

REQUEST FOR PROPOSAL (RFP)

CORPORATE HEALTH MAINTENANCE SERVICES FOR CBM INTERNATIONAL NIGERIA COUNTRY OFFICE

Christoffel Blinden Mission (CBM) is an international Christian development organization that works to improve the lives of persons with disabilities in the poorest parts of the world, and to prevent avoidable disability. Over the years, CBM International has been supporting the Nigerian government through various implementing partners in interventions, such as eye health, mental health, obstetric fistula and disability-inclusive development. In line with achieving the major objective for this mission, CBM International is soliciting competitive, reputable companies to establish a contract for Corporate Health Maintenance Services (HMO) for Nigeria Country Office.

1. Purpose of this Request for Proposal;

Christoffel Blinden Mission (CBM) seeks to employ the services of an eligible and reputable Health Management Organizations to submit proposals for Health Insurance Services to all staff members in Nigeria. The core purpose of the service is to provide great quality, client focused and cost-effective healthcare services to all CBM International employees for 24hours 7days of the week. The selected organization is expected to always ensure easy access to healthcare across all states in Nigeria. The contract period will be one year with the option to renew for additional one-year subject to satisfactory and professional performance.

The organization is normally expected to performance with great degree of integrity, responsibility and be well-informed and compliant with National Health Insurance Act/Laws.

To make available corporate Health insurance services in the areas of routine care, neo-natal care, emergency, medical assistance, chronic condition treatment, healthy living consulting, pharmaceutical assistance, gym, and health awareness services to CBM staff.

Scope of Services:

Provide Corporate Health Insurance Services as a Health Maintenance Organisation (HMO).

Locations: Abuja (FCT), Maiduguri, River State, Ogun States and other in Nigeria.

Duration of Contract:

The Contract period shall be from January 1, 2014 to December 31, 2024 subject to good performance in the first year of engagement for renewal.

1. Requirements for Pre-Qualification.

Your company must be a registered HMO organization with the requisite experience and track records for provision of Health Care/Insurance. The offer submitted by the bidder must imperatively comprise the following documents, saved in a **PDF format** before sending via the stated email. This RFP should include specific information and requirements to ensure that potential vendors or partners understand our needs.

Kindly read the requirements judiciously and be sure that all requested information is included or attached in your submission. Evaluators will neither make assumptions nor draw inferences

regarding missing or incomplete information. The submission of half-finished information could result in the rejection of proposal. Proposals should be comprehensive and highlight how the company intends to meet up with our requirements as stated above, in addition to clearly stating service costs and/or rates of commission, proposals should include the following:

Eligibility Criteria

- Must provide evidence of registration with Corporate Affairs Commission and Tax clearance certificates.
- Copy of Memorandum and Article of Association.
- Copy of forms CAC2 and CAC7.
- Evidence of registration with relevant agencies (Where Applicable) national or international association;
- Bank Guarantee/Three years Company audit report is required to confirm credit worthiness and financial capability.
- Tax Clearance Certificate
- Evidence of a Tax Identification Number (TIN)
- Evidence of corporate office address, phone numbers, email address.
- Detailed list of nationwide hospital providers in all 36 states of the federation and **particularly the states listed in the RFP as ‘List of Locations where CBM requires medical services.**
- Reference Company, Description of Type of Work Performed for Reference Company, Name of Contact Person at Reference Company, Telephone # / Email.
- Evidence of verifiably documents certifying relationship with vendors in the below categories in our states of operation.
- Technical capacity, resources available for the assignment.
- Provide verifiable evidence of similar services to a comparable international organization, including a description of services rendered.
- Attached evidence of proof of job completion/delivery notes for similar successfully executed supplies to International organizations.

The bidders are free to send additional documentations/pictures if they are relevant to the context of the Request for Proposal.

Technical Requirements:

- Company Profile with in-country staff strength and registration with relevant Government Regulatory and professional bodies; proof of attendance to any of the any HMO local and international conferences and workshop and will enable the vendor to attract maximum points
- Evidence of having functional Branches/presence in at least 20 States in the Country including the FCT (Please state verifiable addresses and contact persons)

- Evidence of existing contracts with at least 2 International Organizations and 2 International Non-Governmental Organizations (All the organizations must have at least 20 staff strength)
- Evidence of affiliation/registration with at least 5 Prime/Teaching Hospital; 5 Secondary Health Facilities and 10 Specialist Clinics/Hospitals across the 30 States
- Evidence of recent (2020-2022) annual Returns and current audited accounts of your firm for the past three years.
- Proof of past performance with at least reference letters from three clients

Financial Bid / Price Quotes:

All bidders are expected to submit all their Health Care Plans in a Tabular format using Spreadsheets with the detailed services available for each plan and the cadre of Hospitals available for it with the unit cost per staff. At the minimum, the following services (including any limitations on duration and number of uses) shall be provided:

- Outpatient and Specialist Consultation
- Physiotherapy
- X-Rays, Laboratory & Diagnostic Tests
- Radiological Investigations on upper limb, lower limb, thorax, vertebra abdomen, skull series & ultrasound scan & other investigations
- Accidents & Emergencies
- Routine Immunizations
- Minor Surgeries & Procedures
- Intermediate Surgeries & Procedures
- Ante-Natal Care + Delivery
- Neonatal Care
- Primary Dental Care (fillings, non-surgical extractions, preventive care)
- Immunization 0-5years.
- Eye examination and Eyeglasses (or Contact Lenses)
- HIV/AIDS Care & Treatment including testing and counseling
- Additional Immunizations for 0-5 years (Hepatitis B, HiB, MMR, Pneumococcal, typhoid)
- Dental Surgical Extraction, ENT
- Annual Health Checks
- Effective customer care services:
- Good refund policy regarding out-of-pocket expenditure.
- Refund for non-use of service
- Added customer satisfaction benefits

All other service provided by the HMO should be listed too.

The vendor is also to provide premium terms per enrollee i.e., staff to include spouse and children (specify number in proposal if there is a maximum), if married (family plan) and premium plan per enrollee (individual plan)

For all the proposals meeting technical requirements, the lowest evaluated most responsive proposal shall be selected after the financial bid analysis. Therefore, vendors should ensure that all their line unit costs are competitive. This will consider price, comprehensiveness of services, quality of services, availability of services, location, and types of facilities available, hours of service,

responsiveness, 24-hour help line, dedicated account manager and explicit coverage of all pre-existing conditions.

For all the proposals meeting technical requirements, the lowest financial compliant proposal shall be selected after the financial bid analysis.

2. Submission:

The soft copy bid documents should be submitted in a **PDF Format** and labeled the email subject Provide Corporate Health Insurance Services as a Health Maintenance Organisation (HMO) for CBM International Country Office and send via email to: procurement.nigeria@cbm.org. For example, the email subject: **Request for Proposal (RFP) for Solicitors**.

No hardcopy submission of the RFP will be received in the address below.

Address: Christoffel Blinden Mission (CBM) International
No.13 Okemesi Crescent, off Twon Brass Street, Garki 2,
Abuja-FCT, Nigeria.

Deadline for Submission of Bid is: **21st November, 2023, at 11:00pm**

4. Language for the bids:

The language for the bids shall be **English** only.

5. Notification of the results:

Only the successful bidder will be notified, and if you do not receive email communication within three weeks after the expiring of the deadline for submission, consider your bid unsuccessful.

6. Qualification criteria

The Service provider will be selected according to their responsiveness, profile, reliability, financial quote, past experience in supplying the same type of services, prompt delivery timeline, background, payment terms, quality of services.

The completeness of the submission in compliance to the requirements of the Request for Proposal will be considered.

- 7. CBM International PROHIBITED CONDUCT – CORRUPTION AND BRIBERY:** CBM expects all its employees, and the Service provider and all its employees, to adhere to the highest standards of accountability, which requires honest and ethical conduct. CBM prohibits and takes a zero tolerance stance towards all forms of corruption, which includes fraud, theft, embezzlement, unapproved conflicts of interest, false claims, and bribery. In addition to its prohibition of all forms of corruption, CBM prohibits and takes a zero tolerance stance towards its employees or Service Provider: (1) accepting or requesting any form of bribe from any person or organization; (2) giving, offering, promising, authorizing or assisting any form of bribe to any representative of any organization, including any government employee or candidate for public office, unless such bribe is (1) a facilitating or expediting payment the purpose of which is to expedite or to secure the performance of a routine and lawful action AND (2) such payment is made under duress, in circumstances where a reasonable person would believe that they have no alternative other than to provide the

payment in order to protect life or liberty. Bribe means (1) anything of any value (2) provided to a person or anyone associated with that person (3) with the purpose of inducing the person to do or omit to do (4) any act in violation of his or her lawful duty, to obtain any improper advantage, or to induce a person who is in a position of trust or loyalty to an organization to use his or her influence to improperly affect or influence any act or decision of that organization. The Service Provider agrees to abide by the prohibition on corruption and bribery and CBM expects the Service Provider to ensure that its employees, representatives, vendors, contractors (if any) also adhere to this prohibition. The Service Provider agrees to immediately report to CBM any credible evidence of corruption and/or Bribes that: (1) involve funds or resources provided to Service Provider under this Contract or that are in any other way related to this Agreement; or (2) that involve **CBM' Employees. CBM is authorized to report such evidence to law enforcement and/or to CBM' donors. The Service Provider understands and agrees that a violation of the prohibition on corruption and bribery may, in addition to any other remedies available under this agreement or at law, result in immediate termination of this Contract by CBM, and may also result in Service Provider being determined ineligible to work with CBM in the future**

8. Disclaimer:

This is only a Call for Proposal, CBM International reserves the right to either amend or cancel it at any time with or without notice. In such cases, CBM International shall accept no liability whatsoever. The prospective bidder is wholly responsible for any and all costs related to the preparation and submission of their Proposals.

Any failure upon these engagements will involve the rejection of the Proposal formulated or, in case, the cancellation of the committed contracts.

9. Enquiry

Enquiries or additional information may be made through:

- a. Christoffel Blinden Mission (CBM) International office at No.13 Okemesi Crescent, off Twon Brass Street, Garki 2, Abuja-FCT, Nigeria.
- b. By email exclusively to: procurement.nigeria@cbm.org with the subject stating the reference number.
- c. By email through the following email address: Jobs.Nigeria@cbm.org