

PUNJAB SOCIAL SECURITY HEALTH MANAGEMENT COMPANY

Tender Document

“Provision of Group Health Insurance Services”

Tender # PSS/PRO/35/23



Submission Date for Sealed Bids: 10 November, 2023 (11:00 am)

30/3-E, Model Town, Lahore Pakistan.

Phone: T: +92-42-35865131-33

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1- Invitation to bids

Punjab Social Security Health Management Company (PSSHMC) is a section 42, not-for-profit Company set up under the Companies Act 2017 by the Government of the Punjab. PSSHMC invites sealed bids / proposals for the provision of group health insurance (for employees and their dependents) from tax registered and experienced insurance companies/firms. All interested and eligible bidders are requested to go through bidding document and provide the required information and documents. Technical and financially qualified bidder will be offered for a contract of one year.

2- Instruction to bidders

The selection of Health Insurance Company will base on least Cost Based Selection method. PSSHMC will adopt single stage two envelopes bidding procedure as laid down in Punjab Procurement Regulatory Authority (PPRA) Rule # 38(2) (a).

The bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal”. In the first instance, the “Technical Proposal” shall be opened and the envelope marked as “Financial Proposal” shall be retained un opened in the custody of the PSSHMC. The PSSHMC shall evaluate the technical proposal in the manner prescribed in the section - 7 given in the document, without reference to the price and shall reject any proposal which does not conform to the specified requirements. During the technical evaluation no amendments in the technical proposal shall be permitted. After the evaluation and approval of the technical proposals, the PSSHMC shall open the financial proposals of the technically accepted bids, publically at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period. The financial bids found technically nonresponsive shall be returned un-opened to the respective bidders. The technical and financial proposal will be evaluated on the basis of PSSHMC evaluation criteria as provided in section 7 and 8 of the document.

This document has different sections carrying information of eligibility, technical and financial evaluation and terms of references to assist potential firms to develop their technical and financial proposals. Bidders those will get minimum 70% marks in technical evaluation will be short-listed for financial bid opening.

Bidder has to provide the preliminary data in technical proposal such as firm’s profile with specific experience of providing health services and submit annual financial audit reports, registrations or memberships, NTN certificate, tax return etc.

3- Conditions for eligibility

The successful bidder, fulfilling the following criteria, will be considered as eligible bidder for the bidding process of providing health services;

- a) Certificate of Registration / Incorporation (Copy required)
- b) Minimum A rated by PACRA/JCR-VIS
- c) Minimum 10 years of experience of handling health insurance business
- d) Minimum 50 hospitals on panel throughout the country, preferably covering major cities of Punjab
- e) Dealing insured members more than 100,000 (individual & corporate clients, government organizations)
- f) GST, PRA and Income Tax registered company (tax exempted firms will have to provide tax exemption certificate)
- g) Affidavit on stamp paper, declaring that the company is not black listed by any Govt. agency / authority (Original required)
- h) Regular tax payer/Active Tax Payer.


Kindly fill the annexure - B for above mentioned criteria and also fill the following necessary annexures required for the above qualification criteria and attach the supporting documentary evidences as mentioned in each annexure;

Annex - A:	Organization Information
Annex - B:	Eligibility Response Checklist
Annex - C:	Relevant Experience
Annex - D:	Technical Evaluation Form
Annex - E:	Key Management Staff of Firm
Annex - F:	Scope of Job

And also sign the declaration form at the end of document and attach with your other documents.

4- Scope of job

Complete scope of job for health insurance services is provided as


annexure-F

5- Terms of Reference for Insurance Company

To provide 24 hours uninterrupted health services, the insurance company will:

- a) Provide coverage up to 65 years old.
- b) Prices quoted shall remain valid for a period of 120 days from the closing date of proposal.
- c) Rates quoted should be in Pak. Rs. inclusive of all applicable taxes.
- d) Service provider will be bound to provide the health services from 01-01-2024.
- e) Health services are based on 7 working days a week and 24 hours a day during the contract period.

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- f) All taxes will be deducted in accordance with the provisions of Government Rules amended time to time.
- g) In case of any dispute regarding quantity, quality and specification, the decision of the PSSHMC shall be final & binding.
- h) Successful firm will be offered a contract of one year from 01-01-2024 to 31-12-2024 and may be extendable with mutual consent of the parties.
- i) Only short-listed firms fulfilling the eligibility criteria will be considered for technical and financial proposals. The financial proposal of technically qualified bidder will be opened for further evaluation.
- j) All documents and information received by PSSHMC from applicants will be treated in strictest Confidence.
- k) Documents submitted to PSSHMC will not be returned.
- l) All expenses related to participation in this tender document shall be borne by the applicants.
- m) Documents shall be submitted in hard copies in a sealed envelope marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” for ‘Provision of Health Services’. The envelope containing hard copies of technical proposal and financial proposal shall be received on the postal address given below.
- n) The closing date and time for receipt of technical proposal and financial proposal is 10 Nov 2023 (11:00 a.m.) and will be publically opened on same day i.e. 10 Nov, 2023 at 11:30 AM in the conference room PSSHMC Head Office Lahore, in the presence of the interested bidders or their representatives who may wish to attend.
- o) Technical and financial proposals received thereafter will not be accepted.
- p) PSSHMC reserves the right to request submission of additional information from applicants in order to clarify/further understand aspects of technical proposal, if required.
- q) PSSHMC reserves the right to verify any information provided by the applicants.
- r) Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before COB **10-Nov-2023**.

. For any other related information please contact the undersigned.

Postal Address

Accounts Department

PUNJAB SOCIAL SECURITY HEALTH MANAGEMENT COMPANY

30-E/3 Model Town, Lahore

E-mail:accounts.ho@psshmc.org

T: +92-42-35865131-33

6- Technical Proposal evaluation criteria

This tender document is governed by the procedure approved by PSSHMC management. The technical proposal of eligible organizations will be evaluated using the scoring guide attached as annexure - D. Score will be awarded on the base of following details;

a) Relevant experience of health services

In this section of annexure - D, bidder has to prove the experience of health services. Fill the section of form and attached the required copies of work orders or contract which prove mentioned experience.

b) Financial capability

In this chapter bidders should attached the signed financial statements of the last year.

c) Company

In this chapter, bidders should mention the following information;

- i. Number and addresses of clients in Pakistan
- ii. Number addresses of branch offices in all cities of Pakistan
- iii. Names of hospitals on panel (city wise) in Pakistan
- iv. Details of services offering along with insurance services like payment of claims in bank Accounts, online tracking of claims.

d) Health Services Staff

In this chapter bidders should provide the details including number of health services working staff.

e) Quality Management

In this chapter, please provide details of;

- i. Doctors working within the insurance company
- ii. 24 hours help line for customers

7- Financial Proposal

Submit separate sealed financial proposals for Group Health Insurance. Please refer to the scope of job for the preparation of financial proposal. Financial proposal is attached as annexure - G.

8- Financial Evaluation

The financial proposals of only those technically responsive bidders who will obtain minimum seventy percent marks will be opened. Bid will be scrutinized as per the conditions of evaluation criteria of this bidding document through least cost based selection; the successful lowest evaluated bidder shall be awarded the contract.

9- Type of Contract

The type of contract will be rate contract per employee that includes but not limited to scope of job and terms of references. Initially, PSSHMC will offer a contract of one year to the successful bidder.

10-Declaration

Kindly provide the declaration as per format provided below at the end of proposal.

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects
- and I am duly authorized by the Governing body/Board/Management to submit this proposal on behalf of " [Click here and type the name of organization]"

Name	
Designation	
Signature	
Date and Place	

11- Submission of Bids (Technical and Financial Proposal)

Complete bid containing technical and financial proposal along with CDR 2% of bid amount; all required information and documentary evidences may be submitted before 11:00 am on 10 Nov 2023. Technical proposals will be publically opened on the same day i.e. 10 Nov 2023 at 11:30 am in the presence of bidder's representatives who wish to attend it. CDRs of disqualified bidders will be returned after award of contract.

Estimated Cost :-

Estimated cost of tender Rs. 1,800,000/-

Call Deposit Receipt (CDR)

- a) CDR of two percent (2%) of Estimated cost of the value, in the form of pay order or demand draft favoring PUNJAB SOCIAL SECURITY HEALTH MANAGEMENT COMPANY. The CDR should be valid for a period not less than 12 months and enclosed in financial bid. CDR must be enclosed in financial proposal.
- b) Lowest Successful bidder will submit CDR of 10 % of bid value as performance guarantee.

Cover Letter for the Submission of Technical Proposal and Financial Proposal

[Firm letterhead]

[Date]

To
Chief Executive Officer
PSSHMC
30-E/3, Model Town, Lahore.

Re: Technical Proposal and Financial Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the Services for [Insert title of assignment] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal and financial proposals including the required documents in a sealed envelope.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory:

Important Note: The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PSSHMC shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The bids should be submitted in sealed envelope clearly mentioned **“BID (TECHNICAL & FINANCIAL PROPOSALS) FOR PROVISION OF HEALTH SERVICES”**

Annexures

Annex - A

Organization Information		
S #	Required Information	Response
1	Legal name of the organization	
2	Year of Registration / Establishment of the Organization	
3	National Tax Number	
	General / Punjab Sales Tax Number	
5	What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organization
		Section 42 Company
		Public Ltd. Company
		Private Ltd. Company
		Private Partnership Firm
	Others (Please specify)	
6	Name and designation of 'Head of Organization'	
7	Mobile:	
	Phone/s:	
	Email:	
	Fax:	
	Address of organization:	
	Website address:	
8	Name and designation of 'Contact Person':	
	Phone/s:	
	Mobile:	
	Email:	
	Fax:	

Eligibility Response Checklist			
Sr. No.	Necessary Eligibility Information	Response/Elaboration	
1	Certificate of Registration / Incorporation (Copy required)		Copies Attached
			Copies Not Attached
			Not applicable. Public sector organization
2	Regular tax payer Attach FBR online tax payer status (Income tax & Sales Tax, PRA etc)		Copies Attached
			Copies Not Attached
			Not applicable. Public sector organization
3	Mention National Tax Number (NTN) or General / Punjab Tax Number (GST) in the name of Organization and provide a copy of Registration	National Tax Number (NTN)	
		General / Punjab Sales Tax Number (GST/PSTN)	
4	Certificate of PACRA/JCR-VIS (Copy Required)		Copies Attached
			Copies Not Attached
5	List of hospitals on panel in Pakistan		Copies Attached
			Copies Not Attached
6	Has your firm ever blacklisted by any Government authority or any bi-lateral/multi-lateral financial institution? (MUST attach an undertaking by your firm's Authorized person with this document)		We solemnly declare that our organization or any member of consortium has never been suspended/debarred or blacklisted.
			Our organization has been blacklisted once or more than once.
	List / Affidavit for the number of insured members more than 100,000 (individual & corporate clients, government organizations) (Copy required)		Copies Attached
			Copies Not Attached

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	<p>Minimum 10 years' experience of Providing health services to at Least 5 major companies in at least 5 major cities of the province. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.</p>		Copies Attached
			Copies Not Attached

Relevant Experience		
Sr. #	Required Information	Response (Please provide exact information with organization name, location/s and duration) Provide data in sequence given below
1	Name of Organizations with addresses (City)	i.
		ii.
		iii.
		iv.
		v.
2	Start and end dates of providing health services (For example - Jan 2005 to September 2013)	i.
		ii.
		iii.
		iv.
		v.
3	Number of employees to whom health Services provided	i.
		ii.
		iii.
		iv.
		v.

Technical Evaluation Criteria				
S. No.	Descriptions	Total Points	Categorized Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Experience	10		
	10 years' experience of providing health services.		5	Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	Less than 10 years' experience of providing health services.		0	
	Providing health services to at least 5 major companies		3	
	Providing health services to less than 5 major companies		0	
	Providing health services in at least 5 major cities of the Punjab province.		2	
	Providing health and services in less than 5 major cities of the province.		0	
2	Financial Capability	10		
	Annual turnover of health business should be greater than 100 million (Health Business Only)		10	Copy of last financial audit report done by ICAP/SBP registered auditing firm
	If less than 100 million but greater than 50 million		8	
	If less than 50 million but greater than 25 million		7	
	If less than 25 million but greater than 10 million		5	
	If less than 10 million		1	
3	Company			
	Offices in all Provinces including Capital territory and AJ&K. If fulfils the complete description	5		Company profile showing the complete list of offices with addresses and contact details. Or complete list of offices with addresses and contact details, on company letter
	If only in Three Provinces including ICT & AJ&K		4	
	If only in Two Provinces including ICT & AJ&K		3	

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	If less than Tow		0	head with sign and stamp by authorities
4	Number of clients where firm provides insurance services 50 and above	5		Company profile showing the complete list of clients with addresses and contact details. Or complete list of clients with addresses and contact details, on company letter head with sign and stamp by authorities
	40 and above		4	
	20 and above		3	
	Less than10		1	
5	Hospitals on panel in Pakistan if More than 100	5		List of panel Hospitals on Company's letter head required.
	If more than 80		3	
	If more than 60		2	
	If less than 50		1	
6	Coverage of Pre-Existing Conditions 100 % Coverage	15		On Company letter head with Sign and stamp by authorities.
	80 % Coverage		10	
	Less than 80%		0	
7	Separate health Insurance Entity	5		Private or Public Ltd
8	Web portal to allow tracking of claims	5		Provide link of web address on company letter head with sign and stamp by authorities
9	Insured individuals if more than 100,000	5		
	If more than 85,000		4	
	If more than 75,000		3	
	If less than 50,000		2	
10	Health and life staff			
	Total number of Employees held with the company for health.	5		on company letter head with sign and stamp by authorities
	Above 50			
	Above 40		4	
	Above 30		3	
	Up to 25		2	
11	Quality Management			
	Doctors working with company, if five or more	5		

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	If three or more		4	Details on company letter head with sign and stamp by authorities
	If two		2	
	If one		1	
12	24 hour help line	5		Details on company letter head with sign and stamp by Authorities.
	Less than 24 hours		0	
	Financial/Credit rating of firm	20		
	AAA or Equivalent 20 AA+ or Equivalent 15 AA and Below 10			
Total Points		100		

Annex - E

Key Management Staff of Company				
Sr #	Name of Management Staff	Designation	Area of Expertise	Number of years in Company

May like to add more columns

Scope of Job

BENEFITS STRUCTURE

CATEGORY WISE HOSPITALIZATION BENEFIT LIMIT	ALL CATEGORY
	(In Rs.)
Maximum Annual Limit Per Insured	100,000
Room And Board Limit	8,000
Pre-Hospitalization Diagnostic Tests, Consultation & Medicine (Within 30-Days prior to Hospitalization)	
Post-Hospitalization Diagnostic Tests, Consultation & Medicine (Within 30-Days after Hospitalization)	
<ul style="list-style-type: none"> ❖ Day care surgeries, Dialysis, MRI, CT Scan, Angiography, Cataract & Endoscopy from OPD; Treatment of Fractures and Lacerated Wounds; Local Road Ambulance for emergencies only; Emergency Dental treatment due to accidental injuries (Within 48 hours of pain relief only) ❖ Emergency Room treatment for accidental emergencies. 	COVERED
COMPLIMENTARY ACCIDENTAL COVERAGE	The maximum available hospitalization limit under each category will automatically be increased by <u>100%</u> in case of hospitalization due to accidental injuries.

CATEGORY WISE ANNUAL OUT PATIENT BENEFIT LIMIT	ALL CATEGORY
	A (In Rs.)
<p align="center">Per Employee Per Family</p> <ul style="list-style-type: none"> ❖ 100% OPD limit, less than 100% will not be accepted. ❖ All medical treatment during pregnancy will be covered in OPD. ❖ Medication from “Homeopathic Doctors” and “Hakeems” will be covered without any restriction/limit. ❖ Dental treatment will be covered without any restriction/limit. 	72,000

- a) **Note: All Insurance Companies/ representatives participating in bidding process are required to read carefully the OPD benefits/coverage/features and undertaking will be provided by the Insurance Company on letter head that all above mentioned OPD benefits/coverage/features will be covered in policy.**
- b) **Quotation should be inclusive of all taxes.**

MAXIMUM AGE LIMIT COVERAGE FOR:	Employees	Spouses	Son	Daughter
Coverage under Hospitalization Benefit	63 Years	63 Years	25 Years	till Marriage
Out Patient Benefit	Covered			

**Financial Proposal
Group Health Insurance**

Hospitalization Premium	Out Patient Premium	Inpatient Premium	Any Other Charges	Total Premium	PST 16%	Total Premium including all taxes

CONTRACT FORM

THIS CONTRACT is made at -----on-----day of-----20--, between **PSSHMC** (hereinafter referred to as the “Procuring Agency”) of the First Part; and M/s-----a firm registered under the laws of Pakistan and having its registered office at -----(hereinafter called the “Supplier”) of the Second Part (hereinafter referred to individually as “Party” and collectively as the “Parties”).

WHEREAS the Procuring Agency invited bids for procurement of medicines in pursuance where of M/s -----being the Manufacturer/ Sole Agent of items (list enclosed) in Pakistan and ancillary services offered to supply the required item (s); and Whereas the Procuring Agency has accepted the bid by the Supplier for the supply of *item, along with cost per unit list enclosed.*

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the General/ Special Conditions of this Contract hereinafter referred to as “Contract”:

2. The following documents shall be deemed to form and be read and construed as integral part of this Contract, viz:-

- a. Price Schedule submitted by the bidder,*
- b. Technical Specifications;*
- c. General Conditions of Contract;*
- d. Special Conditions of Contract; and*
- e. Procuring Agency’s Award of contract; and*
- f. Purchase Order*

3. In consideration of the payments to be made by the Procuring Agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring Agency to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of this Contract.

4. The Procuring Agency hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of this Contract at the time and in the manner prescribed by this Contract.

5. M/s. _____ hereby declares that it has not obtained or induced the procurement of any Contract, right, interest, privilege or other obligation or benefit from PSSHMC or any administrative subdivision or agency thereof or any other entity owned or controlled by it PSSHMC through any corrupt business practice.

6. Without limiting the generality of the foregoing, [the Seller/ Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a Contract, right interest, privilege or other obligation or benefit in whatsoever form from PSSHMC, except that which has been expressly declared pursuant hereto.

7. M/s. _____ certifies that has made and shall make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with PSSHMC and has not taken any action or shall not take any action to circumvent the above declaration, representation or warranty.

8. M/s. _____ accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any Contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall,

without prejudice to any other right and remedies available to Procuring Agency under any law, Contract or other instrument, be void able at the option of Procuring Agency.

9. Notwithstanding any rights and remedies exercised by Procuring Agency in this regard, M/s. _____ agrees to indemnify Procuring Agency for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Procuring Agency in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by M/s. _____ as aforesaid for the purpose of obtaining or inducing the procurement of any Contract, right, interest, privilege or other obligation or benefit in whatsoever form from Procuring Agency.

10. In case of any dispute concerning the interpretation and/or application of this Contract shall be settled through arbitration. CEO, PSSHMC or his nominee shall act as sole arbitrator. The decisions taken and/or award made by the sole arbitrator shall be final and binding on the Parties.

11. This Contract shall be governed by the laws of Pakistan and the courts of Pakistan shall have exclusive jurisdiction.

12. If the firm provides substandard items and fails to provide the items, the payment of risk purchase, the price difference shall be paid by the firm.

13. In case of supply of substandard product, the destruction cost will be borne by the firm, i.e. burning, dumping, incineration.

14. If the price quoted by the firm to the PSSHMC is more than the prices charged from any other private/government institution/hospital in the country for the same financial year and in case of any discrepancy, then the firm shall be bound to refund the prices charged in excess. Affidavit to this effect is also enclosed with the contract by the firm.

IN WITNESS Whereof the Parties hereto have caused this Contract to be executed at PSSHMC, Head Office and shall enter into force on the day, month and year first above mentioned.

**Signed/Sealed by the Manufacturer /
Distributor / authorized Person**

Signed/ Sealed by Procuring Agency

1 _____

DY. Manager Procurement & Purchase

PSSHMC, HEAD OFFICE

BID FORM

Date: _____

No. _____

To:
The Chief Executive Officer,

PSSHMC, Head Office
30-E/III, Model Town,
Lahore.

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer the supply and deliver the goods specified in and in conformity with the said Bidding Documents for the sum of *[Total Bid Amount _____]*, *[Bid Amount in words _____]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this bid.

We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements. If our bid is accepted, we shall submit 10% as performance security (in shape of bank draft) of the contract price.

We agree to abide by this bid for a period of **120** days from the date fixed for bid opening under instruction to the bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period. Until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We understand that the Procuring Agency is not bound to accept the lowest or any bid, Procuring Agency may receive.

Name and address of bidder -----

Dated this _____ day of _____ 20____.

Signature (in the capacity of)

Duly authorized to sign bid for and on behalf of.

=====