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Contract

Provision of Group Term Life and Medical Insurance for Country Based Staff of British High Commission (BHC) Bangladesh

Foreign Commonwealth and Development Office

F03: Contract award notice

Notice identifier: 2022/S 000-015939

Procurement identifier (OCID): ocds-h6vhtk-03139b

Published 10 June 2022, 7:50am

Section I: Contracting authority

I.1) Name and addresses

Foreign Commonwealth and Development Office

British High Commission, UN Road, Baridhara Diplomatic zone, Dhaka-1212, Bangladesh

Dhaka, Bangladesh

1212

Contact

Bidisha Chaliha

Email

bidisha.chaliha@fco.gov.uk

Telephone

+91 09582017574

Country

Bangladesh

NUTS code

BD - Bangladesh

Internet address(es)

Main address

<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

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Provision of Group Term Life and Medical Insurance for Country Based Staff of British High Commission (BHC) Bangladesh

Reference number

CPG-7771-2022

II.1.2) Main CPV code

- 66512220 - Medical insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

The requirement is to obtain a Health Insurance and Group Term Life Insurance policy cover for Country Based Staff in Bangladesh

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £130,257

II.2) Description

II.2.3) Place of performance

NUTS codes

- BD - Bangladesh

Main site or place of performance

BHC, Dhaka, Bangladesh

II.2.4) Description of the procurement

The British High Commission seeks to implement a group life insurance and health insurance scheme covering members of staff, their spouses, and all eligible children. The contract will commence on 1st May 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.

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 Bangladesh. 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 1 May 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

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 000-003328](#)

Section V. Award of contract

Contract No

CPG-7771-2022

Title

THE PROVISION OF GROUP TERM LIFE AND MEDICAL INSURANCE FOR COUNTRY BASED STAFF OF BRITISH HIGH COMMISSION (BHC)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 April 2022

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

MetLife Building, 18-20 Motijheel Commercial Area, Motijheel, Dhaka-1000, Country - Bangladesh

Dhaka

1000

Country

Bangladesh

NUTS code

- BD - Bangladesh

The contractor is an SME

No

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

Total value of the contract/lot: £130,257

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