**Quality Control Plan**

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<th>PR/MAR #: SYA1803.</th>
<th>Tender #: MC-2021-SYA-1803</th>
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<td><strong>PR/MAR Description:</strong> Request for Proposal for the Provision of Health Insurance Coverage for National Staff</td>
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### 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 to set standards that will ensure that controls are in place 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:

- **Service Level Agreement (SLA):** This will have developed based on agreed-upon timelines to govern the delivery of services in order to manage expectations.
- **Dedicated team to manage the scheme:** This will be presented based on a mix of the service provider’s technical structure to support the management and running of the scheme.
- **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.
- **Quarterly Review Meetings and Reports:** These will be required to give an indication of the performance and management of the scheme.
- **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.
- **Questionnaire:** A semiannual questionnaire must be shared with the employees to help Mercy Corps focal point better understand the employees’ expectations and any challenges that may be faced with the health insurance service providers.
  - Which includes the following elements:
    - The network coverage.
    - The time needed to take approvals from the medical hub.
    - The number of accepted and rejected medical cases by the service provider.
- **Focal Point Feedback:** A quarterly evaluation report from Mercy Corps focal point must be submitted regarding the performance of the health insurance service provider.

### Non-Conformance:

In case of non-conformity with the terms of the SLA, especially related to case coverage or satisfactory time needed for processing each claim, a review meeting will be called by Mercy Corps to request a commitment from the service provider on corrective action to be taken and timelines to be documented.

In case the non-conformity continues beyond the timeline as agreed between the service provider and Mercy Corps, the service provider will be issued a warning which can result in a termination of the contract if the non-conformity is repeated.