | **TIME\*** |
| Invitation to RFP release | 3rd December 2019 | 10:00 A.M |
| Deadline for request for any clarifications from NRC | 16th December 2019 | 12:00 Hrs |
| Last date on which clarifications are issued by NRC | 21st December 2019 | 12:00 Hrs |
| Deadline for submission of RFP (receiving date, not sending date) | 24th December 2019 | 11:00 A.M |
| RFP opening session by NRC  | 24th December 2019 | 12:00 Hrs |
| Notification of award to the successful bidder | TBC | TBC |
| Signature of the contract | TBC | TBC |

\* All times are in the local time of Afghanistan. Dates are provisional and NRC reserves the right to modify this schedule.

1. **MANNER OF SUBMISSION:**

Complete **sealed RFP documents** shall be **hand delivered** at NRC Office located 3rd Street of Qale-Fatullah, PD 10, Kabul, Afghanistan not later than 11:00 A.M on the due date indicated above.

1. **ASSESSMENT CRITERIA**

Award of the contract(s) will be based on the following:

**Step 1: Administrative compliance check**

Bidders must provide evidence of the following for their RFP to be considered compliant:

1. Sections 5-9 completed, signed and stamped
2. Bidder has included a copy of their valid business licence

**Step 2: Technical Evaluation**

A Technical Evaluation of all RFP’S received will be conducted to shortlisted bidders. Criteria that will be used to evaluate and score the RFP’S are outlined in Section 3, Clause 25

**Step 3: Financial Evaluation**

Price in comparison to NRC established expectation and in comparison to other bidders of comparable technical quality

1. **BIDDER’S CHECKLIST**

|  |  |  |
| --- | --- | --- |
| **Description** | **To be filled by bidder** | **To be filled by NRC bid committee** |
|  | **Included?** | **Present & complete?** | **Comments** |
| **Step/ document to be submitted with proposal** | **Yes** | **No** | **Yes** | **No** |  |
| Complete proposal package delivered before the deadline specified in Section 2 - Bid Data Sheet - **Compulsory** |  |  |  |  |  |
| Section 4 –Service Provision – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 5 – Proposal Form – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 6 – Service Provision Schedule - signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 7 – Company profile & experience – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 8 – Service provision description and pricing proposal – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| Section 9 – Supplier ethical standards declaration – signed & stamped – **Compulsory** |  |  |  |  |  |
| Annex A(Minimum list of In Patient and Out Patient Coverage) |  |  |  |  |  |
| **Supporting documents** |  |  |  |  |  |
| Copy of company registration – **Compulsory** |  |  |  |  |  |
| Copy of tax registration – **Compulsory** |  |  |  |  |  |
| Copies of past contracts/ POs as proof of experience– **Compulsory** |  |  |  |  |  |
| Copies of company direct IDs – **Compulsory** |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **To be filled in by NRC bid committee only** | **Eligible** | **Ineligible** |
| **Outcome of administrative eligibility check.** |  |  |

**SECTION 3**

**NRC Invitation to Request for Proposal (RFP) - General terms & conditions**

1. **SCOPE OF RFP**
	1. The RFP is based on the scope of the assignment as determined in the Bid Data Sheet (Section 2). The instruction to bidders should be read in conjunction with the Bid Data Sheet.
	2. The successful Bidder will be expected to complete the assignment by the Intended Completion Date specified in the contract to be signed
2. **CORRUPT PRACTICES**
	1. **Norwegian Refugee Council** requires Employees, Bidders and Contractors, to observe standards of ethics during procurement and the execution of contracts. In pursuit of this, Norwegian refugee Council defines, for the purposes of this provision, the terms set forth below as follows:
	2. “Corrupt practice” includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
	3. “Fraudulent practice” includes a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Norwegian Refugee Council, and includes collusive practices among Bidders prior to or after RFP submission designed to establish RFP prices at artificial, non-competitive levels and to deprive the Norwegian Refugee Council of the benefits of free and open competition;
	4. In any case where fraud or corruption is identified, NRC will:
* reject any RFP’s where the Bidder has engaged in corrupt or fraudulent practices in competing for the Contract;
* remove bidding contractors who engage in fraudulent or corrupt practices, from our prequalified list
* liaise with Provincial or District Officials to report if fraudulent or corrupt practices are identified
* terminate works
	1. Any communications between a Bidder and the Norwegian Refugee Council related to matters of alleged fraud or corruption must be made in writing and addressed to the Country Director in Afghanistan
1. **ELIGIBLE BIDDERS**
	1. A Bidder shall meet the following criteria to be eligible to participate in NRC procurement:
2. the bidder, at the time of RFP, is not:
	* 1. insolvent;
		2. in receivership;
		3. bankrupt; or
		4. being wound up
3. the bidder’s business activities have not been suspended;
4. the bidder is not the subject of legal proceedings for any of the circumstances in (b); and
5. The bidder has fulfilled his or her obligations to pay taxes and social security contributions. In a case where VAT is included in a RFP, a copy of the VAT certificate must accompany the RFP. A Bidder, and all parties constituting the Bidder including sub-contractors, shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this proposal bidding process, if they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the RFP of another Bidder, or influence the decisions of the Norwegian Refugee Council regarding this proposal bidding process
	1. A Bidder whose circumstances in relation to eligibility change during a procurement process or during the execution of a contract shall immediately inform the Norwegian Refugee Council.
	2. NRC reserves the right to refuse a RFP at any time if the bidder or one of its sub-contractors provided material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates or is found guilty of fraud, active corruption, collusion, coercive practice, bribery, involvement in a criminal organization or illegal activity, or immoral human resources practices, including but not limited to: child labour, non-discrimination, freedom of association, payment of the legal national minimum wage, and forced labour.
6. **JOINT VENTURES, CONSORTIA AND ASSOCIATIONS**

RPF submitted by a joint venture, consortium or association of two or more firms as partners will only be accepted in exceptional circumstances.

1. **ONE RFP PER BIDDER PER WORK**

Each Bidder shall submit only one RFP per contract. A Bidder who submits or participates in more than one RFP per contract will cause all the RFP’s with the Bidder’s participation to be rejected.

1. **COST OF BIDDING**

The Bidder shall bear all costs associated with the preparation and submission of his RFP, and the Norwegian Refugee Council shall not be responsible or liable for those costs, regardless of the conduct or outcome of the proposal bidding process.

1. **INSPECTION**

NRC is obliged to ensure that its procurement decisions are clearly justified and documented and keeping within the Donors mandatory principles. In that regard, full and on-the-spot access must be granted to representatives of NRC, the Donor or any organization or person mandated by it, to premises belonging to NRC or its contractors. The right to access shall include all documents and information necessary to assess, or audit the implementation of the contract

1. **OBTAINING AND COMPLETING BIDDING DOCUMENTS**
	1. Bidders who did not obtain the Bidding Document directly from the Norwegian Refugee Council will be rejected during evaluation. Where a Bidding Document is obtained from the Norwegian Refugee Council on a Bidder’s behalf, the Bidder’s name must be registered with the Norwegian Refugee Council at the time of issue.
	2. The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information or documentation required by the Bidding Document may result in the rejection of the RFP.
2. **CLARIFICATION OF BIDDING DOCUMENT**

A prospective Bidder requiring any clarification of the Bidding Document shall contact the Norwegian Refugee Council in writing. The Norwegian Refugee Council will respond in writing to any request for clarification before the deadline for clarification of RFP’s. The Norwegian Refugee Council shall forward copies of its response to all Bidders who have acquired the Bidding Document, including a description of the inquiry but without identifying its source.

1. **AMENDMENT OF BIDDING DOCUMENT**
	1. At any time, prior and until 48 hours prior to the deadline for submission of RFP’s, the Norwegian Refugee Council may amend or cancel the Bidding Document by informing the bidders in writing.
	2. To give prospective Bidders reasonable time in which to take an amendment or cancellation into account in preparing their RFP’s, the Norwegian Refugee Council can, at his discretion, extend the deadline for the submission of RFP’s.
2. **LANGUAGE OF RFP**
	1. The RFP, as well as all correspondence and documents relating to the RFP shall be written in English.
	2. Supporting documents and printed literature that are part of the RFP may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the RFP, such translation shall govern.
3. **DOCUMENTS COMPRISING THE RFP**
	1. The RFP submitted by the Bidder shall comprise the following:
* Signed and stamped proposal form in Section 5
* Any other information and documents requested in Section 4.
* Service provision Schedule (as in Section 6)
* Company Profile and Previous experience (as in Section 7)
* Service Description and Pricing Proposal (as in Section 8)
* Signed and stamped Supplier Ethical Standards Declaration in Section 9
	1. All forms must be completed without any alterations to the format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
1. **RFP PRICE FOR SERVICE CONTRACT**
	1. RFP prices are for complete contracts. Contracts cannot be subdivided into pieces. Where a RFP is submitted, all relevant services must be offered.
	2. Items for which no rate or price is entered by the Bidder will be as not quoted.
	3. Unless otherwise specified in Section 2 - the Bid Data Sheet, all duties, taxes and other levies payable by the contractor under the contract, shall be included in the total bid price submitted by the bidder.
	4. For bidder subject to VAT, VAT should be mentioned in the offers
	5. The prices submitted by any Bidder shall be checked for arithmetical errors and for what might be considered unreasonable rates during the evaluation. Where errors are identified one or more of the following steps may be taken:
2. If any rates are considered to be unrealistic or unreasonable they may be altered by mutual agreement, provided that no alteration shall be made in the amount of the RFP.
3. If any arithmetical errors are detected in an otherwise acceptable RFP, and the Bidder, on being so notified, is prepared to confirm his RFP and if the Bidder is subsequently awarded the contract, then the RFP shall be altered to reflect the difference.
4. The Bidder is reminded that it is entirely his responsibility to ensure the accuracy of his RFP. No alteration will be made to the RFP after its submission on the grounds of any arithmetical errors subsequently discovered except as provided above.
5. **CURRENCIES OF RFP AND PAYMENT**

All prices shall be quoted by the Bidder in **USD**, unless otherwise stated. Similarly, all payments will be made in **USD** or, if to a supplier based in Afghanistan, in Afghani based on De Afghanistan Bank exchange rate on the date of payment.

1. **RFP VALIDITY**
	1. RFP’s shall remain valid for a period of 2 Calendar years after the date of the RFP submission deadline as prescribed by Norwegian Refugee Council. A RFP valid for a shorter period shall be rejected as non-compliant.
	2. In exceptional circumstances, prior to the expiration of the RFP validity period, the Norwegian Refugee Council may request Bidders in writing to extend the period of validity of their RFP’s. A Bidder must confirm in writing his acceptance of the extension. In case of extension, modification of the RFP is not permitted.
2. **ALTERNATIVE RFP’s**

Bidders shall submit offers that comply with the requirements of the bidding documents, including the basic technical design as indicated in the drawings and specifications. Alternative RFP’s shall not be considered unless otherwise indicated in Section 2 – the Bid Data Sheet.

1. **FORMAT AND SIGNING OF RFP**

The Bidder shall prepare one set of RFP documents per contract that he wishes to RFP for. The bidder should hold a copy of the documents with himself, for reference purposes.

1. **SEALING AND MARKING OF THE RFP**
	1. The Bidder shall enclose the RFP for each contract in a plain envelope securely sealed
	2. The envelopes shall:
	3. be addressed to the Logistics Office, Norwegian Refugee Council, in the location specified in Section 2 – the Bid Data Sheet
	4. bear the Contract number
	5. no other markings should be on the envelope
	6. If all envelopes are not sealed and marked as required, the Norwegian Refugee Council will reject the RFP
2. **DEADLINE FOR SUBMISSION OF PROPOSAL**

RFP’s must be received by the Norwegian Refugee Council at the address given and no later than the date and time indicated in Section 2 - the Bid Data Sheet.

1. **LATE RFP’s**

The Norwegian Refugee Council shall not consider any RFP that arrives after the deadline for submission as stipulated in Section 2 – the Bid Data Sheet. Any RFP received by the Norwegian Refugee Council after the deadline for submission of RFP’s shall be declared late and rejected.

1. **WITHDRAWAL AND REPLACEMENT OF RFP’s**
	1. A Bidder may withdraw or replace its RFP after it has been submitted at any time before the deadline for submission of RFP’s by sending a written notice, signed by an authorized representative. Any corresponding replacement of the RFP must accompany the respective written notice. All notices must be:
2. submitted as with Clauses 20 and 21, and in addition, the envelopes shall be clearly marked “WITHDRAWAL” or “REPLACEMENT” and
3. received by the Norwegian Refugee Council prior to the deadline for submission of RFP’s, in accordance with Section 2 – the Bid Data Sheet
	1. After the opening of RFP’s, modifications to RFP’s must be documented and any discussions reported in writing. A RFP may be withdrawn at any stage, with written notice.
4. **CONFIDENTIALITY**
	1. Information relating to the examination, evaluation, comparison, and post-qualification of RFP’s, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until information detailing the best evaluated Bidder is communicated to all Bidders.
	2. Any effort by a Bidder to influence the Norwegian Refugee Council in the examination, evaluation, comparison, and post-qualification of the RFP’s or contract award decisions may result in the rejection of its RFP.
	3. From the time of RFP opening to the time of Contract award, if any Bidder wishes to contact the Norwegian Refugee Council on any matter related to the bidding process, it should do so in writing.
5. **CLARIFICATION OF PROPOSAL**

Norwegian Refugee Council may, at its discretion, ask any Bidder for a clarification of its Proposal. The Norwegian Refugee Council’s request for clarification and the response shall be in writing. Any clarification submitted by a Bidder that is not in response to a request by the Norwegian Refugee Council shall not be considered. All requests for clarifications shall be copied to all bidders for information purposes. No change in the price or substance of the RFP shall be permitted, except to confirm the correction of errors.

1. **PROPOSAL VALIDATION**
	1. The Norwegian Refugee Council’s determination of a RFP’s validity is to be based on the contents of the RFP itself, which cannot be corrected if determined to be invalid
	2. A valid RFP is one that complies with all the terms, conditions, and specifications of the Bidding Document, without deviation or omission, which affects, or could affect;
2. the scope, quality, or performance of the Works specified in the attached terms and reference TOR and Contract; or
3. limits in any substantial way, the Norwegian Refugee Council’s rights or the Bidder’s obligations under the Contract
4. **EVALUATION OF PROPOSAL**
	1. The Norwegian Refugee Council shall examine the legal documentation and other information submitted by Bidders to verify eligibility, and then will review and score RFP’s according to the following criteria;
5. Completion and inclusion of requested information and supporting documents
6. Minimum 5 years of relevant experience
7. Minimum 3 contract of similar value (700,000USD per year), nature and complexity implemented over the last 3 years *(For Joint venture/Association, all parties cumulative should meet requirements).*
8. The bidder should have a minimum average turnover of USD 1.5 Million for the last 3 years. *(For Joint venture/Association, all parties cumulative should meet requirements).*
9. General Organizational Capability which is likely to affect implementation: management structure, project management controls, extent to which any service would be subcontracted
10. Adherence to Ethic, environmental, anti-corruption NRC policies (Technical evaluation)
11. Earlier experiences and documentation proven in the RFP documents, related to the service required under this contract (Technical evaluation)
	1. NRC reserves the right to make an award based solely on the quotations received, to modify the requirements prior to awarding, or to negotiate further with one or more suppliers. NRC reserves the right to award a contract to the supplier who, in their sole opinion, provides the best combination of cost and quality benefits.
	2. Anti-money laundering, anti-bribery, anti-corruption and anti-terrorism legislation applicable in some jurisdictions may require NRC to verify the identity of the bidder prior to financial transactions. NRC reserves the right to use online screening tools to check the bidder’s record with regards to their possible involvement in illegal or unethical practices.
	3. The Norwegian Refugee Council reserves the right to reject all RFP’s, and re-tender if no satisfactory RFP’s are submitted
12. **AWARD PROCEDURE**
	1. The Norwegian Refugee Council shall award the Contract in writing, with an award letter, to the Bidder whose offer has been determined to be the best, before the end of the RFP’s validity period
	2. Any bidder who has not been awarded a contract, will be notified in writing
	3. Until a formal contract is prepared and executed, the Award Letter shall constitute a binding agreement between the bidder and NRC.
	4. The Award Letter will state the sum that the Norwegian Refugee Council will pay the Contractor in consideration of the service as prescribed in the Contract, and in accordance with the RFP.
	5. The Bidder is thereafter required to submit a Letter of Acceptance, confirming their wish to proceed with a contract.
13. **SIGNING OF CONTRACT**
	1. Upon receipt of the Letter of Acceptance, the Norwegian Refugee Council shall call the successful Bidder to sign the Contract.
	2. Within an agreed timeframe, the successful Bidder shall sign, date, and return the Contract to the Norwegian Refugee Council.

**SECTION 4**

**TECHNICAL DESCRIPTION OF THE SERVICE**

NRC is currently seeking reputable, licensed and registered service provider for possible establishment of a two (2) year agreement for provision of health and medical insurance for NRC’s local employees in Afghanistan. The aim of this RFP is to fix the prices on health and medical insurance of NRC national employees throughout the period of the Agreement. To To participate on this procurement, please follow the below instructions:

**Health and medical insurance requirement:**

* Provide 24/7 health insurance and medical for NRC national staff in Afghanistan through a direct billing settlement system – i.e. service provider should have contract with health and medical service institutions across Afghanistan
* Provide 24/7 helpline service to staff members
* Conduct medical checkup for newly hired staff i.e. before joining NRC Afghanistan
* In - patient medical treatment
* Out - patient medical treatment to be provided ring working and outside of working hours
* Dental and Optical options provided
* Maternity (natural birth and C-Section)
* Countrywide Group Accident/Life Cover
* Workmen Injury Benefit Act (WIBA)
* Provide staff with medical card for direct billing.

The bidder should be able to:

* Indicate various limits and premiums on offer.
* An overview on how the services are covered
* Illustrate how the Group Accident/Life cover premium has been calculated
* Provide details on Claim and Reimbursement Procedures
* Rates and payment requirements: Provide details on the following:
* Monthly rates and payments
* Quarterly rates and payment (every 3 months)
* Annual rates and payment (1 year)
* In the event of quarterly or annual payment, provide details on the refund procedures or percentages (%) for the unused period (when staff leave the organization)
* Total Current Staff with their dependents is (1,274) subject to change due to transitions and new or leaving employees and classified as followed:

|  |  |  |
| --- | --- | --- |
| Item No | Description | Quantity |
| 1 | Staff and spouse medical insurance age group (19-24) | 280 |
| 2 | Staff and spouse medical insurance age group (25-30) | 416 |
| 3 | Staff and spouse medical insurance age group (31-40) | 358 |
| 4 | Staff and spouse medical insurance age group (41-50) | 154 |
| 5 | Staff and spouse medical insurance age group (51-60) | 56 |
| 6 | Staff and spouse medical insurance age group (61-66) | 10 |

Full requirement can be found in **ANNEX A:** This document provides requirement information. Any differences must be clearly outlined in Section 8 to this RFP

**Submission of RFP’s**

* Complete **sealed RFP documents** shall be **hand delivered** at NRC Office 3rd Street of Qale-Fatullah, PD 10, Kabul, Afghanistan not later than 11:00 A.M on the due date indicated above. RFP will be opened based on the schedule provide and in the presence of the bidders or their representatives who choose to attend
* **Suppliers who submit their RFP’s by e-mail will be disqualified**

This is an open RFP process. In order to participate, you will need to complete the necessary information in this RFP package and submit the requested documents before the set deadline.

We require full completion of the RFP documents in order for your RFP to be regarded as compliant. Those RFP’s returned incomplete may be rejected.

All RFP’s must be submitted in English and the bidder shall bear all costs incurred in the preparation and submission of RFP.

Returned RFP’s must remain open for consideration for a period of no less than 90 days from the RFP deadline. Please note NRC is under no obligation to award a contract or to award it to the lowest bidder.

As part of this RFP process, please be advised that NRC may request conduct visits to the suppliers’ offices etc. to verify any of the information provided in your RFP.

Should you require any further information or clarification on the RFP requirements, please contact NRC's Procurement Unit in writing via the e-mail account af.procurement@nrc.no.

**SECTION 5:**

**REQUEST FOR PROPOSAL FORM**

**Please provide information against each requirement.**

Additional rows can be inserted for all questions as necessary. If there is insufficient space to complete your answer in the space provided, please include on a separate attachment with a reference to the question.

1. **Bidder’s general business details**
2. **General information**

|  |  |
| --- | --- |
| **Company name:** |  |
| **Any other trading names of company:** |  |
| **Registered name of company (if different):** |  |
| **Company Address:** |  |
| **Nature of primary business/trade:** |  |
| **Primary contact name:** |  |
| **Job title:** |  |
| **Phone:** |  |
| **Email:** |  |
| **Registered Address:** |  |
| **Business licence number:** |  |
| **Country of registration:** |  |
| **Registration date:** |  |
| **Expiry date:** |  |
| **VAT No./ Tax I.D./ TIN No.:** |  |
| **Legal status of company (eg. partnership, private limited company, etc.)** |  |
| **International Offices/ Representation (Countries where the Company has local****Offices/ Representation):** |  |
| **Year that company was established:** |  |
| **Number of full time employees:** |  |

1. **Owners/Managers**

Please fill in the below table with the full names and the year of birth of the company’s owner(s) and manager(s)\*:

|  |  |  |
| --- | --- | --- |
| **Full name** | **Year of birth** | **Address** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

 *\* Please note this information is necessary in order to conduct the vetting procedure referred to in clause 25 of the Invitation to Bid-General Terms and Conditions.*

1. **Employees**

Please list the employees who would be involved with NRC in the event of contract award:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employee name** | **Job title** | **Role on NRC project** | **Phone** | **Email** |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |
| … |  |  |  |  |

1. **Company bank account details:**

|  |  |  |
| --- | --- | --- |
| Beneficiary name: |    |  |
| Beneficiary account no.: |   |  |
| Beneficiary Bank: |   |  |
| Bank branch: |   |  |
| SWIFT: |   |   |
| IBAN: |  |  |
| Bank address: |   |   |

1. **References**

Please provide details of at least 3 client references whom NRC may contact, preferably from NGOs and UN agencies, for similar related works:

|  |  |  |  |
| --- | --- | --- | --- |
| **Client/company name** | **Contact person** | **Phone and Email** | **Contract details (works, location, size, value, etc)** |
| 1. |  |  |  |
| 2. |  |  |  |
| 3. |  |  |  |
| … |  |  |  |

1. **List any National or International Trade or Professional Organizations of which your Company is a Member.**

|  |
| --- |
|  |

1. **Process required for reimbursement when staff or dependents use a hospital, doctor or specialists not appearing on the list of providers proposed by the medical insurance provider.**

Please outline the process that staff/ NRC should follow in such instances. Include an attachment with full details if necessary

|  |
| --- |
|  |

1. **Service Coverage**

Please specify which locations you have coverage and attach list of medical providers in each location

|  |  |  |
| --- | --- | --- |
| **Location/ Province** | **Coverage Available? Yes/ No** | **List and contacts of medical providers attached? Yes/ No** |
| Kabul |  |  |
| Kandahar |  |  |
| Uruzgan |  |  |
| Badghis |  |  |
| Nimroz |  |  |
| Herat |  |  |
| Faryab |  |  |
| Saripul |  |  |
| Kunduz |  |  |
| Mazar |  |  |
| Jalalabad |  |  |
| Kunar |  |  |
| Khost |  |  |
| Overseas referral |  |  |
| Other\* |  |  |

\* As NRC may expand their presence to other provinces in Afghanistan, please provide a full list of other provinces in which you have coverage

1. **What arrangements will be made for staff seeking international medical services? Please provide full details of the referral decision making process.**

Include an attachment with full details if further space required

|  |
| --- |
|  |

1. **Please specify coverage options or proposal for Group Life and Group Personal Accident**

**GROUP LIFE**

|  |  |
| --- | --- |
| **Benefit** | **Coverage Offered** |
| Group life benefit |  |
| Death Benefit |  |
| Permanent total disability |  |
| Critical illness rider |  |

**GROUP PERSONAL ACCIDENT**

|  |  |
| --- | --- |
| **Benefit** | **Coverage Offered** |
| Death Benefit |  |
| Permanent total disability |  |
| Temporary total disability |  |
| Medical Expenses |  |
| Funeral Expenses |  |

Include an attachment with full details if further space required

1. **Process for service delivery:**

Please outline the process required for NRC staff to receive any of the services covered under the proposed insurance coverage

|  |
| --- |
|  |

1. **Detail any benefits or additional services your organisation can offer NRC as part of the contract:**

|  |
| --- |
|  |

Include an attachment with full details if further space required

1. **If selected, are you able to visit our offices to present your services and coverage to staff in each of our offices across Afghanistan? Please specify if there would be any fee for this:**

|  |
| --- |
|  |

1. **Use this space to list the provinces in which you have an office**

|  |
| --- |
|  |

1. **Coverage:**

Please confirm you have attached a list of all services covered under your proposed insurance package(s)

 ☐ Yes

 ☐ No

1. **Framework Agreement**

NRC are seeking suppliers who are interested in entering into a fixed price Framework Agreement (Framework Contract) that would allow fixed prices and fluctuating order frequency during the course of a two-year contract.

In the event of contract award, please confirm you are willing to enter into a fixed price agreement with NRC.

 ☐ Yes

 ☐ No

1. **Confirmation of Bidder’s compliance**

We, the Bidder, hereby certify that our proposal is a genuine offer and intended to be competitive and we confirm we are eligible to participate in public procurement and meet the eligibility criteria specified in the Invitation to RFP. We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

The following documents are included in our **RFP**: **(please indicate which documents are included by ticking the boxes below).**

|  |  |
| --- | --- |
| **Documents** | **Included** |
| Section 5: Bidding form; completed, signed and stamped | ☐ |
| List of all services covered under your proposed package | ☐ |
| List and contact details of medical providers in each province is attached | ☐ |
| Section 6: Pricing Proposal; completed, signed and stamped | ☐ |
| Section 7: Company Profile and Previous Experience; completed, signed and stamped | ☐ |
| Section 8: Additional Information on quality of service; completed, signed and stamped | ☐ |
| Section 9: Supplier’s ethical standards declaration; completed, signed and stamped | ☐ |
| Copy of business licence  | ☐ |
| Quality Assurance Certification attached (if applicable) | ☐ |

We understand that NRC is not bound to accept the lowest, or indeed any RFP, received.

We agree that NRC may verify the information provided in this form itself or through a third party as it may deem necessary.

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

|  |  |
| --- | --- |
| Name of Signatory: | Tel N°: |
| Title of Signatory: | Name of Company: |
| Signature & stamp: | Date of Signing: |
| Address: |

**SECTION 6:**

**PRICING PROPOSAL**

**Service provider should describe in detail his service provision and demonstrate how it complies with NRC requirements**

**Narrative description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please provide the financial RPF’s as per your agencies/companies template and RFP’s**

**(Please submit your RFP’s in USD [United States Dollars])**

**Health and medical insurance for NRC national staff based on the attached Annex A terms of reference attached to this invitation to RFP.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Items Description** | **Unit**  | **Quantity**  | **Unit Price (USD) per Year including all tax\*** |
| Health and medical insurance coverage services across Afghanistan and neighboring countries  | Year  | 1 staff/ no dependents |  |
| 1 Staff/ 1 Spouse |  |
| 1 Staff/ 1 child |  |
| 1 Staff/ Spouse/1 child < 5 years |  |
|  | Year  |  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

\* Please note that in accordance with Article No 73 of the Afghan Income Tax law of 1384, amended to Article No 72, NRC will withhold: 2% (two per cent) of the total contract value if the supplier holds a valid **Afghan business licence**, or 7% (seven per cent) of the total contract, if the supplier does not have a valid business licence. NRC will pay withholding tax directly to the taxation authorities in Afghanistan.

\*\* if an employee wants to add more than 4 dependents the extra cost will be covered by employee and will be deducted from his/ her salary.

**Part-Time Employees:**

Please specify if there is any cost difference between full-time and part-time employees

|  |
| --- |
|  |

**Are you able to prorate your cost for a monthly fee?**

If for example staff join mid-way through the year or leave before a full year is completed, please specify if you can prorate your yearly fee and what process is required from NRC to do this

|  |
| --- |
|  |

**Alternative Specifications**

Any discrepancies with our requirements must be noted. Please attach full details in section 8 of this RFP.

**We understand that you are not bound to accept the lowest or any RFP received.**

|  |  |
| --- | --- |
| Name of Signatory: | Tel N°: |
| Title of Signatory: | Name of Company: |
| Signature & stamp: | Date of Signing: |
| Address: |

**SECTION 7**

**COMPANY PROFILE AND PREVIOUS EXPERIENCE**

The Bidder is requested to:

1. Submit the **Company Profile**
2. Complete the following **Previous Experience** **Table** listing the contracts undertaken in the past 5 years for supply of similar commodities as required under this contract
3. Submit **evidences of previous experience** in form of Contracts, Completion Certificates, etc.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **#** | **Name of Project / Type of Service** | **Total value of the performed service (USD)** | **Country** | **Starting date** | **Ending date** | **Contracting Authority and Place** |
| **1** |  |  |  |  |  |  |
| **2** |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |
| **4** |  |  |  |  |  |  |
| **5** |  |  |  |  |  |  |
| **…** |  |  |  |  |  |  |

**NOTE**: The list shouldn’t be limited to this Form in regards to the number of works reported. A comprehensive list of the last 5 years’ experience has to be submitted adapting the Form to the necessary rows.

NRC may conduct reference checks for previous contracts completed

**SECTION 8:**

**Additional Information on Specifications of Service**

**(Bidders can add certification, alternative coverage options, additional information etc.)**

Please use this space to outline detailed information of the product offered. Please note that all discrepancies with our requirements must be clearly noted.

**SECTION 9**

**SUPPLIER’S ETHICAL STANDARDS DECLARATION**

NRC as a humanitarian organisation expects its suppliers and contractors to have high ethical standards. Any organization supplying goods to NRC valued at over 10,000 USD (or equivalent) in one year must sign this declaration. This declaration will be kept on file for a period of 10 years and should be updated every year or more often as appropriate.

NRC staff may perform spot checks to verify that these standards are adhered to. Should NRC deem that the supplier fails to meet, or is not taking appropriate steps to meet, these standards, any and all contracts and agreements with NRC may be terminated.

Anyone doing business with Norwegian Refugee Council shall as a minimum;

1. Comply with all laws and regulations in effect in the country or countries of business;
2. Meet the ethical standards as listed below; or
3. Positively agree to the standards and be willing to implement changes in their organisation.
4. **Anti-corruption and supplier’s compliance with laws and regulations:**
	1. The supplier confirms that it is not involved in any form of corruption.
	2. Where any potential conflict of interest exists between the supplier or any of the supplier’s staff members with any NRC staff member, the supplier shall notify NRC in writing of the potential conflict. NRC shall then determine whether action is required. A conflict of interest can be due to a relationship with a staff member such as close family etc.
	3. The supplier will immediately notify senior NRC management if exposed for alleged corruption by representatives of NRC.
	4. The supplier shall be registered with the relevant government authority with regard to taxation.
	5. The supplier shall pay taxes according to all applicable national laws and regulations.
	6. The supplier warrants that it is not involved in the production or sale of any weapons including anti-personnel mines.
5. **Conditions related to the employees:**
	1. No workers in our company will be forced, bonded or involuntary prison workers.
	2. Workers shall not be required to lodge “deposits” or identity papers with their employer and shall be free to leave their employer after reasonable notice.
	3. Workers, without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively.
	4. Persons under the age of 18 shall not be engaged in work which is hazardous to their health or safety, including night work.
	5. Employers of persons under the age of 18 must ensure that the working hours and nature of the work does not interfere with the child’s opportunity to complete his/ her education.
	6. There shall be no discrimination at the work place based on ethnic background, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.
	7. Measures shall be established to protect workers from sexually intrusive, threatening, insulting or exploitative behavior, and from discrimination or termination of employment on unjustifiable grounds, e.g. marriage, pregnancy, parenthood or HIV status.
	8. Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, shall be prohibited.
	9. Steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in, the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
	10. Wages and benefits paid for a standard working week shall meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. Wages should always be enough to meet basic needs.
	11. Working hours shall comply with national laws and benchmark industry standards, whichever affords greater protection. It is recommended that working hours do not exceed 48 hours per week (8 hours per day).
	12. Workers shall be provided with at least one day off for every 7 day period.
	13. All workers are entitled to a contract of employment that shall be written in a language they understand.
	14. Workers shall receive regular and documented health and safety training, and such training shall be repeated for new workers.
	15. Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
	16. Accommodation, where provided, shall be clean, safe and adequately ventilated, and shall have access to clean toilet facilities and potable water.
	17. No Deductions from wages shall be made as a disciplinary measure.
6. **Environmental conditions:**
	1. Production and extraction of raw materials for production shall not contribute to the destruction of the resources and income base for marginalized populations, such as in claiming large land areas or other natural resources on which these populations are dependent.
	2. Environmental measures shall be taken into consideration throughout the production and distribution chain ranging from the production of raw material to the consumer sale. Local, regional and global environmental aspects shall be considered. The local environment at the production site shall not be exploited or degraded by pollution.
	3. National and international environmental legislation and regulations shall be respected.
	4. Hazardous chemicals and other substances shall be carefully managed in accordance with documented safety procedures.

We, the undersigned verify that we are in compliance with all applicable laws and regulations and meet the ethical standards as listed above, or positively agree to these ethical standards and are willing to implement necessary changes in the organisation.

*DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*NAME OF SUPPLIER/COMPANY: ­­­­­­­­­ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*NAME OF REPRESENTATIVE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*COMPANY STAMP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*