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Contract

Group Medical Insurance for Country Based Staff (& their Dependents) of the British High Commission in Islamabad and British Deputy High Commission in Karachi, Pakistan

Foreign, Commonwealth and Development Office

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-000913

Procurement identifier (OCID): ocds-h6vhtk-0526da ([view related notices](#))

Published 7 January 2026, 9:37am

Scope

Reference

CPG-12299-2025

Description

The British High Commission in Islamabad and British Deputy High Commission in Karachi (Pakistan) intends to implement a Group Medical Insurance scheme covering its country based staff members, their spouses and all children. The insurance policy shall provide cover for 1730 lives in BHC Islamabad and 323 lives in BDHC Karachi.

The Contract will be initially for the duration of One (01) year, with an option to extend additional Two (02) extensions of 12 months each, based on satisfactory performance provided by the selected Insurance Agency and continued business requirement at the BHC Islamabad and BDHC Karachi. The contract/Insurance policy is to start on 1st December 2025 and shall expire on 30 November 2026 (the initial phase). For coverage details

please refer documentation in the tender pack.

Contract 1. Group Medical Insurance for Country Based Staff & their Dependents of British High Commission Islamabad & British Deputy High Commission Karachi

Supplier

- ADAMJEE INSURANCE COMPANY LTD

Contract value

- £354,347 excluding VAT
- £354,347 including VAT

Above the relevant threshold

Date signed

1 December 2025

Contract dates

- 1 December 2025 to 30 November 2026
- Possible extension to 30 November 2028

- 3 years

Description of possible extension:

The Contract Period begins on 1 December 2025 and ends on 30 November 2026 (the “Term”). The Authority may elect to extend the term by 1+1 years by providing the Contractor with 10 days’ notice before the end of the Term. Any extensions to the Contract Period shall be mutually agreed between Authority and Contractor and confirmed in writing in accordance with Condition F3 of the Contract.

Main procurement category

Services

CPV classifications

- 66512220 - Medical insurance services

Contract locations

- PK - Pakistan

Key performance indicators

| Name | Description | Reporting frequency |
|-------------------------------|--|----------------------------|
| Claim Cycle Time and Accuracy | Turnaround time of claims handled and processed (1 week) Claim accuracy where claims are paid correctly without errors, overpayments, or underpayments, for reliability and consistency of claims processing quality | 6 months |

| Name | Description | Reporting frequency |
|---|---|---------------------|
| Innovation adaptation and continuous improvements | <p>Number of official tie-ups with various hospitals within Pakistan (including outside Islamabad and Karachi) for cashless insurance facility</p> <p>Number of tie-ups with various hospitals outside Pakistan</p> <p>Introduction/Promotion of new features or enhancements to BHC & BDHC</p> | 6 months |
| Customer satisfaction | <p>Initiate regular feedback gathering mechanisms from BHC & BDHC to gauge satisfaction level with the services provided. Provide helpful resolutions to BHC & BDHC inquiries and meet service level agreements.</p> <p>Offering periodic refresher sessions to guide BHC staffs about the benefits (4 sessions per year)</p> | 6 months |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

ADAMJEE INSURANCE COMPANY LTD

- Public Procurement Organisation Number: PVND-9747-DXWJ

55-B, First Floor, Ise Towers, Jinnah Avenue, Islamabad, Pakistan 44000

Islamabad

44000

Pakistan

Email: raza.yasoob@adamjeeinsurance.com

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Group Medical Insurance for Country Based Staff & their Dependents of British High Commission Islamabad & British Deputy High Commission Karachi

Contracting authority

Foreign, Commonwealth and Development Office

- Public Procurement Organisation Number: PXRR-8771-PHVX

King Charles Street

London

SW1A 2AH

United Kingdom

Email: SouthAsia.Procurement@fcdo.gov.uk

Website:

<https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>

Region: UKI32 - Westminster

Organisation type: Public authority - central government