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Planning

Provision of Health Insurance for British High Commission Port Louis

Foreign, Commonwealth and Development Office

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-011331

Procurement identifier (OCID): ocds-h6vhtk-04f8f2

Published 26 March 2025, 1:52pm

Scope

Description

Provision of Health Insurance for British High Commission Port Louis for a period of 3 years

Total value (estimated)

- £57,495 excluding VAT
- £57,495 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 July 2025 to 30 June 2028
- 3 years

Main procurement category

Services

CPV classifications

- 66512200 - Health insurance services

Submission

Publication date of tender notice (estimated)

26 March 2025

Enquiry deadline

15 April 2025, 11:59pm

Tender submission deadline

16 April 2025, 11:59pm

Award criteria

Name	Description	Type	Order of importance
Clinic or Hospital Network	Provide a list of proposed insurer's Clinic or Hospital network in Mauritius. Include affiliated clinics, hospitals and ambulance stations throughout the country.	Quality	1
Sourcing	<ul style="list-style-type: none"> • Explain your selection process in determining the most competitive insurer that matches the Authority's need. • Explain the selection criteria that you will be using in identifying the shortlisted insurers. • Describe your guiding principle in negotiating the benefit-match with the identified insurers 	Quality	2
Experience	Please provide details of similar contracts giving details of the scope of works, name of the client and from which industry, and the name of the insurance provider	Quality	3

Name	Description	Type	Order of importance
Contract Management and Implementation	<p>Explain in detail your methodology and approach in ensuring good quality of service throughout the duration of the contract.</p> <p>Describe how you propose to monitor and report on the quality of the services being delivered. Give the details of the resources you propose to use in the delivery of the contract, including the number of staff, organisational chart indicating responsibilities and reporting lines.</p> <p>Describe your customer engagement arrangements including complaints and escalation procedures, communication matrix and contact details specifically for this contract including the turnaround times for response.</p>	Quality	4

Name	Description	Type	Order of importance
Medical Insurance Policy Provisions	Provide a detailed overview of proposed medical insurance policy coverage. Explain in detail the policy provision that best fits our requirements. Demonstrate if you can offer options where additional individual contributions can improve provision. What can you provide as an added value of service aside from our minim requirements.	Quality	5
Renewal process	Provide and explain how annual adjustments will be calculated with the insurance market and how long it will take for renewal activity to enable on time renewal.	Quality	6

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Foreign, Commonwealth and Development Office

- Public Procurement Organisation Number: PXRR-8771-PHVX

King Charles Street

London

SW1A 2AH

South Africa

Contact name: Tshepang Mabuela

Email: tshepang.mabuela@fcdo.gov.uk

Website:

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

Organisation type: Public authority - central government