

Request for Proposals for  
Provision of Health Insurance for iMAP Inc. Iraq Staff



Aug 09, 2023

Dear Sir/Madam,

You are invited to submit a proposal for iMMAP Inc. with the requirements mentioned herein. The purpose of this request for proposal (RFP) is to identify suitable provider(s) to provide Health Insurance for iMMAP Inc. Iraq staff.

iMMAP Inc. is an international non-governmental organization (INGO) that provides targeted Information Management (IM) support to partners responding to complex humanitarian and development challenges. For more than 17 years, iMMAP Inc. has promoted measurable change in people's lives through the core philosophy that better data leads to better decisions, which ultimately lead to better outcomes. iMMAP Inc.'s expertise in data collection, analysis and presentation has revolutionized the decision-making process for diverse, multi-sectoral partners who seek enhanced coordination and sustainable solutions through information management. iMMAP Inc. is home to a robust and dynamic team of recognized experts in social science, software development, statistics, (GIS), performance monitoring and evaluation, technical assistance and capacity development.

We anticipate that the bidder whose proposal suggests the best solution in response to the requirements set forth in this RFP will be selected by **Aug 25, 2023**.

We thank you in advance for your effort, and interest in iMMAP Inc.

## 1.0 INTRODUCTION

### 1.1 Background

IMMAP Inc. supports humanitarian actors to solve operational and strategic challenges. Our pioneering approach facilitates informed and effective emergency preparedness, humanitarian response, and development aid activities by enabling evidence-based decision-making for UN agencies, humanitarian cluster/sector leads, NGOs, and government operations.

### 1.2 Scope of Services

IMMAP Inc. invites bidders to provide Health Insurance for its staff in Iraq.

## 2.0 ADMINISTRATIVE INFORMATION

### 2.1 Expected Time Period for Framework Agreement

September 1, 2023 – August 31, 2024.

### 2.2 RFP Coordinator

Written questions must be directed, via email, to [amahdi@immap.org](mailto:amahdi@immap.org).

### 2.3 Proposer Inquiries

IMMAP Inc. will consider written proposer inquiries regarding RFP requirements or Scope of Services before the date specified in the Calendar of Events. IMMAP Inc. reserves the right to modify the RFP should a change be identified that is in the best interest of IMMAP Inc.

To be considered, written inquiries and requests for clarification of the content of this RFP must be received via e-mail at [amahdi@immap.org](mailto:amahdi@immap.org) by **04:30 pm** local time on **Aug 15, 2023**, as specified in the Calendar of Events. Any and all questions directed to the RFP Coordinator will be deemed to require an official response. Official responses to each of the questions presented by the proposers will be sent via email to all proposers by the date specified in the calendar of events.

Only **the RFP Coordinator** has the authority to officially respond to a proposer's questions on behalf of IMMAP Inc. Any communications from any other individuals are not binding to IMMAP Inc.

## 2.4 Calendar of Events

| <b><u>Event</u></b>                       | <b><u>Date</u></b> |
|-------------------------------------------|--------------------|
| Release RFP                               | Aug 10, 2023       |
| Deadline for receiving proposer inquiries | August 15, 2023    |
| Responses to proposer inquiries due       | August 15, 2023    |
| Proposal submission deadline              | August 20, 2023    |
| Announce award of "Successful Proposer"   | August 25, 2023    |
| Execute Contract                          | September 1, 2023  |

NOTE: iMMAP Inc. reserves the right to amend and/or change this calendar of events/schedule of RFP activities as it deems necessary.

## 3.0 PROPOSAL INFORMATION

### 3.1 Proposal Response Location

Iraq

### 3.2 Desirable Qualifications of Proposer

The proposer must be a legally registered firm in Iraq with the ability to provide health insurance all over the country.

### 3.3 RFP Addenda

iMMAP Inc. reserves the right to change the calendar of events or revise any part of the RFP by issuing an addendum to the RFP at any time.

### 3.4 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by iMMAP Inc. to award a Contract. iMMAP Inc. reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement.

### 3.5 Withdrawal and Re-submission of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator.

### 3.6 Cost of Preparing Proposals

IMMAP Inc. is not liable for any costs incurred by prospective proposers prior to issuance of or entering into a Framework Agreement. Costs associated with developing the proposal and any other expenses incurred by the proposer in responding to this RFP are entirely the responsibility of the proposer and shall not be reimbursed in any manner by IMMAP Inc.

### 3.7 Errors and Omissions in Proposal

IMMAP Inc. will not be liable for any errors in proposals and reserves the right to make corrections or amendments due to minor errors identified in proposals. IMMAP Inc, at its option, has the right to request clarification or additional information from the proposer.

### 3.8 Contract Award and Execution

IMMAP Inc. reserves the right to enter into a Contract without further discussion of the proposal submitted based on the initial offer received. IMMAP Inc. reserves the right to Contract for all or a partial list of services offered in the proposal.

The RFP and proposal of the selected proposer will become part of any Contract between the selected proposer and IMMAP Inc.

If the Contract negotiation period exceeds 14 calendar days or if the selected proposer fails to sign the final Contract within 5 business days of delivery of it, IMMAP Inc. may elect to cancel the Contract and award the Contract to the next-highest-ranked proposer.

## 4.0 RESPONSE INSTRUCTIONS

### 4.1 Proposal Submission

Proposal submission must be received via emails directed to the following email(s):

[amahdi@immap.org](mailto:amahdi@immap.org)

Email subject: [COMPANY NAME] \_Provision of Health Insurance for IMMAP Inc.

The proposals must be received in **two separate files, requiring suppliers to submit the technical details and financial proposals separately.**

The proposals shall be received on or before **Aug 20, 2023**, the date specified in the aforementioned Calendar of Events.

It is solely the responsibility of each proposer to assure that their proposal is received prior to the deadline for submission. Proposals received after the submission deadline will not be considered.

## 4.2 Certification Statement

The proposer must sign and submit the Certification Statement shown in ANNEX II.

## 4.3 Proposal Format

The proposer should submit a proposal as specified in ANNEX I which shall include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to provide Health Insurance as described herein.

## 5.0 EVALUATION AND SELECTION

### 5.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by iMMAP Inc, which will determine the proposal most advantageous to iMMAP Inc.

### 5.2 Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals found not to be in compliance will be rejected from further consideration. Risk mitigation procedures should also be provided. IMMAP Inc. takes very seriously duty-of-care obligations and compliance with the principles of 'do no harm'.

### 5.3 Evaluation and Review

The purpose of the RFP process is to secure the contractor most capable of providing the services specified in this document. Selection of the contractor will be made solely on the basis of the most responsive proposal submitted by a qualified proposer that satisfies all services and products described in this RFP. IMMAP Inc. reserves the right to award a Contract based upon initial offers received. Proposals submitted should follow the format in ANNEX II.

The criteria for the evaluation process will be weighted as follows:

70\_\_\_\_% Technical

30\_\_\_\_~~OBJ~~% Financial

100% total

## 5.4 Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on a Pass/Fail basis.

| Subject                                  | Criteria                                                                                                                           |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>Legal Status</b>                      | Service provider is a legally registered entity and has valid license                                                              |
| <b>Eligibility</b>                       | Service provider is not suspended, nor debarred, nor otherwise identified as ineligible by iMMAP Inc. or any other UN Organization |
| <b>Conflict of Interest</b>              | No conflicts of interest detected                                                                                                  |
| <b>Tax Status</b>                        | Valid tax clearance                                                                                                                |
| <b>Business Bank account information</b> | Service provider has a bank account in name of the organization                                                                    |
| <b>Previous Experience</b>               | Minimum 2 years of relevant experience with other UN agencies and NGOs.                                                            |
| <b>Adherence to RFP Requirements</b>     | Submission of separate Technical and Financial Proposal along with submission of Annexes                                           |
| <b>Proposal Validity</b>                 | Minimum 90 days                                                                                                                    |

## 5.5 Technical Proposal:

The technical proposal shall be prepared with the following included.

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Weight            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <b>Business Registration</b> , by central Iraqi government or KRG.                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Pass/ Fail</b> |
| <b>Valid tax license</b> , for the type of services required, issued by the relevant Government Authorities                                                                                                                                                                                                                                                                                                                                                                             | <b>Pass/ Fail</b> |
| <b>Business Bank account</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Pass/ Fail</b> |
| <b>Performance reference</b> including at minimum copies of two relevant Contracts with INGO, UN Agencies in Iraq in past 5 years, list of current and/or previous clients from humanitarian sector with their contact details, and references letters from clients if any.                                                                                                                                                                                                             | <b>Pass/ Fail</b> |
| <b>Company Profile</b> , including relevant services, relevant experience                                                                                                                                                                                                                                                                                                                                                                                                               | <b>5 marks</b>    |
| <b>Network</b> of the hospitals, medical centers and labs shall be shared with iMMAP Inc.                                                                                                                                                                                                                                                                                                                                                                                               | <b>10 marks</b>   |
| <b>Limit of liability</b> , per person per year                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>5 marks</b>    |
| <b>In Hospital and Out Hospital</b> , benefits and coverage rates for network and non-network hospitals                                                                                                                                                                                                                                                                                                                                                                                 | <b>10 marks</b>   |
| <b>List of Benefits for medical insurance coverage per person per year</b> , including but not limited to Doctor's visit, Diagnostic tests, Vaccines, PCR test for COVID, Maternity and Congenital Cases, Accidents including work-related, Hospitalization, Prosthesis, Organ Transplant, Heart Procedure, Kidney Diseases, Psychiatric Cases, Physiotherapy, Dental and Optical care, Cancer treatment, Sexual Diseases, Infertility, Birth Control, and Chronic diseases medications | <b>20 marks</b>   |

|                                                                                                                                                                                                                                |                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>Claiming Process</b> , complex and time-consuming claiming processes will be granted less mark<br>- 5 marks for processing within 2 weeks<br>- 2,5 marks for processing between 2-4 weeks<br>- 1 mark for more than 4 weeks | <b>5 marks</b> |
| <b>Payment</b> , terms, conditions, and methods of payment must be specified by each bidder                                                                                                                                    | <b>5 marks</b> |
| <b>Customer Services</b> , provision of a hotline 24/7 for inquiries and emergency cases                                                                                                                                       | <b>5 marks</b> |
| <b>Total Marks</b>                                                                                                                                                                                                             | <b>70</b>      |

## 5.6 Announcement of Contractor

The RFP Coordinator will notify the successful proposer and proceed to negotiate terms for final Contract.

## 6. BIDDING CONDITIONS

- Only technically compliant proposals will be considered in price evaluation or financial evaluation and the most economical offer will be selected.
- Bidders shall provide relevant local legal registration documents and the most recent and valid tax clearance certificate.
- iMMAP will examine the bids to determine whether they are complete, whether the documents have been properly signed, and whether the bids are substantially compliant to all terms and conditions of the bidding documents.
- A bid determined as substantially non-compliant will be rejected by iMMAP Inc.
- Bidders with relevant former experience with International Organizations maybe favored over the others, subject to provision of a list of clients.
- Bidders must specify the payment methods and means
- Bids shall remain valid for **90 days** after the deadline for submission of bid prices, and they shall be quoted in USD.

## 7. List of iMMAP Inc. Personnel

| No. | Birth_Date | Gender |
|-----|------------|--------|
| 1   | 29/11/1992 | Male   |
| 2   | 06/01/1999 | Female |
| 3   | 08/05/1991 | Female |
| 4   | 29/04/1991 | Female |
| 5   | 18/09/1993 | Female |
| 6   | 01/01/1979 | Male   |
| 7   | 07/08/1973 | Male   |
| 8   | 04/07/1988 | Male   |

|    |            |        |
|----|------------|--------|
| 9  | 25/05/1986 | Male   |
| 10 | 20/10/1993 | Male   |
| 11 | 24/10/1988 | Male   |
| 12 | 07/03/1986 | Male   |
| 13 | 31/05/1982 | Male   |
| 14 | 01/01/1971 | Female |
| 15 | 03/03/1988 | Female |
| 16 | 09/02/1995 | Female |
| 17 | 21/02/1991 | Female |
| 18 | 22/12/1988 | Female |
| 19 | 14/09/1977 | Male   |
| 20 | 21/12/1997 | Male   |
| 21 | 13/12/1995 | Female |
| 22 | 05/03/1996 | Male   |
| 23 | 06/10/1991 | Male   |
| 24 | 17/09/1984 | Male   |
| 25 | 23/10/1992 | Male   |
| 26 | 01/06/1964 | Male   |
| 27 | 14/05/1994 | Female |
| 28 | 01/01/1976 | Male   |
| 29 | 16/03/1987 | Male   |
| 30 | 12/12/1995 | Male   |
| 31 | 15/10/1995 | Male   |
| 32 | 28/10/1994 | Male   |
| 33 | 31/08/1995 | Male   |
| 34 | 23/09/1994 | Female |
| 35 | 02/03/1972 | Male   |
| 36 | 24/01/1991 | Female |
| 37 | 11/09/1993 | Female |