



PACIFIC ISLANDS FORUM SECRETARIAT
Excelling Together for the People of the Pacific



PACIFIC ISLANDS FORUM
40th Anniversary 1971-2011

REQUEST FOR PROPOSAL

FORUM SECRETARIAT STAFF INSURANCE

The Pacific Islands Forum Secretariat requests for proposals (RfP) from appropriate service providers for the provision of insurance coverage for staff under the following broad covers:

- Term Life;
- Personal Accident;
- Medical; and
- Travel.

2. Interested parties must provide evidence to support their ability to provide the services/products as well as referees to vouch for them.

Background

3. The Secretariat currently takes out insurance covers for employees as described above. While the first three are placed offshore, the latter is underwritten locally. All insurance covers are due to expire on 31 December 2015.

4. In 2009, the Secretariat's governing body approved the abolishment of any retirement age at the Secretariat. For this reason, it is necessary for our insurance covers to be inclusive of all staff, especially those aged 65 years and over.

5. Further, serious consideration must be given to insuring pre-existing conditions without any waiting period or any other pre-conditions.

Nature and Scope

6. The Secretariat is inviting service providers to bid for:

- (i) *Term Life Insurance*;
– Employees are covered for up to three times their respective annual salaries.
- (ii) *Personal Accident*;
– Employees are covered for up to three times their respective annual salaries as well as compensation in accordance with a schedule of injuries.
- (ii) *Medical Insurance*;
– Employees and their families are covered for medical evacuation and private hospitalisation.

- (iii) *Travel Insurance.*
 - Most staff are required to travel and a comprehensive annual plan is taken out to cover them for emergencies that may arise at those times.

Claims History

7. The Secretariat's claims history is a confidential record and will be provided only to suppliers whose RfP is successful. The claims history will be provided only for the purpose of providing a quotation.

Information and Format Required for RfP

8. Submissions are to provide the following information in separate and distinct sections:
- (i) *Compliance/Extent of Cover*
 - How well our needs are understood
 - Submission should also address our aging workforce and pre-existing conditions, the range of options available to staff and where possible options for topping up coverage.
 - (ii) *Experience*
 - We are looking for suppliers with vast experience in the industry
 - (iii) *Added Value/Risk Control*
 - what extra value for money service is provided
 - details of relevant risk control
 - (iv) *Claims Handling*
 - history/turnaround and experience of claims handling
 - (v) *References*
 - what would clients say about you or the underwriters you represent
 - please include names and contact details of referees
9. Please note that while Cost is a critical evaluation criteria, the lowest cost will not necessarily be considered the best tender.

Procurement Process and Evaluation Criteria

10. The Forum Secretariat procurement policies and procedures will apply to this request for proposal. A two-stage procedure will be used in evaluating proposals, part one is an evaluation of technical competencies; and part two is an evaluation and comparison of the financial proposal.

11. In the first stage the technical proposal will be evaluated on the basis of its responsiveness to the competency requirements as detailed in the evaluation criteria matrix below.

12. In the second stage, the financial proposal of all bidders, who have attained a minimum 70% score in the technical evaluation, will be compared. The contract will be awarded to the bidder offering the best value for money taking into account the accumulative scores of the technical and financial evaluations.

13. The technical portion of the proposal will be evaluated using the following criteria:

Competency Requirements	Score Weight	Total Obtainable Score
<u>Organisational / individual background</u> <ul style="list-style-type: none"> • Reputable Insurance provider with substantial experience in the relevant field • Qualifications and experience of the Insurance provider dedicated to the Project 	40%	300
<u>Quality of the Proposal</u> <ul style="list-style-type: none"> • <i>Compliance/Extent of Cover</i> <i>To include:</i> <ul style="list-style-type: none"> - How well our needs are understood; - Address our aging workforce; - Address pre-existing conditions; - Options for staff upgrade etc. • <i>Added Value/Risk Control</i> <i>To include:</i> <ul style="list-style-type: none"> - what extra value for money service is provided - details of relevant risk control • <i>Claims Handling</i> <i>To include:</i> <ul style="list-style-type: none"> - history/turnaround and experience of claims handling • <i>References</i> • <i>Referees</i> <ul style="list-style-type: none"> - what would clients say about you or the underwriters you represent - names and contact details of referees 	60%	450
Total Scores	100%	750
Qualification score	70%	525

14. The Financial Proposal will be opened only for bidders that passed the minimum technical score of 525 (70%). The Financial Proposal will be evaluated on the basis of overall costs for the delivery of the services. The lowest Financial Proposal will be awarded the maximum 250 points. The formula that will be used for scoring points is:

Financial Proposal score = (Lowest Price / Price under consideration) x 250

Name of the bidder	Total Amount	Score (max 250)
Bidder 1		
Bidder 2		
Bidder 3		

15. Bidders will be deemed to have satisfied themselves, before submitting their tender to its correctness and completeness, taking into account all that is required for the full and proper performance of the contract and to have included all costs in their proposal.
16. The price for the contract is fixed by the Financial Proposal and not subject to revision.

Request for Further Information

17. Queries or questions about this request for proposal are to be emailed to the Forum Secretariat at Tender.STAFFINSURANCE@forumsec.org.

Submission of Proposals and Closing Date for Proposals

18. All proposals submitted together with all correspondence and related documents shall be in English. If any of the supporting documentation or printed literature is in any other language, a written translation of the document in English should also be provided.
19. Proposals ie the TECHNICAL PROPOSAL, must be emailed before 11.59pm Suva time on Thursday, 8th October 2015 to Tender.STAFFINSURANCE@forumsec.org . Any proposal received after this date will be rejected.
20. The Forum Secretariat may, at its discretion, extend the deadline for the submission of proposals, by notifying all prospective bidders in writing. The extension of the deadline may accompany a modification of the solicitation documents, at its own initiative or in response to a clarification requested by a prospective bidder.