

QUALITY CONTROL PLAN

MAR #: 44	Tender #: MC-04-2021
PR/MAR Description: RFP for the Provision of Health Insurance Service for National Staff	

Essential Specifications and Testing Requirements

The Quality Control (QC) Plan below details the procedures that will be used to assess the suitability and acceptability of the Insurance Cover services to be offered by prospective bidders. The QC will help determine whether the bidder that is selected is responsive to the tender and is qualified to perform the contract satisfactorily. The QC plan will seek set standards that will ensure that controls are in place from the point of submission of bids, and evaluation, pre-contracting phase and during the course of delivery of services after the award of the contract.

Below is the specification of standards that will be put in place as part of the QC:

1. Submission of Tenders: During the submission of tenders, the following standards shall be ensured:
 - All Tenders must be submitted in sealed envelopes and shall be addressed to the procuring entity based on address specified in the Invitation to Tender. The envelopes must clearly bear the tender number and name in the invitation to tender. Electronic submission to Tenders@mercy corps.org is acceptable.
 - All Tenders must be received not later than the stipulated deadline indicated in the Invitation to Tender. A log for receipt of tenders will be maintained and late tenders will not be considered.
2. Tender Evaluations: This will be based on the examination of the documentary evidence of the bidders' qualifications submitted by the tenderer to evaluate the firm's package of benefits, size of medical network and coverage and company's financial offer. It will be based upon on the following:
 - Company profile including list of clients (Maximum two pages)
 - Technical Proposal; Company response to MC Minimum requirements as per Attachment 3 including:
 - Attachment 3a Core Benefits
 - Attachment 3b Detailed Coverage
 - Attachment 3c- Waiting Period
 - Attachment 3d- Basis of Technical Evaluation for the criterion "Company package of benefits"
 - Medical network of the insurance company with detailed information including the number of doctors, hospitals, Laboratories....etc)
 - Supplier Response sheet (Attachment 5)
 - Audited financial statement for last two fiscal year
 - Financial offer: Price offer sheet – Attachment 2
3. Pre-contracting: Reference checks of the final/selected bidder to ascertain the authenticity of information provided and ensure quality delivery of services. An affirmative determination will be a prerequisite for award of the contract to the tenderer, while a negative determination will result in rejection of the bidder's tender, in which event the selection team will proceed to the next lowest evaluated tender to make a similar determination of that bidder's capabilities to perform satisfactorily.
4. Award Criteria: The Tender Selection Committee shall award the contract to the successful bidder whose tender has been determined to be substantially responsive and provided further that the tenderer is determined to be qualified to perform the contract satisfactorily. To qualify for the contract award, the bidder shall have the following:
 - a) Necessary qualifications, capability experience, services and facilities to provide the services being procured;
 - b) Legal capacity to enter into a contract for procurement;
 - c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing;
 - d) Shall not be debarred from participating in public procurement.
5. Service Level Agreement (SLA): This will have developed based on agreed upon timelines

to govern the delivery of services in order to manage expectations.

6. Dedicated team to manage the scheme: This will be presented based on a mix of the service provider's technical structure to support management and running of the scheme
7. Quarterly Review Meetings and Reports: These will be required to give an indication of the performance and management of the scheme
8. Member monthly utilization reports: these will be used to provide members with checks and balances that billing to respective accounts has been done appropriately as well as an avenue to give feedback for any anomalies
9. Member education: this provides members with information about the details of the scheme and an opportunity to clarify their expectations on the level of service that they should expect to receive
10. Supplier score card: this will be used to rate performance and quality of service of the vendor/service provider before the renewal of the scheme

Contract Testing Requirements

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Non-Conformance

Review Meetings and commitment from the vendor on corrective action to be taken and timelines to be documented.

Termination of contract.(Severe)