**QUALITY CONTROL PLAN**

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| **PR/MAR #: ABV PR-5360** | **Tender #: NIG/ABV/TEN/45** |
| **PR/MAR Description: HMO COVER FOR MERCY CORPS NIGERIA** | |

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| Essential Specifications and Testing Requirements Below is the specification of standards that we will put in place as part of the QC:   1. Tender Evaluations: Evaluations will be based on the examination of the documentary evidence of the bidders’ qualifications submitted by the tenderer to evaluate the firm’s experience, performance and quality of services. It will be based upon on the following:    1. Reference letters from current and past clients for similar services rendered;    2. Client Reference from current clients;    3. Claims Administration evidenced by reference letters from service providers that bidders engage with;    4. Presentations required of the shortlisted bidders to gain deeper understanding of their bids and seek clarity. 2. 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. 3. 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: 4. Necessary qualifications, capability experience, services and facilities to provide the services being procured; 5. Legal capacity to enter into a contract for procurement; 6. 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 |

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| Contract Testing Requirements  1. Service Level Agreement (SLA): This will have developed based on agreed upon timelines to govern the delivery of services in order to manage expectations. 2. Dedicated team to manage the scheme: HR Director will appoint a quality control team that will be responsible for discussing and evaluating the expectations on each deliverable for further discussion with the service provider for feedback and action. 3. Quarterly Review Meetings and Reports: These will be required to give an indication of the performance and management of the scheme 4. 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 5. 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 6. Supplier scorecard: this will be use to rate performance and quality of service of the vendor/service provider before the renewal of the scheme. |

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| Non-Conformance The QC Team will provide collective feedback on the requirements and in case of non-conformance to agreed quality standards, **clause 3 – Termination** of the service contract will enforce. |