

MAG 24 01 Insurance Services - Tender Instruction Sheet

1.	Introduction																									
1.1	Purchaser	The Purchaser is: MAG																								
1.2	Three-Stage Tender	<p>The tender process will comprise of three stages.</p> <ol style="list-style-type: none">1. The validation of suppliers, based on the Supplier Registration Questionnaire. Tenderers that pass the supplier registration will then be put forward to the second stage.2. The analysis of the bid, based on the Supplier Offer Questionnaire. Tenderers are to submit complete offers by the specified deadline.3. The three highest scoring tenderers will be invited to MAG Head Quarters to provide a presentation for which the agenda will be provided to the successful tenderers																								
1.3	Tender Name	The name of the tender is: MAG 24 01 Insurance Services																								
1.4	Tender costs	MAG shall not be liable for any costs incurred in the submission of any proposal.																								
1.5	Special Instruction	Under no circumstances should any approach be made to the insurance market including our existing insurers. Any breach of this will invalidate the broker concerned from this review.																								
1.6	Confidentiality	By receiving the tender documentation, you agree to keep strictly confidential and to use only for the purpose of this tender, all information relating to the operation, services and affairs of MAG, however it is obtained.																								
1.7	Timeframe	<table><tr><td>Invitation to Tender Timeframe</td><td></td></tr><tr><td>Activity</td><td>Date</td></tr><tr><td>Invitation to Tender</td><td>8/4/2024</td></tr><tr><td>EoL, NDA and Supplier Registration Submission</td><td>15/4/2024 17:00 BST</td></tr><tr><td>Dissemination of additional data</td><td>16/4/2024</td></tr><tr><td>Opportunity for informal conversation with Executive lead</td><td>29/4/2024 to 1/5/24</td></tr><tr><td>Deadline for submission of clarification questions</td><td>2/5/2024 17:00 BST</td></tr><tr><td>Clarification questions answered</td><td>13/5/2024</td></tr><tr><td>Deadline for tender proposals submission</td><td>3/6/2024 17:00 BST</td></tr><tr><td>Invitation to provide a formal presentation</td><td>17/6/2024</td></tr><tr><td>Presentations at MAG premises</td><td>2/7/2024 & 3/7/2024</td></tr><tr><td>Award</td><td>End July 2024/start August 2024</td></tr></table>	Invitation to Tender Timeframe		Activity	Date	Invitation to Tender	8/4/2024	EoL, NDA and Supplier Registration Submission	15/4/2024 17:00 BST	Dissemination of additional data	16/4/2024	Opportunity for informal conversation with Executive lead	29/4/2024 to 1/5/24	Deadline for submission of clarification questions	2/5/2024 17:00 BST	Clarification questions answered	13/5/2024	Deadline for tender proposals submission	3/6/2024 17:00 BST	Invitation to provide a formal presentation	17/6/2024	Presentations at MAG premises	2/7/2024 & 3/7/2024	Award	End July 2024/start August 2024
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2	Preparation of Bids																									
2.1	Language	The language of the Bid is: English																								
2.2	Tender Documents	<p>Please find enclosed:</p> <ol style="list-style-type: none">1. Cover Letter2. Tender Instruction Sheet3. MAG Overview4. MAG Annual Report and Accounts 20225. MAG’s 2024-2028 Strategic Framework6. Relevant MAG Policies7. Supplier Registration Questionnaire8. Supplier Service Offer Questionnaire9. Expression of Interest (Eol) Form10. Non-Disclosure Agreement (NDA)																								

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		<p>Following return of a completed Expression of Interest (Eoi) Form and NDA and the Supplier Registration Form, the following documents will be provided.</p> <p>11. 3 Year Claims Summary</p> <p>12. Insurance Cover Summary</p> <p>13. MAG Policy Digest for Programmes 2023/24</p> <p>14. MAG Trustees Policy Digest 2023/24</p> <p>Note that a Service Level Agreement will be drafted and agreed with the successful supplier.</p> <p>Tenderers must complete and return the following documents:</p> <p>Stage 1: Signed Expression of Interest Form and Non-Disclosure Agreement</p> <p>Completed Supplier Registration Questionnaire with associated annexes</p> <p>Stage 2: Supplier Offer Questionnaire and any annexes. Total annexes must not exceed 10 pages.</p>
2.3	Presentation of Tender	<p>Bidders are invited to submit their best technical tender to the exact formats and specifications below. Tenders not respecting these formats and specifications may be rejected.</p>
2.4	Submission of Tender Documents	<p>In accordance with our commitment to reducing our carbon footprint, MAG invites tenderers to submit their tenders electronically via email.</p> <p>Please return files in MS Word or PDF format, and name the files as following;</p> <p>The email containing the Expression of Interest, Non-Disclosure Agreement and Supplier Registration Questionnaire shall be named:</p> <p>MAG 24 01 Insurance – EOI – NDA – Supplier Registration – <i>Supplier Name</i></p> <p>The email containing the Supplier Offer Questionnaire shall be named:</p> <p>MAG 24 01 Insurance – Supplier Proposal – <i>Supplier Name</i></p> <p>The email address is: tenders@maginternational.org</p> <p>We would prefer electronic submissions, but if you do choose to submit in paper, documents must be marked in the same way.</p>
2.5	Clarifications	<p>Questions / Requests for clarification at the proposal stage only must be received by email to tenders@maginternational.org by 2/5/2024 17:00 BST and must be marked:</p> <p><i>“Supplier name” Request for Clarification MAG 24 01 Insurance</i></p> <p><i>Bidders are requested not to contact MAG during the tender assessment period, unless through the formal questioning mechanism outlined above. If they are an existing MAG supplier, they may contact MAG only in relation to existing MAG business.</i></p> <p>Responses to requests for clarification shall be relayed to all tender participants on 13/5/2024.</p> <p>If you would like an initial conversation with MAG’s Director of Governance and Business Transformation, between 29/4/2024 to 1/5/2024, to learn more about MAG’s work and its Vision, Mission, and Values, please contact catherine.hope@maginternational.org.</p>
2.6	Bidding	<p>Bidders must tender for all services requested. Submissions that cannot provide all aspects of a complete insurance service will not be considered. MAG will accept proposals from Brokers and Insurers where all the required services can be provided for MAG’s Global operations.</p>
3	Submission and Opening of Bids	
3.1	Scope of Agreement	<p>MAG intends to issue a 48-month (4 year) agreement.</p>

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3.2	Signing of Bid	Tender documents shall be signed by an authorised signatory of the bidder.
3.3	Deadline	<p>Tenders received after the closing date will not be considered, unless in MAG's sole opinion there are exceptional circumstances that justify a delay.</p> <p>The opening of the tenders is not public.</p> <p>Deadline for submission of your proposal is: 3/6/2024 17:00 BST.</p> <p>The email address is: tenders@maginternational.org</p>
3.4	Compliance	MAG reserves the right to reject all tenders not submitted in the format specified.
3.5	Right to reject all tenders	MAG is under no obligation to accept any tender.
3.6	Right to accept part of a tender	MAG may, unless the bidder expressly stipulates to the contrary, accept whatever part or parts of an offer MAG desires.
4	Evaluation and Comparison of Tenders	
4.1	Three-Stage Process	<p>The tender evaluation will consist of three stages:</p> <ol style="list-style-type: none"> 1. Evaluation of Supplier Registration Questionnaire and receipt of Expression of Interest and Non-Disclosure Agreement <p>Suppliers whose offers pass the supplier registration process will then be put forward to take part in the second stage:</p> <ol style="list-style-type: none"> 2. Evaluation of Supplier Offer Questionnaire <p>The three highest scoring suppliers will be put forward to take part in the third stage:</p> <ol style="list-style-type: none"> 3. Presentation at MAG premises <p>Should any tender have been deemed to have failed at any point in the assessment, the rest of the tender will not be assessed.</p>
4.2	Stage 1 Supplier Registration Selection Criteria: <u>PASS OR FAIL</u>	<p>This stage concerns the information given in the Supplier Registration Questionnaire. Each tenderer must also include the documents requested as appendices:</p> <p>The criteria assessed in pre-qualification are:</p> <ul style="list-style-type: none"> Number of years established Insurance Provision Scope of Services Legal Obligations Financial reliability Quality Assurance Professional Bodies and Industry Certification Health and Safety Ethics and Conflicts of Interest
4.3	Stage 2	The following criteria will be assessed:

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	Tender Proposal Analysis – Quality <u>100% QUALITY</u>	<ul style="list-style-type: none"> • The ability of the supplier to provide comprehensive and relevant insurance products and services required for MAG’s global operations • Ability to understand and adapt to the nature of MAG’s work • Ability to promote and represent MAG to the Insurance Market and obtain best value • Customer Service and claims handling procedures • Satisfactory references and technical expertise • Remuneration practice and transparency • Geographical reach • Clear and detailed documentation and billing • Value Added Services • Provision of detailed and accurate management information and account stewardship <p>Suppliers will be scored on the strength of their quality proposal. The three highest scoring tenderers will be invited to MAG to provide a presentation to the tender committee. The format and agenda will be outlined to the tenderers on: 17/6/2024.</p>
4.4	Stage 3 Presentation	<p>The presentation by the bidder will be at MAG premises between 2/7/2024 and 3/7/2024. Where the supplier is unable to attend in person teleconferencing facilities can be used.</p> <p>Suppliers shall ensure they are available during these dates.</p>
5	Award of Agreement	
5.1	Disclaimer	MAG reserves the right to reject any and all proposals.
5.2	Award	<p>The agreement shall be awarded to the tender offering the most suitable proposal, based on the quality of the technical and service provision of the successful tenderer.</p> <p>After the award, a Service Level Agreement will be drafted and agreed between both parties.</p>
5.3	Purchasing conditions	Any and all agreements entered as a result of this call will be subject to MAG’s Service Level Agreement unless expressly agreed otherwise in writing.
5.4	Review and Monitoring Process	<p>There will be a formal meeting after the award of the tender, between the winning bidder’s designated account manager and key personnel and MAG.</p> <p>MAG will require ongoing monitoring and review meetings for the length of agreement.</p>
5.5	Agreement	Although the successful bidder will become MAG’s insurance provider or broker, this tender will not constitute an exclusive agreement and in the event that the supplier cannot meet the requirements of MAG then another supplier shall be sought in that instance.