



INTERNATIONAL CONFERENCE ON THE GREAT LAKES REGION (ICGLR)

ICGLR TENDER-04/26

TENDER-REQUEST FOR PROPOSALS (RFP) PROVISION OF GROUP LIFE INSURANCE SERVICES FOR ICGLR INTERNATIONAL STAFF

1. BACKGROUND

The International Conference on the Great Lakes Region (ICGLR) is an intergovernmental organization established under the Pact on Security, Stability and Development in the Great Lakes Region, signed by Member States in 2006. The member states of the ICGLR are Angola, Burundi, Central African Republic, Democratic Republic of Congo, Republic of Congo, Kenya, Rwanda, South Sudan, Sudan, Tanzania, Uganda and Zambia. The Conference Secretariat headquarter is based in Bujumbura, Burundi.

The ICGLR Secretariat invites comprehensive, competitive proposals from qualified international and regional insurance providers to establish a robust Group Life Insurance framework. This worldwide scheme is dedicated to securing eligible International Staff members, ensuring continuous protection across borders during official missions, travel, and personal operations.

2. TENDER CONTROL SUMMARY

Parameter Key	Official Procurement Specification
Procuring Entity	International Conference on the Great Lakes Region (ICGLR) Secretariat
Tender Title	Group Life Insurance Services for ICGLR International Staff
Tender Reference No.	ICGLR TENDER-04/26
Procurement Method	International Competitive bidding
Bidding Currency	United States Dollars (USD)

Initial Contract Period	Twelve (12) Months (renewable subject to rules & performance)
Proposal Validity Term	90 Calendar Days from the submission deadline
Territorial Coverage	Worldwide Protection (including official travel, travel & missions)
Target Population	Eligible International Staff (Give the figure(Final census) issued to the winning bidder)S
Headquarters Location	38 Boulevard du Japon, P.O. Box 7076, Bujumbura, Republic of Burundi
Primary Institutional Email	secretariat@icglr.org -

2. CRITICAL INSTRUCTIONS TO ELIGIBLE BIDDERS

2.1 Legal Participation & Consortium Structuring

Participation is strictly open to legally incorporated insurance companies with explicit authorization to underwrite corporate life and disability risks. International underwriters may submit bids directly where legally permissible, or coordinate through licensed regional subsidiaries, fronting partners, dedicated brokers, or joint-venture consortiums. If submitting as a consortium, a single Lead Entity must be formally designated to assume overall performance responsibility and primary contractual liability.

2.2 Compliance, Integrity & Conflict Mitigation

Bidders must declare any actual, potential, or perceived conflicts of interest within their formal technical submission. Strict adherence to the ICGLR Anti-Fraud, Anti-Corruption, and Ethical Guidelines is mandatory. Any documented attempt to influence the evaluation panel, manipulate premium benchmarks, or compromise data transparency will result in immediate disqualification and regulatory blacklisting.

2.3 Proposal Language, Separation & Technical Confidentiality

All core elements of the proposal must be generated in English. Accompanying legal instruments or financial ratings executed in French or Portuguese are accepted provided they are backed by certified English translations. Bidders must implement a strict operational separation between Technical and Financial proposals: no commercial pricing, premium matrices, or financial rates may be visible within the technical package. All personnel data, staff counts, and historical payroll parameters shared must be managed with complete operational confidentiality.



3. TERMS OF REFERENCE & COMPREHENSIVE SERVICE-LEVEL AGREEMENTS

The ultimate objective of this tender is to engage an exceptionally stable, globally integrated insurer capable of deploying swift administrative services and automated account tracking. The selected vendor must allocate a specialized corporate Account Manager and emergency claims contact available on a 24/7/365 multi-lingual basis to handle severe incident logistics.

3.1 Service-Level Targets Matrix (SLA)

Core Administrative Service Component	Mandatory Operational Target Limit
Certificate & Individual Coverage Confirmation	Within 5 business days post formal enrollment
Staff Member Additions / Deletions Processing	Within 5 business days after full electronic notification
Formal Claim Acknowledgement Notification	Within 2 business days from initial submission
Definitive Request for Missing Claim Documents	Within 5 business days following medical review
Routine Administrative Query Turnaround	Within 2 business days
Urgent Death Notification / Repatriation Assistance	Same business day (immediate triage within working hours)
Admitted Claim Settlement Decision & Funding	Within the contractually agreed period post final file documentation
Annual Group Performance & Claims Experience Report	Within 45 calendar days following the policy anniversary date

4. MANDATORY INSURANCE BENEFITS & TECHNICAL RISK PARAMETERS

Bidders are required to review the mandatory benefit components. All exclusions (such as aviation restrictions, pre-existing limitations, or specific age brackets) must be explicitly disclosed in the technical proposal. Any risk condition or underwriting parameter omitted from the initial technical response cannot be introduced later to reduce coverage levels during contract execution.



4.1 Mandatory Scope of Benefits Grid

Ref	Core Coverage Component	Minimum Tender Technical Requirement
1	Basic Group Life - Death from Any Cause	Mandatory Core Coverage
2	Accidental Death Benefit	Mandatory Enhanced Rider
3	Permanent Total Disability (PTD)	Mandatory (Clear definitions & waiting terms required)
4	Accidental Permanent Disability	Mandatory Schedule-backed Benefit
5	Accidental Dismemberment	Mandatory Scale-based Benefit
6	Funeral / Burial Assistance	Mandatory Separate Quoted Allowance
7	Repatriation of Mortal Remains	Mandatory Worldwide Logistic Transport
8	War & Terrorism Risk Extension	Mandatory Explicit Disclosure / Quoted Rider
9	Optional Employee Enhancements	Critical Illness, Dependant/Spouse Cover, 24h Assistance

5. EVALUATION METRICS, AWARD LOGIC & PREMIUM ADJUSTMENTS

5.1 Integrated Evaluation Weighting Matrix

ID	Evaluation Criteria Domain	Allocated Weight / Requirement Type
A	Legal Eligibility, Licensing Status & Regulatory Compliance	Pass / Fail Threshold
B	Comparable Institutional Experience & Corporate References	15% Total Weight
C	Technical Quality, Benefit Depth & Scope Comprehensiveness	25% Total Weight
D	Claims Management Workflow, Service Levels & SLA Integrity	15% Total Weight
E	Financial Soundness, Verified Solvency Margin & Underwriting Capacity	10% Total Weight
F	Global Implementation Plan, Reporting Portals & Data Protection	10% Total Weight
G	Financial Proposal (Evaluated Annual Aggregate Cost Structure)	25% Total Weight



5.2 Technical Gate & Financial Scoring Dynamics

Only those submissions that successfully satisfy all mandatory eligibility parameters (Pass/Fail) and attain a minimum qualification score of 70 out of 100 points in the technical matrix will be cleared for commercial opening. Financial proposals are evaluated based on the net annual aggregate cost for the uniform mandatory package. Optional benefits will be verified independently to guarantee they do not distort the central procurement comparison.

2. APPLICATION REQUIREMENTS

Interested Life insurance services providers should submit their proposals including Technical and Financial proposals no later than 16th November 2026 at 17:00 (Burundi time) via email to procurement@icglr.org . For further inquiries, candidates may contact the ICGLR Secretariat at +257 653 650 00.

Disclaimer

The ICGLR Secretariat reserves the right to:

- Accept or reject any proposal;
- Cancel the process at any stage;
- Request for additional information from bidders where necessary.

Done in Bujumbura on 26th October 2026

For ICGLR Secretariat


Amb. Yasir Ibrahim Ali Mohammed
Deputy Executive Secretary

