



CAYMAN ISLANDS HEALTH SERVICES AUTHORITY

SCHEDULE A: CONDITIONS OF TENDER

1. ELIGIBILITY REQUIREMENTS FOR BIDDERS

Bidders are required to meet the following eligibility requirements in order to have their tender given further consideration:

- A. Provide a copy of their current business license for 2010 or appropriate evidence that such a license has been applied for but has not yet been issued.
- B. Show that they have been in active business in the provision of health care coverage for at least 10 year prior to 31 December 2009.
- C. Demonstrate that they have sufficient staff to provide the level of service required by this contract.

2. DURATION AND STANDARDS OF SERVICE:

- A. **Duration:** The contract period shall commence on 1st July 2010 and terminate on 30th June 2011. Prior to 30th June 2011, the C.I. Health Services Authority will tender these services for a 12 month period. Award of the contract to any vendor for the period covered under this tender document does not guarantee that the contract will be awarded to the same organization in any subsequent periods.
- B. **Employee Data:** Prior to the commencement of services the Contractor shall provide the name(s) employees/sales representative that shall be assigned to provide the services to the Authority. This requirement shall also apply to any new employee of the Contractor who may be assigned to the Authority's accounts.
- C. **Standards of Services:** The required standards of service for the provision of Overseas Group Health Insurance Coverage shall include:
 - I. Prices are to be in United States Dollars (USD) or Cayman Islands Dollars (CI\$) with USD equivalent stated.
 - II. All correspondence, documentation, manuals, product labels, product instructions must be in English.
 - III. Payment term must be a minimum of thirty (30) days.
 - IV. Where volume discounts are available, please indicate the percentage discount and the volume required to qualify.

- V. Contractors may provide additional information so as to allow an accurate assessment of their submission.
 - VI. Any submission that does not meet the requirements stated within the tender document may be rejected.
 - VII. Any submission that is in a format that is not legible or is incomplete is liable for rejection.
 - VIII. Tender submission received after the specified deadline will not be considered.
1. **Legislative Obligations:** The Contractor must comply with all applicable labour, safety and business registration legislation required to conduct business in the Cayman Islands and/or internationally for the duration of the contract period. The Authority reserves the right to inspect and confirm that the Contractor is in compliance with these requirements at any time during the contract period.
 2. **Right to Terminate:** The Contractor and the Authority shall have the right to terminate the agreement for any reason whatsoever by serving to the other party 60 days written notice of their intent to terminate the agreement.
 3. **References:** The Contractor shall provide references from two current clients and one reference from a previous client with regards to the quality products and services provided by the Bidder stating the duration that the service was provided.

3. SERVICES TO BE RENDERED

The Contractor should refer to the attached **Schedules** for the specifics relating to the service required and the frequency to be provided. The Authority's representative will require periodic evidence that the frequency of operations is being adhered to. Non-compliance of this term may result in the Authority specifying corrective action that should be taken by the Contractor or exercising its right to terminate the contract with immediate effect without penalty.

4. EVALUATION CRITERIA

In accordance with Financial Regulations the tender shall be evaluated and scored upon the following criteria, which are listed in level of importance. Predetermined weightings shall be applied to the scoring of criteria:

1. Quality of the product(s) to be provided
2. Pricing
3. Reliability of Service
4. Local Distributors

Items 1 to 4 of **Schedule A** will be incorporated into the contract for services as an attachment.