



ONE ASEAN
ONE RESPONSE

TERMS OF REFERENCE

Title Requirement : **The AHA Centre staff members' medical insurance (Y2022)**
Reporting to : Human Resources and Admin Officer (HRAO)
Duration : January – December 2022

BACKGROUND

The AHA Centre – ASEAN Coordinating Centre for Humanitarian Assistance on disaster management – is an inter-governmental organisation established by 10 ASEAN Member States – Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam - to facilitate the cooperation and coordination among ASEAN Member States and with the United Nations and international organisations for disaster management and emergency response in the region.

The AHA Centre was established on 17 November 2011 during the 19th ASEAN Summit in Bali, Indonesia, through the signing of “the Agreement on the Establishment of the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre)” by the ASEAN Foreign Ministers, witnessed by all ASEAN Heads of State/Government.

The AHA Centre receives its' guidance from the Governing Board of the AHA Centre that consists of the NDMOs of the AMS. Following on the decision of the Governing Board meeting to provide AHA Centre staff members and one (1) of his/her family member with medical insurance coverage as one of the measures for staff retention, it is imminent that we conduct our due diligence to ensure that we are providing the best medical insurance coverage for the value for money.

OBJECTIVE

The medical insurance coverage provider will be providing coverage for the AHA Centre staff members plus one (1) family member for the period of January – December 2022 based on the requirements of the AHA Centre. Initial contract for the period of 1 (one) year with possibility of extension.

COVERAGE

Working closely with the HR/Admin unit from the AHA Centre and any other appointed officers, the medical insurance provider will provide the following coverage:

1. Inpatient and outpatient treatment for employee and dependent;
2. Dental for employee and dependent;

3. Vision for employee and dependent;
4. Life and death insurance for employee and dependent;
5. Medical/emergency evacuation for employee and dependent;
6. All outpatient and inpatient costs should be paid by insurance provider and later the staff portion will be billed to the institution;
7. Having a wide covering in all 10 ASEAN Member States (Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam) with cashless facility;
8. Insurance will be fully covered since the new staff member joining the organization;
and
9. Any additional services provided.

APPLICATION PROCESS

Interested and established medical insurance providers are requested to submit the proposal by including:

- Company profile and portfolio, highlighting extensive experience and proven track record in providing health insurance to international organisations;
- Budget proposal and coverage, including additional services or value-added service;
- Turnaround time to process claims, administrative procedures guidelines as well as emergency procedures/service;
- Extensive networks for national and international coverage; and
- Willingness to understand and comply with AHA Centre's guidelines.

The proposal must be written in English and submitted to procurement@ahacentre.org cc human.resources@ahacentre.org, no later than **23 November 2021 – 23:00 Jakarta Local Time**, with the title: **The AHA Centre staff members' medical insurance (Y2022)**, in the subject line.
