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Contract

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

Foreign Commonwealth and Development Office

F03: Contract award notice

Notice identifier: 2025/S 000-027906

Procurement identifier (OCID): ocds-h6vhtk-04dd29

Published 28 May 2025, 7:20am

Section I: Contracting authority

I.1) Name and addresses

Foreign Commonwealth and Development Office

King Charles Street

London

SW1A 2AH

Email

bidisha.chaliha@fco.gov.uk

Country

Bangladesh

Region code

BD - Bangladesh

Internet address(es)

Main address

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

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

Reference number

CPG-11914-2025

II.1.2) Main CPV code

- 66512200 - Health insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract has been awarded to American life Insurance Company for delivering the Group Term Life and Medical Insurance for Country Based Staff of British High Commission (BHC) in Bangladesh. The contract period starts from 01st May 2025 till 30th of April 2026 with a further provision for extension of the contract for two more years (till 30th of April 2028 on 1+1+1 basis) based on satisfactory performance and continued business requirement.

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: £645,696

II.2) Description

II.2.2) Additional CPV code(s)

- 66511000 - Life insurance services

II.2.3) Place of performance

NUTS codes

- BD - Bangladesh

II.2.4) Description of the procurement

American Life Insurance Company has been selected to deliver a comprehensive Medical Insurance cover for staff and their immediate family members. The policy will will provide hospitalisation/in-patient and outpatient cover to all permanent and long-term contract staff employed.

II.2.5) Award criteria

Quality criterion - Name: Coverages Provided (including sub-limits) / Weighting: 10

Quality criterion - Name: Adherence to the Statement of Service Requirement / Weighting: 10

Quality criterion - Name: Claim Settlement Process / Weighting: 10

Quality criterion - Name: Service Level Agreement / Weighting: 10

Quality criterion - Name: Escalation Matrix & Customer Support / Weighting: 05

Quality criterion - Name: Data and Information Security and Confidentiality / Weighting: 05

Quality criterion - Name: Hospital/Clinic NetworkHospital/Clinic Network / Weighting: 05

Quality criterion - Name: Contract start date / Weighting: 05

Cost criterion - Name: A full assessment of the total price breakdown for each of the.
Competitiveness of the Commercial offer in relation to the Market. / 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-004311](#)

Section V. Award of contract

Contract No

CPG-11914-2024

Title

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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 April 2025

V.2.2) Information about tenders

Number of tenders received: 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

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: £645,696

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Foreign and Commonwealth and Development office

London

SW1A 2AH

Country

United Kingdom