

## **TERMS OF REFERENCE FOR THE PROVISION OF MEDICAL COVERAGE SERVICES FOR THE BENEFIT OF THE STAFF AND BENEFICIARIES OF THE AFRICAN CIVIL AVIATION COMMISSION (AFCAC)**

### **General Objective:**

Participate in the improvement of the well-being of its staff and their dependents, by covering the expenses of medical follow-up and treatment, by giving them the opportunity to benefit from international medical coverage, reinforced and adapted, facilitating access to quality health services.

### **Specific objectives :**

- A "100% health" insurance for all our employees and dependents, without a medical questionnaire;
- A health insurance that adapts to the constraints of our institution while meeting the expectations of our staff and their beneficiaries;
- Ease of access to services through physical reception, telephone reception or the deployment of digital services to continue to meet the needs of its insured persons and beneficiaries;
- Assisting our institution in the formalities of setting up the collective contract;
- Follow-up of the management of the collective contract: reimbursements, personnel changes, etc.
- Avoid paying medical expenses in advance, through the implementation of a third-party payment card (the Tiers Payant) at 15%;
- Maximum coverage of USD 25000 per person per calendar year.

### **Minimum Care Basket:**

The collective contract must comply with a set of minimum guarantees:

- Full co-payment (the Tiers Payant at 15%) for consultations, procedures and services reimbursed by health insurance;
- Comprehensive management of specialized radiology (MRI/CT scan/PET scan) and contrast products;
- Full daily hospital fee;

- Doctor's fees (surgeon, attending physician, assistant, anaesthetist, midwife) covered at 100%;
- Dental expenses (prostheses and orthodontics) up to 125% of the conventional rate;
- Flat-rate optical fee per 2-year period (annually for children or in case of vision changes) with a minimum coverage of USD 500 for a simple correction;
- Full reimbursement of hearing aids (choice of at least two device options with adjustment channels, at least 3 years warranty);
- Oncology (chemotherapy and radiotherapy) 100% covered;
- Maternity (simple or complicated delivery, medically necessary caesarean section) 100% covered
- 100% Covered Reconstructive (Repair) Surgery

***N.B.:*** *The geographical area of coverage is the African continent. However, during business trips or holidays not exceeding 60 days (in total) per policy year, medical expenses incurred in excluded countries as a direct result of an accident or medical emergency will be covered.*

**Pre-qualification of bidders:**

Bidders must attach the following documents to their bids:

- 1- National Identification Number,
- 2- Industry or sector of activity
- 3- Proof of registration by the local/country-of-operation financial regulatory authority
- 4- A sworn statement attesting that the bidder is not subject to liquidation proceedings or personal bankruptcy;
- 5- A sworn statement attesting that it is not subject to a liquidation of assets or judicial settlement procedure;
- 6- Products/types of services or work offered;
- 7- Certificate of tax exemption for the current year, or provide a tax clearance;
- 8- Addresses and administrative documents, taxpayer's account, commercial register;
- 9- Proof of payment of the \$100 tender fee.

**The criteria for evaluating and comparing bids are as follows:**

- The legal viability of the entity and its financial position;
- Access to quality health care at preferential rates;
- Proven experience in providing group health insurance services to at least three (3) reputable international institutions such as AFCAC;

- Capacity to provide swift processing of staff and their dependents' medical claims (within 10 days).
- The total fees to be charged for the management fee of the group contract as a percentage of the direct annual cost.
- Capacity to ensure a wide territoriality of health services;
- Capacity to provide AFCAC and its staff with specialized human resource (Focal Point) capable of communicating and interacting effectively and proactively on all matters relating health insurance coverage.

AFCAC is soliciting technical and financial proposals from interested companies, who should submit their technical and financial offers under closed with encryption (password) to: [procurement@afcac.org](mailto:procurement@afcac.org) , or physically sealed envelope to the address below:

Secretariat of the Secretary General  
African Civil Aviation Commission (AFCAC) Léopold Sédar Senghor Military Airport Road,  
BP 8898 Dakar, Senegal

The deadline for submission of the proposals is **13 May 2024, by 12:00** Dakar, time.

The Secretary General