

Mothers2mothers (m2m) is an African Primary Health Care organization that employs women living with HIV as community health workers across 10 African nations. These “Mentor Mothers” deliver integrated health services at clinics and in communities to ensure everyone, everywhere, has access to the services they need to be healthy and stay in care. Over the next five years, this proven, peer-led model is being scaled up to double down on ending HIV, as well as to tackle new health challenges and reach more people – all with the aim of building a fairer, healthier future. The employment of local women as community health workers means that we are delivering a model that prioritizes healthcare for families who need it most, delivered by women who know them best. Since its creation in 2001, m2m has created jobs for nearly 12,000 women living with HIV in sub-Saharan Africa and, together, they have reached over 15M people with critical health services and education.

In 2021, m2m reached over 1.6M people across 10 African nations, including 402,616 adolescents (ages 10-19) – 51% more than the year before. m2m also advanced the Global Goals of ending HIV/AIDS by 2030 – by achieving virtual elimination of mother-to-child transmission of HIV among its enrolled clients for the eighth consecutive year, and meeting all of the ambitious UNAIDS Fast-Track Targets among its clients four years ahead of the 2026 target date.

Title: Request for Proposal to Provide Corporate Health Insurance Services as a Health Maintenance Organisation (HMO)

Locations: Abuja (FCT), Akwa Ibom, Benue, Delta, Enugu, Imo, Lagos, Nassarawa, Niger, and Rivers

Objective of the Assignment

- m2m Nigeria seeks to employ the services of an eligible and reputable Health Management Organizations to submit proposals for Health Insurance Services to all staff members in Nigeria.

Purpose

- The main purpose of the service is to provide high quality, client focused and cost-

effective healthcare services to all m2m Nigeria employees 24hours 7days of the week. The selected organization is expected to always ensure easy access to healthcare across all states in Nigeria.

- The organization is expected to act with high degree of integrity, responsibility and be knowledgeable as well as compliant with National Health Insurance Act/Laws.
- To provide corporate Health insurance services in the areas of routine care, neo-natal care, emergency, medical assistance, chronic condition treatment, healthy living consulting, pharmaceutical assistance, gym, and health awareness services to m2m Nigeria staff.

Quote Validity:

- Vendor proposals shall remain valid for one year from the deadline for receipt of quotations. Additionally, for the successful bidder(s), the bids/quotes submitted shall also remain valid and not subject to review for a two-year period from the date of contract signing by the selected Health Maintenance Organization (HMO).

Duration of Contract:

- The Contract period shall be from November 2023 to September 2024 subject to good performance in the first year of engagement.

Pre-Qualification Criteria

- Your company must be a registered HMO organization with the requisite experience and track records for provision of Health Care/Insurance. The documents below must be submitted

Eligibility Criteria:

- Evidence of company's incorporation with Corporate Affairs Commission (CAC)/Form 07
- Evidence of three years (2011-2013 or 2018-2020) Tax Clearance Certificate
- Evidence of a Tax Identification Number (TIN)
- Evidence of corporate office address, phone numbers, email address.
- Evidence of financial capability and banker's Reference letter.

- Detailed list of nationwide hospital providers in all 36 states of the federation and particularly the states listed in the RFP as 'List of Locations where m2m Nigeria requires medical services.
- Reference Company, Description of Type of Work Performed for Reference Company, Name of Contact Person at Reference Company, Telephone # / Email.
- In addition, provide documents certifying relationship with vendors in the below categories in our states of operation.

Technical Requirements:

- Company Profile with in-country staff strength and registration with relevant Government Regulatory and professional bodies; proof of attendance to any of the any HMO local and international conferences and workshop and will enable the vendor to attract maximum points
- Evidence of having functional Branches/presence in at least 15 States in the Country including the FCT (Please state verifiable addresses and contact persons)
- Evidence of existing contracts with at least 2 International Organizations and 2 Non-governmental Organizations (All the organizations must have at least 20 staff strength)
- Evidence of affiliation/registration with at least 5 Prime/Teaching Hospital; 5 Secondary Health Facilities and 10 Specialist Clinics/Hospitals across the 30 States
- Evidence of recent (2020-2022) annual Returns and current audited accounts of your firm for the past three years.
- Proof of past performance with at least reference letters from three clients

Financial Bid / Price Quotes:

- All bidders are expected to submit all their Health Care Plans in a Tabular format using Spreadsheets with the detailed services available for each plan and the cadre of Hospitals available for it with the unit cost per staff. At the minimum, the following services (including any limitations on duration and number of uses) shall be provided:

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- Outpatient and Specialist Consultation
 - Physiotherapy
 - X-Rays, Laboratory & Diagnostic Tests

- Radiological Investigations on upper limb, lower limb, thorax, vertebra abdomen, skull series & ultrasound scan & other investigations
 - Accidents & Emergencies
 - Routine Immunizations
 - Minor Surgeries & Procedures
 - Intermediate Surgeries & Procedures
 - Ante-Natal Care + Delivery
 - Neonatal Care
 - Primary Dental Care (fillings, non-surgical extractions, preventive care)
 - Immunization 0-5years.
 - Eye examination and Eyeglasses (or Contact Lenses)
 - HIV/AIDS Care & Treatment including testing and counseling
 - Additional Immunizations for 0-5 years (Hepatitis B, HiB, MMR, Pneumococcal, typhoid)
 - Dental Surgical Extraction, ENT
 - Annual Health Checks
 - Effective customer care services:
 - Good refund policy regarding out-of-pocket expenditure.
 - Refund for non-use of service
 - Added customer satisfaction benefits
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- All other service provided by the HMO should be listed too.
 - The vendor is also to provide premium terms per enrollee i.e., staff to include spouse and children (specify number in proposal if there is a maximum), if married (family plan) and premium plan per enrollee (individual plan)
 - For all the proposals meeting technical requirements, the lowest evaluated most responsive proposal shall be selected after the financial bid analysis. Therefore, vendors should ensure that all their line unit costs are competitive. This will consider price, comprehensiveness of services, quality of services, availability of services, location, and types of facilities available, hours of service, responsiveness, 24-hour help line, dedicated account manager and explicit coverage of all pre-existing conditions.
 - For all the proposals meeting technical requirements, the lowest financial compliant proposal shall be selected after the financial bid analysis.

Application Closing Date

13th October, 2023,

How to Apply

Interested and qualified bidders should send their Applications to: NigeriaHR@m2m.org

Important Information and Notice

- This request for proposals solicitation will be advertised in numerous print and electronic media and hence, will be very competitive.
- The successful bidder(s) shall be notified in writing and will be invited for a presentation and to sign a contract with m2m Nigeria.
- m2m Nigeria is neither committed nor obliged to include any company and/or associated companies, agents, or contractor on any bid list.
- Be aware that this invitation to express interest does not guarantee that you will be requested to submit all other subsequent offers to m2m Nigeria; it does not constitute any form of agreement or contract between our organizations.
- m2m Nigeria shall not be responsible for any cost incurred in responding to this invitation.
- This request for expression of interest shall not be construed as a commitment by m2m Nigeria, nor shall it entitle respondents to claim any indemnity from m2m Nigeria by virtue of having responded to this advertisement.
- This invitation is for you to express your interest in the provision of health insurance services and does not warrant further feedback from m2m Nigeria hereafter.
- On the account that bid documents are submitted in any location other than the address given makes the submission invalid.
- Multiple bidding will not be acceptable.
- Only the financial bids of shortlisted firms that meet the technical evaluation criteria in accordance with m2m Nigeria pre-qualification procedure will be contacted.
- m2m shall conduct a due diligence process at business premises of successful vendor before final award is given.
- For further enquiries, please direct to: NigeriaHR@m2m.org