

Request for Proposal (RFP)

Commodity/Service Required:	Group Health Insurance Service for Indonesia
Type of Procurement:	Multi-year Medical Insurance Service Agreement
Type of Contract:	Cost Not to Exceed (NTE) Ceiling Price
Term of Contract:	One (1) year term with one (1) year renewal options subject to supplier performance satisfaction Period of Performance: 02 August 2020 to 01 August 2022
Contract Funding:	USAID, DFAT, and Indirect Projects
This Procurement supports:	RTI Asia Regional Office and It's Projects in Indonesia
Submit Proposal to:	RTI International – Asia Regional Office Ratu Plaza Office Tower 25 th Floor Jl. Jend. Sudirman Kav. 9 Jakarta 10270 Email: endangsuyatin@rti.org
Date of Issue of RFP:	8 April 2020
Date of Pre-Bid Meeting Confirmation:	14 April 2020 at 4.00 PM A confirmation is required to attend the bid meeting via zoom and maximum two person representing the company. Send your reservation to Endang Suyatin at endangsuyatin@rti.org and we will send you Zoom meeting invitation.
Date of Pre-Bid Meeting:	16 April 2020 at 2.00 – 3.00 PM
Date Questions from Supplier Due:	17 April 2020 at 11.00 AM by email to endangsuyatin@rti.org .
Date Proposal Due:	28 April 2020 at 3.00 PM
Approximate Date Purchase Order Issued to Successful Bidder(s):	5 June 2020
Method of Submittal:	
Softcopy Submission	

Respond the bid proposal to RTI International with document in MS Word or and pdf format by email to:

endangsuyatin@rti.org.

RTI International – Asia Regional Office

Ratu Plaza Office Tower 25th Floor

Jl. Jend. Sudirman Kav. 9

Jakarta 10270

The instruction for proposal submission explains in Annex 1. Of this RFP.

The Bidder/Seller agrees to hold the prices in its offer firm for 120 **days** from the date specified for the receipt of offers, unless another time is specified in the addendum of the RFP.

Solicitation Number:

ARO RFP 20-002

Attachments to RFP:

1. Attachment “A” – Commodity Specifications
2. Attachment “B” – Instructions to Bidders/Sellers
3. All PO Terms and Conditions are listed on our website at forth at: <http://www.rti.org/POterms>, [http://www.rti.org/files/PO FAR Clauses.pdf](http://www.rti.org/files/PO_FAR_Clauses.pdf) or for commercial items: [http://www.rti.org/files/PO FAR Clauses Commercial Items.pdf](http://www.rti.org/files/PO_FAR_Clauses_Commercial_Items.pdf) (hereinafter the “Terms”). Supplier’s delivery of products, performance of services, or issuance of invoices in connection with this purchase order establishes Supplier’s agreement to the Terms. The Terms may only be modified in writing signed by both parties.

All bidders/sellers are responsible to carefully review each attachment and follow any instructions that may be relevant to this procurement.

Attachment A

Commodity Specifications or Statement of Work

Statement of Work

Indicate a description of the activity/service that is expected from the supplier. Provide product specifications or service expectations (both if applicable). Include deliverables, timelines, and any special terms and conditions.

Description of Activity/Service:

RTI International is a leading nonprofit research and development organization that has supported governments, foundations, and private-sector clients working across Asia for more than 35 years.

We currently have 3 (three) active projects; KSI, RWAP, and Act I East working under RTI International Indonesia with more over 150 full time employees and dependents and with office location in Jakarta and Semarang. There is possibility that RTI International Indonesia won additional projects in the future.

As the current period of health insurance will expires on 1 August 2020, we are going to market and run a competitive procurement to solicit for Group Health Insurance service for the next year with two - one year option extension subject to performance assessment.

Product or Service Expectations:

- A. The successful bidder is to provide full time 24 hour/365 day Group Health Insurance coverage to eligible full time employees of RTI International Indonesia and their dependents as specified as spouse and child/children.

Scope of cover are:

- 1) In-Patient. Minimum premium room rate IDR 1,300,000 – IDR 1,500,000 / night with claim as charged.
- 2) Out-Patient. Minimum allocation per year is IDR 12,000,000 with claim as charged.
- 3) Dental. Minimum allocation per year is IDR 4,500,000 for basic treatment.
- 4) Maternity. Minimum allocation for normal delivery IDR 15,000,000 and cesarean section IDR 25,000,000. With two options 1) for female employee with productive age only, and 2) for all female employee.
- 5) Optical. Only applied for employee with minimum benefit IDR 2,000,000 covers glasses and frame.
- 6) Medical Check up. Minimum coverage IDR 1,500,000.
- 7) Proposal options related the pre-existing conditions.
- 8) Refund and profit sharing options

- B. The successful bidder is responsible for all administrative requirements of contract, including supplying all necessary forms, employee sign up, claims processing, submission quarterly of claims experience, etc. On site administrative support, as necessary, is requested.

- C. The successful bidder needs to have AdMedika as their healthcare claim management services.
 - D. The successful bidder is to hold the same premium rate and given same Terms and Conditions to any additional project won by RTI International Indonesia.
 - E. Provide a dedicated vocal point that responsive and strong product knowledge behavior.
 - F. Provide a clear claim management and minimum standard service level agreement.
 - G. Able to provide following facilities and services:
 - 1) List of Office Branch throughout Indonesia
 - 2) Physician/hospital/pharmacy network information
 - H. The successful bidder is to provide Group Life Insurance for employee member only with death allowance up to Rp 100,000,000.
- The successful bidder to be responsible for delivering socialization to respected provinces where RTI's employees reside i.e: Semarang, etc.

Deliverables, Timelines, Special Terms and Conditions:

The Health Insurance coverage is for period from 02 August 2020 to 01 August 2022, renewed annually with the possibility of two 1-year extensions subject to performance assessment.

Eligibility Requirements

Only supplier that submitted the following requirements are eligible for proposal Opening :

- 1) Documentation/Certification of Non-Brokerage
- 2) Financial capacity, copy for Audited Financial Statement (the last 2 years)
- 3) Legal Registration, Registered as a member of Reassurance Indonesia
- 4) Documentation/statement partnering with Admedika for their claim services

Pricing

Suppliers can submit additional one options of premium other than the premium required by RTI.

A. INPATIENT (100%)			
Status	Member	Unit Premium	Total Premium
Plan 1		IP XXXX	
Employee			
Male (up to 55)	24		
Male (56 - 60)	1		
Male (61-65)	0		
Male (65 - 70)	0		
Female (up to 55)	31		
Female (56 - 60)	0		
Female (61-65)	0		
Dependent			
Male (up to 55)	23		
Male (56 - 60)	0		
Male (61-65)	0		
Female (up to 55)	20		
Female (56 - 60)	1		
Female (61-65)	0		
Child (up to 23)	58		
Total	158		

B. OUTPATIENT (100%)			
Status	Member	Unit Premium	Total Premium
Plan 1		OP XXXX	
Employee			
Male (up to 55)	24		
Male (56 - 60)	1		
Male (61-65)	0		
Male (65 - 70)	0		
Female (up to 55)	31		
Female (56 - 60)	0		
Female (61-65)	0		

Dependent			
Male (up to 55)	23		
Male (56 - 60)	0		
Male (61-65)	0		
Female (up to 55)	20		
Female (56 - 60)	1		
Female (61-65)	0		
Child (up to 23)	58		
Total	158		

C. DENTAL (100%)			
Status	Member	Unit Premium	Total Premium
Plan 1		DT XXX	
Employee			
Male (up to 55)	24		
Male (56 - 60)	1		
Male (61-65)	0		
Male (65 - 70)	0		
Female (up to 55)	31		
Female (56 - 60)	0		
Female (61-65)	0		
Dependent			
Male (up to 55)	23		
Male (56 - 60)	0		
Male (61-65)	0		
Female (up to 55)	20		
Female (56 - 60)	1		
Female (61-65)	0		
Child (up to 23)	58		
Total	158		

D. MATERNITY (100%)			
Status	Member	Unit Premium	Total Premium
Plan 1		MA XXXX	
Female / Employee	31		
Female / Spouse	21		
Total	52		

E. GLASSES (100%)			
Status	Member	Unit Premium	Total Premium
Plan 1		OPT XXX	
Employee			
Male (up to 55)	24		
Male (56 - 60)	1		
Male (61-65)	0		
Male (65 - 70)	0		
Female (up to 55)	31		
Female (56 - 60)	0		
Female (61-65)	0		
Total	56		

F. LIFE INSURANCE (100%)			
Status	Member	Unit Premium	Total Premium
Plan 1		OPT XXX	
Employee			
Male (up to 55)	24		
Male (56 – 60)	1		
Male (61-65)	0		
Male (65 – 70)	0		
Female (up to 55)	31		
Female (56 – 60)	0		
Female (61-65)	0		
Total	56		

Total Premium			
Services	Member (IDR)	Dependent (IDR)	Total Premium
A. INPATIENT (100%)			
B. OUT PATIENT (100%)			
C. DENTAL (100%)			
D. MATERNITY (100%)			
E. GLASSES (100%)			
F. LIFE INSURANCE (100%)			
Total			

By signing this attachment, the bidder confirms he has a complete understanding of the specifications and fully intends to deliver items that comply with the above listed specifications.

Signature:

Title:

Date:

Attachment “B” Instructions to Bidders/Sellers

1. **Procurement Narrative Description:** The Buyer (RTI) intends to purchase commodities and/or services identified in Attachment A. The Buyer intends to purchase the quantities (for commodities) and/or services (based on deliverables identified in a Statement of Work). The term of the Ordering Agreement shall be from Award Date to the Delivery date of the Offeror unless extended by mutual agreement of the parties. The Buyer intends to award to a single “approved” supplier based on conformance to the listed specifications, the ability to service this contract, and selling price. We reserve the right to award to more than one bidder. If an Ordering Agreement is established as a result of this RFP, supplier understands that quantities indicated in the specifications (Attachment A) are an estimate only and RTI does not guarantee the purchase quantity of any item listed.
2. **Procuring Activity:** This procurement will be made by **Research Triangle Institute (RTI International)**, located at

RTI International – Asia Regional Office
Ratu Plaza Office Tower 25th Floor
Jl. Jend. Sudirman Kav. 9
Jakarta 10270

(insert full address of the office)

who has a purchase requirement in support of a project funded by

USAID, DFAT, and Indirect Projects

(insert client’s name)

RTI shall award the initial quantities and/or services and any option quantities (if exercised by RTI) to Seller by a properly executed Purchase Order as set forth within the terms of this properly executed agreement.

3. **Proposal Requirements.** All Sellers will submit a quote/proposal which contains offers for all items and options included in this RFP. All information presented in the Sellers quote/proposal will be considered during RTI’s evaluation. Failure to submit the information required in this RFP may result in Seller’s offer being deemed non-responsive. Sellers are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach RTI’s office designated in the RFP by the time and date specified in the RFP. Any offer, modification, revision, or withdrawal of an offer received at the RTI office designated in the RFP after the exact time specified for receipt of offers is “late” and may not be considered at the discretion of the RTI Procurement Officer. The Seller’s proposal shall include the following:
 - (a) The solicitation number:
 - (b) The date and time submitted:
 - (c) The name, address, and telephone number of the seller (bidder) and authorized signature of same:

- (d) Validity period of Quote:
 - (e) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary.
 - (f) If RTI informs Seller that the Commodity is intended for export and the Commodity is not classified for export under Export Classification Control Number (ECCN) "EAR99" of the U.S. Department of Commerce Export Administration Regulations (EAR), then Seller must provide RTI the correct ECCN and the name of Seller's representative responsible for Trade Compliance who can confirm the export classification.
 - (g) Lead Time Availability of the Commodity/Service.
 - (h) Terms of warranty describing what and how the warranties will be serviced.
 - (i) Special pricing instructions: Price and any discount terms or special requirements or terms (special note: pricing must include guaranteed firm fixed prices for items requested.)
 - (j) Payment address or instructions (if different from mailing address)
 - (k) Acknowledgment of solicitation amendments (if any)
 - (l) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including points of contact with telephone numbers, and other relevant information)
 - (m) **Special Note:** *The Seller, by his response to this RFP and accompanying signatures, confirms that the terms and conditions associated with this RFP document have been agreed to and all of its attachments have been carefully read and understood and all related questions answered.*
4. **Forms:** Sellers (potential bidders or suppliers) must record their pricing utilizing the format found on Attachment "A". Sellers must sign the single hardcopy submitted and send to address listed on the cover page of this RFP.
5. **Questions Concerning the Procurement.** All questions in regards to this RFP to be directed to

Procurement Team

(insert name of procurement officer)

at this email address:

endangsuyatin@rti.or.id

(insert email address of the procurement officer).

The cut-off date for questions is *(insert date)*.

17 April 2020 at 11.00 AM

6. **Notifications and Deliveries:** Time is of the essence for this procurement. Seller shall deliver the items or services no later than the dates set forth in the contract that will be agreed by both parties as a result of this RFP. The Seller shall immediately contact the Buyer's Procurement Officer if the specifications, availability, or the delivery schedule(s) changes. Exceptional delays will result in financial penalties being imposed of Seller.
7. **Documentation:** The following documents will be required for payment for each item:
 - (a) A detailed invoice listing Purchase Order Number, Bank information with wiring instructions (when applicable)
 - (b) Packing List
 - (c) All relevant product/service documentation (manuals, warranty doc, certificate of analysis, etc.)
8. **Payment Terms:** Refer to RTI purchase order terms and conditions found in www.rti.org/poterm, <http://www.rti.org/POterms>, [http://www.rti.org/files/PO FAR Clauses.pdf](http://www.rti.org/files/PO_FAR_Clauses.pdf), or [http://www.rti.org/files/PO FAR Clauses Commercial Items.pdf](http://www.rti.org/files/PO_FAR_Clauses_Commercial_Items.pdf). Payment can be made via wire transfer or other acceptable form. Sellers may propose alternative payment terms and they will be considered in the evaluation process.
9. **Alternative Proposals:** Sellers are permitted to offer "alternatives" should they not be able to meet the listed requirements. Any alternative proposals shall still satisfy the minimum requirements set forth in Attachment A Specifications.
10. **Inspection Process:** Each item shall be inspected prior to final acceptance of the item. All significant discrepancies, shortages, and/or faults must be satisfactorily corrected and satisfactorily documented prior to delivery and release of payment.
11. **Evaluation and Award Process:** The RTI Procurement Officer will award an agreement contract resulting from this solicitation to the responsible Seller (bidder) whose offer conforms to the RFP will be most advantageous to RTI, price and other factors considered. The award will be made to the Seller representing the **best value** to the project and to RTI. For the purpose of this RFP, price, delivery, technical and past performance are of equal importance for the purposes of evaluating, and selecting the "best value" awardee. RTI intends to evaluate offers and award an Agreement without discussions with Sellers. Therefore, the Seller's initial offer should contain the Seller's best terms from a price and technical standpoint. However, RTI reserves the right to conduct discussions if later determined by the RTI Procurement Officer to be necessary.

The evaluation factors will be comprised of the following criteria:

- (a) **PRICE - 40 points.** Lowest evaluated ceiling price (inclusive of option quantities) .
- (b) **TECHNICAL- 40 point.** Items/Services shall satisfy or exceed the specifications described in RFP Attachment A and demonstrate capability and resources to provide the items/services requested in this solicitation in a timely and responsive manner and evidences that provide services
- (c) **EXPERIENCE PAST PERFORMANCE - 20 Points** - Seller can demonstrate his/her positive performance from the other clients.

12. **Award Notice.** A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful supplier within the time acceptance specified in the offer, shall result in a binding contract without further action by either party.
13. **Validity of Offer.** This RFP in no way obligates RTI to make an award, nor does it commit RTI to pay any costs incurred by the Seller in the preparation and submission of a proposal or amendments to a proposal. Your proposal shall be considered valid for 120 days after submission.
14. **Representations and Certifications.** Winning suppliers under a US Federal Contract are required to complete and sign as part of your offer RTI Representations and Certifications for values over \$10,000.
15. **Anti- Kick Back Act of 1986.** Anti-Kickback Act of 1986 as referenced in FAR 52.203-7 is hereby incorporated into this Request for Proposal as a condition of acceptance. If you have reasonable grounds to believe that a violation, as described in Paragraph (b) of FAR 52.203-7 may have occurred, you should report this suspected violation to the RTI's Ethics Hotline at 1-877-212-7220 or by sending an e-mail to ethics@rti.org. You may report a suspected violation anonymously.

Acceptance:

Seller agrees, as evidenced by signature below, that the seller's completed and signed solicitation, seller's proposal including all required submissions and the negotiated terms contained herein, constitute the entire agreement for the services described herein.

By: *(Seller Company Name)*

Signature: _____

Title:

Date:

Annex 1.
INSTRUCTION FOR PROPOSAL SUBMISSION

- a. Submission. Supplier send the proposal to endangsuyatin@rti.org.
- b. File Structure when submit the proposal by email are as follows :a

Eligibility Requirements Folder that consist of following files:

- Documentation/Certification of Non-Brokerage
- Financial capacity, copy for Audited Financial Statement (from the latest 2 years)
- Legal Registration, Registered as a member of Reassurance Indonesia
- Documentation/statement partnering with Admedika for their claim services

Technical Proposal Folder. At minimum the technical proposal consists of following information:

- Company Profile
- Company Portfolio for the last two years with similar industry as RTI
- Furnish at least 3 (three) references of other business organization for whom the offeror is providing similar services.
- Agreed and signed RFP. The interested supplier is to read carefully Terms and Conditions (T&C) and indicate if the health plan will (yes) or will not (no) agree to each of mentioned T&C.
- Minimum standard service level agreement
- Detail Premium health benefit information
- Chain with medical facilities in province level.
- Excess claim management
- Dedicated vocal point with such behavior, responsive, strong product knowledge.
- Partnering with online doctor services is any
- Double Claim management
- Proposal options related the pre-existing conditions.

Financial Proposal Folder

- Pricing offers using the table provided under Pricing section
- Term of payment
- Refund and profit sharing options