



**INTERNATIONAL CALL FOR TENDER**  
**INSTRUCTIONS TO BIDDERS**  
**ACTED Libya / Tunisia**

Date: 13/12/2021

Tender N°: T/14/18/FWA/Health Insurance/Libya-Tunisia/13/12/2021

Through this call for tenders, ACTED asks interested companies to provide competitive detailed written quotes for the signing of a one (1) year framework contract for Health insurance for ACTED national employees and dependents in Tunisia and in Libya as follows:

**PRODUCT SPECIFICATIONS:**

1. Description: Health insurance for ACTED national employees and dependents for one (1) year
2. Product class / category: Health Insurance (Service)
3. Quantity / unit: 1 Year Framework Agreement

<b>HEALTH INSURANCE SERVICES FOR ACTED STAFF IN LIBYA AND TUNISIA (FRAMEWORK AGREEMENT)</b>				
<b>LOT N°</b>	<b>Description</b>	<b>Quantity</b>	<b>Delivery</b>	<b>Beginning of the contract</b>
LOT 1	Health insurance for ACTED national employees and dependents	1 Year Framework Agreement	Libya	01/01/2022
LOT 2	Health insurance for ACTED national employees and dependents	1 Year Framework Agreement	Tunisia	01/01/2022
LOT 3	Travel insurance (Tunisia <-> Libya)	1 Year Framework Agreement	Tunisia / Libya	01/01/2022

**Supplier can answer to one lot depending on their country coverage, ACTED preference will go through a supplier who can answer for all lot.**

**RESPONSIBILITIES OF THE CONTRACTOR:**

1. Contract start date: 01/01/2022
2. Place of delivery: ACTED Tunisia / ACTED Libya
3. Validity of the Offer: 6 months recommended

**GENERAL CONDITIONS:**

1. The closing date for the invitation to tender is **December 27th, 2021 at 11:59 P.M. Tunisia local time.**
2. Tenderers must submit their offers by email (Subject of the email [T/14/18/FWA/Health Insurance/Libya-Tunisia/13/12/2021](mailto:T/14/18/FWA/Health Insurance/Libya-Tunisia/13/12/2021)) to the ACTED email address: [libya.tender@acted](mailto:libya.tender@acted) and [tender@acted.org](mailto:tender@acted.org).
3. Tenderers offers have to include the following documents:



- a. A copy of Company registration documents **(Compulsory)**
  - b. A copy of the Legal representative ID and license **(Compulsory)**
  - c. **Offer Forms** fully signed & stamped by the bidder (all pages). Prices must be expressed in **USD. (Compulsory)**.
  - d. Bank account reference must be completed **(Compulsory)**
  - e. **Annex 2**. Filled in English with all the information mentioned in the document or reference to the offer and signed **(Compulsory)**.
  - f. **Benefits table** (sickness, maternity, hospitalization) for year 2022 (asked in annex 2) **(Compulsory)**.
  - g. Instructions to Bidders is attached, filled, signed and stamped at least on last page by the supplier. **(compulsory)**
  - h. **Bidder’s questionnaire (Compulsory)**.
  - i. **Bidder’s ethical declaration (Compulsory)**.
  - j. **Bidder’s check list (Compulsory)**.
  - k. **General condition of purchase (Compulsory)**.
  - l. **Proofs of past performances** in a similar field of activity (e.g. past deliveries of similar services) **(Recommended)**.
  - m. A catalogue or sample of the service or if there are different options, a sample or catalogue of each option **(Recommended)**
4. The Bidding documents must be filled **in English**
  5. The offer to the call for tender will not result in the award of a contract.
  6. Late offers will not be considered.
  7. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors’ compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED’s anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractor.”

### **SPECIFIC CONDITIONS**

Selection will be done accordingly to the following specification:

1. Financial evaluation (50 points)
2. Technical and quality evaluation (50 points)

These specifications will be evaluated as followed:

1. Financial evaluation (50 points): based on the offer form (02 OFFER FORM / TABLE OF GUARANTEES AND CONTRIBUTIONS).
2. Technical and quality evaluation (50 points):

Criteria	Document	Ponderation
<b>Medical coverage: best coverage</b>	Annex 2, part 1 “medical coverage”	Max 15 point
<b>Coverage limits: best coverage (high limits and less restrictions, short waiting period)</b>	Annex 2, part 3 “Benefits table”	Max 15 point
<b>Country coverage and travel insurance coverage</b>	Annex 2, Lot 3 “travel insurance”	Max 10 point
<b>Experience in insurance (preference of at least 2 years’ experience)</b>	Proof of past experience (contract or order). Previous experience of working with the humanitarian sector can be an advantage	Max 10 point



*NOTE: ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and has set up a Transparency focal point (Transparency Team supervised by the Director of Audit and Transparency) via a specific e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practices (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please send an e-mail to [transparency@acted.org](mailto:transparency@acted.org).*

Name of Bidder's Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_