
HEALTH INSURANCE FOR GOVERNMENT EMPLOYEES

OVERVIEW OF THE ASSIGNMENT AND
INSTRUCTIONS FOR SUBMISSION
OF
EXPRESSION OF INTEREST



DEPARTMENT OF HEALTH
GOVERNMENT OF KHYBER PAKHTUNKHWA

PART – I

BRIEF DESCRIPTION OF THE PROGRAMME

Introduction

Keeping in view the widespread poverty and high out of pocket expenditure, the Government of Khyber Pakhtunkhwa launched the Social Health Protection Initiative in 2016 for 100,000 households of the province.

Due to the tremendous success of the programme, the Government of Khyber Pakhtunkhwa expanded the coverage of the programme to 100% population in 2020 with the brand Name of Sehat Card Plus. Currently around 7.6 million families including all the individuals of the whole province are being targeted. Annual premium cost is approximately 23 billion.

With 100% population coverage, Sehat Card Plus has become an all-inclusive programme offering free of cost inpatient care, to all the residents of the province thereby making the Khyber Pakhtunkhwa the only region in Asia to achieve the Universal Health Coverage.

Committed to improving the health status of the people and to enhance the Health Financing for efficient service delivery, the Health Department, Government of Khyber Pakhtunkhwa invites “**Expression of Interest (EOI)**” for implementing the “Health Insurance Programme” for the Government Employees of Khyber Pakhtunkhwa from well reputed and registered firms/companies having expertise in the field of Health Insurance. The firm/company shall be selected in accordance with the "Khyber Pakhtunkhwa Public Procurement of Goods, Works and Services Rules, 2014”.

Insurance Mechanism, Targeting and Coverage

The programme features include cashless health coverage, access to vast network of hospitals, hassle free services and most importantly the peace of mind for the employees.

The plan will initially cover approximately 600,000 employees of the government of Khyber Pakhtunkhwa along with their families.

The Programme has following ranges of health insurance coverages

- It is a family premium product, family means the employee, his/her spouse, unmarried children and the parents of the employee. Dependant minor sisters and brothers

- The programme would cover all ages starting at birth.
- There will be no exclusions of pre-existing conditions (with the exception of some specific “standard exclusions” such as injuries due to suicide attempts, drug addiction or overdose, cosmetic surgery, etc);
- It is explicitly designed to be affordable to encourage maximum participation of the employees. After the first year of implementation an assessment regarding the penetration rate should inform actions to improve the uptake of the product, if any. These may include reducing the premium, enhancing the benefit package, extending the range of providers, and/or developing other insurance products targeted at specific client groups.

Service Provision

- For the scheme, service providers may include public and/or private hospitals, clinics and nursing/maternity homes across Pakistan.
- As a prerequisite all the hospitals shall be duly registered/licenced with the Health Care Commission KP or other health regulatory body of the concerned province.

Provider Payment Mechanism

- Cashless payment system
- Pre-established prices of services
- Detailed methodology to ensure timely reimbursements to the providers.

Utilization and Gate Keeping

To ensure both sustainability and appropriate use of the scheme there will be emphasis on strong “gate keeping”. Insurance company will describe mechanisms for pre-authorisation of hospitalisation for planned admissions. The insurance companies will also ensure very close monitoring and intense education aimed at limiting unnecessary demand for hospital services. However, these arrangements should not be a barrier to emergency admissions.

Service Delivery Period

The initial period of Contract shall be 3 years subject to performance evaluation on yearly basis which shall be carried out by the Government through a Committee.

The Committee will review the agreement and performance of the Organisation on periodic basis. As part of their regular review process, the Parties shall review information on common

unlisted procedures and seek to introduce them into the listed package with appropriate package charges.

Payments

The premium shall be paid by the Government to the Insurance Company on mutually agreed terms and conditions. Premium includes all Management/Overhead cost, intermediary cost and burning cost (claims paid and outstanding).

PART – II

GENERAL INSTRUCTIONS

The firm/company shall be selected in accordance with the "Khyber Pakhtunkhwa Public Procurement of Goods, Works and Services Rules, 2014".

Expression of Interest (EOI) should be in English language along with relevant complete details of the qualification and experience requested under **Part-III**.

The Firms/Companies can make Consortiums, and/or Joint Ventures (JVs) to enhance their capabilities, however, the lead firm must be clearly mentioned in the EOI. All the interested firms must be registered with Khyber Pakhtunkhwa Revenue Authority.

Interested companies/firms, or consortia must provide information indicating that they are qualified to perform the services (e.g. description of similar assignments, value of previous assignments, experience under similar conditions, availability of appropriate professionals etc.) meeting the following pre-requisites;

- Should be registered in Pakistan with relevant authorities and should be authorized as providers of health insurance services.
- Should have a team with necessary expertise in different technical areas of the scheme who would work on developing technical details and implementation arrangements of the scheme e.g. a programme manager with expertise and experience of developing a similar product, actuarial expert, expertise in M&E and MIS as well as marketing expertise.
- Should have sound financial and organisational capacity. The Companies should provide their PACRA & / or JCR rating.
- Should have a network of enlisted hospitals or experience / capability of enlistment of hospitals for health insurance.
- Should provide the materials that would be specific to the proposed assignment.

It is intended to establish a short list of all organisations meeting a threshold of capability; and to invite them to the pre proposal conference to further refine/update the project's design with the comments/queries of the shortlisted organizations.

Formal proposals shall be requested from shortlisted organizations who shall be provided with all the necessary details required for submission of the proposal.

If the EOI consists of more than one volume, the applicant must clearly number the volumes constituting the EOI and provide an indexed table of contents for each volume.

All documents should be securely bound.

The company should ensure that all submitted information is correct.

A company/firm/association/consortium having minimum score of 70 marks would stand shortlisted, thus, must explicitly describe their expertise in the following areas:

SHORTLISTING CRITERIA

Governance arrangement (30)

- Governance arrangements, management structure, and staffing description
- Financial and operational systems to support activity in the programme area
- Capability in actuarial assessments, costing and pricing of health services
- ICT systems appropriate to the programme i.e. IT based technology solution to run the programme at multiple hubs
- Rating as per PACRA &/or JCR

Quality of Human Resources (20)

- Description of board level members who will take an active interest in the programme
- Description of senior managers who would be responsible for the programme
- Description of staff with specific technical expertise relevant to the programme in health insurance and community mobilization

Organizational Experience (25)

- Experience in health insurance in Pakistan and in the region
- Linkage development/collaborative working with provincial and district governments/ other organizations providing similar services

Approach to the Programme (25)

- Description of relevant experience and key lessons learnt based on previous experience in health insurance
- A brief understanding on overall anticipated approach to the programme that:
 - The Processes to be put in place and effectively operationalized and managed for the health insurance scheme covering whole of the district(s)

- Elements of monitoring mechanism to oversee the fieldwork and collect & analyse data to ensure that the findings are appropriately and sufficiently collected, collated, and analyzed for improvements in implementation.
- Strategies for educating the employees on appropriate use of health insurance.

PART – III

ESSENTIAL INFORMATION TO BE PROVIDED BY THE COMPANY/FIRM

- i. Name, address, Phone, Fax and E-mail address along with postal and telegraphic address for the head office, branch offices and contact personnel.
- ii. Certificate of Registration of the company(s)/Firm(s) as Legal Entity with Securities & Exchange Commission of Pakistan.
- iii. Company/Firm or consortium name, address, copy of the Registration Certificate with relevant professional bodies of the concerned Government, supported by latest/ updated renewal, Country of Operations (if the firm is registered and operating in several countries) in respect of each partner, if an association/consortium will participate. Memorandum/ Article of Association/ Partnership Deed or Joint Venture Agreement (if applicable) etc.
- iv. Names and short CVs/Description of; (i) Board level members who will take an active interest in the programme, (ii) Senior managers who would be responsible for the programme and (iii) Staffing plan with specific technical expertise relevant to the programme in health insurance and community mobilization.
- v. Sound financial position with documentary evidence in the form of last three years audited financial accounts' statement of the firm/association members.
- vi. National Tax Number of the company/firm/joint venture/consortium members.
- vii. Rating of the Insurance Company as per PACRA &/or JCR VIS
- viii. Data Sheets of relevant (similar and specific experiences) assignments/works, duly substantiated, by the firm(s)/ Joint Venture(s) members either completed or in progress, with the following details:
 - a. Name of the Project
 - b. Cost of the Project
 - c. Name and address of the Client
 - d. If case of consortium/association the type of association i.e. either JV or sub-consultants be mentioned clearly along with names and address of all the partners.
 - e. Consultancy services rendered along with the Start & Completion Date.
 - f. A firm, which was a partner in a previous joint venture(s), should furnish a statement providing details of work, component of works performed individually and its over-all share (percentage) in the works performed by the joint venture.

- ix. Any additional documents to support relevant experience of company/firm.
- x. List and status of litigation/arbitration by the company/firm or any member of the consortium against a client, if any.

- xi. Affidavit from all the participating partners of the association, duly signed and stamped by the authorized person of the company/firm, confirming that:
 - a. the applicant company/ firm has never been blacklisted by any International, Government/ Semi Government Organisation and
 - b. all the information provided by the applicant company/firm is correct.
- xii. Declaration as provided in **Appendix 1** of this portion, herein under, on legal stamp paper, duly signed and stamped by the authorized person of the company/firm.

Any further information/clarification may be sought.

Name _____

Complete Official Address _____

Tel: _____ Fax: _____

Email: _____

APPENDIX 1

DECLARATION

We underscore the importance of a free, fair and competitive procurement process that precludes abusive practices. In this respect we have neither offered nor granted directly or indirectly any inadmissible advantages to any public servant or other person nor accepted such advantages in connection with our bid, nor will we offer or grant or accept any such incentives or conditions in the present procurement process or, in the event that we are awarded the contract, in the subsequent execution of the contract.

We will inform our staff about their respective obligations and about their obligation to fulfil this declaration of undertaking and to obey the laws of the country of Islamic Republic of Pakistan.

We also declare that our company/all members of the consortium has/have not been included in the list of sanctions of the Islamic Republic of Pakistan, nor in any other list of sanctions and affirm that our company/all members of the consortium will immediately inform the procuring entity if this situation should occur at a later stage.

We acknowledge that, in the event that our company/firm is added to a list of sanctions that is legally binding upon the procuring entity, the procuring entity is entitled to exclude our company/the consortium from the procurement procedure and, if the contract is awarded to our company/the consortium, to terminate the contract immediately if the statements made in the Declaration of Undertaking were objectively false or the reason for exclusion occurs after the Declaration of Undertaking has been issued.

Place _____ Date _____

Name of company/firm _____

Signature(s)