

ASEAN SECRETARIAT



Request for Proposal

**Provision of Group Hospitalization (GHS) including Medical Evacuation for Staff
including dependents of the ASEAN Secretariat:
7 March 2024 – 6 March 2025**

PROPOSAL MUST BE RECEIVED BY
Friday, 26 January 2024 by 5:00 PM

DELIVER/ PROPOSAL TO:

ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Prepared by:
Date:

Human Resources Division
December 2023

1. EXECUTIVE SUMMARY

The ASEAN Secretariat is a regional intergovernmental organization established in 1976. Located in Jakarta, Indonesia, the ASEAN Secretariat is supported by two categories of Staff, i.e., Openly Recruited Staff (ORS) from Ten (10) ASEAN Member States of Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Vietnam; and Locally Recruited Staff (LRS) made up of Indonesian Nationals. Currently, the ASEAN Secretariat have at total of **407** staff (**146** ORS and **261** LRS).

As part of the staff benefits, the ASEAN Secretariat provides hospitalization. The hospitalization benefit is also extended to their dependents, including approximately **256** dependents for ORS and **329** dependents for LRS.

This Request for Proposal (RFP) is made to Prospective Insurance Vendors to provide ASEC for the **Best Coverage for Group Hospitalization (GHS) including Medical Evacuation for ASEC staff and their eligible dependents.**

2. TERMS OF REFERENCE

2.1 Group Hospitalization (GHS) insurance for ASEC staff and their eligible dependents

The prospective insurance provider shall be required to provide services for group hospitalization insurance for ASEAN Secretariat staff and their eligible dependents per the following Scope of Work:

Period of Coverage	:	7 March 2024 – 6 March 2025, with a possibility of renewal for another year subject to satisfactory performance and service.
Eligibility	:	All ASEC Staff, one legal spouse, and up to 3 children under 21 years of age who are unmarried and unemployed.
Benefit Specifications	:	ASEC Staff and their eligible dependents will be entitled to the minimum of following hospitalization benefits per the table below but the expansion of the benefits are most welcome as long as the cost stay the same.

Plan Type	Staff Category	Level	Room & Board/Person/Day	Annual Limit per Person
Group 1	SG & DSG	- Secretary-General (SG) - Deputy Secretary-General (DSG)	IDR 2,500,000	USD 38,500
Group 2	ORS	- Director (DIR) - Assistant Director (ADR) - Senior Officer (SO)	IDR 2,300,000	USD 35,000

Group 3	LRS	• Officer (OFR) • Associate Officer (ASO) • Functional Staff (FST) • General Service Staff (GSS)	IDR 1,100,000	IDR 200,000,000
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Note: Eligible dependents will enjoy the same quantum of benefits as the staff.

2.2 Other Requirements:

- The insurance provider **MUST** provide a worldwide coverage of Group Hospitalization including Medical Evacuation for ASEC staff and their eligible dependents and **other benefit (if any)**.
- The insurance provider shall note that the ASEAN Secretariat employs staff from ten (10) Member States, namely Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam.
- The insurance provider shall note that some eligible dependents of ASEAN Secretariat's staff do not re-locate but enjoy the same benefits while living in their own countries or in other ASEAN Member States.
- The **cashless benefit** for inpatient treatment in Indonesia is mandatory and must be provided by the insurance provider, and preferably the cashless benefit is also available for inpatient treatment in other countries.
- The benefits shall not discriminate between network and non-network providers.
- Classification of illness, symptom of disease and coverage must be determined by internationally agreed standards.
- Ability to respond immediately to emergency situations, whilst maintaining high quality standards of service delivery, i.e. 24 hours call center, on line information system, and real time administrative support systems etc.
- Real time administrative support systems;
- To cover congenital disease and its complication with an overall limit per year for Staff and dependents per Group Policy (ORS-LRS).
- Proven experience in servicing international organizations;
- Group Hospitalization Insurance **policy MUST be provided in English.**

3. HOSPITALIZATION 3-YEAR CLAIM HISTORY:

Period	Premium (IDR)	Claim (IDR)	%
7 March 2021 - 6 March 2022	3,818,037,554	2,058,322,064	53.91%
7 March 2022 - 6 March 2023	3,654,400,880	2,697,614,866	73.00%
7 March 2023 - 6 March 2024	4,618,756,882	3,926,698,381	85.01%

4. RFP REQUIREMENTS - COMPLIANCE

4.1 PROPOSAL SUBMISSION INSTRUCTIONS.

- a. All proposals must be submitted in English.
- b. **Vendors should not include any financial/cost data in the Technical Proposal, but only in the separate envelope titled Financial Proposal. Failure to adhere to this will lead to disqualification.**
- c. The proposal should be concisely presented and structured, and should explain in detail the Vendor's availability, experience and resources to provide the requested services.
- d. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
- e. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
- f. All communications with regard to this RFP shall be in writing and sent to:

Procurement Unit
Administration and General Affairs Division
ASEAN Secretariat
Email : procurement@asean.org

4.2. CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted either in hard or soft copy no later than **Friday, 26 January 2023 by 5pm** by following options:

4.2.1. HARDCOPY (preferable)

The Technical and Finance Proposals must be submitted separately in two different envelopes, in two sets i.e. original and a copy, to the following address:

Chair of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl Sisingamangaraja No.70A
Kebayoran Baru
Jakarta 12110
Indonesia

Compliance

In conformance to the ASEAN Secretariat's Financial Rules and Procedures (AFRP), the vendor shall submit Tender Bids in **two** sealed envelopes as follows:

1) **First Envelope (Technical Proposal – original and copy):**

- a. **First Set**, which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements, equipment; printed hardcopies of the duly filled Appendix 1 and 1a - Company/Consultant General Information and Customer Reference; Appendix 2 – Technical Requirement and completed Compliance Checklist as per Appendix 4;
- b. **Second Set**, which shall consist, among others, of the following documents **if applicable**: company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements;

2) **Second Envelope - Financial Proposal (original and copy):**

Financial Proposal which shall consist of the following sets of documents:

Bidders are required to use the templates for proposed premium as listed below for the financial proposals. The templates also provide related staff and eligible family members' information, including staff's salary information.

To be submitted in the Financial Proposal:

No.	Template for Proposed Premium	Purpose
1	Annex A – ORS (bid amount in USD)	Offer for Group Hospitalization (GHS) including Medical Evacuation for ASEC Staff and their eligible dependents
2	Annex B – LRS (bid amount in IDR)	

- a. Tender offers must be submitted in a sealed envelope clearly indicates the Title of the Tender and the Name and address of the Company in each envelope.
- b. Any notices with respect to this RFP should also be mailed to the above contact and address.
- c. The quoted price in the Financial Proposal shall be in **IDR for LRS and in USD for ORS.**
- d. The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

4.2.2. **SOFTCOPY**

The Technical and Financial proposals shall be emailed separately to the following email address:

Chair of Sub-Committee on Tender
Administration and General Affairs Division
Email: procurement@asean.org

Subject of the Email:

- **Technical Proposal_ Title of Tender_ Name of Vendor**
- **Financial Proposal_ Title of Tender_ Name of Vendor**

Compliance:

The softcopy of Technical and Financial proposals must be sent **separately** protected by a **different password** for each proposal in encrypted format at PDF/ZIP file.

4.2.2.1 Technical Proposal;

- a. **First set;** which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; equipment, printed hardcopies of the duly filled Appendix 1 and 1a - Company/Consultant General Information and Customer/Employment Reference; Appendix 2 – Technical Requirement and Completed Compliance Checklist as per Appendix 4;
- b. **Second Set;** which shall consist, among others, of the following documents **if applicable:** company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statement;

4.2.2.2 Financial Proposal:

Financial Proposal which shall consist of the following sets of documents:

Bidders are required to use the templates for proposed premium as listed below for the financial proposals. The templates also provide related staff and eligible family members' information, including staff's salary information.

To be submitted in the Financial Proposal:

No.	Template for Proposed Premium	Purpose
1	Annex A – ORS (bid amount in USD)	Offer for Group Hospitalization (GHS) including Medical Evacuation for ASEC Staff and their eligible dependents
2	Annex B – LRS (bid amount in IDR)	

- a. Tender offers must be emailed to procurement@asean.org, protected by **different passwords** for Technical and Financial proposals, clearly indicates the Title of Tender and the name of vendors.

- b. Any notices with respect to this RFP should also be email to procurement@asean.org
- c. The quoted price in the Financial Proposal shall be in **IDR for LRS and in USD for ORS.**
- d. The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.
- e. **Do not mention the passwords**, inform the password only when the procurement staff contact vendors to request it.

4.3. RFP TERMS & CONDITIONS

4.3.1. Bid Expiration Date

Received tender proposals shall be valid until **6 March, 2025**

4.3.2. Implementation/Delivery Schedule

The period of the contract will be for a one (1) year period from 7 March 2024 to 6 March 2025 and could be extended for another year subject to satisfactory performance and service.

4.4. PREBID MEETING

Prebid Meeting shall be conducted on-line as follows:

Date	: Wednesday, 17 January 2024
Time	: 2PM - onwards
Link	: https://meet.google.com/arf-mjph-opd

We strongly recommend vendor to attend the Pre-bid Meeting. Please register through our Procurement unit at procurement@asean.org should you wish to attend the Pre-bid Meeting. The session will be conducted in English.

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

4.5. SELECTION CRITERIA

- a) The selection shall be based on the insurance provider's ability as follows:
 - To fulfil all the requirements of both insurance benefits as stated in **Item 2. TERMS OF REFERENCE**
 - To offer the best coverage benefits against the premium with minimum underlying conditions/requirements.
 - Demonstrate ability to provide speedy customer service and response time.
- b) ASEAN Secretariat reserves the right to award the insurance contract(s) to the providers meeting the above criteria with the best offer.

Appendix 1
Company General Information
To be submitted in the Technical Proposal (first envelope)

Company LEGAL Name:			
Type of Company:	☐ Insurance Company ☐ Insurance Broker Company (please tick one)		
Division or Subsidiary (if applicable):			
Company Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration:			
Tax Registration Number:			
Valid Business Permit:			
Company Contact:		Telephone no.:	
Title / Position:		Fax no.:	
E-Mail:			
Indicate number of years involved in similar business			
Are you a subsidiary of a financial institution? *If Yes, Please indicate your Holding Company			

Appendix 1A
Customer Reference

To be submitted in the Technical Proposal (first envelope)

Customer Details	
Company Name	
Company Address	
Telephone Number	
Fax Number	
Contact Name	
Email Address	
Project Title	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Fax Number	
Contact Name	
Email Address	
Project Title	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Fax Number	
Contact Name	
Email Address	
Project Title	

Appendix 2
Technical Requirements for Group Hospitalization
To be submitted together in the Technical Proposal (first envelope)

No.	Description	ASEC Requirement	Vendor's response
1.	Policy Period	Policy Period shall between 7 March 2024 to 6 March 2025 and could be extended for another year subject to a satisfactory performance of services.	
2.	Policy documents	Shall be in English. The documents in Bahasa will not be considered	
3.	Geographical Coverage	(1) Worldwide coverage of Group Hospitalization. (2) The benefits shall not discriminate between network and non-network providers.	(1) (2)
4.	Emergency Treatment/Medical Evacuation and Repatriation's Fee	Shall be covered for ASEC staff and their eligible dependents <u>minimum</u> IDR 50,000,000.00 per year for medical evacuation's fee and IDR 25,000,000.00 for repatriation's fee.	
5.	Cashless Benefits	Shall be covered for ASEC staff and their eligible dependents for inpatient treatment in Indonesia, and preferably in other countries.	
6.	Classification of illness and symptom of disease	Should be determined by internationally agreed standards.	
7.	Emergency situations	Shall provide real time administrative support system with 24 hours call center, on line information system and real time administrative support systems, etc.	
8.	Congenital disease and it's complication	Shall provide with an overall limit per year for ASEC staff and their eligible dependents per policy <u>at least</u> IDR 50,000,000.00.	

9.	Proven experience in servicing international organizations;	Shall provide the name in servicing international organizations.	
10.	Personal Accident	Should be covered <u>minimum</u> IDR 50,000,000.00 for ASEC staff and their eligible dependents.	
11.	Benefit for Funeral/Cremation Expenses	Shall be covered <u>minimum</u> IDR 25,000,000.00 for ASEC staff and their eligible dependents.	
12.	Benefits Specifications (Room and Board)	ASEC Staff and their eligible dependents will be entitled to the hospitalization benefits as per Item 2-Terms of Reference (TOR) .	
13.	Other special aid devices implanted in the body, including but not limited to heart pacemaker, pen, stent/ring, wire, plate, screw and IOL (Intra Ocular Lens).	To be covered	
13	Other Benefits	The TOR outlines the minimum benefits. Any extension of minimum benefits is welcomed given that the costs stay the same. Please specify.	

Note: The vendor is required to provide brief provisions at the Vendor's response column.

Appendix 3
Checklist for the Completeness of Documents Submitted
To be submitted in the Technical Proposal (first envelope)

The checklist must be used to ensure that you have provided all documentations for the tender. The checklist must be signed and included in both envelopes of your proposals.

I. General Requirements

No.	Description	Checklist
1	Proposals shall be prepared in English	
2	Proposals are submitted in two different envelopes (hardcopy)	
3	The envelope must be sealed and labeled accordingly (hardcopy):	
	a) Technical Proposal	
	b) Financial Proposal	
4	Company Name and Title of the tender shall be put on each envelopes (hardcopy)	

II. Technical Proposal – (first envelope)

No.	Description	Checklist
1	Technical Specifications of the service refer to the proposal (Appendix 2)	
2	All required information have been addressed accordingly as per the checklist	
3	Period of Insurance	
4	One original signed copy (for hardcopy submission)	
5	One copy of Technical Proposal duplicate (for hardcopy submission)	
6	Customer Reference (Appendix 1a) Customer testimonials on the similar project	
7	Company profile and Appendix 1	
8	Copy of Company Legal Documents. i.e.	
	a) Business Name Registration	
	b) Valid Business Permit	
	c) Tax Identification Number	
	d) Authority of Signatory	
9	Latest audited financial statement	

III. Financial Proposal – (second envelope)

No.	Description	Checklist
1	Offering is formulated in English	
2	Bid amount:	
	a) Bid amount for LRS shall be in IDR denominated	
	b) Bid amount for ORS shall be in USD denominated	
3	Payment schedule	
4	One original signed copy of Financial Proposal (for hardcopy)	
5	One copy of Financial Proposal Duplicate (for hardcopy submission)	

Appendix 4
Template for the Proposal Envelope
First Envelope – Technical Proposal

**Company Name &
Address**

Technical Proposal - Title of the Tender

**Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**

Second Envelope – Financial Proposal

**Company Name &
Address**

Financial Proposal - Title of the Tender

**Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**