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Tender Schedule

Open Tendering Method (OTM)

Procurement of Group Life Insurance and Medical Insurance for ActionAid Bangladesh Staff

1. Background

ActionAid is a global movement of people working together to further human rights for all and defeat poverty. We believe everyone has the power within them to create change for themselves, their families, and their communities. ActionAid is a catalyst for that change. ActionAid has been working in over 50 countries across the world since 1972. ActionAid Bangladesh (AAB) is a country programme of ActionAid International working since 1983 in Bangladesh.

ActionAid Bangladesh (AAB) invites proposals from reputable and licensed insurance companies for Group Life Insurance and Medical Insurance for ActionAid Bangladesh Staff. Please submit your proposal following the format below.

ActionAid Bangladesh has a workforce of over 500 employees, ensuring a strong gender balance with 51% male and 49% female staff. The Country Office in Dhaka, with over 100 employees, leads overall strategic and operational functions. A large number of staff are based in Cox's Bazar, focusing on the Rohingya Humanitarian Response across Cox's Bazar Sadar, Ukhiya, Teknaf, Moheskhali, and Kutubdia. Additionally, few more staff are stationed in Satkhira, Narayanganj, and Pekua at Cox's Bazar to support Local Rights Programme (LRP).

The workforce represents a dynamic and experienced group, with approximately **75% of employees aged 18–35 years**, **24% aged 36–50 years**, and **1% above 50 years**. The monthly salary range of staff members varies from **BDT 10,000 to BDT 1,000,000**, reflecting a diverse professional composition across grades and roles.

To ensure the wellbeing and financial security of its employees, ActionAid Bangladesh is seeking proposals from **reputable and licensed insurance companies** for the provision of **Medical Insurance and Group Life Insurance**. This tender aims to identify competent and experienced service providers capable of offering comprehensive insurance coverage that supports staff health, safety, and long-term protection through quality services, an extensive hospital network, and efficient claims management.

2. Invitation for Tender (IFT) Details

SL#	Particulars	Description
1.	Procuring Entity (PE)	ActionAid Bangladesh (AAB)
2.	Procurement Method	Open Tendering Method (OTM)
3.	Source of Fund	ActionAid Bangladesh own and donor funds
4.	Brief Description of Service	Procurement of Group Life Insurance and Medical Insurance for all eligible AAB staff
5.	Eligibility of Tenderer	Reputable and licensed insurance companies with valid business papers and proven experience in providing Group Life and Medical Insurance coverage to organizations with similar workforce size and diversity.
6.	Price of Tender Document	Free of cost
7.	Tender security amount	Not required
8.	Name of Requisitioner's office/programme	ActionAid Bangladesh (AAB)
9.	Implementing unit	People & Culture Department
10.	Collection of Tender Schedule	a) Download from the link (www.actionaidbd.org) provided in the tender notice.

		b) Hardcopy from the reception of AAB Country Office.
11.	Process of Tender dropping	Only hardcopy tenders using the bidders' letterhead pad in a sealed envelope should be dropped in the tender box placed at the AAB Country Office.
12.	Address where the Tender Box placed	ActionAid Bangladesh (AAB) Country Office House: SE(C) 5/B (old house -08), Road 136, Gulshan -1, Dhaka -1212
13.	Tender notice published/announced	Bdjobs.com
14.	Date of Tender Notice Published	06 November 2025
15.	Date of Tender Document /Tender Schedule Collection from:	06 November 2025
16.	Last Date and time of Tender Submission :	2:00 pm of 01 December 2025
17.	Date & Time of Tender Box Opening	2:30 pm of 01 December 2025
18.	Shortlisting of Tender	07 December 2025
19.	Presentation of Vendors	09 December 2025
20.	Validity of Proposal	Minimum 60 days after submission.
21.	Special Instruction	Only one authorized representative from each bidder may attend the opening session.
22.	Selection Criterion	a) Primarily bidders will be shortlisted for presentation based on the financial proposal, technical proposal, feedback from other organisation, business document & experience. b) Based on the Technical evaluation and financial proposal a 60/40 (technical /financial) weightage will be calculated. c) Proposals will be assessed, ranked, and awarded based on the concept of "best value," taking into account both technical and financial factors.
23.	Contact information if any queries	Email: aab.mail@actionaid.org
24.	Weekend & Office Hour	8:30 AM – 5:30 PM (Friday, Saturday & Government Holidays closed)

3. Detailed Requirements

3.1. Medical Insurance Coverage Requirements:

The Medical Insurance plan should comprehensively cover the following aspects:

3.1.1. In-Patient (IPD) Benefits

- In-patient treatment including room rent, surgery, diagnostics, medicines, and consultation fees.
- Two plan options to be offered:
  - **Option A:** Coverage up to BDT 300,000 per annum
  - **Option B:** Coverage up to BDT 200,000 per annum
- Coverage to be on an *actual basis up to the benefit limit*.
- Must include a wide network of empanelled hospitals nationwide (Dhaka, Cox's Bazar, Chattogram, and other divisional towns).

3.1.2. Out-Patient (OPD) Benefits

- Includes general, dental, and optical treatments.

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- Coverage of doctor's consultation fees, cost of prescribed medicines, and diagnostic tests.
- Two plan options to be offered:
  - **Option A**: BDT 40,000 per annum
  - **Option B**: BDT 30,000 per annum
- Coverage to be on an *actual basis up to the benefit limit*.

3.1.3. **Corporate Buffer**

- Corporate buffer fund of BDT 500,000 to cover exceptional or high-cost medical cases, at AAB's discretion.

3.1.4. **Maternity Benefits**

- The plan must include maternity coverage (both normal and cesarean delivery) with the following benefit levels:

Benefit Type	Option A (BDT)	Option B (BDT)
Caesarean Delivery	80,000	50,000
Normal Delivery	40,000	25,000
Miscarriage	20,000	15,000

3.1.5. **Critical Illness Care (CIC)**

- Lump sum, one-time payment upon confirmed diagnosis of listed critical illnesses.
  - **Option A:** BDT 1,500,000
  - **Option B:** BDT 1,000,000

3.1.6. **Claim Settlement & Turnaround Time**

- Clear description of claim submission and settlement process, documentation required, and average settlement duration (expected: within 10 working days).
- Online claim submission and tracking system (individual staff wise) are preferred.

3.1.7. **Value-Added Services**

- 24/7 customer support hotline.
- Cashless hospitalisation facilities at listed hospitals.
- Optional telemedicine support.
- Annual health awareness session (if available).

3.1.8. **Additional Information Required**

- Profit sharing (if applicable).
- Eligibility criteria to join the scheme.
- No. of disbursement days for reimbursement.
- Other service advantages.

3.2. Group Life Insurance Coverage Requirements

The Group Life Insurance plan must include the following benefits:

Coverage Type	Benefit Description	Coverage Amount
Natural Death	60 times of monthly gross salary	60 x Monthly Salary

Accidental Death Benefit (ADB)	120 times of monthly gross salary	120 x Monthly Salary
Permanent Total Disability (PTD)	60 times of monthly gross salary	60 x Monthly Salary
Permanent Partial Disability (PPD)	As per schedule,	Prorated
Profit Sharing	If applicable, specify details	% or bidder have own policy shared.
Claim Settlement	Detail procedure and average processing time	Preferred ≤ 10 working days
Payment of Premium	Quarterly / Yearly payment by ActionAid Bangladesh	—
Eligibility	All regular staff of ActionAid Bangladesh	—
Value Added Benefits	Any additional advantages (e.g. accidental hospital cash, funeral benefit, etc.)	—

3.3. Documents to Submit with Proposal

3.3.1. Technical Proposal (Separate)

3.3.2. Financial Proposal (Separate)

3.3.3. Updated Trade License

3.3.4. e-TIN Certificate

3.3.5. Latest Income Tax Return Certificate

3.3.6. 13-digit BIN Certificate

3.3.7. Company Profile (short profile) and List of Current Clients

3.3.8. Summary of similar contracts executed

3.3.9. Contact details of at least two current corporate clients for reference

3.3.10. Bank Information for Online Payment:

3.3.10.1. Account Title

3.3.10.2. Account Number

3.3.10.3. Bank Name, Branch Name, Routing Number

3.4. Tender Submission Process

- Bidders must submit **two separate sealed envelopes** — one containing the **Technical Proposal** and the other the **Financial Proposal**.
- The **Financial Proposal** must be prepared using the **predefined Excel template** attached with this tender schedule.
- Both envelopes should then be placed inside **one larger sealed envelope** clearly marked: *"Tender for Group Life Insurance and Medical Insurance for ActionAid Bangladesh Staff."*

- The sealed envelope must be dropped in the **tender box** at ActionAid Bangladesh Country Office **by 2:00 PM on 01 December 2025**.
- Late submissions will not be accepted, and proposals not following the prescribed format may be disqualified.

3.5. General Terms & Conditions:

3.5.1. The number of staff and dependents mentioned in both this document and the financial proposal form has been calculated based on the approximate staff count over the past 12 months. Please note that approximately 75% of ActionAid Bangladesh staff are employed on a project basis. As a result, the total number of insured individuals may increase or decrease depending on project needs. However, the premium rate will remain fixed for the next three years, regardless of any changes in the number of insured person.

3.5.2. **The document needs to be submitted with the proposal:** Financial proposal, Technical Proposal, all valid business documents (updated trade license, e-TIN Certificate, updated income tax return submission certificate, 13-digit BIN Certificate, List of current working organisations, other certifications/documents (if any).

3.5.3. **Multiple proposal /options:** Bidder should not provide more than one proposal. If multiple options are provided, the management reserves the right to reject proposals and samples.

3.5.4. **Miscalculation:** In case of a miscalculation, the proposal may be ignored/rejected at any time.

3.5.5. **Changes in service requirement**: The service requirement may undergo variations. The selected bidder(s) must accommodate these changes accordingly, and payment will be made accordingly.

3.5.6. **Payment mode:** ActionAid may provide quarterly for medical insurance and yearly for life insurance.

3.5.7. **Business Papers / Document:** Bidders are required to submit all valid and updated business documents, including but not limited to the following: Trade license, TIN, AIT Return certificate, 13-digit BIN Certificate, etc.

3.5.8. **Bank Information for Online Payment:** The bidder must include bank account information (account title, account number, bank name, branch name, routing number) in the proposal. This information is necessary as the payment will be made online.

3.5.9. **Compliance with the Terms of RFQ:** If a vendor fails to submit proposals by the RFQ or does not adhere to all the terms outlined in the RFQ, their proposals may not be considered.

3.5.10. **VAT & Tax:** VAT & Tax will be deducted as per govt. rules (if applicable).

3.5.11. **Money Laundering & Terrorist Financing Activities:** Vendor shall comply with govt. rules regarding "Money Laundering & Terrorist Financing Activities" in all respect.

3.5.12. **Anti-bribery & Corruption:** Neither party shall offer or seek or accept directly for itself, its staff, or another party any gift or benefit which would or could be construed as illegal or corrupt. The vendor must immediately report any suspicion of fraud in confidence to the authority of ActionAid.

3.5.13. **Code of Conduct:** By signing this order vendor assures that he/his company is not blacklisted, banned, or not bankrupt. The vendor is not involved with a criminal organization, fraud, corruption, or any other illegal activities.

3.5.14. **Child Labor & Women Rights:** The vendor shall agree to the core labor standard & abolition of child labor, respect the legislation of the country on women's rights & gender equity, and will not employ/engage child labor in his organization.

3.5.15. **Termination of Work Order:** The work order shall be terminated in breach of the terms & conditions laid down on this order.

3.5.16. Being the lowest bidder will not be the sole criterion for selection. The vendor must provide detailed specifications of the proposed insurance policies, including coverage benefits, exclusions, premium terms, claim procedures, hospital/network facilities, value-added services, and other relevant details.

3.5.17. Selection of the bidder may be based on the overall value of coverage, service quality, and premium competitiveness for each insurance category (Medical Insurance and Group Life Insurance) either individually or jointly, as deemed appropriate by ActionAid Bangladesh.

3.5.18. Bidder's businesses must operate in compliance with the relevant rules and regulations of the Government of Bangladesh. The use of green materials and adherence to a green manufacturing environment is highly appreciated. Selected suppliers are expected to uphold ActionAid's values, code of conduct, and all related policies.

3.5.19. ActionAid Bangladesh reserves the right to amend, revise, or withdraw the requirements, and to accept or reject any or all bids without obligation or clarification. Evaluation and final selection will follow ActionAid Bangladesh's procurement policies and donor compliance requirements to ensure transparency, fairness, and best value for money.

3.5.20. Any persuasion will be considered as disqualification.

3.6. Evaluation Process

- **Stage 1:** Preliminary review of completeness and compliance.
- **Stage 2:** Technical evaluation based on coverage, hospital network, claim service, and experience.
- **Stage 3:** Financial evaluation based on competitiveness and cost-benefit analysis.
- **Stage 4:** Presentation by shortlisted bidders.
- **Final Evaluation:** Combined score (60% Technical + 40% Financial) leading to award based on *best value*.

3.7. Tender Opening and Awarding Process

- Tenders will be opened in presence of attending bidders' representatives at **2:30 PM, 01 December 2025**.
- The shortlisted vendors will be notified for presentation on **09 December 2025**.
- Final decision will follow AAB's procurement policy ensuring transparency, fairness, and value for money.

Issued by,

05/12/2025

Md. Rafiqul Islam, ACA
Head of Finance and Administration
For and on behalf of the Tender Committee
ActionAid Bangladesh
House SE(C) 5/B (Old House 08), Road 136, Gulshan-1, Dhaka-1212