REQUEST FOR QUOTATIONs (RFQ)

Date: 31 August, 2023
Ref No: 005-023/024

Supplier/Service Provider: ____________________________________________

<table>
<thead>
<tr>
<th>RFQ launch date:</th>
<th>31 August 2023</th>
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</thead>
<tbody>
<tr>
<td>Deadline for quotation submission:</td>
<td>5:00 PM of 14 September 2023</td>
</tr>
<tr>
<td>Quotation submitted to:</td>
<td>Insurance Service (Medical, GPA, Vehicle and Assets)</td>
</tr>
<tr>
<td>Purchase Requisition Number</td>
<td>N/A</td>
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</table>

Plan international Nepal invites you to submit a quote in accordance with the requirement of the request for quotation. Quotes must be received by following address in no less than the date stated above for the following items:

Plan International Nepal,
Nepal Country Office
Lalitpur-3, Maitri Marga, Bakhundole, Lalitpur, Nepal Phone: 01-5435580

<table>
<thead>
<tr>
<th>S#</th>
<th>Particulars</th>
<th>Specification</th>
<th>Qty</th>
<th>Unit cost</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Please provide the Insurance Service (Medical, GPA, Vehicle and Assets) premium rate and other relevant cost in attached Annexes</td>
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<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>13% VAT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grand Total</td>
<td></td>
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</table>

Requirements
- The firm should be registered with Rastriya Beema Samiti and registration should have been renewed as per law/regulation.
- The company/firm should be registered with Inland Revenue Office (IRO) and renewal of VAT (tax registration) for latest prevailing financial year must be submitted.
- The agency/company must have proven experience of 5-8 years’ of experience in related sector handling non-profit preferably international NGOs client base.
- The agency should be professional and have track record of quick turn over time -within 60 days from claim submission.
- Agency should have experienced and diverse team members.
- Should have strong communication and effective client relation experience-approachable and accessible.
- Have good understanding of the market and able to navigate in right directions.
- Proficient in English and Nepali Language.
- Correct bank account in the name of the company/firm to make all payments through cross cheque or through online bank transfers. SWIFT number for bank is mandatory for this quotation.
- All Quotation Documents filled by the vendor must be signed and stamped. Signing an attached document i.e. copy of registration, company profile etc. are not mandatory.

Quotations Quotation/Tender Basis:
a) Bids shall be made in writing calculated in NPR only and clearly stated on the appropriate forms- provided (see above).

b) Quotation documents/quoted prices must be valid for 1 year, from the date of opening of quotation.

c) Cost, other benefit, service quality & time factors will be given due consideration for selection of vendor.

**Disqualification of Applicants:** Applicants cannot apply if they:

a) Are guilty of serious misinterpretation/misrepresentations of facts in supplying information.

b) Are in situations of conflict of interest (with prior relationship to project or family or business relationship to parties in Plan International Nepal.)

c) Are on any list of sanctioned parties issued by the Nepal Government and Anti terrorisms screening.

d) Have been reported for/under litigation for child abuse.

<table>
<thead>
<tr>
<th>Delivery Terms and Costs</th>
<th>The rates quoted should be inclusive of all applicable Govt. taxes &amp; costs for packing, visibility, transportation, Loading/Un-loading at sites &amp; all other related costs etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Terms</td>
<td>Payment will be made upon satisfactory delivery of goods</td>
</tr>
</tbody>
</table>

1. **Evaluation of Quotes**

Plan International, at its sole discretion, will select the successful Bidder. Plan international shall be free to:

- Accept the whole, or part only, of any submission
- Accept none of the Quotations/ Proposals
- Republish this Request for Quotations /Proposals

Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the.

**Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply.**

Value for money is very important to Plan International, as every additional rupee saved is money that we can use on our humanitarian and development work throughout the world. Plan International may award multiple contracts and all contracts will be non-exclusive.

2. **Payment Terms**

Plan International Nepal will make payment upon issue of policies, renewal of policies by a/c payee bank cheque or account transfer to the insurance company.

3. **Plan International’s Principles**

The supplier must ensure compliance to Plan International’s Non-Staff Code of Conduct.

4. **Clarifications**

Invited companies must ensure that their offer is complete and meets Plan International’s requirements. Failure to comply may lead to the offer being rejected. Please therefore ensure that you read this document carefully and answer fully all questions asked.
If you have any queries in relation to your submission, or to any requirements of this tender, please contact us on the address provided on the first page of this RFQ document.

5. Basic Terms and Conditions: Insurance Company must:
1. Newborn baby will be insured right after the birth, upon notification from Plan International Nepal.
2. Plan International Nepal Country office and its field offices Logistics staff collect the claims and forward to the insurance company. Individual queries should deal directly with concern staff.
3. The premium for all category of insurance policies should be quoted for 3 months, 6 months, 9 months and 12 months period separately so that the cutoff date could be aligned for the staff who joins later.
4. The insurance company on a pro-rata basis will refund paid premium up on request from Plan International Nepal for the staff who will leave the organization.
5. The insurance company will provide reimbursement within 30 days of submission of claim documents. If any document/information missing, the insurance company should inform to Plan International Nepal within 20 days after receiving the claim.
6. The insurance company will provide reimbursement summery sheet both Hardcopy and soft copy of staff to Plan International Nepal at the time of settlement/reimbursement. Maintain detailed record of claims, settlement and rejections and share with Plan International Nepal on regular basis.
7. Provide dedicated focal person for Plan International Nepal who is easily accessible as and when required and have regular meeting with Plan International Nepal point person.
8. The insurance company will reimburse the claim amount directly to the bank accounts of the individual staff members who have submitted valid claims.
9. The insurance company will provide reimbursement summery sheet both Hardcopy and soft copy of staff to Plan International Nepal at the time of settlement/reimbursement.
10. Number of staffs given in Annexes mentioned are tentative and actual numbers of coverage will be done on an actual basis during the time of agreement.
11. The insurance company should deliver orientation and refresher session as needed to all staff explaining within a month after signing the contract, about the process, procedures, claim coverage and non-coverage giving a clear guidance.
12. The selected insurance company will maintain the confidentiality of all claim documents.
13. Under the domiciliary benefit, the insurance company will entertain the Ayurvedic/homeopathic treatment claims supported with valid documents (prescription and original bills).
14. Within the ceiling of maternity insurance benefits, the cost for delivery will be covered for female staff and spouse of male staff member in either normal delivery or caesarean cases, which is an addition of hospitalization and Domiciliary insurance. This should cover miscarriage and stillbirth for both maternity insurance and hospitalization.
15. The domiciliary package will also cover dental treatment and eye glasses cost up to annual ceiling as follows:

<table>
<thead>
<tr>
<th>Benefit limit</th>
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<tbody>
<tr>
<td>a. Eye Glasses (i.e. spectacles, lens etc.)</td>
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<tr>
<td>b. Dental treatment: including expenses of tooth extraction, RCT dental treatment and all checkup</td>
</tr>
<tr>
<td>10,000 each per family member</td>
</tr>
<tr>
<td>10,000 each per family member</td>
</tr>
</tbody>
</table>

*Doctor checkup for eye treatment will not be deducted from above benefit limit.*

16. Insurance company must provide premium rates per person - breakdown of hospitalization, outpatient and dental & eye coverage including pre-existing conditions, chronic and recurring lifestyle diseases.

17. The cost paid for ambulance (or hired public vehicle if ambulance will not available) during emergency cases will be considered as treatment related cost and will be reimbursed within the given ceiling of the coverage.
18. Domically, hospitalization and maternity insurance claim documents will be accepted 60 days from the date of invoice. Scan copy of the invoice with the verification from Plan International Nepal Country office should be considered to process the payment reimbursement and original documents will be submitted within 90 days staff who are based in the mid-west region.

19. No age bar of staff and staff’s spouse will be applicable for insurance coverage until retirement age.

20. Should provide the insurance premium rates for benefits limit as mentioned in Annexes.

21. Other terms and conditions by insurance company as per the local law.

4.1 Plan International Nepal will:

1. Plan will provide the list of staff, spouse, and children with age.
2. The initial agreement with the selected insurance company will be for one year subject to extension for next two years on satisfactory service delivery by the company.
3. Plan International Nepal has its country office at Bakhundole, Lalitpur and other regional offices are located at Janakpur and Birendranagar, Surkhet.
4. Plan will provide an advance deposit of one lakh (100,000) to support and cover the insurance benefits of new joiners.
5. Plan Nepal will share the Template of Advance records
6. Plan Nepal will provide the bank account details of the individual employees.
7. Provide list of assets.

6. Other Terms & Conditions:

a. Sealed bid clearly marked Bid for “Insurance Service (Medical, GPA, Vehicle and Assets)”

b. Must reach Plan office by 5 pm of 14th September 2023 at Maitri Marga, Bakhundole, Lalitpur Nepal

c. The rates quoted should be inclusive of all applicable Government taxes. If any other charges should be mentioned separately (if applicable).

d. Insurance Services QUOTED other than Plan provide format will not be accepted and will be treated as invalid.

e. Payment will be released after signing the contract/policy/Purchase Order, through cross cheque/Demand draft/online bank transfer in the name of business.

f. Tender documents/quoted prices must be valid for minimum period for 12 Month from the date of opening of tenders.

C. Being a transparent organization, Plan International Nepal welcome suggestions/observations from the bidders. However, any baseless/un-justified complaints will lead to disqualification of business with Plan and Plan decisions in this regard will be final.

h. The vendor will neither engage nor promote child labor.

i. The vendor should follow all the precautionary measures to protect physical, sexual, economical, psychological and emotional abuse of children.

j. The supplier must agree adherence to Plan International’s Safe Guarding Children and Young People policy and Anti-Fraud and Anti-Bribery and Corruption policy.

k. Insurance services coverage must be started from 1st October, 2023

l. Insurance company must provide below information along with bid documents:

1. No. of clients
2. Service package (Diseases/illness)
3. Time Period (claim reimburse)
4. Coverage of critical illness
5. Coverage of Pandemic
6. Technical Knowledge
7. Recent reputation (Industry Feedback)
Thank you for your quotation.

(a) We agree all the terms and conditions attached here with.
(b) Plan international Nepal may not accept bid, if applied for partial service.
(c) Delivery date by vendor after PO issued:
(d) If any conditions:
(e) .................................................................................................................................

Signature of Authorized Person:

Name of Authorized Person: .................................................................Cell #.................................

Name of Firm/Company: ........................................................................................................

Address: ...................................................................................................................... Contact #: .........................

E-mail ID: .................................................................................................................................

Company Seal/Stamp

All offers, inclusive of any annexes or supporting documents, including of legal documents, must submitted.