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Contract

PA23 UK7 PROVISION OF MEDICAL INSURANCE COVERAGE FOR COUNTRY BASED STAFF OF THE BRITISH EMBASSY BAMAKO, MALI

Foreign, Commonwealth and Development Office

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

Notice identifier: 2026/S 000-007803

Procurement identifier (OCID): ocds-h6vhtk-061173

Published 29 January 2026, 7:55am

Scope

Description

The British Embassy in Bamako requires medical insurance coverage that will be provided to country based staff

Contract 1

Supplier

- Sunu Assurance

Contract value

- £68,559.30 excluding VAT
- £68,559.30 including VAT

Below the relevant threshold

Date signed

22 December 2025

Contract dates

- 1 January 2026 to 31 December 2026
- Possible extension to 31 December 2027
- 2 years

Description of possible extension:

subject to satisfactory performance

Main procurement category

Services

CPV classifications

- 66512220 - Medical insurance services

Key performance indicators

Name	Description	Reporting frequency
KPI 1 Network of affiliates	Provide quality service in accordance with the terms defined by the coverage policy Maintain wide range of quality medical structures and healthcare affiliates in Bamako and across Mali	1 months
KPI 2 Reporting	Provision of monthly insurance claim utilisation reports	1 months
KPI 3 Customer Satisfaction	Ensure the quality and timely delivery of the coverage and maintain a high customer satisfaction rate	1 months
KPI 4 Claims Processing	Eligible claims submitted by the Authority's subscribers should be reviewed and processed within the contractually agreed timeframe – 15 business days. Ensure timely processing of claims made at non network hospitals or medical structures	1 months
KPI 5 Accuracy of Delivery	Ensure correct required services are always delivered, in accordance with contractual clauses and coverage terms.	1 months
KPI 6 Customer Liaison Arrangements	The supplier's response times should be within 24 hours if emergency and 48 hours if not urgent. The Services Manager should be available as required by client and meets on a regular basis (no less than once a quarter)	1 months

Procedure

Procedure type

Below threshold - limited competition

Supplier

Sunu Assurance

Immeuble Sunu 560 Avenue de la Nation

Bamako

1514

Mali

Email: mali.iard@sunu-group.com

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Foreign, Commonwealth and Development Office

- Public Procurement Organisation Number: PXRR-8771-PHVX

King Charles Street

London

SW1A 2AH

United Kingdom

Email: Fulufhelo.Ratshionya@fcdo.gov.uk

Website:

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government