

Request for Proposal

Group Health Insurance Coverage for FWBL Employees

Published Date: Aug 19, 2019

Reference# FWBL/HO/HRD/UH/2019

Proposals Submission Deadline Date: Tuesday, September 03, 2019 at 11:00AM

Opening of Technical Bid: Tuesday, September 03, 2019 at 11:30AM

First Women Bank Limited

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Tender Submission Details

Submission Deadline

All proposal submissions for responding to this request must be submitted on or before Tuesday, September 03, 2019 at 11:00 AM.

Submission will be valid if:

- Responses to RFP should be submitted not later than above mentioned date & time at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Lines, Karachi.
- Bids are submitted in a Single sealed envelope containing two separate sealed envelopes with separate marking “**Technical Proposal**” & “**Financial Proposal**”.
- All separate copies of Proposals and attachments must be provided in a sealed envelope marked as “**Technical Proposal**”

Submission Timeline & Location

FWBL reserves the right to modify below timeline at any time. Should the due date for proposals be changed, all prospective respondents shall be notified. The proposal must follow as per the following high level schedule.

Milestone	Date & Time
RFP Released	Monday, August 19, 2019
RFP Bid Submission Date and Time	Tuesday, September 03, 2019 by 11:00AM
Opening of Technical Bids	Tuesday, September 03, 2019 by 11:30AM
Opening of Financial Bids	To be decided

Submission Questions & Clarifications

You may contact the following Focal person if you have any questions or require clarification on any topics covered in this request for proposal.

Name Muhammad Aamir Iqbal

Email aamir.iqbal@fwbl.com.pk

UAN: 111-676-767 Ext: 367 & 358

Introduction

First Women Bank Ltd. a commercial bank caters to women at all levels of economic services and activities such as: - Micro, SME and Corporate, Treasury Operations, Trade and Finance, and Investment Banking thereby enable them to transcend their status from passive beneficiaries to dynamic agents of change.

This Request for Proposal (RFP) solicits proposals from insurance companies who can provide the group health insurance coverage of FWBL employees (permanent & bank contract) along with their dependents (spouse and children) through a renowned health insurance company with the objective to ensure that employees receive quality health care through a wider panel of hospitals for the period of one year which may be renewed for further two years (total tenure of the contract is three years renewable annually) based on the satisfactory performance of the firm and mutual consent of both the parties.

The later sections of the document provide additional information that will allow a vendor to understand the scope of the effort and develop a proposal in the format required by FWBL to fulfill the business and market needs.

Scope

The purpose of this document is to delineate the requirements for a potential Group Health Insurance service provider to serve/provide health insurance coverage to FWBL staff (permanent & bank contract).

- a. To provide hospitalization insurance coverage of all employees (permanent and bank contract) and their dependents (spouse and children).
- b. Initial health coverage/agreement is for the period of 01 year which may be renewed for further 02 years (total tenure of the contract is three years renewable annually) based on the satisfactory performance of the firm and mutual consent of both the parties.
- c. Hospitalization coverage In-patient / Out-patient as per list of medical treatments that must be ensured but not limited to In-patient / Out-patient hospitalization coverage (*please refer List of medical treatments*).
- d. 24/7 availability of customer care for emergencies and dispute resolution through dedicated & recorded lines (UAN / toll free numbers/Call Center).

Instruction for the Bidder

1. Bidding documents can be obtained from Human Resource Division, FWBL Head Office (S.T.S.M. Foundation Building, CL-10/20/2, Beaumont Road, Civil Line, Karachi) after deposit of Rs. 1,000/- (Non refundable) in the form of PO/DD in the name of FWBL.
2. Interested bidders must collect a stamped copy of this RFP from First Women Bank Limited's Head Office. Representative of respective bidders should come along with authority letter and copy of their CNIC for the collection of RFP.
3. Bidders are required to submit the HR's stamped copy of RFP along with their technical proposals. In case, this requirement is not met, FWBL will exclude bidder's proposal from technical evaluation process.
4. Bids are submitted in a Single sealed envelope containing two separate sealed envelopes with separate marking "Technical Proposal" & "Financial Proposal".
5. Firm's profile should include detail of offices, contact numbers and list of clients along with address & their contact numbers.
6. Sealed bids should be dropped in the Tender Box placed at reception area FWBL Head Office, GF-II (detailed address also mentioned above) on or before **Tuesday, September 03, 2019 by 11:00 AM**.
7. Technical Bids will be opened on same day i.e. **Tuesday, September 03, 2019 by 11:30 AM** in the presence of the Tender Committee and participating contractors or their representatives who wish to attend. Only one individual per firm/company can attend this session.
8. Evaluation and scrutiny of submitted documents and bid regarding technical criteria will be done by tender committee. Result of technical criteria is followed by the scrutiny of financial bid of technically qualified bidder(s) only. Financial documents/bid of un-successful bidders will be returned un-opened.
9. The bid should be valid for a period of 180 days from the date of opening. FWBL will not be responsible for any delays in submission of bids sent via mail or courier.
10. The rates quoted by the bidder should be in Pak rupee and shall be inclusive of all admissible taxes, levies imposed by the Government on company letter head. Once tender will be opened bidders cannot change or modify their quoted amount.
11. Proposal shall contain no interlineations or overwriting and should be submitted according to requirement. Any alteration & modification in tender documents will not be entertained.
12. The offers will be scrutinized by the Tender Committee and decision of the committee will be final.
13. The bidders shall bear all costs associated with the bid preparation & submission. FWBL in no case will be responsible for any costs incurred regardless of the conduct or outcome of the bidding process.
14. FWBL will send contract agreement to successful bidder for incorporating all terms of agreement between the parties for acceptance. Qualifying/selected contractor/ bidder will be required to sign a written agreement with FWBL to execute the assignment. Please refer Terms & Conditions of the Services.
15. **Bid Security/Earnest Money** : 5% bid security/earnest money must be deposited along with the Bid documents in shape of PAYORDER / DEMAND DRAFT only in the name of First Women Bank Limited.

16. **Rules, Regulations & Policies:** All rules, regulations and policies will be governed in accordance to the PPRA & FWBL.
17. **Price / Rate:** Price / rate must be quoted in Financial Proposal only and submitted in separate sealed envelope.
18. **Rights:** FWBL reserve the right to accept or reject all tender(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by PPRA 2004.
19. **Scoring Marks for Technical Qualification:** Minimum Technical qualification scoring has been set as 70% of total marks, Companies having scoring less than 70% would not be eligible for opening of Financial bid.
20. **Forfeiting of Security Deposit:** If the bidder is unable to deliver the satisfactory health insurance service, then FWBL reserves the right to terminate the contract forthwith by notice in writing to the contractor and forfeit the Security Deposit.
21. **Complete Pricing:** The respondent / bidder should mention all the charges in financial bid deem necessary to complete the scope of work, should include all expenses regarding Group Health Insurance.

Liquidation

If the bidder shall become bankrupt or insolvent or have a receiving order made against him or compound with his creditors or being a Corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction or carry on its business under receiver for the benefit of his creditors, or any of them, the Bank shall be at liberty. **a.** To terminate the contract forthwith by notice in writing to the Contractor or to the Receiver, or Liquidator or any person, in whom the Contract may become vested, or **b.** To give such Receiver or Liquidator or other person the option of carrying out the Contract subject to his providing a guarantee for the due and faithful performance of the contract at the contract value.

Warranty against Benefits

The bidder shall warrant that has not given or promised to give any money or gift to any official or employee of the Bank or any Government institution or employee thereof with the intent or objective of securing the contract or undue favor. Any violation of this warranty shall be sufficient grounds for cancellation or revocation of the contract without any claims against the Bank.

Company Seal & Bidder's Signature

Proposal

This is “**SINGLE STAGE TWO ENVELOPE BIDDING PROCEDURE**” as per PPRA rules. The bidders shall submit their proposals in one sealed envelope containing two separate sealed envelopes marked as “Technical Proposal” and “Financial Proposal”. Only Technical envelope will be opened in the presence of bidders and Financial proposal envelopes will stay in FWBL custody in sealed form till the opening of Financial bids.

Financial proposals from bidders that met the minimum technical qualification score will be opened in front of bidders. Final date of opening of Financial Bids will be communicated to technically qualified bidders in advance.

In addition, final evaluation reports containing the combination of marks including technical and financials will be published on FWBL website and PPRA as well.

Successful bidder who qualifies according to combined evaluation criteria (Technical and Financial), a meeting with the FWBL’s management will be held to discuss in details the exact requirements and procedures to be followed in conducting this assignment.

After the finalization of combined evaluation results the qualifying bidder will be issued “Letter of Intent” which will be followed by the Service agreement and Service order.

Proposals Evaluation Criteria

- Evaluation of the firms shall be based on information provided in the Proposals according to requirement.
- As a part of evaluation, bidders may be asked to conduct presentation / demonstration.
- On the basis of technical evaluation results, the financial proposal of only technically responsive bidders (qualified bidders) will be opened in the presence of their Representatives who choose to attend.
- Financial proposals of technically non-responsive vendors will be returned unopened in sealed status.
- Evaluation criteria of Proposals would be 50 – 50 i.e.
 - 50% of the proposal strength will be measured on the basis of Technical evaluation results
 - 50% of the proposal strength will be measured on the basis of Financial evaluation results

Technical Score

Technical evaluation of the proposals will be given weight through the below mentioned factors based on the below formula.

$$\frac{\text{Bidders Technical Score}}{\text{Total Technical Score}} \times \text{Weight}$$

Total Technical Score

Minimum score of 70% on evaluation criteria specified in “Evaluation Score Criteria for Technical Qualification” is required to qualify for financial evaluation.

Financial Score

Based on Financial Bid Price/quotation given by bidders weight would be calculated on the basis of following formula:

$$\frac{\text{Lowest Bid Price}}{\text{Bidder's Price}} \times \text{Weight}$$

Bidder's Price

Combined Evaluation will be calculated by adding the Technical and Financial Evaluation as below:

$$\left[\frac{\text{Bidders Technical Score}}{\text{Total Technical Score}} \times \text{Weight} \right] + \left[\frac{\text{Lowest Bid Price}}{\text{Bidder's Price}} \times \text{Weight} \right]$$

Eligibility Criteria for Technical Qualification

The bidder MUST comply with the following minimum criteria. The bid document shall be rejected if the vendor fails to meet the following minimum criteria and fails to submit the documentary evidences as required.

- The bidder should be a **NTN** and **Sales Tax** registered company in Pakistan.
- Bidder should have 05 years or above experience of handling Health Insurance portfolio in Pakistan.
- The bidder must have a minimum of Rs. 500 Million annual revenue per year for last three consecutive years. Bidders MUST provide audited financial statements for last 03 years as documentary evidence to support this criteria.
- Bidder must have minimum health insurance portfolio of PKR 300 million in Pakistan.
- Bidder i.e. Insurance Company must have minimum PACRA/JCR-VIS long term rating of **A** with **Stable** outlook. Bidder should provide relevant documentation to support this requirement.
- Bidder must have 05 or more group/corporate client portfolio in Pakistan with minimum 500 employees each. Bidders must provide supporting documents to support this clause, which may include but not limited to Purchase Order, Purchase Agreement, and Client Certificates or in the form of similar documents.
- Minimum number of hospitals for IPD credit facility should be 150 or more in Pakistan.
- Company should have own Dept. for processing of claims, case management and endorsement management.
- Bidders must have an existing 24/7 customer service center available via UAN / toll free number (recorded lines). Bidders should provide detailed information regarding 24/7 Customer service available through call center.
- Minimum number of full time doctors (within health insurance department) should be 5 or more in all major cities of Pakistan. Bidders should provide profile of doctors within the technical proposal.
- Bidder must meet all scope/terms of reference documented in this proposal.

Bidders must provide documentation with respect to above mentioned eligibility criteria. In case, documents are not provided by bidders along with technical proposal, FWBL reserves the rights to reject the proposal from further evaluation.

Bidders are also required to submit the HR's stamped copy of RFP along with their technical proposals. In case, this requirement is not met, FWBL will exclude bidder's proposal from technical evaluation.

Company Seal & Bidder's Signature

Evaluation Score Criteria for Technical Qualification
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- a. Total marks for Technical Proposal: 130 marks
- b. Bidder shall not be eligible for technical qualification, if they fail to meet any eligibility criteria.
- c. Minimum qualifying percentage for entering into financial proposal is 70%. Applicant who secured less than 70% will be disqualified and will not be entertained for financial evaluation.

No	Evaluation Factors and Description	Total Marks	Max Marks
1.	Years in Health Insurance Business (min 05 years).		15 marks
1.1	05 years	05	
1.2	07 years	10	
1.3	10 years	15	
2	Existing Health Insurance Portfolio (min 300 million).		15 marks
2.1	300 Million	05	
2.2	500 Million	10	
2.3	750 Million	15	
3	Number of Groups/Clients in Pakistan with coverage of 500 employees each (min 05 groups/clients).		25 marks
3.1	At least 05 groups / Clients	05	
3.2	At least 10 groups / clients	10	
3.3	At least 15 groups / clients	15	
3.4	At least 25 groups / clients	25	
4	Number of panel hospital under credit facility in Pakistan (min 150 hospitals).		15 marks
4.1	150 hospitals or above	05	
4.2	200 hospitals or above	10	
4.3	250 hospitals or above	15	
5	Company should have own Dept. for processing of claims, case management and endorsement management.		10 marks
5.1	No	00	
5.2	Yes	10	
6	Medical doctors presence in all major cities of Pakistan.		15 marks
6.1	05 Doctors	05	
6.2	10 Doctors	10	
6.3	15 Doctors	15	

7	Company should have PACRA/JCR-VIS long term rating A with Stable outlook.		15 marks
7.1	Long term rating A with Stable outlook	05	
7.2	Long term rating AA with Stable outlook	10	
7.3	Long term rating AAA with Stable outlook	15	
8	Annual revenue per year (min 500 million).		15 marks
8.1	500 Million	05	
8.2	750 Million	10	
8.3	1000 Million	15	
9	Bid completeness (will be provided upon completeness of process and entire documentation).	05	05 marks

FORMAT FOR TECHNICAL BID

The bidders are requested to submit the technical proposal, which at least shall include the following sections in the format provided below (For reference specimen of Technical Bid Cover Letter, Details of Prior Experience and Bidder's Profile is provided).

1. Executive Summary
2. Company Profile
3. List of complete current clients of health Insurance.
4. List of 05 current clients of similar/greater portfolio for reference check with contact information.
5. Name of Authorized person/Account Manager.
6. Claim forms for In-Patient and Out-Patient.
7. Endorsement forms for Addition, deletion, revision or correction.
8. List of Day-Care Procedures/Surgeries under hospitalization benefits.
9. List of Specialized Investigations under hospitalization benefits.
10. Annexure – Evidences
 - a. GST/NTN Certificate.
 - b. Membership / Partnership Certificate.
 - c. Organization's establishment.
 - d. Similar Assignments and References.
 - e. Audited financial statements for last 03 years.

Company Seal & Bidder's Signature

Technical Bid Documentation

TECHNICAL BID COVER LETTER

Tender Reference No:

Date:

HR Division, FWBL.
Head Office, Mezzanine Floor,
STSM Foundation Building,
Civil Lines, Dr Zia-ud-Din Ahmed Road,
Karachi.

Dear Sir,

Sub: your RFP for "GROUP HEALTH INSURANCE COVERAGE FOR FWBL EMPLOYEES "" dated DD-MM-YYYY.

With reference to your subject RFP, we have examined and understood the instructions including all annexure, terms and conditions, forming part of the RFP, we hereby enclose our Technical Bid for "GROUP HEALTH INSURANCE COVERAGE FOR FWBL EMPLOYEES" as mentioned in the RFP documents.

In the event of acceptance of our bid by The Bank (FWBL) we undertake the GROUP HEALTH INSURANCE COVERAGE for FWBL EMPLOYEES as per your purchase order/agreement.

We agree to abide by the terms and conditions of this bid offer till 180 days from the date of opening of bids and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with The Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

Dated this day of _____ 2019

Signature: (In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

DETAILS OF PRIOR EXPERIENCE

Please provide details of prior experience of the Bidder in GROUP HEALTH INSURANCE COVERAGE FOR FWBL EMPLOYEES.

For each prior experience reference that the Bidder wants to highlight, one sheet in the below template should be submitted in the proposal and should be supported by a copy of the purchase order / purchase agreement / client certificate as documentary evidence in **“Annexure – Evidences”** of the proposal.

Name of the client:	
Country:	
Client address:	
Assignment Type	
Description of the contract/assignment and the scope of services delivered by the Bidder to the clients	
Contract Duration (in months)	
Contract Start Date (Month & Year)	
Contract End Date (Month & Year)	
Total No. of staff involved in Health portfolio	
Approximate value of contract (PKR or USD)	PKR / USD
Client Reference 1	Name: Designation: Address: Phone No. Mobile No. Email Address:
Client Reference 2	Name: Designation: Address: Phone No. Mobile No. Email Address:

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

BIDDER'S PROFILE:

S. No.	Name of the Company	
01.	Indicate whether the Company is the lead Bidder	
02.	Year of Established	
03.	Turnover (Revenue) (in PKR)	FY 2018: FY 2017: FY 2016:
04.	Profit After Tax (in PKR)	FY 2018: FY 2017: FY 2016:
05.	Proposed role of the member in the project	
07.	Head Office Address	
08	Telephone No. (with country and area code)	
09	Fax No. (with country and area code	
10	E-mail Address	
11	Name of the Key representative for this project	
12	Any accreditations / Certifications of organization and resources	

As of this Date, the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature

List of medical treatments that must be ensured but not limited to:**IN-PATIENT HOSPITALIZATION COVERAGE / OUTPATIENT COVERAGE:****Any treatment required during the in-patient hospitalization including the following but not limited to:**

- Daily Room & Board charges including meals of patients
- ICU, CCU & NCU charges
- Specialist (consultation) charges / RMO charges / Nursing Charges / ER charges / Recovery room charges
- Surgeon / Operation Fee
- Anesthetist fee / Anesthetist charges
- Operation Theater Charges / Rehabilitation Charges
- Medicines & Drugs, and Surgical Supplies during the hospitalization
- Vaccines or other therapeutic substances, and Implants declared essential for the recovery of the patient as prescribed/recommended by the attending physician during hospitalization.
- Blood & Oxygen
- Ventilators and Allied Services
- Kidney Dialysis / Blood Transfusion.
- Cancer Treatment (Chemo / Radio therapy)
- Daycare surgeries / Investigations
- All investigations including lab tests, Radiology, ultrasounds, etc., required during the hospitalization
- Specialized Investigations MRI, CT scan, Thallium scan, Angiography, Endoscopies & Biopsies, even if prescribed as OPD
- Organ Transplant (excl. cost of organ)
- Fractures and Lacerated Wounds
- Miscellaneous charges including Local road ambulance charges
- Medical Emergencies leading towards hospitalization
- Congenital Birth Defects for newly born & current children
- Pre 30 & post 30 days OPD expenses related to hospitalization
- Overseas Accidental / Medical emergencies to be reimbursed as per benchmark of AKUH

All diseases including following but not limited to:

- Management of acute myocardial infarction (heart attack),
- Coronary artery heart by-pass
- Cerebro Vascular Accidents (CVA Stroke)
- Management of all type of Malignancies cancer including chemotherapy, radiotherapy
- Management of Renal Failure, including Dialysis
- Major transplant
- Major burns
- Liver Cirrhosis

- Paralysis
- Brain Tumor
- Hepatitis "B" & "C"
- Thalassemia
- Cataract surgery
- Tuberculosis
- Diagnostic D&Cs

Maternity Coverage:

- Gynecologist's fee
- Labor Room/ Operation Theater charges
- Anesthetist fee
- Miscarriage (After coverage of 2 children)
- Medicines
- Diagnostic tests
- Baby's Nursing Care
- Epidural & Circumcision charges
- Daily room rent charges & patient meals charges
- Normal deliveries, complicated deliveries
- Childbirth from Cesarean Section
- Charges for baby's nursing care / incubator
- Antenatal and postnatal hospitalizations
- Miscarriages resulting into D&C
- Carried D&E or any other procedure required in case of life saving purpose
- Pre natal nine month & post natal 30 days

Exclusions:

- (a) Planned Overseas treatment
- (b) Charges for phone calls, attendant/guest meals during hospitalization and private nursing etc will not be admissible.
- (c) Expenses pertaining to any cosmetic treatment will not be admissible.
- (d) Facilities availed in excess of room entitlement will be borne by the employee
- (e) Tests or treatment related to contraception or sterilization is not admissible.
- (f) Expenses incurred as an organ donor are inadmissible.
- (g) Dental examinations, x-rays, extractions / surgical extractions, fillings and general dental care except emergency dental treatment due to accidental injuries within 48 hours for pain relief only.
- (h) Any medical instrument/device as prescribed at the time of discharge for patient recovery e.g. Nebulizer Device, Sugar test device, etc., are not covered.
- (i) Self-inflicted injury including attempt at suicide, abuse of alcohol, drug addiction or abuse, sexually transmitted disease and any treatment or test in connection with Acquired Immune Deficiency Syndrome (AIDS) or any AIDS related to conditions or diseases.
- (j) Infertility, fertility or menopause related treatments

- | | |
|-----|--|
| (k) | Experimental, unproven or unregistered treatment |
| (l) | Dentistry |
| (m) | Professional sports |
| (n) | War or natural calamity |
| (o) | Corrective Surgery |
| (p) | Gender re-assignment |
| (q) | Treatment for obesity |

Turn Around Time (TAT):

S. No	Description	TAT
a.	For policy document and health cards	15 working days
b.	Routine health cards for additions, deletions & plan revision	10 working days
c.	Claim re-imburement	15working days
d.	Duplicate cheque	05 working days
e.	Agreed MIS	05 working days

Other Required Services:

- a. Declared or un-declared Pre-Existing Conditions (PEC) are fully covered for all lives under all benefits.
- b. Health Questionnaire Forms are not required to declare any medical condition to the insurance company.
- c. Flexibility of getting non-panel hospitals on panel.
- d. No deductions or comparison for re-imburement on panel or non-panel hospitalization.
- e. Complimentary 50% enhancement in the hospitalization limit in case of accidental hospitalization, Terminal or fatal Diseases.
- f. No pre-authorization is required from the insurance company directly by the FWBL/employee of FWBL.
- g. Ambulance charges should be covered from hospitalization benefit.
- h. Premium to be calculated on pro-rata basis for endorsements.
- i. Mode of payment for policy premium is 100% and payment is annual/semi annual (as per agreement).
- j. Mode of payment for endorsement premium is 100% and billed on monthly basis.
- k. Profit Sharing arrangement on 20% admin fee on claims and 50:50 sharing on annual basis.
- l. Awareness sessions at FWBL Head Office (if required).

Terms & Conditions of Services

1. **Signing of Contract Agreement:** The company / agency will sign the contract agreement as acknowledgement.
2. **Services Deliverable:** All services must be executed as specified in entitlement / authorization. Non-compliance with this condition renders the services liable to non-acceptance.
3. **Duration:** for the period of 01 year which may be renewed for further 02 years (total 03 years contract renewable annually) based on the satisfactory performance of the firm and mutual consent of both the parties.
4. **Security Deposit:** 10% Security Deposit of total amount will be deposited by the successful bidder before signing of agreement.
5. **Place of Services:** As specified in the contract agreement unless otherwise informed accordingly.
6. **Service Execution:** Competent Authority reserves the right to change/alter/remove/ reduce/enhance services without assigning any reason and the agency / company will abide the instruction(s).
7. **Condition of Services:** The services in all respect with the requirement of the contract agreement and must be in acceptable format otherwise they will be liable to rejection.
8. **Delivery of Services:** Before discharge of patient the authorized personnel of the FWBL will sign the receipt with stamp on Discharge Advice / Certificate.
9. **Rejection of Services:** We reserve the right to cancel any or all the services if it is not in accordance with our specification or if the execution of services is delayed.
10. **Arbitration:** In case of any dispute, difference or question which may at time arise between the Bank & the Company hereto or any person claiming under them, touching or arising out in respect of the agreement or the service(s) thereof shall be referred to the arbitration and an Arbitrator will be appointed by mutual consent, whose decision and findings will be final and binding on both the parties. The Arbitration proceedings will be governed by the Arbitration Act-1940 and the substantive and procedural law of Pakistan. The venue of arbitration shall be at Karachi
11. **General Sales Tax:** General Sales Tax will be paid on applicable items only by the company/firm/agency.
12. **Government Tax (es), levi(es) and charges(s):** It will be charged at actual as per SRO.
13. **Taxes:** All Government taxes (including Income tax and stamp duty), levies and charges will be charged as per applicable rates / denomination of Purchase / Work Order.
14. **Payment Terms:** If the bidder is unable to deliver the satisfactory health insurance service, then FWBL reserves the right to forfeit the Security Deposit.
 - a) Invoices will be cleared along with necessary documentations.
 - b) All payments to FWBL staff against their claims shall be made through cross cheque in the Pak Rupees.
 - c) Taxes will be deducted at source as per government rules at the time of payment.

If the services offered by bidder are not to the satisfaction of the FWBL Management, FWBL Management has the right to cancel the agreement/contract at any point of time.

Note: This Terms & Conditions is integral part of contract agreement besides other clauses / articles.

Integrity Pact

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the company/firm/agency for Outsource Hospitalization Insurance Services;

M/s _____, the Health Insurance Services hereby declares that:

- (a) Its intention not to obtain the procurement work of any Contract, right, interest, privilege, or other obligation or benefit from the FWBL or any administrative or financial offices thereof or any other department under the control of the FWBL through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the company/firm/agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the FWBL directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the FWBL, except that which has been expressly declared pursuant hereto.
- (c) The company/firm/agency/ accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the FWBL under any law, contract, or other instrument, be stand void at the discretion of the FWBL.
- (d) Notwithstanding any right and remedies exercised by the FWBL in this regard, company/firm/agency agrees to indemnify the FWBL for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the FWBL in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the company/firm/supplier/agency/service provider as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the FWBL.

It is hereby certified that the terms and conditions have been read, agreed upon and signed.

M/s _____

Contact Person _____

Address _____

Tel # _____ Fax _____

Mobile _____ email _____

Note: This integrity pact is mandatory requirement other than auxiliary services / works.

Date

Company Seal & Bidder's Signature

FIRST WOMEN BANK LIMITED
Human Resource Division

A. Bidders Particulars:

1. Name of the Firm / Bidder: _____
2. Name of the Owner: _____
3. Address of the Bidder: _____
4. Contact Numbers: _____
5. CNIC Number of the Bidder: _____

B. Bid Particulars:

6. GST Registration Number: _____
7. NTN Registration Number: _____
8. Cheque, PO, DD Number: _____
9. Name of the Bank: _____

C. Bidding Information:

10. Last Date of Submission of Bid: Tuesday, September 03, 2019 at 11:00 AM
11. Date of Technical Bid Opening: Tuesday, September 03, 2019 at 11:30 AM
12. Place of Opening of Bid: FWBL Head Office, GF-2, Reception Area, S.T.S.M.
Foundation Building, CL-10/20/2, Beaumont Road, Civil
Lines, Karachi.

D. Undertaking:

Terms & Conditions prescribed in the Tender Documents are fully understood and expected.
I/We hereby agree to abide by all and fulfill the terms & conditions of contract.

Date

Company Seal & Bidder's Signature

Financial Bid Documentation

FINANCIAL BID COVER LETTER

Tender Reference No:

Date:

HR Division, FWBL.
Head Office, Mezzanine Floor,
STSM Foundation Building,
Civil Lines, Dr Zia-ud-Din Ahmed Road,
Karachi, Pakistan

Dear Sir,

Sub: your RFP for “Group Health Insurance Coverage for FWBL Employees”” dated DD -MM-YYYY.

Having examined the RFP including all mention requirements, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the enclosed Commercial Bid for GROUP HEALTH INUSRANCE COVERAGE FOR FWBL EMPLOYEES as mentioned in the in the RFP document.

All the prices mentioned in our bid are in accordance with the terms as specified in the bidding documents. We agree to abide by this bid for the period of 180 days from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in bidding documents.

If our bid is accepted, we will submit the BID Security (in the format prescribed by the Bank) for a sum equivalent to 5% of the value of the contract to the Bank valid for a period of one year in favor of First Women Bank Ltd. for the due performance of the Contract.

Until a formal contract is prepared and executed, this bid, together with the bank’s written acceptance thereof and bank’s notification of award, shall constitute a binding Contract between us.

Dated this day of _____ 2019

Signature: (In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

Name: _____

Location: _____

Company Seal & Bidder’s Signature & Date

FWBL HR Division

FORMAT FOR FINANCIAL BID

The financial bid should be quoted as per the format. The financial bid should be accompanied by Financial bid cover letter. The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. The Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process, the financial bid shall include the following:

- Financial Bid - Commercial Bid Cover Letter
- Financial Bid - Commercial Bid For GROUP HEALTH INSURANCE COVERAGE for FWBL EMPLOYEES
- Bid Security / Earnest Money
- Payment Terms

Bid Currency and Validity

- All prices must be quoted in Pak Rupees including all applicable taxes.
- Bid validity will be 180 days after the submission of proposals.

Bid Security /Earnest Money:

All bids must be accompanied by a pay order of Five percent (5%) as earnest money of total bid amount in Favor of First Women Bank Ltd enclosed in the sealed financial envelope and must be delivered to Human Resource Division, GF-2 Reception Area S.T.S.M. Foundation Building, CL/10/20/2, Beaumont Road Civil Lines, Karachi – 75530 on or before Tuesday, September 03, 2019.

Pre-award Presentations

The FWBL reserves the right to require presentations and/or demonstrations/ Interview from any or all of the bidders, in which they may be asked to, provide additional information.

FINANCIAL BID:

Bidders are to provide their financial quotation/bid on Company's letter head.

Plans	Plan A	Plan B	Plan C	Plan D
Room Entitlement	Executive/VIP	7,000	6,000	5,000
Health Coverage	400,000	300,000	250,000	200,000
Corporate IPD & Maternity Pool	1,000,000			
Maternity- Normal <i>(minimum limit)</i>	65,000	60,000	55,000	40,000
Maternity- Caesarian <i>(minimum limit)</i>	75,000	65,000	60,000	50,000

Premium should be quoted as follows for each option separately:

S. No	Description	Cost (PKR)	All Applicable Taxes (PKR)	Total Cost all taxes inclusive (PKR)
1	Hospitalization Premium			
2	Maternity Premium			
3	TOTAL PREMIUM			
4	Additional fee i.e. Admin/FIF/FED/Taxes etc			
5	GROSS PREMIUM per Year			

Gross Premium (in words) _____

As per law, agreement of this procurement needs to be signed on a stamp paper with stamp value of 0.35% of the contract value. The bidder will be responsible to provide stamp paper with contract stamp amount.

Rates should be quoted in Pak Rupees and strictly as per the format illustrated above. Bids quoted in formats other than the illustrated format will be rejected. Applicable local taxes shall be paid over and above on actual basis on production of documentary evidence. Bank will not be making any other payment except those mentioned in the commercial bid.

Date

Company Seal & Bidder's Signature