



RFP-64 Health Insurance Services for Karandaaz Employees

**KARANDAAZ PAKISTAN**

**Request for Proposal**

**# 64**

**Health Insurance for Karandaaz Employees**

**04<sup>th</sup> October-2019**

## SECTION 1. LETTER OF INVITATION

RFP no. 64

04<sup>th</sup> October 2019, Islamabad

1. The purpose of this Request for Proposal (the “RFP”) is to solicit proposals from bidders interested in providing health insurance services for its employees. The RFP is designed to assess whether bidders are able to provide the goods and services required (hereinafter jointly and severally referred to as the “Services”), and through a competitive and fair assessment, select a winning bidder for the Services
2. Karandaaz Pakistan invites sealed proposals from interested and eligible bidders. Further details on the Services required are provided in the Terms of Reference (Section 4 of RFP).
3. The bidder will be selected under open competitive procedures, in accordance with the Procurement Policies and Procedures of Karandaaz Pakistan (the “KRN Policy and Procedures”). In the event of any conflict or inconsistency in terms and conditions of the RFP and the KRN Policy and Procedures, the KRN Policy and Procedures shall prevail.
4. The full RFP is available at [www.karandaaz.com.pk](http://www.karandaaz.com.pk) under procurement section (refer to link in the website footer).
5. Karandaaz Pakistan anticipates issuing a Fixed Price Contract.
6. An award will be made based on the criteria written in Evaluation criteria of this RFP (Section 2; Clause 24).

Both technical and financial proposals must be submitted in hard copy in two separate, sealed envelopes, clearly marked with the following captions: “Technical Proposal”; “Financial Proposal”, and soft copy through email at [procurement@karandaaz.com.pk](mailto:procurement@karandaaz.com.pk) before 05:00 PM, Pakistan Standard Time on 21<sup>st</sup> October 2019. Bidders must prepare **three hard copies** of the technical proposal and **one hard copy** of the financial proposal, and submit the separate sealed envelopes containing the technical and financial proposals in a larger single envelope with the subject line: “Responding to RFP # 64 for Health Insurance Services for Karandaaz Employees to the attention of ‘The Procurement Department’ 1-E, Ali Plaza, D Chowk, Mezzanine Floor, Nazimuddin Road, Blue Area, Islamabad, Pakistan.

Hard copy of the proposals shall be considered in case of any discrepancy found with softcopy.

Sincerely,  
The Procurement Department  
Karandaaz Pakistan

## SECTION 2. INSTRUCTIONS TO BIDDERS

### A. General

#### 1 Scope of Proposal

Karandaaz Pakistan would like proposals from registered Health Insurance Companies for provision of Health Insurance Coverage for its long term employees and their dependents. The period of contract for insurance coverage will be for one year stating from December 1, 2019 to November 30, 2020 which may be extended on the same terms and conditions or a revision in the contract by mutual consent of both the parties on an annual basis only upon satisfactory performance of insurance company.

Throughout this RFP:

- i. The term “in writing” means communicated in written form (e.g., by mail, e-mail, fax)
- ii. “Day” means calendar day

#### 2 Fraud and Corruption

Bidders shall comply with Karandaaz Pakistan’s policy regarding fraud and corruption set out in Section 3 of the RFP.

#### 3 Eligibility

Karandaaz Pakistan may specify certain minimum qualification criteria in the Terms of Reference e.g. minimum years of relevant experience etc.

Bidders shall be under an obligation to disclose to Karandaaz Pakistan any situation of actual or potential conflict that impacts their capacity to perform/act in accordance with Karandaaz Pakistan’s best interests or pose a conflict of interest. Failure to disclose such situations may lead to the disqualification of a bidder or the termination of its contract. Karandaaz Pakistan’s policy with regard to conflict of interest is specified in Clause 33 of Section 3 of the RFP.

Bidders shall, upon request, provide evidence of their continued eligibility to the satisfaction of Karandaaz Pakistan, as may be requested from them from time to time.

#### 4 One Proposal Per Bidder

An entity can participate only in one bid: as a single bidder, as a lead in a consortium/ joint venture or as a partner in a consortium / joint venture. Partnership firms or similar entities in different jurisdiction which work under common brand name or a part of affiliated network will be regarded as single entity and may not participate in more than one bid. Similarly associates and subsidiaries of an entity will be regarded as a part of a group and may not participate in multiple bids. Bidders may ask for clarification and any decision in this regard by Karandaaz shall be deemed to be final.

#### 5 Cost of Preparation of Proposal

The bidder shall bear all costs associated with the preparation and submission of its proposal. Karandaaz Pakistan shall not be responsible or liable for any such costs, regardless of the conduct or outcome of the bidding process.

## B. Request for Proposal

### 6 Contents of the RFP

The RFP comprises of the documents listed below plus any Addendum issued pursuant to Clause 8, of Section 2 'Amendment of RFP'.

- Section 1 – Letter of Invitation
- Section 2 – Instructions to bidders
- Section 3 – Procurement Policy – bidder conduct
- Section 4 – Terms of Reference and copy of standard contract conditions.
- Annexure A – Proposal Submission Form

### 7 Clarification of RFP

All questions and/or clarifications regarding this RFP must be submitted via email to Procurement@karandaaz.com.pk no later than 5 PM local time on 9<sup>th</sup> October 2019. All correspondence and/or inquiries regarding this solicitation must reference the RFP number. **No phone calls or in-person inquiries will be entertained; all questions and inquiries must be in writing.**

Questions and requests for clarification—and the responses thereto—will be uploaded at Karandaaz website by 5 PM Pakistan Standard Time on 11<sup>th</sup> October 2019.

Only written answers will be considered official and carry weight in the RFP process and subsequent evaluation. Any verbal information received from a Karandaaz employee or other entity should not be considered as an official response to any questions regarding this RFP.

### 8 Amendment of RFP

At any time prior to the deadline for submission of bids, Karandaaz Pakistan may amend the RFP by issuing an Addendum.

Any Addendum so issued shall be part of the RFP and will be communicated via Karandaaz Pakistan website. Bidders are advised to frequently visit Karandaaz website for updates.

To give prospective bidders reasonable time in which to take an Addendum into account in preparing their bids, Karandaaz Pakistan may, at its discretion, extend the deadline for the submission of bids, pursuant to Clause 16, of Section 2 'Deadline for Submission of proposals'.

## C. Preparation and Submission of Proposals

### 9 Language of proposal

All documents relating to the proposal shall be written in the English language.

### 10 Documents Comprising the Proposal

A proposal shall consist of the following:

1. Technical proposal consisting of the following;
  - i. Name and details of bidder and experience;
  - ii. Description of approach, methodology, and work plan in responding to the terms of reference;

- iii. Examples of past experience
- iv. Registered with relevant regulatory authorities such as SECP/ FBR and have valid NTN Number,
- v. Demonstrated IPD and OPD credit facility arrangements with leading hospitals nationwide and a good repute in the market,

#### **1. A Financial Proposal (budget in PKR inclusive of all taxes)**

Pricing must be fully comprehensive, complete, and list any available discounts. Pricing information supplied with the proposal must be valid for at least 90 (ninety) days after the due date for proposal submission. All one-time and recurring costs must be fully described. Rates should be quoted, inclusive of all but showing separately, costs of services, Provincial/Federal taxes, import duties if any and other levies. Karandaaz will not be responsible for any erroneous calculation of tax rates or any subsequent changes in rates or structure of applicable taxes. All differences arising out of the above shall be fully borne by the Successful Bidder. In case the bidder doesn't identify inclusion of applicable taxes in the proposal, it shall be assumed that the quoted price is inclusive of all applicable taxes.

#### **11 Currencies of Bid and Payment**

Bidders must express the price only in PKR.

#### **12 Proposal Validity**

Proposal shall remain valid for (90) days after the proposal submission deadline date established by Karandaaz Pakistan. A proposal valid for a shorter period shall be rejected as non-responsive.

In exceptional circumstances, prior to the expiration of the proposal validity period, Karandaaz Pakistan may request all bidders who have submitted their proposals to extend the period of validity of their proposal for a specified additional period. The request and the responses shall be made in writing. Agreement by a bidder to extend the validity of its proposal, shall be without any change in the original proposal. A bidder has the right to refuse extension in the validity period of its proposal, in which case such proposal will not be further evaluated.

#### **13 Proposal Security**

A proposal security is not required for purposes of this procurement.

#### **14 Alternative proposals**

Alternative proposals shall not be considered.

#### **15 Format, Signing, and Submission of Proposal**

The bidder shall prepare and email a scanned copy of the documents comprising the proposal as specified in Clause 10, of Section 2 on its official letterhead. Each document shall be signed by a person duly authorized to sign on behalf of the bidder and all pages of the proposal shall be initialed by the person or persons signing the proposal.

The proposal shall contain no alterations or additions, other than those which are necessary for complying with instructions issued by Karandaaz Pakistan, or as are necessary for correcting errors

made by the bidder, in which case such corrections shall be initialled by the person or persons signing the proposal.

#### **16 Deadline for Submission of Proposals**

Both technical & financial proposals must be submitted by 05:00 PM, Pakistan Standard Time on 21<sup>st</sup> October 2019. Bidders must prepare three hard copies of the technical proposal and one hard copy of the financial proposal, and submit each proposal in separate sealed envelopes to the attention of 'The Procurement Department' 1-E, Ali Plaza, D Chowk, Mezzanine Floor, Nazimuddin Road, Blue Area, Islamabad, Pakistan.

The proposal should also be sent to the following email address: [procurement@karandaaz.com.pk](mailto:procurement@karandaaz.com.pk) with the subject line: Responding to RFP # 64 for "Health Insurance Services for Karandaaz Employees".

Karandaaz Pakistan may extend the deadline for submission of proposals by issuing an amendment in accordance with Clause 8, of Section 2 'Amendment of RFP', in which case the original deadline shall be extended to the new deadline.

#### **17 Late Proposal**

Any proposal received by Karandaaz Pakistan after the deadline for the submission of proposals prescribed in Clause 16, of Section 2 will be considered only at the sole discretion of the evaluation team.

#### **18 Withdrawal, Substitution, and Modification of Proposal**

Bidders may withdraw, substitute or modify their proposal by giving notice in writing before the deadline for submission of proposal prescribed in Clause 16, of Section 2 'Deadline for Submission of Proposal'.

Each bidder's withdrawal, substitution or modification notice shall be prepared, sealed, marked, and delivered in accordance with Clause 15, of Section 2 'Format, Signing, and Submission of Proposal', with the subject line: Responding to RFP for "Benazir Income Support Program (BISP) Business Need Assessment & preparation of IT (Information Technology) and IS (Information Security) Strategy" as appropriate. No proposal may be substituted or modified after the deadline for submission of proposal as afore stated.

### **D. Proposal Opening and Evaluation**

#### **19 Proposal Opening**

Karandaaz Pakistan shall open the proposals, including modifications made pursuant to Clause 18, of Section 2, on any business day following the deadline stipulated in Clause 16, of Section 2 or the extended deadline in accordance with Clause 16 of Section 2, as the case may be.

**20 Confidentiality**

Information relating to the examination, evaluation, comparison, and post-qualification of proposal, and recommendation of contract award, shall not be disclosed to bidders or any other third persons whatsoever, prior to publication of the contract award. Any effort by a bidder to influence Karandaaz Pakistan in the examination, evaluation, comparison, and post-qualification of the proposal or contract award decision may result in the rejection of its bid. Notwithstanding the foregoing, from the time of proposal opening to the time of bidding process conclusion, if any bidder wishes to contact Karandaaz Pakistan on any matter related to the bidding process, it should do so in writing at the address indicated in Clause 7, of Section 2 'Clarification of RFP'.

**21 Clarification of Bids**

To assist in the examination, evaluation, and comparison of proposals, Karandaaz Pakistan may, at its discretion, seek clarifications in respect of the proposal from any bidder. The request for clarification and the response shall be in writing, but no change in the price or substance of the proposal shall be sought, offered, or permitted except correction of arithmetical errors discovered by Karandaaz Pakistan in the evaluation of the proposals in accordance with Clause 25 of Section 2 'Correction of Errors'.

**22. Preliminary Examination of Proposals**

Prior to the detailed evaluation of proposals, Karandaaz Pakistan shall first review each proposal and check the power of attorney or any other form of delegation of authority demonstrating that the representative has been duly authorized to sign the proposal, initialization of all pages, etc.

**23 Determination of Bidder's Eligibility and Qualifications**

Karandaaz Pakistan shall determine whether the bidder meets the eligibility and qualification requirements of the bidding documents. Bidders failing to comply with the eligibility criteria specified in Clause 3, of Section 2- 'Eligibility' shall be disqualified.

If the bidder meets the eligibility criteria, Karandaaz Pakistan shall determine whether the proposal is substantially responsive to the requirements of the bidding documents.

Karandaaz Pakistan's determination of a proposal's responsiveness shall be based on the contents of the proposal itself. A substantially responsive proposal is one, which conforms to all the terms, conditions, and specifications of the RFP, without material deviation or reservation. A material deviation or reservation is one: (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way or is inconsistent with the RFP, Karandaaz Pakistan's potential rights or bidder's obligations under the proposed contract; or (c) the rectification of which would unfairly affect the competitive position of other bidders presenting substantially responsive proposal.

**24 Evaluation of Technical Proposal**

Karandaaz Pakistan shall evaluate the technical aspects of the proposals received, applying the evaluation criteria specified hereunder. Each proposal that is not rejected for reasons stated in these Instructions will be given a technical score.

The final selection will be made on quality-cost based selection procurement (QCBS). List of employees is attached with this RFP. Technical Proposal and Financial will be evaluated as follows:

### Technical Proposal (80%)

Following is the scoring criteria for Technical Proposal:

#### 1. Company Profile (5%)

- a. Years of experience and overview of services,
- b. PACRA/JCR Rating
- c. Number of Health Insurance Clients (including 3 positive references)
- d. Availability of 24 hours customer support
- e. Number of Panel Hospitals throughout Pakistan

### Health Insurance Coverage (75%)

| Category                          | Score |
|-----------------------------------|-------|
| Out-Patient Coverage – OPD        | 20%   |
| Hospitalization – IPD             | 20%   |
| Maternity Coverage                | 10%   |
| Pre Existing Conditions           | 10%   |
| Reimbursement of non-panel claims | 7.5%  |
| Group Excess Pool                 | 7.5%  |
| Total                             | 75%   |

## 25 Evaluation of Cost Proposal

### Financial Proposal (20% of Total Score)

Cost proposals submitted will be evaluated according to price reasonableness determination under full and open competition and known market condition.

Evaluation of the cost proposal will consider, but not be limited to, the following:

- Cost reasonableness
- Consistency with the technical proposal

20 points will be awarded to the lowest responsive bidder while rest of the bids will be allocated points according to the following formula:

$$\text{Points of a Bidder} = (P1/ P2) * 20$$

Where:

P1= Price of Lowest Responsive Bidder

P2= Price of the Bidder

Karandaaz may negotiate terms and price with the short-listed offerors



**26 Correction of Errors**

Proposal determined to be substantially responsive shall be checked by Karandaaz Pakistan for any arithmetical errors. Errors shall be corrected by Karandaaz Pakistan as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

The amount stated in the proposal shall be adjusted by Karandaaz Pakistan in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount, the proposal shall be rejected.

**27 Currency for Price Evaluation**

For evaluation and comparison purposes, Karandaaz Pakistan may convert all proposed prices expressed in US Dollars into an equivalent amount in PKR, using the selling exchange rates established by the State Bank of Pakistan on the date of proposal opening specified in Clause 19 of Section 2 'Proposal Opening'.

**E. Award of Contract****28 Award Criteria**

Karandaaz Pakistan shall award the contract to the bidder whose proposal has been determined to be substantially responsive to the RFP and which has the highest combined technical and financial score.

**29 Karandaaz Pakistan's right to accept any Proposal and to reject any or all Proposals**

Karandaaz Pakistan reserves the right to cancel the bidding process and to reject all bids or to accept or reject any bid, at any time prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Karandaaz Pakistan's action.

**30 Complaints pertaining to Bidding Process**

Without prejudice to Clause 29 of Section 2, any complaint at any stage of the bidding process or on conclusion of the bidding process from a bidder regarding a deviation from the prescribed procurement procedure may be addressed and delivered in writing to:

Karandaaz Pakistan  
Attention: Chief Executive Officer  
1 E, Ali Plaza, Nazimuddin Road, D-Chowk, Islamabad

Any requests via email seeking this explanation should be sent to [proccomplaint@karandaaz.com.pk](mailto:proccomplaint@karandaaz.com.pk)

**31 Notification of Award and Signing of Agreement**

The bidder whose Proposal has been accepted shall be notified of the award by Karandaaz Pakistan prior to expiration of the proposal validity period through a communication in writing

(the “Letter of Acceptance”). The said Letter of Acceptance shall state the full value of the contract payable by Karandaaz Pakistan in consideration of the services to be provided in accordance with the RFP.

The contract pursuant to the award shall incorporate all agreements between Karandaaz Pakistan and the successful bidder and shall be signed by Karandaaz Pakistan and sent to the successful bidder, following the receipt of the Letter of Acceptance. The successful bidder will duly sign the contract and return it to Karandaaz Pakistan with seven (7) days of the receipt of the Letter of Acceptance.

### SECTION 3. PROCUREMENT POLICY – BIDDER CONDUCT

#### 32 Corrupt or fraudulent practices

Bidders, suppliers, contractors and their agents (whether declared or not), suppliers, and any personnel thereof, shall observe the highest standard of ethics during the procurement and execution of contracts.

Karandaaz Pakistan shall not award the contract if it is determined that the bidder, or any of its personnel, or its agents, or its sub-consultants, suppliers and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question. As part of bidding/ solicitation documents, Karandaaz Pakistan will seek declaration of ‘Non-collusive non-corrupt practices’ from each bidder. Format for such declaration is prescribed in section 3 of the standard bidding document. In pursuance of this policy, following terms are defined as follows:

- a. “Corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- b. “Fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- c. “Collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- d. “Coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- e. “Obstructive practice” is deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

#### 33 Avoidance of conflict of interest

Any bidder participating in the procurement process should disclose any actual or perceived conflict of interest situation/condition. Any bidder to have a conflict of interest shall be ineligible for award of a contract.

A bidder shall be considered to have a conflict of interest in a procurement process if:

- a. Such bidder is providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of a project that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that bidder; or
- b. An entity can participate only in one bid: as a single bidder, as a lead in a consortium/ joint venture or as a partner in a consortium / joint venture. Partnership firms or similar entities in different jurisdiction which work under common brand name or a part of affiliated network will be regarded as single entity and may not participate in more than one bid. Similarly associates and subsidiaries of an entity will be regarded as a part of a group and may not participate in multiple bids. Bidders may ask for clarification and any decision in this regard by Karandaaz shall be deemed to be final.
- c. Such bidder(including its personnel) has a close business or family relationship with one or more professional staff of Karandaaz Pakistan who: (i) is/are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of the contract; or (ii) would be involved in the implementation or supervision of the contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to Karandaaz Pakistan throughout the procurement process and execution of the contract; or

Such bidder falls under any other conflict of interest situation as specified in the standard bidding documents relevant to the specific procurement process.

## SECTION 4. TERMS OF REFERENCE

|                             |   |
|-----------------------------|---|
| <b>Project Title:</b>       | Health Insurance for Karandaaz Staff and their dependents |
| <b>Expected Start Date:</b> | December 2019   |
| <b>End Date:</b>            | <b>November 2020</b>                                      |
| <b>Task Manager:</b>        | HR Team, Karandaaz Pakistan                               |

### About Karandaaz Pakistan

Karandaaz Pakistan, A Not-For-Profit Company Established In August 2014, Promotes Access To Finance For Small Businesses Through A Commercially Directed Investment Platform, And Financial Inclusion For Individuals By Employing Technology Enabled Digital Solutions. The Company Has Financial And Institutional Support From Leading International Development Finance Institutions; Principally The United Kingdom Department For International Development (DFID) And The Bill & Melinda Gates Foundation.

The Company has four verticals:

- **Karandaaz Capital** provides wholesale structured credit and equity-linked direct growth capital investments in micro, small and mid-size enterprises (MSMEs) with compelling prospects for sustainable growth and employment generation in Pakistan.
- **Karandaaz Digital** focuses on expanding the poor's access to digital financial services in Pakistan by working across the ecosystem with all stakeholders including regulators, policy-makers, government departments, businesses and researchers and academics with activities arranged in four key work areas—Policy and Regulation, Seeding Innovation, Experimentation and Solutions Development, and Scale and Outreach.
- **Karandaaz Innovation** manages the Innovation Challenge Fund, providing risk capital and grants to partners with an aim to generate innovative solutions to complex problems in areas of financial inclusion and entrepreneurship.
- **Knowledge Management and Communications** supports the company's core financial inclusion goal by developing and disseminating evidence based insights and solutions to influence markets and the financial ecosystem.

### About the Project

Karandaaz Pakistan would like proposals from registered Health Insurance Companies for provision of Health Insurance Coverage for its long term employees and their dependents. The period of contract for insurance coverage will be for one year starting from December 1, 2019 to November 30, 2020 which may be extended on the same terms and conditions or a revision in the contract by mutual consent of both the parties on an annual basis only upon satisfactory performance of insurance company.

## Scope of Work

Karandaaz requires the services of a Health Insurance provider to cover the following aspects of employees and their families' healthcare requirements;

### a. Out-Patient Coverage

Out-Patient (OPD) cover is required for all medically required treatment and services provided by or on the order of a Physician to the insured, as a result of illness or injury not necessitating hospitalization.

The OPD limit will be of PKR 160,000 per family per year, which shall include, but are not limited to, the following without any sublimit,

- All routine investigative tests as prescribed by a medical practitioner, including tests for infertility, general checkups, laboratory and X-ray examinations and other diagnostic tests
- All lifelong medicines (example regular medicines for diabetes, hypertension, bronchial asthma etc),
- Over the counter medicine without prescription of up to PKR 2,000 per purchase,
- Dental treatment and consultation which shall include root canal, extraction, filling, scaling, braces, crown cap, dentures, dental bridges etc,
- Optical treatment which shall include cost of glasses and lenses,
- All types of dermatology/skin treatments as prescribed by a dermatologist (including but not limited to treatment for acne, eczema, warts etc)
- Hearing aid,
- Psychiatric Treatment,
- Prescribed medical equipment including blood pressure apparatus, glucose meter, nebulizer, etc.,
- Treatment from a registered Homeopath/Hakeem
- Prescribed medicine/treatments including surgical dressings, physiotherapy and acupuncture/cupping.
- All types of vaccinations without any limit on patient's age.

Charges for treatment outside Pakistan will be reimbursed as per actual basis. Similarly if a prescribed medication (only) or its alternative is not available in Pakistan, it may be bought from outside Pakistan for reimbursed as per actual.

*Availability of OPD Credit facility in leading hospitals in major cities of Pakistan like Islamabad, Rawalpindi, Lahore & Karachi etc is also required.*

### b. Hospitalization - IPD

The hospitalization under this policy will be PKR 400,000 per person per admission, which shall include the following with no sub limits.

- Day care/outpatient surgery
- Including the following special investigations but not limited to:
  - MRI, CT scan, all types of angiographies, Endoscopy, Thallium Scan nuclear scan, mammography, and other specialized tests etc.

- In case of **Dreadful diseases**, this coverage will be increased by an additional PKR 850,000 which shall include but not limited to below list of the following with no sub limits (list is not exhaustive);
  - Acute Myocardial Infarction / Heart Attack
  - Coronary Artery By-Pass Grafting and Coronary Angioplasties
  - Cerebrovascular accidents (CVA, strokes)
  - Treatment of malignancies
  - Treatment of renal failure
  - Renal and other major organ transplant
  - Major burns
  - Multiple sclerosis
  - Treatment of AIDS COMPLEX
  - Chronic Hepatitis B and C
  - Aortic aneurysms
  - Rheumatic heart disease
  - Paralysis
  - Parkinson's disease
  - Muscular dystrophy
  - Alzheimer's Disease
  - Myasthenia gravis
  - Syringomyelia
  - Motor neuron disease
  - Total blindness
  - Pulmonary embolism
  - Thalassemia major
  - Knee replacement
  - Multiple complicated fractures
  - Hip bone replacement
  - Dialysis

Any other illness covers under dreadful disease not covered under above list.

#### **d. Maternity Coverage**

Maternity cover is required for wives of employees and married female employees of PKR 150,000 for each normal delivery, PKR 180,000 for caesarean, and PKR 180,000 for multiple births.

The cover shall include prenatal and postnatal treatments with no sub limit as described below;

#### **Maternity benefit shall cover the following;**

- Antenatal expenses (consultation, lab test, medication etc before delivery), Delivery expenses (expenses on delivery, normal or otherwise) and post-natal expenses (expenses occurring up to 30 days after and related to the pregnancy)
- Charges made by a physician, gynecologist or licensed midwife for delivery.
- Hospital charges including nursery care for the baby while the mother is confined in the hospital,
- Charges for circumcision of newborn baby boy,
- All legal therapeutic miscarriages/abortions to be considered under maternity,

**e. Group Excess Pool:**

A group excess pool of PKR 1,500,000 is required. This pool is for such cases where the cost of treatment may exceed the prescribed limit.

**f. Pre-existing conditions**

All pre-existing conditions will need to be covered by the insurance company for employees and their insured family members.

**g. Covered persons:**

All Karandaaz Staff and their dependents (either spouse and children **OF** parents)

**h. Reimbursement of non-panel claims**

All non-panel hospitalization, OPD or maternity claims must be reimbursed within seven (7) working days upon receipt of claim.

**i. Premium for Uninsured dependents:**

An option for employees who want to get their insure dependents (parents, spouse of children whoever is not insured under the policy) insured. The amount of premium to be provided separately.

**Pre-Qualifications and Evaluation Criteria****Following are pre-qualification criteria;**

- Health Insurance Firms with a PACRA/JCR rating of at least A,
- At least 5 years of specific experience in provision of Health Insurance Services to corporate clients throughout Pakistan,
- Registered with relevant regulatory authorities such as SECP/ FBR and have valid NTN Number,
- Demonstrated IPD and OPD credit facility arrangements with leading hospitals nationwide and a good repute in the market,
- Providing Group Life Insurance to the employees of at least 5 well reputed National or International Companies. Portfolio of clients along with contact details of three most recent clients that can be used for reference checks.,
- Submission against all information required in the RFP is mandatory, partial compliance shall lead to the disqualification and non-consideration of the proposal;
- The service provider should have offices in Islamabad and Karachi for better facilitation of Karandaaz Staff

Contract will be awarded to the highest scoring insurance provider as per the above schedule provided

the company fulfils the minimum criteria. Non provision of any one of the facilities may disqualify a company from being considered.

### Task Manager/Reporting

The Contractor will report to the **Director Operations** in Karandaaz. The task manager will sign off on deliverables and invoices.

### Documents to be submitted

All applicants should submit following documents;

- **Company profile** (including clientele and references, details of offices, detail of services offered, contact person, details of panel hospitals, Company rating evidence by PACRA/JCR-VIS, Certificate of Incorporation with SECP / Form B from Registrar of firms, NTN/ STRN Registration certificate etc)
- Proposed Health Insurance Coverage as required in the TORs