

STATEMENT OF REQUIREMENTS

ITEMS	DESCRIPTION	NO. OF PERSONS
1	Provision of Medical Insurance for NEMA staff and their dependent for a period of One Year.	2160

TERMS OF REFERENCE FOR THE MEDICAL INSURANCE SERVICES

1.0 Introduction

National Environment Management Authority (NEMA) is an Autonomous Institution established by the National Environment Act No. 5 of 2019 to coordinate, Monitor, Regulate and Supervise all matters on Environment in Uganda. It has a head office located on Plots 17/19/21 Jinja Road, Kampala.

NEMA is committed to motivating and maintaining a healthy workforce, and thus wishes to engage a competent provider to offer medical Insurance Service scheme for its employees and their immediate families. The authority therefore invites proposals/bids from eligible firms for the provision of medical insurance services.

1.1 Objective of the scheme

The objective of the scheme is to motivate, maintain a healthy workforce, through the provision of comprehensive healthcare services to the staff and their immediate families.

1.2 Scope of the services

- a) National Environment Management Authority (NEMA) is desirous of sourcing a medical insurance/ Service provider for the Financial Year 2023/24/25. The number of NEMA staff and their dependents to be insured is approximately 2160 (Two Thousand One Hundred Sixty)People. However, the number may increase or decrease from time to time during execution of the contract and the premium rate shall prevail.
- b) NEMA Staff list and their dependents shall be provided to the best evaluated bidder at the time of contract execution.
- c) The insurer shall be required to provide the following medical insurance services to staff members with their dependents (Spouse and maximum of Four Children under the age of 21 years as detailed below;

1. Out-Patient services:

- Consultation with both general practitioner and specialists
- Laboratory tests, X-rays, CT Scans and Ultra sound scans
- Offer of quality drugs/ medicines
- Diagnosis and treatment of common ailments
- Family planning services including contraceptive pills, IUDs, Norplant, etc
- Diagnosis and treatment of STDs
- Vaccination and Immunisations

- International Travel Vaccinations
- Treatment of pre-existing chronic conditions including HIV/AIDS, opportunistic infections, hypertension, cancer and diabetes.
- Out Patient general surgery and Emergency surgery
- Replacement of Lenses and frames due to loss or Damage of any kind
- Circumcisions
- Well-being clinic e.g. pap smear and cervical cancer tests
- Ophthalmology services covering annual eye check-up, visual acuity tests, treatment of eye infections, free eye check and sight corrections.
- Ear Nose and Throat services [ENT] (except hearing aids)
- Health education, counselling including follow up visits
- Annual general medical examination for all beneficiaries.
- Cholesterol screen and Diabetes screening
- ECG any time as long as requested for by any of Authority's employees.
- Physiotherapy
- Provision of first aid boxes
- Psychoneurotic Conditions

2. In-patient services (All standard services to provide general medical care services

- Hospitalization in a Private ward/room or elsewhere (including V.I.P rooms for senior and executive members of staff according to their privileges a year)
- General Surgery
- Gynaecology
- Pediatrics
- Internal Medicine
- Physiotherapy
- High and Intensive care
- Blood, blood equivalents and blood products.
- Chronic Renal dialysis
- Oncology e.g. treatment materials for chemotherapy and radio therapy
- Radiology: Tests and ultra sounds, MRI, CT, RI studies
- Organ and tissue transplants
- Dentistry; Surgery to treatment maxillofacial injury resulting from accidents.
- Chronic care management for declared conditions covering Asthma, Type2 Diabetes, cancer, mellitus, epilepsy, Hyperlipidaemia, hypertension, rheumatoid arthritis.
- Psychoneurotic Conditions

3. Maternity services: These services should cover the following:

Antenatal care

- Normal delivery at a respectable hospital
- Premature
- Accommodation in the obstetric ward for two nights
- Meals for the mother for the two (2) night's admission/accommodation.
- Required approved tests, one ultra sound scan
- Tetanus vaccinations
- Undertaking all required approved tests, one ultra sound scan,

- Administration of caesarean sections: In case of caesarean sections the service provider should provide accommodation in the obstetric ward for four days, meals for the mother for the four days after admission
- Gynaecological conditions
- Quality prevention of mother to child transmission of HIV infection (PMTCT) package/services

Note: Please provide quotation for each normal delivery and for Caesarean-section; hospitalization; theatre fees / labour ward fees; drugs, dressings, materials, GP, midwife, specialist; attendant anaesthetist and paediatrician; Normal delivery; and Threatened abortion or Miscarriage.

3. Dental services;

- Annual check-up
- X-rays
- Cleaning once a year
- Simple extraction and fillings
- Oral diseases

4. Optical services; these services shall cover the following:

- Replacement of Lenses and frames due to loss or damage of any kind
- Ophthalmology services covering annual eye check-up,
- Visual acuity tests,
- Treatment of eye infections,
- Free eye check and sight corrections

5. Free Anti – Retroviral treatment for HIV/ AIDS:

- Provide free treatment of ARVS, free counselling and testing for HIV status
- Free CD4 count to establish if the person is within the treatment range;
- Counselling on the use of Anti-Retroviral drugs
- Quality antiretroviral therapy (ART) and continuous monitoring of the treatment to ensure that the patient is taking their drug VCT
- Treatment based on WHO guidelines
- To cover hospitalization related to HIV/AIDS complications
- Quality post exposure prophylaxis against HIV when there is need

6. Cover for Covid-19, Ebola

a) Testing & Treatment; the service shall cover the following;

- Provide a PCR and, or Antigen test as prescribed by a Doctor.
- Prescribed drugs and reviews

b) Inpatient Treatment

- Provide home based care for asymptomatic/mild cases.
- Moderate cases requiring admission, provide treatment in a government/ private isolation centre.
- Serious/critical cases requiring ICU/HDU care, provide treatment at both public and private hospitals.

c) Outpatient Treatment

- Provide outpatient treatment for members confirmed to have COVID-19 and Ebola.

7. Rescue and Evacuation in Uganda

- Provision of road ambulance services only if member of staff is seriously injured or ill and requires immediate hospitalization
- Ambulance from work place; Ambulance from Place of residence in the case of emergency.
- Ambulance in case of accident or medical emergency country wide.
- Other Services to include courtesy Transport
- Provide Emergency treatment en-route. 24 Hour helpline
- Including Covid-19 patients and Ebola.

8. Up Country Treatment

- The service provider must provide a network of clinics in place for provision of upcountry medical services to employees and their dependants at Regional Offices i.e. (South-Western, Northern, Eastern, Western and Central regions of Uganda)

1.3 Deliverables

- The provider shall be expected to provide services in South-Western, Northern, Eastern, Western and Central parts of Uganda i.e in the entire Uganda and East Africa.
- The provider is expected to issue electronic medical cards with photographs to members for identification purposes to avoid fraud and misuse of the scheme
- The provider shall be expected to provide regular operational updates to avoid disappointment of the medical service and users
- The provider shall inform NEMA in writing for any change in service during the contract period within one month prior. These shall include; hospitals, clinics, pharmacies and others services.
- Monthly provisions of individual medical accounts where possible would be an added advantage

1.4 Transfer of Knowledge / Training.

The insurers should organize training sessions after every four (04) months yearly for key personnel and staff within NEMA to appreciate the insurance processes.

1.5 Minimum Experience Requirements.

The insurer is mandated to present evidence of key personnel and staff knowledgeable about insurance with a minimum of 10 years' experience.

1.6 Contract arrangements

The Medical Insurance Service Contract shall be for one-year renewable subject to satisfactory performance by insurer. The provider or providers shall be engaged against a lump sum contract.

1.7 Assignment Management and Administration.

The insurer shall dedicate line of business Managers to coordinate with the NEMA's Human resource to ensure maximum efficiency and service delivery. This should be as and when required and more so on a daily basis for routine management of issues and regularly on quarterly basis as a review mechanism.