



Tender documents

Enabel in Palestine

February 2023

Public services contract for “**Provision of Medical Insurance Services for Enabel’s staff in Palestine**”

Country/Territory: Palestine

Navision code: **2275PSE-10024**

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1 Terms of reference

1.1 General objective

The major objectives of the health insurance services are:

- To provide the employees with a comprehensive and high-quality medical insurance.
- Maintain a good level of healthcare of all employees.
- Access to good quality healthcare service through an effective process and to an appropriate cost.
- The provision of good quality medical check-up.

1.2 Insurance Scheme maximum:

Maximum per person per insurance year	50,000 €
Maximum annual reimbursement for outpatient treatment per person per insurance year	5,000 €.
Employee's contribution of the costs of treatment outside and inside the medical network	0%
Geographical area of coverage	<i>Palestine</i>
Currency of reimbursement	<i>Israeli shekel (ILS)</i>

1.3 Insurance Scheme Population

Below finds the estimated population list of the local staff to be covered (the numbers may change):

Number of families	40
Total number of adults (> 18 years old)	86
Total number of children (<18 years old)	86

The insurance for the staff that might leave Enabel before the term of this Contract or that might join Enabel after the entry into force of this Contract shall be calculated pro rata (based on calendar days to be covered by the insurance).

1.4 Scope of Work

Tasks and responsibilities to consider in the tender technical proposal include;

Provider Network:	The provider network should be licensed in Palestine and provide for a wide network of facilities.
Accessibility	The provider should have consistent procedures that ensure smooth access to facilities.
Reimbursement time:	The tenderer should outline the time taken and procedures for reimbursement of eligible costs
Scheme Management:	The tenderer should be well established and should possess a reliable provider network that is able to meet emergencies and other routine medical needs for its members. This should be achieved through an integrated IT System and/or branches network. The proposed scheme should outline the most efficient ways of managing inpatient, emergency admissions, outpatient management.
Quality Control	The Insurance should have an updated and efficient infrastructure that ensures delivery of services in line with world recommended standards.

Relationship manager	A relationship manager should co-ordinate all administrative matters to ensure smooth running of the scheme and should have all the contacts at hand of main hospitals, admitting facility and out-patient provider outlets.
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1.5 Benefits details

1. Hospital and Ambulance services			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
1.1	Hospital Accommodation – Normal shared room	100%	
1.2	Hospital Accommodation – Private room	100%	Up to 3,000 €
1.3	Companion Accommodation for critical illness	100%	
1.4	General nursing service	100%	
1.5	Use of operating room and equipment	100%	
1.6	Use of recovery rooms and equipment	100%	
1.7	Intensive care	100%	
1.8	Any other hospital expenses (e.g. lab tests, medical imaging, medication during admission)	100%	
1.9	Physical therapy	100%	
1.10	Convalescence, rehabilitation, and respite care	100%	
1.11	Outpatient surgery	100%	
1.12	Chemotherapy, radiotherapy, haemodialysis, etc.	100%	
1.13	Childbirth (with and without complications including a medically necessary caesarean)	100%	
1.14	Incubation for new-born babies if needed	100%	
1.15	Transport by ambulance the hospital	100%	
2. Medical emergency evacuation			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
2.1	Emergency medical evacuation to nearest hospital, and return to the host country	100%	
2.2	Accommodation for Insured Person or the companion.	100%	Up to 3,000 €
3. Medical travel outside Palestine if adequate care is not available locally			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
3.1	Transportation	100%	Up to 1,500 €
3.2	Accommodation	100%	Up to 3,000 €
4. Specialists' and other licensed healthcare provider's			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
4.1	Doctor's fees (generalist, specialist)	100%	
4.2	Minor surgical intervention in a doctor's office	100%	
4.3	Outpatient expenses related to pregnancy and childbirth	100%	
4.4	Medical act (e.g. dressing wounds, giving injections) and supervision by a nurse	100%	
4.5	Nursing at home	100%	Up to 1,500 €
4.6	Physiotherapy	100%	Up to 500 €
4.7	Outpatient psychiatric treatment	100%	Up to 500 €
4.8	Ergotherapy	100%	Up to 500 €
4.9	Speech therapy	100%	Up to 500 €
4.10	Physical therapy	100%	Up to 500 €

5. Preventive care benefits			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
5.1	One check-up	100%	
5.2	One eye test	100%	
5.3	One (bilateral) mammogram for insured females	100%	
5.4	One Pap smear test for insured females	100%	
5.5	One PSA test for insured males	100%	
5.6	Malignant diseases diagnosis	100%	
6. Optical and Dental Care			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
6.1	Glasses and Frame	100%	Up to 150 €
6.2	Contact lenses		
6.3	Ophthalmology and cataract removal operations, black, blue	100%	
6.4	Accidental-related dental treatment	100%	Up to 2,000 €
6.5	Basic dental care (check-ups, basic treatments)	100%	
6.6	Major dentistry (orthodontic, prostheses, bridges, implants, tooth extraction, filling)	100%	Up to 500 €
6.7	Dental x-rays	100%	
7. Prescription drug coverage			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
7.1	Prescribed drugs required as a result of illness, accident or maternity (including routine Prescribed drugs for chronic diseases and diseases prior to the beginning of insurance).	100%	
7.2	Vitamins and minerals Only for the for the following cases: - Curative (e.g. Vitamin B12 and D3) - During pregnancy	100%	
7.3	Vaccinations	100%	
8. Laboratory tests			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
8.1	Laboratory tests – All kinds including – not limited to: Hormones tests (e.g. TSH, TSH3, TSH4, AMM, etc.) Vitamins tests (e.g. Vitamin B12, D3, etc.) Including routine tests for chronic diseases and diseases prior to the beginning of insurance	100%	
9. Medical imaging and other therapeutic and diagnostic procedures			
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>
9.1	X-rays	100%	
9.2	Computerized tomography (CT)	100%	
9.3	Magnetic Resonance Imaging (MRI)	100%	
9.4	Electrocardiogram (ECG)	100%	
9.5	Ultrasound	100%	
9.6	Bone density scan (DEXA scan)	100%	
9.7	Endoscopes procedures	100%	
9.8	Diagnostic and therapeutic cardiac catheterization	100%	
9.9	Glands' examination	100%	

1.6 Other requirements

Medical coverage shall not exclude the following:

Treating inflammation of the nerves, Treatment of skin diseases (non-cosmetic condition), Hernia operations, Hemorrhoids, Adenoid, Tonsillectomy, pace nose, gallbladder, and septum Nasal deviation, Disc treatment and operations, Stents, balloons, and cardiac valve, Open-heart surgery, Glands' treatment.

2 Contractual General provisions

2.1 Deviations from the General Implementing Rules

§1. Part 5 “Special contractual provisions” of these tender documents includes the administrative and contractual terms that apply to this public contract as a deviation of the ‘General Implementing Rules of public contracts’ (Royal Decree of 14 January 2013) or as a complement or an elaboration thereof.

2.2 Definitions

§2. The following definitions shall be used for the purposes of this contract:

- Tenderer: The economic operator that submits a tender;
- Service provider: The tenderer to whom this service contract is awarded;
- Service Provider: The economic operator that will be awarded the contract for the implementation of the works designed and supervised by the service provider;
- Contracting Authority: Enabel, represented by the Resident Representative of Enabel in Palestine;
- Tender: The commitment of the tenderer to perform the public contract under the conditions that (s)he has submitted;
- Tender documents: This document and its annexes and the documents it refers to;
- Technical specifications: A specification in a document defining the characteristics of a product or a service, such as the quality levels, the environmental and climate performance levels, the design for all kinds of needs, including access for people with disabilities, and the evaluation of conformity, the product performance, the use of the product, the safety or dimensions, as well as requirements applicable to the product as regards the name under which it is sold, the terminology, symbols, the testing and test methods, the packaging, the marking or labelling, instructions for use, the production processes and methods at any stage of the life cycle of the supply or service, as well as the evaluation and conformity procedures;
- General Implementing Rules: Rules given in the Royal Decree of 14 January 2013 establishing the general rules for the performance of public contracts;
- Variant: An alternative method for the design or the performance that is introduced either at the demand of the Contracting Authority, or at the initiative of the tenderer;
- Option: an accessory element which is not strictly necessary to the performance of the contract but which has been introduced on demand of the Contracting Authority or on the initiative of the tenderer;
- Corrupt practices: The offer of a bribe, gift, gratuity or commission to any person as an inducement or reward for performing or refraining from any act relating to the award of a contract or implementation of a contract already concluded with the Contracting Authority;
- Litigation: Court action.

2.3 Confidentiality

§3. The tenderer or service provider and Enabel are bound to secrecy vis-à-vis third parties with regards to any confidential information obtained within the framework of this contract and will only divulge such information to third parties after receiving the prior written consent of the other party.

- §4. They will disseminate this confidential information only among appointed parties involved in the assignment. They guarantee that said appointed parties will be adequately informed of their obligations in respect of the confidential nature of the information and that they will comply therewith.

2.4 Deontological obligations

- §5. Any failure to conform with one or more of the deontological terms may lead to the exclusion of the candidate, the tenderer or the service provider from other public contracts concluded with Enabel.
- §6. For the duration of the contract, the service provider and its staff respect human rights and undertake not to go against political, cultural or religious customs of the beneficiary country. The tenderer or service provider is bound to respect fundamental labour standards, which are internationally agreed upon by the International Labour Organisation (ILO), namely the conventions on union freedom and collective bargaining, on the elimination of forced and obligatory labour, on the elimination of employment and professional discrimination and on the abolition of child labour.
- §7. Any attempt of a candidate or a tenderer to obtain confidential information, to proceed to illicit arrangements with competitors or to influence the evaluation committee or the Contracting Authority during the investigation, the clarification, evaluation of tenders and applicants comparison procedures will lead to the rejection of the application or the tender.
- §8. Moreover, in order to avoid any impression of risk of partiality or connivance in the follow-up and control of the performance of the contract, it is strictly forbidden to the service provider to offer, directly or indirectly, gifts, meals or any other material or immaterial advantage, of whatever value, to the employees of the Contracting Authority who are concerned, directly or indirectly, by the follow-up and/or control of the performance of the contract, regardless of their hierarchical rank.
- §9. Any tender will be rejected and any (public) contract will be cancelled once it appears that the contract awarding or its performance was related to the transfer of 'extraordinary commercial expenditure'. Extraordinary commercial expenditure is any commission that is not mentioned in the main contract or that does not result from a contract in good and due form referring to that contract, any commission that is paid for no actual legal service, any commission transferred into a fiscal paradise, any commission transferred to a beneficiary that is not clearly identified or to a company that obviously merely serves as a façade.
- §10. The service provider of the public contract commits to supply, upon the demand of the Contracting Authority, any supporting documents related to the performance conditions of the contract. The Contracting Authority will be allowed to proceed to any control, on paperwork or on the site, which it considers necessary to collect evidence to support the presumption of unusual commercial expenditure. Depending on the gravity of the facts observed, the service provider having paid unusual commercial expenditure is liable to have his contract cancelled or to be permanently excluded.

2.5 Applicable law and competent court

- §11. The public contract must be performed and interpreted according to Belgian law. The parties commit to sincerely perform their engagements to ensure the good performance of this contract. In case of litigation or divergence of opinion between the Contracting Authority and

the service provider, the parties will consult each other to find a solution. If agreement is lacking, the Brussels courts are the only courts competent to resolve the matter.

3 Object and scope of the contract

3.1 Type of contract

§12. Public contract for services.

3.2 Object and scope of the contract

§13. This public services contract consists of “Provision of Medical Insurance Services for Enabel’s staff in Palestine”, in conformity with the conditions of these tender documents.

3.3 Lots

§14. The contract has no lots, it is an indivisible single procurement contract. A tender for part of the contract is inadmissible.

3.4 Items

§15. The procurement contract consists of the following items:

- Item 1: Medical Insurance Services for adults (> 18 years old)
- Item 2: Medical Insurance Services for children (< 18 years old)

§16. These items are pooled and form one single procurement contract. It is not possible to tender for one or several items and the tenderer must submit price quotations for all items of the procurement contract

3.5 Duration

§17. The procurement contract starts upon award notification and initially lasts for **one year**.

§18. After this initial term, this procurement contract may be renewed every year by the contracting authority by registered letter sent at least one month prior to the contract renewal date.

§19. The renewal will be made as per the terms and conditions of the initial Tender Specifications.

§20. Should the contract not be renewed, the Service Provider cannot claim damages.

3.6 Variants

§21. Each tenderer may submit only one tender. Variants are forbidden.

3.7 Option

§22. Options are not permitted.

3.8 Quantities

§23. Quantities will be determined in order forms. The presumed quantities below are given for information purposes only:

Number of families	40
Total number of adults (> 18 years old)	86
Total number of children (<18 years old)	86

§24. Quantities will be determined in order forms or via electronic forms of order.

4 Procedure

4.1 Award procedure

§25. This contract is awarded in accordance with Art. 41, § 1 of the Law of 17 June 2016 pursuant to a negotiated procedure without publication.

4.2 Publication

§26. The contract notice is published on Enabel website (www.enabel.be/content/btc-tenders).

4.3 Information

§27. The awarding of this contract is coordinated by Enabel in Palestine intervention management unit. Throughout this procedure, all contacts between the Contracting Authority and the (possible) tenderers about the present contract will exclusively pass through this service. (Possible) tenderers are prohibited to contact the Contracting Authority in any other way with regards to this contract, unless otherwise stipulated in these tender documents.

§28. Until at the latest 7 calendar days before the final date for receipt of tenders, tenderers may ask questions about the tender documents and the contract in accordance with Art. 64 of the Law of 17 June 2016. Questions shall be addressed exclusively by email to: Mohammed Dahlan – mohammed.dahlan@enabel.be

§29. They shall be answered in the order received. The complete overview of questions asked shall be available as of at the latest 5 calendar days before the final date for receipt of at the website mentioned below. Until the notification of the award decision, no information shall be provided about the evolution of the procedure.

§30. In order to submit a tender in due form, the interested tenderers shall download, fill electronically and then print, sign and stamp the tender documents at the following address: <https://www.enabel.be/public-procurement/>

§31. The tenderer is supposed to submit his/her tender after reading and taking into account any corrections made to the contract notice or the tender documents that are published at the above-mentioned website and/or sent to him/her by electronic mail.

§32. The tenderer is required to report immediately any gap, error or omission in the tender documents that precludes him/her from establishing his/her price or compare tenders, within ten days at the latest before the deadline for receipt of tenders.

4.4 Tender

4.4.1 Data to be included in the tender

§33. The tender of the tenderer will consist of the following:

- Technical offer including clear information about the following aspects:
 - o Company experience in the field of insurance.
 - o Provider Network

- Accessibility.
- Reimbursement time.
- Scheme Management.
- Quality Control.
- Relationship management.
-

§34. Fomes and documents to be attached (See Part 6: Forms)

- Form 6.1 Identification form
- Form 6.2 Integrity statement for the tenderers
- Form 6.3 Declaration on honour – exclusion criteria
- Form 6.4 Power of attorney
- Form 6.5 Incorporation certificate
- Form 6.6 List of the main similar services
- Form 6.7 Certificates of completion
- Form 6.8 Financial offer & tender forms
- Form 6.9 Sub-Service Providers
- Form 6.10 Additional information related to benefits.

§35. The tenderer is strongly advised to use the tender forms in annexes (see Part 6 “Forms”). When not using this form, (s)he is fully responsible for the perfect concordance between the documents (s)he has used and the form.

§36. The tender and the annexes to the tender form are drawn up in English.

§37. By submitting a tender, the tenderer automatically renounces to his/her own general or specific sales conditions.

§38. The tenderer clearly designates in his/her tender which information is confidential and/or relates to technical or business secrets and may therefore not be disseminated by the Contracting Authority.

4.4.2 Price determination

§39. All prices shall be given in **EUR (euros)** and rounded off to two figures after the decimal point. Prices given are exclusive of VAT.

§40. This procurement contract is a price-schedule contract, i.e. a contract in which only the unit prices are lump-sum prices. The price to be paid will be obtained by applying the unit prices mentioned in the inventory to the quantities actually performed.

§41. According to Art. 37 of the Royal Decree of 18 April 2017, the Contracting Authority may for the purpose of verifying the prices carry out an audit involving any and all accounting documents and an on-site audit to check the correctness of the indications supplied.

4.4.3 Elements included in the price

- §42. The service provider is deemed to have included in his unit and global prices any charges and taxes generally applied to services, with the exception of the value-added tax. The following are in particular included in the prices:
- The administrative management and secretariat;
 - Documentation pertaining to the services;
 - The delivery of documents or of pieces related to the performance;
 - Training required for operation;

4.4.4 Period of validity

- §43. Tenderers will be bound by their tenders for a period of **90 calendar** days from the deadline for the submission of tenders.

4.5 Submission of tenders

- §44. The tender will be drawn up in 1 printed copy on A4 paper. One electronic copy must also be submitted in one or more PDF files on a CD-ROM, DVD-ROM, USB flash memory or SD card.
- §45. The tender and all accompanying documents have to be numbered and signed (original hand-written signature) by the tenderer or his/her representative. The same applies to any alteration, deletion or note made to this document. The representative must clearly state that (s)he is authorised to commit the tenderer. If the tenderer is a company / association without legal body status, formed by separate natural or legal persons (temporary group or temporary partnership), **the tender must be signed by each of these persons.**
- §46. The signed and dated original will be sent in a sealed envelope mentioning: Tender - "*Provision of Medical Insurance Services for Enabel's staff in Palestine*" and the contract number **(2275PSE-10024)**.
- §47. The tender must be received **before 23rd February 2023 at 01:00pm** at the following address:
- ***Enabel - Belgian Development Agency, Royal Center, 7th Floor, Al Balou', Mecca Street, Al Bireh – Ramallah and Al Bireh Governorate***
 - a) Either by mail (standard mail or registered mail): In this case, the sealed envelope is put in a second closed envelope. The delivery record makes proof of compliance with the time-limit for receipt.
 - b) or hand delivered directly to Contracting the Authority against a signed and dated receipt: In this case, the acknowledgment of receipt makes proof of compliance with the time-limit for receipt.
- §48. Offices can be reached on working days during office hours: from 8:30 AM to 04:00 PM. All times are in the time zone of the country of the Contracting Authority (Jerusalem/Ramallah time).
- §49. Any tender must arrive before the final submission date and time. Tenders that arrive late will not be accepted.

4.6 Amending or withdrawing tenders

- §50. When a tenderer wants to change or withdraw a tender already sent or submitted this must be done in accordance with the provisions of Articles 43 and 85 of the Royal Decree of 18 April 2017.
- §51. To change or withdraw a tender already sent or submitted, a written statement is required, which will be correctly signed by the tenderer or his representative. The subject-matter and the scope of the changes must be indicated in detail. Any withdrawal must be unconditional.
- §52. The withdrawal may also be communicated by electronic means, provided that it is confirmed by registered letter deposited at the post office or against acknowledgement of receipt at the latest the day before the tender acceptance deadline.
- §53. When the tender is submitted via e-tendering, the tender is modified or withdrawn in accordance with Article 43, §2 of the Royal Decree of 18 April 2017.
- §54. Thus, a tender that is modified or withdrawn after the signing of the submission report means that a new submission report, signed in accordance with paragraph 1, must be sent.
- §55. The subject-matter and the scope of the changes must be indicated in detail.
- §56. When the submission report drawn up following the modifications or withdrawal set out in clause 1 does not bear the signature referred to in paragraph 1, the modification or withdrawal is automatically deemed null and void. This nullity applies only to the modifications or withdrawal, not to the tender itself.

4.7 Opening of tenders

- §57. The tenders must be in the possession of the Contracting Authority before the final submission date and time. The tenders shall be opened behind closed doors.

4.8 Selection of tenderers

(a) Exclusion grounds

- §58. The mandatory and optional exclusion grounds are given in attachment to these Tender Specifications.
- §59. By submitting this tender, the tenderer certifies that he is not in any of the cases of exclusion listed in the Articles 67 to 70 of the Law of 17 June 2016 and the Articles 61 to 64 of the Royal Decree of 18 April 2017.
- §60. The contracting authority will verify the exactitude of this Declaration on honour for the tenderer with the best tender.
- §61. For that purpose, the contracting authority will ask the tenderer concerned to provide information or documents allowing the contracting authority to verify the tenderer's personal situation by the fastest means and within the term set by the contracting authority.
- §62. The contracting authority will itself ask for information or documents that it can obtain free of charge by digital means from the instances that manage the information or documents.

(b) Selection criteria

§63. Moreover, by means of the documents requested in the ‘Selection file’, the tenderer must prove that he is sufficiently capable, from an economic and financial as well as from a technical point of view, to successfully perform this public procurement contract.

(c) Overview of the procedure

§64. In a first phase, the tenders submitted by the selected tenderers will be evaluated as to formal and material regularity. Irregular tenders will be rejected.

§65. The contracting authority reserves the right to have the irregularities in the tenderers’ tender regularised during the negotiations.

§66. In a second phase, the formally and materially regular tenders will be evaluated as to content by an evaluation commission. The contracting authority will restrict the number of tenders to be negotiated by applying the award criteria stated in the procurement documents. This evaluation will be conducted on the basis of the award criteria given in these Tender Specifications and aims to setting a shortlist of tenderers with whom negotiations will be conducted. Maximum three tenderers may be included in the shortlist.

§67. Then, the negotiation phase follows. In view of improving the contents of the tenders, the contracting authority may negotiate with tenderers the initial tenders and all subsequent tenders that they have submitted, except final tenders. The minimum requirements and the award criteria are not negotiable. However, the contracting authority may also decide not to negotiate. In this case, the initial tender is the final tender.

§68. When the contracting authority intends to conclude the negotiations, it will so advise the remaining tenderers and will set a common deadline for the submission of any BAFOs. Once negotiations have closed, the BAFO will be compared with the exclusion, selection and award criteria. The tenderer whose BAFO shows the best value for money (obtaining the best score based on the award criteria given below) will be designated the Service Provider for this procurement contract.

§69. The BAFOs of the tenderers with whom negotiations have been conducted will be evaluated as to their regularity. Irregular BAFOs will be excluded.

§70. Only the regular BAFOs will be considered and assessed against the award criteria.

§71. The contracting authority reserves the right to review the procedure set out above in line with the principle of processing equality and transparency.

(d) Award criteria

§72. The contracting authority will choose the regular BAFO that it finds to be most advantageous, taking account of the following criteria:

Criteria		Weight
Relevant experience		5%
Accessibility and efficiency	Coverage meeting required specifications	30%
	Provider Network	
	Accessibility and Reimbursement time	
Scheme Management		25%

Management and quality control	Quality Control and relationship management	
Price		40%

(e) Final score

§73. The scores for the award criteria will be added up. The procurement contract will be awarded to the tenderer with the highest final score, after the contracting authority has verified the accuracy of the Declaration on honour of this tenderer and provided the control shows that the Declaration on honour corresponds with reality.

(f) Awarding the procurement contract

§74. The procurement contract will be awarded to the tenderer has submitted the most economically advantageous tender.

§75. Notice though that in accordance with Art. 85 of the Law of 17 June 2016, there is no obligation for the contracting authority to award the procurement contract.

§76. The contracting authority may either decide not to award the procurement contract; either redo the procedure, if necessary through another award procedure.

§77. The contracting authority maintains the right to award only a certain lot or certain lots.

4.9 Concluding the procurement contract

§78. In accordance with Art. 88 of the Royal Decree of 18 April 2017, the procurement contract occurs through the notification to the selected tenderer of the approval of his tender.

§79. Notification is via digital platforms or e-mail on the same day, by registered post.

§80. So, the full contract agreement consists of a procurement contract awarded by Enabel to the chosen tenderer in accordance with:

- These Tender Specifications and its annexes;
- The approved BAFO of the Service Provider and all of its annexes;
- The registered letter of notification of the award decision;
- Any later documents that are accepted and signed by both parties, as appropriate.

§81. In an objective of transparency, Enabel undertakes to publish each year a list of recipients of its contracts. By introducing his tender, the successful tenderer declares that he agrees with the publication of the title of the contract, the nature and object of the contract, its name and location, and the amount of the contract.

5 Special contractual provisions

§82. This chapter of these Tender Specifications holds the specific provisions that apply to this public procurement contract as a derogation of the 'General Implementing Rules for public procurement contracts and for public works concessions' of the Royal Decree of 14 January 2013, hereinafter referred to as 'GIR', or as a complement or an elaboration thereof. The numbering of the articles below (between brackets) follows the numbering of the GIR articles. Unless indicated, the relevant provisions of the General Implementing Rules (GIR) apply in full.

5.2 Managing official (Art. 11)

§83. The managing official is Mr. Abdelilah Touijar (Manager Finance and Contracting). e-mail: abdelilah.touijar@enabel.be

§84. Once the procurement contract is concluded, the managing official is the main contact point for the service provider. Any correspondence or any questions with regards to the performance of the procurement contract will be addressed to him/her, unless explicitly mentioned otherwise in these Tender Specifications.

§85. The managing official is responsible for the follow-up of the performance of the contract.

§86. The managing official is fully competent for the follow-up of the satisfactory performance of the procurement contract, including issuing service orders, drawing up reports and states of affairs, approving the services, progress reports and reviews. (S)he may order any modifications to the procurement contract with regards to its subject-matter provided that they remain within its scope.

§87. However, the signing of amendments or any other decision or agreement implying derogation from the essential terms and conditions of the procurement contract are not part of the competence of the managing official. For such decisions the contracting authority is represented as stipulated under The contracting authority.

5.3 Sub-Service Providers (Art. 12 to 15)

§88. The fact that the Service Provider entrusts all or part of his commitments to Sub-Service Providers does not relieve him of liability to the contracting authority. The latter does not recognise any contractual relation with third parties.

§89. The Service Provider remains, in any case, solely liable to the contracting authority.

§90. The service provider commits to having the procurement contract performed by the persons indicated in the tender, except for force majeure. The persons mentioned or their replacements are all deemed to effectively be involved in the performance of the procurement contract. Any replacements must be approved by the contracting authority.

5.4 Confidentiality (art. 18)

§91. The knowledge and information gathered by the tenderer under the framework of this public contract is strictly confidential.

- §92. Under no circumstances can the information collected, regardless of its origin and nature, be transferred to third parties in any form.
- §93. The tenderer is therefore bound by the duty of discretion.
- §94. In accordance with Article 18 of the Royal Decree of 14 January 2013 establishing the general rules for public procurement, the tenderer undertakes to consider and process in a strictly confidential manner any information, all facts, any documents and/or any data, whatever their nature and support, which have been communicated to him, in any form and by any means, or to which he has access, directly or indirectly, in the context or on the occasion of this public contract. Confidential information covers, in particular, the very existence of this public contract, without this list being limited.
- §95. Therefore, he undertakes to:
- Respect and enforce the strict confidentiality of these elements and to take all necessary precautions in order to preserve their secrecy (these precautions cannot in any case be inferior to those taken by the tenderer for the protection of his own confidential information);
 - Consult, use and/or exploit, directly or indirectly, all of the above elements only to the extent strictly necessary to prepare and, if necessary, to carry out this public contract (particularly in accordance with the privacy legislation with respect to personal data processing);
 - Not reproduce, distribute, disclose, transmit or otherwise make available to third parties the above elements, in whole or in part, and in any form, unless having obtained prior and written consent of the contracting authority;
 - Return, at the first request of the contracting authority, the above elements;
 - In general, not disclose directly or indirectly to third parties, whether for advertising or any other reason, the content of this public contract.

5.5 Protection of personal data

5.5.1 Processing of personal data by the contracting authority

- §96. The contracting authority undertakes to process the personal data that are communicated to it in response to the Call for Tenders with the greatest care, in accordance with legislation on the protection of personal data (General Data Protection Regulation, GDPR). Where the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data contains stricter provisions, the contracting authority will act in accordance with said law.

5.5.2 Processing Of Personal Data By A Sub-Service Provider

- §97. During contract performance, the Service Provider may process personal data of the contracting authority exclusively in the name and on behalf of the contracting authority, for the sole purpose of performing the services in accordance with the provisions of the Tender Specifications or in execution of a legal obligation.
- §98. For any processing of personal data carried out in connection with this public contract, the Service Provider is required to comply with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR) and the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data.

- §99. By simply participating in the contracting process, the tenderer certifies that he will strictly comply with the obligations of the GDPR for any processing of personal data conducted in connection with that public contract.
- §100. The personal data that will be processed are confidential. The Service Provider will therefore limit access to data to the strictly necessary personnel for the performance, management and monitoring of the public contract.
- §101. For the performance of the public contract, the contracting authority will determine the purposes and means of processing personal data. In this case, the contracting authority will be responsible for the processing and the Service Provider will be its processor, within the meaning of Article 28 of the GDPR.
- §102. Processing carried out on behalf of a controller must be governed by a contract or other legal act that is binding on the processor with regard to the personal data controller and that sets out that the Sub-Service Provider acts only on the instruction of the person in charge of the processing and that the confidentiality and security obligations regarding the processing of personal data are also the responsibility of the Sub-Service Provider (Article 28 §3 of the GDPR).

5.6 Intellectual property (Art. 19 to 23)

- §103. The contracting authority does not acquire the intellectual property rights created, developed or used during performance of the procurement contract.
- §104. Without prejudice to clause 1 and unless otherwise stipulated in the procurement documents, when the subject-matter of the procurement contract consists of the creation, manufacture or the development of designs or of logos, the contracting authority acquires the intellectual property thereof, as well as the right to trademark them, to have them registered and to have them protected.
- §105. For domain names created under the procurement contract, the contracting authority also acquires the right to register and protect them, unless otherwise stipulated in the procurement documents.
- §106. When the contracting authority does not acquire the intellectual property rights, it obtains a patent licence of the results protected by intellectual property law for the exploitation modes that are mentioned in the procurement documents.
- §107. The contracting authority lists the exploitation modes for which it intends to obtain a licence in the procurement documents.

5.7 Changes to the procurement contract (Art. 37 to 38/19)

5.7.1 Replacement of the Service Provider (Art. 38/3)

- §108. Provided that he meets the selection and exclusion criteria set out in this document, a new Service Provider may replace the Service Provider with whom the initial procurement contract was agreed in cases other than those provided for in Art. 38/3 of the General Implementing Rules (GIR).

- §109. The Service Provider submits his request as quickly as possible by registered post, stating the reasons for this replacement and providing a detailed inventory of the state of supplies and services already performed, the new Service Provider's contact details and the documents and certificates which the contracting authority cannot access free of charge.
- §110. The replacement will be recorded in an amendment dated and signed by all three parties. The initial Service Provider remains liable to the contracting authority for the performance of the remainder of the procurement contract.

5.7.2 Adjusting the prices (Art. 38/7)

- §111. For this procurement contract, price reviews are not permitted.

5.7.3 Indemnities following the suspensions ordered by the contracting authority during performance (Art. 38/12)

- §112. The contracting authority reserves the right to suspend the performance of the procurement contract for a given period, mainly when it considers that the procurement contract cannot be performed without inconvenience at that time.
- §113. The performance period is extended by the period of delay caused by this suspension, provided that the contractual performance period has not expired. If it has expired, the return of fines for late performance will be agreed.
- §114. When activities are suspended, based on this clause, the Service Provider is required to take all necessary precautions, at his expense, to protect the services already performed and the materials from potential damage caused by unfavourable weather conditions, theft or other malicious acts.
- §115. The Service Provider has a right to damages for suspensions ordered by the contracting authority when:
- The suspension lasts in total longer than one twentieth of the performance time and at least ten working days or two calendar weeks, depending on whether the performance time is expressed in working days or calendar days;
 - The suspension is not due to unfavourable weather conditions;
 - The suspension occurred during the contract performance period.
- §116. Within thirty days of their occurrence or the date on which the Service Provider or the contracting authority would normally have become aware of them, the Service Provider reports the facts or circumstances succinctly to the contracting authority and describes precisely their impact on the progress and cost of the procurement contract.

5.7.4 Unforeseen circumstances

- §117. As a rule, the Service Provider is not entitled to any modification of the contractual terms due to circumstances of which the contracting authority was unaware.
- §118. A decision of the Belgian State to suspend cooperation with a partner country is deemed to be unforeseeable circumstances within the meaning of this article. Should the Belgian State break off or cease activities which implies therefore the financing of this procurement contract, Enabel will do everything reasonable to agree a maximum compensation figure.

5.8 Preliminary technical acceptance (Art. 42)

- §119. The contracting authority reserves the right to demand an activity report at any time of the assignment to the service such as particular and general statistical reports of the services rendered periodically.
- §120. A report of list of benefecaries once requested with monthly and contract premium per beneficiary

5.9 Performance modalities (Art. 146 et seq.)

5.9.1 Deadlines and terms (Art. 147)

- §121. The tenderer should outline the **time** taken and **procedures** for reimbursement of eligible costs.
- §122. The services must be performed within a period that is to be expressed in calendar days, which the tenderer shall mention in his tender. Since the performance period is an award criterion, not including it in the tender will bring about the substantial irregularity of the tender. All days are indistinguishably included in the period.

5.10 Inspection of the services (Art. 150)

- §123. If during contract performance irregularities are found, the Service Provider will be notified about this immediately by e-mail, which will be confirmed consequently by registered letter. The Service Provider is bound to perform the non-complying services again.
- §124. The service provider advises the managing official by registered post or e-mail showing the exact date of dispatch, at which date the services can be controlled.

5.11 Liability of the service provider (Art. 152-153)

- §125. The service provider takes the full responsibility for mistakes and deficiencies in the services provided.
- §126. Moreover, the service provider indemnifies the contracting authority against damages for which it is liable towards third parties due to late performance of the services or due to failure of the service provider.

5.12 Zero tolerance Sexual exploitation and abuse

- §127. In application of Enabel's Policy regarding sexual exploitation and abuse of June 2019 there will be zero tolerance towards any misconduct that could impact the professional credibility of the tenderer.

5.13 Means of action of the contracting authority (Art. 44-51 and 154-155)

- §128. The service provider's default is not solely related to services as such but also to the whole of the service provider's obligations.

- §129. In order to avoid any impression of risk of partiality or connivance in the follow-up and control of the performance of the procurement contract, it is strictly forbidden to the service provider to offer, directly or indirectly, gifts, meals or any other material or immaterial advantage, of whatever value, to the employees of the contracting authority who are concerned, directly or indirectly, by the follow-up and/or control of the performance of the procurement contract, regardless of their hierarchical rank.
- §130. In case of violation, the contracting authority may impose a lump-sum fine to the service provider for each violation, which can be to up to three times the amount obtained by adding up the (estimated) values of the advantage offered to the employee and of the advantage that the Service Provider hoped to obtain by offering the advantage to the employee. The contracting authority will decide independently about the application and the amount of this fine.
- §131. This clause is without prejudice to the possible application of other measures as of right provided in the GIR, namely the unilateral termination of the procurement contract and/or the exclusion of procurement contracts of the contracting authority for a determined duration.

5.13.2 Failure of performance (Art. 44)

- §132. §1 The Service Provider is considered to be in failure of performance under the procurement contract:
- 1° when the delivery is not carried out in accordance with the conditions specified in the procurement documents;
 - 2° at any time, when the delivery has not progressed in such a way that it can be fully completed on the due dates;
 - 3° when he does not observe written orders, which are given in due form by the contracting authority.
- §133. Any failure to comply with the provisions of the procurement contract, including the non-observance of orders of the contracting authority, is recorded in a report ('process verbal'), a copy of which will be sent immediately to the Service Provider by registered mail.
- §134. The Service Provider must repair the defects without any delay. He may assert his right of defence by registered letter addressed to the contracting authority within fifteen days from the date of dispatch of the report (process verbal). Silence on his part after this period shall be deemed as acknowledgement of the reported facts.
- §135. Any defects detected that can be attributed to the Service Provider render him liable to one or more of the measures provided for in Articles 45 to 49, 154 and 155.

5.13.3 Fines for delay (Art. 46 and 154)

- §136. The fines for delay differ from the penalties referred to in Article 45. They are due, without the need for notice, by the mere lapse of the performance term without the issuing of a report and they are automatically applied for the total number of days of delay.
- §137. Without prejudice to the application of fines for delay, the Service Provider continues to guarantee the contracting authority against any damages for which it may be liable to third parties due to late performance of the procurement contract.

5.13.4 Measures as of right (Art. 47 and 155)

- §138. §1 When, upon expiry of the term given in Article 44, §2, the Service Provider has not taken action or has presented means deemed unjustified by the contracting authority, the contracting authority may apply the measures as of right described in paragraph 2.
- §139. However, the contracting authority may apply measures as of right without waiting for the expiry of the term given in Article 44, §2, when the Service Provider has explicitly recognised the defects found.
- §140. §2 The measures as of right are:
- 1° Unilateral termination of the procurement contract. In this case the entire performance bond, or if no bond has been posted an equivalent amount, is acquired as of right by the contracting authority as lump sum damages. This measure excludes the application of any fine for delay in performance in respect of the terminated part;
 - 2° Performance under regie of all or part of the non-performed procurement contract;
 - 3° Conclusion of one or more replacement procurement contracts with one or more third parties for all or part of the procurement contract remaining to be performed.
- §141. The measures referred to in 1°, 2° and 3° will be taken at the expense and risk of the defaulting Service Provider. However, any fines or penalties imposed during the performance of a replacement procurement contract will be borne by the new Service Provider.

5.14 End of the procurement contract

5.14.1 Acceptance of the services performed (Art. 64-65 and 156)

- §142. The managing official will closely follow up the services during performance.
- §143. The services will not be accepted until after fulfilling verifications, and acceptance requirement.
- §144. The contracting authority disposes of a verification term of thirty days starting on the final date of the services, set in conformity with the modalities in the procurement documents, to carry out the acceptance formalities and to notify the result to the service provider.

5.14.2 Invoicing and payment of services (Art. 66 to 72 – 160)

- §145. The Service Provider sends (one copy only of) the invoices to the following address:
- Enabel, Belgian Consulate General, Baibars Street 5, Jerusalem.
- §146. The invoice must be in **EUROS**.
- §147. Payment will be by bank transfer only.

5.15 Litigation (Art. 73)

The competent courts of Brussels have exclusive jurisdiction over any dispute arising from the performance of this procurement contract. French or Dutch are the languages of proceedings.

The contracting authority will in no case be held liable for any damage caused to persons or property as a direct or indirect consequence of the activities required for the performance of this procurement contract.

The Service Provider indemnifies the contracting authority against any claims for compensation by third parties in this respect.

In case of 'litigation', i.e. court action, correspondence must (also) be sent to the following address:

Enabel, public-law company

Legal unit of the Logistics and Acquisitions service (L&A)

To the attention of Mrs Inge Janssens

rue Haute 147

1000 Brussels

Belgium

6 Forms

6.1 Identification form

Name of the company, organization or joint venture and legal form		
Nationality of the tenderer and of staff (if different)		
Domicile / registered office complete address	Street name (compulsory)	
	House number (compulsory)	
	Zip code or neighbourhood	
	City or village	
	Country or territory	
Telephone number (with country code)		
National Social Security Office registration number or equivalent		
Enterprise or organization registration number		
Represented by the undersigned	Full Name	
	Title	
Contact person	Full Name	
	Title / function	
	Phone	
	E-mail	
If different: Project manager for this contract	Full Name	
	Phone	
	E-mail	
Bank account for payments	IBAN	
	BIC/SWIFT	
	Financial institution	
	Account holder name	

Full Name:		Place:	
		Date:	
Duly authorised to sign this tender on behalf of:		Signature and stamp:	

6.2 Integrity statement for the tenderers

§148. Hereby, I/we, acting as legal representative(s) of above-mentioned tenderer, declare the following:

- Neither members of administration or employees, or any person or legal person with whom the tenderer has concluded an agreement in view of performing the public contract, may obtain or accept from a third party, for themselves or for any other person or legal person, an advantage appreciable in cash (for instance, gifts, bonuses or any other kind of benefits), directly or indirectly related to the activities of the person concerned for the account of Enabel.
- The board members, staff members or their partners have no financial or other interests in the businesses, organisations, etc. that have a direct or indirect link with Enabel (which could, for instance, bring about a conflict of interests).
- I have / we have read and understood the articles about deontology and anti-corruption included in the Tender Documents (see 1.7.), as well as *Enabel's Policy regarding sexual exploitation and abuse* of June 2019 and *Enabel's Policy regarding fraud and corruption risk management* of June 2019 and I / we declare fully endorsing and respecting these articles.

§149. If above-mentioned public contract is awarded to the tenderer, I/we declare, moreover, agreeing with the following provisions:

- In order to avoid any impression of risk of partiality or connivance in the follow-up and control of the performance of the public contract, it is strictly forbidden to the public Service Provider (i.e. members of the administration and workers) to offer, directly or indirectly, gifts, meals or any other material or immaterial advantage, of whatever value, to the employees of Enabel who are concerned, directly or indirectly, by the follow-up and/or control of the performance of the public contract, regardless of their hierarchical rank.
- Any (public) contract will be terminated, once it appears that contract awarding or contract performance would have involved the obtaining or the offering of the above-mentioned advantages appreciable in cash.
- Any failure to comply with one or more of the deontological clauses will be considered as a serious professional misconduct which will lead to the exclusion of the Service Provider from this and other public contracts for Enabel.
- The public Service Provider commits to supply, upon the demand of the contracting authority, any supporting documents related to the performance conditions of the contract. The contracting authority will be allowed to proceed to any control, on paperwork or on site, which it considers necessary to collect evidence to support the presumption of unusual commercial expenditure.

§150. Finally, the tenderer takes cognisance of the fact that Enabel reserves the right to lodge a complaint with the competent legal instances for all facts going against this statement and that all administrative and other costs resulting are borne by the tenderer.

Full name:		Place:	
		Date:	
Duly authorised to sign this tender on behalf of:		Signature and stamp:	

6.3 Declaration on honour – exclusion criteria

Hereby, I / we, acting as legal representative(s) of above-mentioned tenderer, declare that the tenderer does not find himself in one of the following situations :

- 1) The tenderer or one of its 'directors[1]' was found guilty following a conviction by final judgement for one of the following offences:
 - 1° involvement in a criminal organisation
 - 2° corruption
 - 3° fraud
 - 4° terrorist offences, offences linked related to terrorist activities or incitement to commit such offence, collusion or attempt to commit such an offence
 - 5° money laundering or terrorist financing
 - 6° child labour and other trafficking in human beings
 - 7° employment of foreign citizens under illegal status
 - 8° creating a shell company.
- 2) The counterparty which fails to fulfil his obligations relating to the payment of taxes or social security contributions for an amount in excess of EUR 3 000, except if the counterparty can demonstrate that a contracting authority owes him one or more unquestionable and due debts which are free of all foreseeable liabilities. These debts are at least of an amount equal to the one for which he is late in paying outstanding tax or social charges.
- 3) The counterparty who is in a state of bankruptcy, liquidation, cessation of activities, judicial reorganisation or has admitted bankruptcy or is the subject of a liquidation procedure or judicial reorganisation, or in any similar situation resulting from a procedure of the same kind existing under other national regulations;
- 4) When Enabel can demonstrate by any appropriate means that the counterparty or any of its directors has committed serious professional misconduct which calls into question his integrity. Are also considered such serious professional misconduct:
 - a. A breach of Enabel's Policy regarding sexual exploitation and abuse – June 2019
 - b. A breach of Enabel's Policy regarding fraud and corruption risk management – June 2019
 - c. A breach of a regulatory provision in applicable local legislation regarding sexual harassment in the workplace
 - d. The counterparty was seriously guilty of misrepresentation or false documents when providing the information required for verification of the absence of grounds for exclusion or the satisfaction of the selection criteria, or concealed this information
 - e. Where Enabel has sufficient plausible evidence to conclude that the counterparty has committed acts, entered into agreements or entered into arrangements to distort competitionThe presence of this counterparty on one of Enabel's exclusion lists as a result of such an act/agreement/arrangement is considered to be sufficiently plausible an element.
- 5) When a conflict of interest cannot be remedied by other, less intrusive measures;

- 6) When significant or persistent failures by the counterparty were detected during the execution of an essential obligation incumbent on him in the framework of a previous contract, a previous contract placed with another contracting authority, when these failures have given rise to measures as of right, damages or another comparable sanction.
Also failures to respect applicable obligations regarding environmental, social and labour rights, national law, labour agreements or international provisions on environmental, social and labour rights are considered 'significant'.

The presence of the counterparty on the exclusion list of Enabel because of such a failure serves as evidence.

- 7) Restrictive measures have been taken vis-à-vis the counterparty with a view of ending violations of international peace and security such as terrorism, human-rights violations, the destabilisation of sovereign states and de proliferation of weapons of mass destruction.

The counterparty or one of its directors are on the lists of persons, groups or entities submitted by the United Nations, the European Union and Belgium for financial sanctions:

For the United Nations, the lists can be consulted at the following address:

<https://finances.belgium.be/fr/tresorerie/sanctions-financieres/sanctions-internationales-nations-unies>

For the European Union, the lists can be consulted at the following address:

<https://finances.belgium.be/fr/tresorerie/sanctions-financieres/sanctions-europ%C3%A9ennes-ue>

https://eeas.europa.eu/headquarters/headquarters-homepage/8442/consolidated-list-sanctions_en

https://eeas.europa.eu/sites/eeas/files/restrictive_measures-2017-01-17-clean.pdf

For Belgium:

https://finances.belgium.be/fr/sur_le_spf/structure_et_services/administrations_generales/tr%C3%A9sorier/contr%C3%B4le-des-instruments-1-2

Full name:		Place:	
		Date:	
Duly authorised to sign this tender on behalf of:		Signature and stamp:	

6.4 Power of attorney

- §151. The tenderer shall include in his tender the **power of attorney empowering the person signing the tender** on behalf of the company, joint venture or consortium.
- §152. In case of a **consortium** or a **temporary association**, the joint tender must specify the role of each member of the tendering party. A group leader must be designated and the power of attorney must be completed accordingly.

► Please insert after this page the power of attorney empowering the person signing the tender on behalf of the company, joint venture or consortium, signed by the person(s) mentioned in the incorporation certificate (only needed if the person signing the tender is different).

6.5 Incorporation certificate

The tenderer shall include in his tender the **incorporation certificate** (*Insurance Agencies/Companies*) from the competent authority .

▶ Please insert after this page

6.6 List of the main similar services

§153. In order to be selected for each of the lots of this contract, the tenderer must have **at least five relevant contracts carried out in the past three years** to the highest standard and to the client's full satisfaction.

Description of the main similar services performed	Beginning date	Ending date	Name and contact of the public or private bodies who contracted the consultancy	Checklist: Completion certificate joined to this tender?

6.7 Certificates of completion

§154. For each of the projects listed, the tenderer must provide in his/her offer the certificates of completion (statement or certificate without major reservation) and / or any supporting documents approved by the entity which awarded the contract.

▶ Please insert after this page

6.8 Financial offer & tender forms

Don't change format of this form

By submitting this tender the tenderer commits to performing this public contract in conformity with the provisions of the Tender Specifications/ – and explicitly declares accepting all conditions listed in the Tender Specifications and renounces any derogatory provisions such as his own general sales conditions.

The unit prices and the global prices for each item in the inventory are established relative to the value of these items in relation to the total value of the tender. All general and financial costs as well as the profits are distributed between the various items in proportion to their weight.

The confidential information and/or the information relating to technical or business secrets is indicated clearly in the tender.

The tenderer commits to performing the public contract in accordance with the provisions of the Tender Specifications for the following prices, given in euros and exclusive of VAT:

Nº	Coverage	Annual cost in EUR per person
<i>Item 1: Medical Insurance Services for adults (> 18 years old)</i>		
1.1	Health Insurance Cost	
1.2	Any other charges describe here: _____ _____	
Total EUR – annual – excluding VAT - for item 1:		
Nº	Coverage	Annual cost in EUR per person
<i>Item 2: Medical Insurance Services for children (< 18 years old)</i>		
2.1	Health Insurance Cost	
2.2	Any other charges describe here: _____ _____	
Total EUR – annual – excluding VAT - for item 2:		

Full name		Place:	
		Date:	
Duly authorised to sign this tender on behalf of:		Signature and stamp:	

6.9 Sub-Service Providers

Name and legal form	Address / Registered office	Object

Full name:		Place:	
		Date:	
Duly authorised to sign this tender on behalf of:		Signature and stamp:	

6.10 Additional information related to benefits.

1. Hospital and Ambulance services				
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
1.1	Hospital Accommodation – Normal shared room	100%		
1.2	Hospital Accommodation – Private room	100%	Up to 3,000 €	
1.3	Companion Accommodation for critical illness	100%		
1.4	General nursing service	100%		
1.5	Use of operating room and equipment	100%		
1.6	Use of recovery rooms and equipment	100%		
1.7	Intensive care	100%		
1.8	Any other hospital expenses (e.g. lab tests, medical imaging, medication during admission)	100%		
1.9	Physical therapy	100%		
1.10	Convalescence, rehabilitation, and respite care	100%		
1.11	Outpatient surgery	100%		
1.12	Chemotherapy, radiotherapy, haemodialysis, etc.	100%		
1.13	Childbirth (with and without complications including a medically necessary caesarean)	100%		

1.14	Incubation for new-born babies if needed	100%		
1.15	Transport by ambulance the hospital	100%		
2. Medical emergency evacuation				
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
2.1	Emergency medical evacuation to nearest hospital, and return to the host country	100%		
2.2	Accommodation for Insured Person or the companion.	100%	Up to 3,000 €	
3. Medical travel outside Palestine if adequate care is not available locally				
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
3.1	Transportation	100%	Up to 1,500 €	
3.2	Accommodation	100%	Up to 3,000 €	
4. Specialists' and other licensed healthcare provider's				
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
4.1	Doctor's fees (generalist, specialist)	100%		
4.2	Minor surgical intervention in a doctor's office	100%		
4.3	Outpatient expenses related to pregnancy and childbirth	100%		
4.4	Medical act (e.g. dressing wounds, giving injections) and supervision by a nurse	100%		
4.5	Nursing at home	100%	Up to 1,500 €	
4.6	Physiotherapy	100%	Up to 500 €	
4.7	Outpatient psychiatric treatment	100%	Up to 500 €	

4.8	Ergotherapy	100%	Up to 500 €	
4.9	Speech therapy	100%	Up to 500 €	
4.10	Physical therapy	100%	Up to 500 €	
5. Preventive care benefits				
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
5.1	One check-up	100%		
5.2	One eye test	100%		
5.3	One (bilateral) mammogram for insured females	100%		
5.4	One Pap smear test for insured females	100%		
5.5	One PSA test for insured males	100%		
5.6	Malignant diseases diagnosis	100%		
6. Optical and Dental Care				
<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
6.1	Glasses and Frame	100%	Up to 150 €	
6.2	Contact lenses			
6.3	Ophthalmology and cataract removal operations, black, blue	100%		
6.4	Accidental-related dental treatment	100%	Up to 2,000 €	
6.5	Basic dental care (check-ups, basic treatments)	100%		

6.6	Major dentistry (orthodontic, prostheses, bridges, implants, tooth extraction, filling)	100%	Up to 500 €	
6.7	Dental x-rays	100%		
7. Prescription drug coverage				
<i>Nº</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
7.1	Prescribed drugs required as a result of illness, accident or maternity (including routine Prescribed drugs for chronic diseases and diseases prior to the beginning of insurance).	100%		
7.2	Vitamins and minerals Only for the for the following cases: - Curative (e.g. Vitamin B12 and D3) - During pregnancy	100%		
7.3	Vaccinations	100%		
8. Laboratory tests				
<i>Nº</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
8.1	Laboratory tests – All kinds including – not limited to: Hormones tests (e.g. TSH, TSH3, TSH4, AMM, etc.) Vitamins tests (e.g. Vitamin B12, D3, etc.) Including routine tests for chronic diseases and diseases prior to the beginning of insurance	100%		
9. Medical imaging and other therapeutic and diagnostic procedures				

<i>N°</i>	<i>Item</i>	<i>Coverage</i>	<i>Maximum</i>	<i>Notes related you your coverage</i>
9.1	X-rays	100%		
9.2	Computerized tomography (CT)	100%		
9.3	Magnetic Resonance Imaging (MRI)	100%		
9.4	Electrocardiogram (ECG)	100%		
9.5	Ultrasound	100%		
9.6	Bone density scan (DEXA scan)	100%		
9.7	Endoscopes procedures	100%		
9.8	Diagnostic and therapeutic cardiac catheterization	100%		
9.9	Glands' examination	100%		