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## Contract

# **Group Medical Insurance, Group Accidental Insurance and Group Critical Insurance for Country Based Staff of British Embassy (BE) and British Council (BC), Kathmandu**

Foreign Commonwealth and Development Office

F03: Contract award notice

Notice identifier: 2023/S 000-001034

Procurement identifier (OCID): ocds-h6vhtk-035559

Published 13 January 2023, 8:27am

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Foreign Commonwealth and Development Office

British Embassy Kathmandu. PO Box 106. Lainchaur Kathmandu Nepal

Kathmandu Nepal

SW1A 2AH

### **Email**

[sachin.khedekar@fco.gov.uk](mailto:sachin.khedekar@fco.gov.uk)

### **Telephone**

+91 09582017574

**Country**

Nepal

**Region code**

NP - Nepal

**Internet address(es)**

Main address

[www.gov.uk/fcdo](http://www.gov.uk/fcdo)

Buyer's address

<https://fcdo.bravosolution.co.uk/web/login.html>

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Group Medical Insurance, Group Accidental Insurance and Group Critical Insurance for Country Based Staff of British Embassy (BE) and British Council (BC), Kathmandu

Reference number

CPG-8019-2022

#### **II.1.2) Main CPV code**

- 66512220 - Medical insurance services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Group Medical Insurance, Group Accidental Insurance and Group Critical Insurance for Country Based Staff of British Embassy (BE) and British Council (BC), Kathmandu

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £110,606.07

### **II.2) Description**

#### **II.2.1) Title**

Provision of General Medical Insurance for CBS staffs in BE Kathmandu, Nepal

Lot No

1

**II.2.2) Additional CPV code(s)**

- 66512220 - Medical insurance services

**II.2.3) Place of performance**

NUTS codes

- NP - Nepal

Main site or place of performance

British Embassy and British Council, Kathmandu

**II.2.4) Description of the procurement**

Provision of General Medical Insurance for CBS staffs in BE Kathmandu, Nepal

**II.2.5) Award criteria**

Quality criterion - Name: Adherence to the Statement of Service Requirement: • A clear demonstration of evidence from the insurers offer on each of the Scope of Service/Coverage required. Please confirm that your agency will be meeting the minimum requirement set out in the Statement of Service Requirement or there will be Exclusion and Waivers. • Please provide a document detailing any exclusions or limitations that will be applicable in the Health Insurance policy that you have offered. These limitations would include (but not limited to) room rates, per event limits, consultancy fees, doctor prescribed vitamins, exclusion and waivers, profit sharing ratio/calculations etc. • Provide the Insurance Policy document that highlights the areas required in the Statement of Service requirement / Weighting: 5

Quality criterion - Name: Relevant Experience: Provide at least 3 organisations with whom you have similar contracts and track record of services provided. Indicate: • Customer Organisation (name) • Contract start and completion dates • Approximate Contract Value (provide range if confidential) • Brief description of type of coverage provided. / Weighting: 5

Quality criterion - Name: Hospital/Clinic Network : • Describe your hospital/clinic network in Nepal. Provide list of affiliated clinics, hospitals (size, speciality and types of services offered by them) and ambulance stations throughout the country. Also, provide list of hospitals with cashless provisions • Clearly, describe the step by step process the staff will be required to follow in obtaining medical treatment and getting their claim settlement in both panel and non-panel hospitals and in emergency situations. Provide training details or support for staff

to understand the medical claim process. / Weighting: 10

Quality criterion - Name: Escalation Matrix & Customer Support: • Describe your customer support arrangements including procedures for complaints, problems and escalation procedures, including out of office hours support. / Weighting: 10

Quality criterion - Name: Implementation & Mobilisation Plan: • Please confirm that you can meet contract implementation by 1st October 2022 and provide a project mobilisation plan showing how you will meet this deadline. / Weighting: 5

Quality criterion - Name: Security and Confidentiality: • Provide evidence of your system for protecting personal information and how you meet any local legal requirements related to data handling and security / Weighting: 5

Quality criterion - Name: Please describe in detail how you will achieve the Key Performance Indicators (KPI) and indicate when you deliver the contract in terms of: • Specific performance benchmarks to which actual performance will be periodically compared/measured. • Effectiveness of Helpdesk and Response time. • Process of reimbursement/claim settlement. • Provide the templates of the reports that will be provided to the Authority on Monthly/Quarterly basis. • Please provide the Service Level Agreements that will be followed while administering this account. / Weighting: 10

Quality criterion - Name: Social Value: Theme - COVID-19 Recovery Using a maximum of 4 A4 Pages describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria [MAC 1.1, MAC 1.2, MAC 1.3, MAC 1.4 and MAC 1.5]. Please include: Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: timed action plan use of metrics tools/processes used to gather data reporting feedback and improvement transparency Please see MAC 1.1 to 1.5 in the Social Value Quick Reference Table for more information on how to structure your answer. / Weighting: 5

Quality criterion - Name: Social Value: Theme – Tackling Economic Inequality Using a maximum of 4 A4 Pages describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria [MAC 2.1, MAC 2.2 and MAC 2.3]. Please include: Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: timed action plan use of metrics tools/processes used to gather data reporting feedback and improvement transparency Please see MAC 2.1 to 2.3 in the Social Value Quick Reference Table for more

information on how to structure your answer. / Weighting: 5

Cost criterion - Name: A full assessment of the total price breakdown for the full Contract Period in the format requested. This MUST be in the format of the spreadsheet at Attachment 4 - Schedule of Prices & Rates (annex). Failure to provide a pricing submission in the format requested may invalidate your tender proposal. / Weighting: 40

## **II.2.11) Information about options**

Options: No

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Provision of Accidental Insurance for CBS staffs in BE Kathmandu, Nepal

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 66512220 - Medical insurance services

### **II.2.3) Place of performance**

NUTS codes

- NP - Nepal

Main site or place of performance

British Embassy and British Council, Kathmandu

### **II.2.4) Description of the procurement**

Provision of Accidental Insurance for CBS staffs in BE Kathmandu, Nepal

## II.2.5) Award criteria

Quality criterion - Name: Adherence to the Statement of Service Requirement: • A clear demonstration of evidence from the insurers offer on each of the Scope of Service/Coverage required. Please confirm that your agency will be meeting the minimum requirement set out in the Statement of Service Requirement or there will be Exclusion and Waivers. • Please provide a document detailing any exclusions or limitations that will be applicable in the Health Insurance policy that you have offered. These limitations would include (but not limited to) room rates, per event limits, consultancy fees, doctor prescribed vitamins, exclusion and waivers, profit sharing ratio/calculations etc. • Provide the Insurance Policy document that highlights the areas required in the Statement of Service requirement / Weighting: 5

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Quality criterion - Name: Security and Confidentiality: • Provide evidence of your system for protecting personal information and how you meet any local legal requirements related to data handling and security / Weighting: 5

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Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

The contract will commence on 1st Oct 2022 and will be valid for an initial period of one year



with a possibility of an extension for up to two more years (1+1), subject to market review, satisfactory performance, and continued business requirement. With subject to extension, office will capture latest health inflation rate to review on the annual benefits and variation will be issued if amendment

## **II.2) Description**

### **II.2.1) Title**

Provision of Accidental Insurance for CBS staffs in BE Kathmandu, Nepal

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 66512220 - Medical insurance services

### **II.2.3) Place of performance**

NUTS codes

- NP - Nepal

Main site or place of performance

British Embassy and British Council, Kathmandu

### **II.2.4) Description of the procurement**

Provision of Accidental Insurance for CBS staffs in BE Kathmandu, Nepal

### **II.2.5) Award criteria**

Quality criterion - Name: Adherence to the Statement of Service Requirement: • A clear demonstration of evidence from the insurers offer on each of the Scope of Service/Coverage required. Please confirm that your agency will be meeting the minimum requirement set out in the Statement of Service Requirement or there will be Exclusion and Waivers. • Please provide a document detailing any exclusions or limitations that will be applicable in the Health Insurance policy that you have offered. These limitations would include (but not limited to) room rates, per event limits, consultancy fees, doctor prescribed vitamins, exclusion and waivers, profit sharing ratio/calculations etc. • Provide the Insurance Policy

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tools/processes used to gather data    reporting    feedback and improvement  
transparency Please see MAC 1.1 to 1.5 in the Social Value Quick Reference Table for more  
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how you will monitor, measure and report on your commitments/the impact of your  
proposals. You should include but not be limited to:    timed action plan    use of metrics  
tools/processes used to gather data    reporting    feedback and improvement  
transparency Please see MAC 2.1 to 2.3 in the Social Value Quick Reference Table for more  
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the format requested may invalidate your tender proposal. / Weighting: 40

## **II.2.11) Information about options**

Options: No

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union  
funds: No

## **II.2.14) Additional information**

The contract will commence on 1st Oct 2022 and will be valid for an initial period of one year  
with a possibility of an extension for up to two more years (1+1), subject to market review,  
satisfactory performance, and continued business requirement. With subject to extension,  
office will capture latest health inflation rate to review on the annual benefits and variation  
will be issued if amendment

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-020145](#)

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## **Section V. Award of contract**

### **Contract No**

CPG-8019-2022

### **Lot No**

1

### **Title**

Provision of General Medical Insurance for CBS staffs in BE Kathmandu, Nepal

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2022

### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

American Life Insurance Company

Narayani Complex, Pulchowk, Lalitpur, G.P.O.Box No. 11590, Nepal

Kathmandu

Email

[bobby.poudel@metlife.com.np](mailto:bobby.poudel@metlife.com.np)

Telephone

+977 9851216408

Country

Nepal

NUTS code

- NP - Nepal

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £97,940

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## **Section V. Award of contract**

### **Contract No**

CPG-8019-2022

### **Lot No**

2

### **Title**

Provision of Accidental Insurance for CBS staffs in BE Kathmandu, Nepal

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

American Life Insurance Company

Narayani Complex, Pulchowk, Lalitpur, G.P.O.Box No. 11590, Nepal

Kathmandu

Telephone

+977 9851216408

Country

Nepal

NUTS code

- NP - Nepal

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £724.07

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### **Section V. Award of contract**

#### **Contract No**

CPG-8019-2022

#### **Lot No**

3

#### **Title**

Critical Illness Insurance for Country Based Staff of British Embassy Kathmandu

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

American Life Insurance Company

Narayani Complex, Pulchowk, Lalitpur, G.P.O.Box No. 11590, Nepal

Kathmandu

Email

[bobby.poudel@metlife.com.np](mailto:bobby.poudel@metlife.com.np)

Telephone

+977 9851216408

Country

Nepal

NUTS code

- NP - Nepal

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £11,942



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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Foreign, Commonwealth & Development Office

London

SW1A 2AH

Telephone

+44 02070081467

Country

United Kingdom

Internet address

[www.gov.uk/fcdo](http://www.gov.uk/fcdo)

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Foreign, Commonwealth & Development Office

London

SW1A 2AH

Country

United Kingdom

Internet address

[www.gov.uk/fcdo](http://www.gov.uk/fcdo)