



**REQUEST FOR PROPOSAL (RFP):
TRAVEL INSURANCE COVERAGE
FOR
ESAAMLG SECRETARIAT STAFF**

7 MAY 2024

A. INTRODUCTION

Organizational Overview

1. The Eastern and Southern Africa Anti-Money Laundering Group (ESAAMLG) is a Regional Body subscribing to global standards to combat money laundering and financing of terrorism and proliferation. Its 21 Member Countries are Angola, Botswana, Burundi, Eritrea, Eswatini, Ethiopia, Kenya, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Rwanda, Seychelles, South Africa, South Sudan, Tanzania, Uganda, Zambia and Zimbabwe. In this regard, to assist its members, secretariat staff regularly travels for official business. Currently, travel insurance is procured on a per-trip basis, resulting in administrative complexities, time-consuming, and cost inefficiencies.
2. This RFP seeks to address these challenges by soliciting proposals for a comprehensive yearly travel insurance plan.

B. SUBJECT OF THE CONTRACT

3. This request for bids invites service providers, and licensed/registered insurance companies, to provide a comprehensive annual Travel Insurance plan for Secretariat staff.

C. TECHNICAL SPECIFICATIONS AND STANDARDS

Objectives

4. The primary objectives of this RFP are as follows:
 - i. Provide comprehensive and global insurance coverage for all Secretariat staff on a yearly basis.
 - ii. Streamline administrative processes related to travel insurance procurement.
 - iii. Optimize cost-effectiveness by consolidating insurance needs into a single yearly plan.

Scope of the Service

5. The selected insurance company shall provide the following services:
 - i. **Coverage Types:** a). Medical and health-related expenses. b). Trip cancellation and interruption. c). Baggage loss or delay. d). Emergency medical evacuation and repatriation of mortal remains as well as covering costs for family members to travel. e). Travel assistance services including covering costs for family members in the event that staff member falls ill abroad. f). Coverage of WHO-declared pandemics such as Covid-19. g). Other relevant coverage as per industry standards.
 - ii. **Geographical Coverage:** a). Worldwide coverage for all trips undertaken by Secretariat members. b). No geographical restrictions, including high-risk or remote locations. c) 24/7 Emergency Contact.

- iii. **Policy Duration:** a). Coverage for a period of one year from the date of contract execution. b). Automatic renewal option with a transparent pricing structure for subsequent years.
- iv. **Claims Processing:** a). Efficient and transparent claims processing system. b). Dedicated support for expedited claims resolution.
- v. **Value-added Services:** a). Access to travel risk management tools and resources. b). Customised reporting and analytics for insurance utilization.

D. PROPOSAL SUBMISSION GUIDELINES

- 6. Interested insurance companies are requested to submit proposals addressing the following key areas:
 - i. **Company Overview:** a). Background and experience in providing yearly travel insurance services. b). Client references and testimonials. c). Financial stability and industry credentials.
 - ii. **Insurance Plan Details:** a). Description of the proposed Yearly Global and All-Round Trip Travel Insurance plan. b). Coverage limits, exclusions, and optional add-ons. c). Pricing structure and payment terms.
 - iii. **Claims Management:** a). Overview of the claims processing system. b). Average claims settlement timeframes. c). Support mechanisms for expedited claims resolution.
 - iv. **Value-added Services:** a). Additional services or benefits are offered with the insurance plan. b). Technology integration for travel risk management.
 - v. **Compliance and Regulations:** a). Compliance with local and international insurance regulations. b). Risk mitigation strategies for unforeseen events or travel disruptions.

E. Proposal Evaluation Criteria

- 7. Proposals will be evaluated based on the following criteria:
 - i. **Coverage and Benefits:** a). The extent of coverage provided. b). Value-added benefits for Secretariat members.
 - ii. **Cost-effectiveness:** a). Competitive pricing structure. B). Cost savings compared to individual trip insurance.
 - iii. **Claims Processing:** a). Efficiency and transparency in claims management. b). Track record of timely claims settlement.
 - iv. **Customer Support:** a). Accessibility and responsiveness of customer support. b). Dedicated support for Secretariat members.
 - v. **Technology Integration:** a). Use of technology for risk management and reporting. b). Compatibility with existing systems and tools.

i. IN SUMMARY,

E. PROPOSAL SUBMISSION DETAILS:

- 8. Interested insurance companies are invited to submit their proposals outlining the following:

- Company background and experience in providing global travel insurance cover
- Detailed descriptions of insurance coverage offered
- Proposed global yearly travel insurance management approach
- Case studies or references from previous clients
- Pricing structure and any additional fees
- Compliance with ESAAMLG travel policies and regulations

Tender Documents must be submitted either by email to 'Erick Sanga' esanga@esaamlg.org and Jane Sailo: jsailo@esaamlg.org or through the postal address below. Proposals should be submitted strictly no later than **20th May 2024** in electronic format. Late submissions will not be considered.

1 Madaraka Street,
11468 Dar es Salaam
Tel.No.:+255-22 -2221350
Tel.No.:+255-22 -2221351
Email: executivesec@esaamlg.org

F. Selection Process:

Shortlisted insurance companies may be invited for interviews or presentations to further discuss their proposals. The selected insurance company will be notified by **24th May 2024**.

H. Contact Information:

For inquiries or clarifications regarding this RFP, please contact the abovementioned in paragraph 8.

I. Confidentiality:

All information provided in response to this RFP is confidential and should not be disclosed to any third parties without prior consent from ESAAMLG.

J. Contract Award

ESAAMLG Secretariat reserves the right to accept or reject any proposal and to cancel the RFP process at any time without liability. Thank you for your interest in providing global travel insurance coverage to ESAAMLG. We look forward to receiving your proposals.