



seed foundation
Social Educational Economic Development

SEED Foundation

Subject: Request for Proposal (RFP) Health Insurance Coverage of SEED Foundation Employees

Date: July 16, 2019

PURPOSE OF REQUEST:

SEED Foundation invites the submission of proposals from firms with expertise and experience in providing health insurance benefits to current and future employees of SEED Foundation, and their eligible dependents. The term of the provided services will begin August 1, 2019, and will run for a minimum of one year, subject to annual renewal by mutual agreement thereafter based on the most efficient and cost effective proposal. SEED Foundation is requesting rate proposals for a one-year period beginning July 15, 2019.

The objective of this Request for Proposal is to identify a provider that will provide the best overall value to SEED Foundation. While price is a significant factor, other criteria will be considered to form the basis of our award decisions, such as those more fully described in the Scope of Service section below.

SUBMISSION GUIDELINES AND REQUIREMENTS:

SEED Foundation has made every effort to include sufficient information in this RFP for firms to prepare a responsive proposal. Respondents are encouraged to submit the most comprehensive and competitive proposal possible.

SEED Foundations reserves the right to reject any and all proposals, cancel all or part of this RFP, waive any minor irregularities, and request additional information from respondents. The organization will not reimburse the respondents to this RFP for any expenses incurred in preparing the proposals, or for the attendance at any meetings related to the proposal process. This RFP does not obligate the organization (SEED) to accept or contract for any services.



TIME TABLE

Distribution of RFP	July 16, 2019
Proposal submission	July 22, 2019
Final selection	July 28, 2019
Implementation	August 1, 2019

The intent of this RFP is to select one firm to provide health insurance services. Proposals are to be submitted to SEED Foundation at our main office (Park View, Build A2, 17th floor, Unit 67 - Erbil) or by email to: procurement@seedkurdistan.org no later than July 21, 2019 - 05:00 pm. Should you have any questions about this RFP, please feel free to contact Neven Wali at +964 751 741 7869. It is the responsibility of the respondent to ensure that the proposal arrives on time and at the right location. Late proposals will not be considered.

All proposals shall include the following:

1. A company overview, including a brief history of the firm and number of clients currently being served.
2. Describe what differentiates your firm from your competitors, and any services provided by your company that may not be offered by others.
3. Provide the address of the firm's corporate office that will service SEED Foundation.
4. Responsiveness to the requirements set forth in this Request for Proposal.
5. Describe the team's experience with similar work performed for other organizations.
6. Provide at least three references of current top clients for which similar services to this RFP have been provided. Include the name of the entity, the number of employees covered by insurance and address.
7. Describe the firm's strength in the marketplace, and in resolving problems as they arise.
8. Describe what benchmarking data, benefit plan summaries, newsletters, informative publications, provider networks and notifications will provide to keep SEED's human resources personnel informed of any updates and other issues pertaining to health benefits.
9. Indicate if your company has a quality control and assurance of the services provided
10. Describe any aspects of your firm's experience that are relevant to this proposal which have not been previously described that warrant consideration.
11. Provide information about the service complaints mechanism, hotlines and email contacts.



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12. Indicate whether regular meetings will be conducted with SEED Foundation's human resources personnel to discuss claims, regulatory changes and general administrative matters.

SCOPE OF SERVICES

SEED Foundation is seeking a qualified health insurance provider that has operations in Iraq and the Kurdistan Region to provide health insurance coverage services for SEED's current and future employees and eligible dependents, including group medical and prescription , dental, maternity, vision, accident and disability, physician's assistant and emergency evacuation. In addition, the insurance provider must be able to provide services including, but not limited to the following:

- Provide full services regarding open enrollment, new employee orientation, and support services.
- Respond to all employee issues and questions in a timely manner regarding their benefits.
- Provide a client call center/help desk to assist employees with resolving any plan participants' health insurance related issues.
- Provide 100% reimbursement for claims in areas with non-network availability
- Provide efficient claims settlement process
- Provide immediate deletion of employees from the policy
- Provide immediate eligibility for new employee enrollment as of the date of employment
- Network hospitals: Employees to have access to sufficient number of hospitals and physicians in the major cities of the KRI including but not limited to: Erbil, Sulaymaniyah and Dohuk

EVALUATION PROCESS:

Proposals will be evaluated by a committee of SEED Foundation personnel. Evaluations will be based on the criteria outlined herein which may be weighted by SEED in a manner it deems appropriate. All proposals will be evaluated using the same criteria. The criteria used will be:

A. Responsiveness to the RFP. SEED Foundation will consider all the material submitted to determine whether the providers proposal is in compliance with the RFP document. The proposal shall demonstrate a method of approach that fully meets all terms and conditions to the RFP and scope of services.



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B. Ability to perform required services. SEED Foundation will consider all the relevant material submitted by each firm, and other relevant material it may otherwise obtain, to determine whether the respondent is capable of providing services of the type and scope specific to the RFP.

C. Related experience. SEED Foundation will consider the firm's experience in providing services to Not-for-Profit organizations and large entities. The firm's references will play a major role in this criteria.

D. Fees. SEED Foundation will consider the fee structure for the services and the rates or charges for additional services, if applicable.

E. Service enhancements. The provider's effort to understand SEED's insurance and employee benefit needs and goals with the objective to introduce new products will also be a consideration.

F. References.

G. Other factors. Any factors that SEED believes would be in their best interest to consider which were not previously described.

Each committee member will review the proposals and summarizes their findings. The committee will then convene to discuss the individual analysis and select firms for interviews. It is anticipated that the evaluation process will be completed by July 24, 2019.

The award of the contract will be made to the provider that demonstrates the ability to meet SEED's service requirements efficiently and according to the evaluation criteria and factors designated in the RFP. The final selection will be made and the provider notified on July 25, 2019.

IMPLEMENTATION:

SEED Foundation will make every effort to administer the proposal process in accordance with the terms and dates put forth in this RFP, to insure the implementation of the Health Insurance Services starts August 01, 2019. However, SEED reserves the right to modify the proposal process and dates as deemed necessary.