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| **WORLD VISION INTERNATIONAL/USA – REPRESENTATIVE OFFICE IN VIETNAM (WVIV)**  **PROCUREMENT NOTICE: REQUEST FOR PROPOSAL (RFP)** | |
| Procuring Entity: | World Vision International/USA – Representative Office in Vietnam (WVIV) |
| Location : | 9th floor, Mercury building, 444 Hoang Hoa Tham street, Tay Ho district, Ha Noi, Viet Nam  Tel [(+84) 24 3943 9920](tel:(+84)%2024%203943%209920) |
| Procurement Process | **Request for Proposal (RFP) Process** |
| Publication Date | 28 July 2025 |
| Deadline of Proposal Submission | New deadline: 22 Aug 2025, 12:00 pm (GMT + 7) |
| Requirement | Provide Accident, life, and health insurance for WVIV for a period of three years, with the option to extend for an additional two years. The annual service quality will be evaluated to inform the continuity of the service in the following years. |



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| 1 | Who We Are | Visit this site for you to know more about World Vision International/USA – Representative Office in Vietnam and our work <https://wvi.org.vn/> |
| 2 | Terms of Reference | Attached is a sample of Terms of Reference that we require for 1 year of service. Similar service requirements in the following years. |
| 3 | Detailed requirements for Insurance Service | Please find attached the Table of Benefit, Terms & Conditions, and other reference information for giving proposals as attached.  Each broker can submit proposals from 2 insurance companies among the 9 insurance companies in the list below. Please note that brokers who have previously submitted proposals from two different insurers are not eligible to submit this time   * PVI insurance (Tổng Công ty Bảo hiểm PVI). * VBI (Bảo hiểm Vietinbank) * BIC (Tổng Công ty CP Bảo hiểm NH Đầu tư và Phát triển Việt Nam) * Bao Minh Insurance (Tổng Công ty cổ phần Bảo Minh) * PTI (Tổng Công ty cổ phần Bảo hiểm Bưu Điện) * ABIC (Công ty cổ phần Bảo hiểm Ngân hàng Nông nghiệp) * OPES (Công ty cổ phần Bảo hiểm OPES) * BSH (Tổng công ty cổ phần Bảo hiểm Sài Gòn – Hà Nội) * TCGI (Techcom Insurance) |
| 4 | Conditions for RFP  Participation | 1. All responses and supporting documentation shall become the property of World Vision and will not be returned. World Vision ultimately reserves the right throughout this process to select any servicing option that best meets its business requirements and to hold discussions with any and all respondents. 2. Neither issuance of this RFP nor receipt of a proposal represents a commitment on the part of the WVIV. 3. Neither party shall use the name of the other in publicity releases, referrals, advertising, or similar activity without the prior written consent of the other. 4. WVIV will not be responsible for, or in any way liable for, any costs incurred by suppliers in preparing any responses or presentations relating to this RFP. |
| 5 | Minimum Qualifications | In order to meet the requirements for participation, the potential service providers must meet the following criteria:   1. Regulatory Compliance  * Must be licensed and regulated by the relevant Vietnamese insurance authorities. * Demonstrated adherence to local and international insurance regulations and standards.  1. Experience in Similar Markets  * Proven track record of providing accident, life, and health insurance plans in Vietnam or similar emerging markets. * Experience working with non-governmental organizations (NGOs) or humanitarian organizations is highly desirable.  1. Financial Stability  * Strong financial health with high credit ratings from reputable agencies. * Demonstrated ability to manage large-scale insurance portfolios and claims.  1. Claims Management  * Efficient and transparent claims processing system. * Evidence of timely and fair claims settlement, with low dispute rates.  1. Product Offerings  * Comprehensive accident, life, and health insurance products tailored to diverse needs. * Flexibility to customize insurance plans to meet the specific needs of World Vision Vietnam  1. Commitment to adhering to the Child and Adult Safeguarding Policy, Code of Conduct, Anti-Fraud and Corruption Policy of WV Vietnam. |
| 6 | Submissions | 1. Interested service providers are invited to send the application package to the email address: [WVV\_SealedBids@wvi.org -](mailto:WVV_SealedBids@wvi.org%20-) Admin & Supply Chain Department. 2. *Documents for Submission:*    1. Comprehensive Technical and Financial Proposal    2. Service Providers should complete the following in Excel format (as attached below):  * Table of Benefit sheet * Terms & Conditions if Suppliers offer beyond the minimum T&C for each option (please put in each option from Column C to H in T&C sheet). * Premium sheet      * 1. Proposal for Service Fee – attached template.     Note:   * WV Vietnam will make payment 1 time payment for the insurance fee after signing the contract and according to the agreed payment term. * During the year, the Premium may be increased or decreased because of staff changes. WV Vietnam will inform the selected insurance company and make adjustments to the insurance fee.   + If the insurance fee is increased, WV Vietnam will make payment quarterly to the insurance company.  + If the insurance fee is decreased, the insurance company will repay the Premium in the following months according to the agreed payment term.   * 1. Signed Agreement to the following documents:      + - WV Supplier Code of Conduct, Safeguarding Protocols, Consent Form.      * 1. Business Registration and other documents necessary for your proposals.  1. When submitting your proposal, kindly indicate the following in the email;   **Subject:** [**Accident, Life and Health Insurance\_WVIV**]– [Supplier Name]  Submission should be made no later than 12:00 pm of 22 August 2025, GMT+7, **the acceptance of proposals will close early if we meet the minimum number of proposals.** |
| 7 | Offer Currency | The financial offer should be presented in VND. The offer should encompass all anticipated costs required to fulfill the service requirements. |
| 8 | Evaluation | Evaluation Criteria Include, but are not limited to:   1. Regulatory Compliance  * Must be licensed and regulated by relevant Vietnamese insurance authorities. * Demonstrated adherence to local and international insurance regulations and standards.  1. Experience in Similar Markets  * Proven track record of providing accident, life, and health insurance plans in Vietnam or similar emerging markets. * Experience working with non-governmental organizations (NGOs) or humanitarian organizations is highly desirable.  1. Financial Stability  * Strong financial health with high credit ratings from reputable agencies. * Demonstrated ability to manage large-scale insurance portfolios and claims.  1. Claims Management  * Efficient and transparent claims processing system. * Evidence of timely and fair claims settlement, with low dispute rates.  1. Product Offerings  * Comprehensive accident, life, and health insurance products tailored to diverse needs. * Flexibility to customize insurance plans to meet the specific needs of World Vision Vietnam.   Shortlisted Providers will be requested for an interview with the team in charge of this project as part of the evaluation process. |
| 9 | Contracting Method | The engagement with the Service Provider will be supported by a contract. Such participation in this request for proposal process means that the service provider understands and accepts that WV Vietnam will add on some fundamental Terms and Conditions in the signed contract. |
| 10 | Payment Terms | Payment is subject to the agreed terms of payment in the supplier registration template and is subject to applicable taxes set by the government if any. |
| 11 | Zero Tolerance to Corruption | The WV Procuring Entity does not tolerate CORRUPTION under any circumstances and shall be a ground for exclusion in the bidding process if the bidder engages in activities such as this. |
| 12 | Payment of Inducement: | Making a payment to any employee as an inducement or canvassing to enable you to win this bid will result in automatic disqualification from participating in this or any other bidding process. Any solicitation/ influence/ non-compliance with the Terms & Conditions of this bid will lead to disqualification of the submitted Tender/Bid and will be treated informally/rejected. |
| 13 | Audit: | Any bidder participating in this RFP process shall agree to cooperate with WV Internal Audit and Investigations Group as well as with any other investigation units authorized by WV Procuring Entity/ Executive Director to investigate any allegation of misconduct, in connection with this bid process or any contract that may be awarded as a result of this bid process.  In cooperating with WV, the bidders shall give access to WV, upon written request, to all employees, representatives, agents, and assignees, as well as to all documents, records, and other elements of the bidder that may be required to conduct such investigation.  The failure of a bidder to comply with any of the above representations and warranties shall give WV the right to disqualify the bid submitted by such bidder and to terminate any contract that may have been awarded as a result of this bid process immediately upon notice, without any liability for termination charges or any other liability of any kind of WV. In addition, the bidder may be precluded from doing business with WV. |
| 14 | Blocked Parties | WV will not do any business with any known blocked parties or companies involved in any way with blocked parties. WV shall therefore not knowingly purchase goods/ works/ services from companies involved with blocked parties in any form. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or any subsidiaries controlled by your company are not involved with any known blocked parties. |
| 15 | Right of decision | In all cases, the decision of World Vision International/USA – Representative Office in Vietnam will be final. |

This is to signify my understanding and acceptance of the terms and conditions as indicated in this Request for Proposal document.

Printed Name and Signature (and or SEAL as applicable)

Date