Terms of Reference (ToR) to hire Insurance Company for Employees' Life Insurance Coverage

1. Background about GOAL

GOAL works with the most vulnerable communities to help them respond to and overcome humanitarian crises, and to assist those facing poverty and exclusion achieve greater resilience and well-being. GOAL envisions a world beyond humanitarian crises where poverty no longer exists, where vulnerable communities exposed to shocks and stresses are resilient, where barriers to well-being are removed and where everyone has equal rights and opportunities.

GOAL is a not-for-profit organization that has been working in Ethiopia for 42 years, towards ensuring the poorest and most vulnerable in the country and those affected by humanitarian crises have access to basic services such as adequate shelter, food and livelihoods, water and sanitation, nutrition, healthcare, and protection. GOAL implements a range of integrated multi-sectoral development, resilience, recovery, and humanitarian response programmes by being sensitive to cross-cutting issues including gender equity, social inclusion, accountably, child protection, and HIV/AIDS. Currently, we work with pastoralists, agropastoral, pastoral dropouts, rural smallholder farmers, rural/urban youth, and street children to respond to humanitarian crises and build resilience in Ethiopia, working closely with local communities, local government, donors and other key actors. Furthermore, GOAL's Humanitarian Response is centered on nutrition, WASH, livelihoods, multipurpose cash, NFIs and protection interventions, while the recovery and development focus are on livelihoods, economic opportunities, health, and nutrition systems strengthening, markets systems development and WASH with solid emphasis on integrated programming and community-based approach. Currently, GOAL Ethiopia operates programmes in 9 regions and one city administration of the country, employing over 642 staff, predominantly consisting of programme personnel and operating in 72 woredas with annual operating budget of over 29 million euros.

2. Purpose

The purpose of this procurement is to identify and contract a competent, reputable, and financially sound insurance company to provide Group Yearly Renewable Term Life Insurance (GYRT) with Comprehensive Accident Indemnity (CAI) and critical illness coverage for GOAL Ethiopia employees. The selected insurer will provide reliable and comprehensive employee protection against death, accidental death, permanent disability, and other agreed risks, while ensuring efficient claims management, timely settlement of valid claims, responsive client service, and competitive pricing throughout the policy period.

3. Scope of Services

The successful insurance company shall provide GYRT with CAI coverage for GOAL Ethiopia employees as specified in the final employee schedule.

The insurance coverage should, at minimum, address the following:

Coverage	Requirement
Group Life Insurance	Death from natural and accidental causes
Accidental Death	Lump-sum benefit as agreed in the policy
Permanent Total Disability	Compensation based on the agreed benefit
Permanent Partial Disability	Compensation according to the applicable disability schedule
Accidental Injury	Compensation for qualifying accidental injuries, where applicable
Other agreed benefits	As specified in the final policy schedule

The bidder should clearly state all exclusions, limitations, waiting periods, benefit ceilings and conditions applicable to each coverage.

3.1. Details of Coverage

a. Group Yearly Renewable Term with Comprehensive Accident Indemnity Insurance (GYRT + CAI)

Sum Assured: For GYRT 2 ½ Years' (30 month) salary & for CAI 2 ½ Years' (30 month) Salary

- ✓ Accidental death and disability calculation for accident should be based on **5 (Five) Years' salary**
- ✓ Cover must include COVID-19 deaths and other pandemic deaths
- ✓ Permanent total disability benefit calculation shall be based on medical board certificate and/or policy benefits of scale whichever is higher.

b. Funeral Expanse: - Option 1: ETB 50,000.00/employee

Option 2: ETB 100,000.00/employee

C. Medical expense due to accident: Option 1: ETB 50,000.00/employee

Option 2: ETB 100,000.00/employee

Remark: Death due to pandemics including covid-19 shall be covered

d. Critical Illness/Terminal Illness: 30% of GYRT Sum Assured

Remark:

- ➢ Confirmation that there will be no waiting period for critical illness benefits claims (on a letter headed document and signed)
- ➢ indicate medical conditions considered for critical illnesses under this contract
- ➢ indicate cover is whether accelerator or non-accelerator

- Please note that Insurance Company shall:

1. Describe Free Cover Limit (FCL)
2. Describe schedule of compensation for PTD, PPD and TTD in details.
3. Clearly mention premiums for each cover type separately

4. Technical Proposal

The service provider is expected to have:

- Working capital - checking and evaluating the capital strength
- Previous working experience will be verified through references/testimony letters from INGO, NGO's, Governmental, Agencies, PLC and so on - in provision of Employees Life Insurance
- Delivery time
  - ✓ The maximum time required **from** claim acknowledgement **to** confirmation of payment eligibility). i.e. time required to prepare and finalize all relevant documents
  - ✓ The maximum time required to settle death, and disability claims **AFTER** the presentation of all relevant documents (i.e. after confirmation of payment eligibility) to make payment to the insurer.
- Free Cover Limit (FCL) - Insurer will not require the individual/employee to undergo a medical examination or, provide any medical information before providing coverage up to a certain amount. Hence the higher the FCL the lower the number of employees needs to undergo medical examination.

5. Financial Proposal

The "Financial Proposal" must include:

- Computed Premium of Group Yearly Term Life Insurance with Comprehensive Accidental Indemnity (CAI)
- Computed Premium for critical illness

- Accidental death and disability

6. Evaluation criteria

Combination of the technical (65%) and financial proposal (35%)

7. Right of GOAL Ethiopia

GOAL Ethiopia reserves the right to:

- Accept or reject any proposal as per the policy;
- Request clarification from bidders;
- As per the procedure will negotiate with the preferred bidder if needed;
- Cancel or modify the procurement process in accordance with its procurement procedures; and
- Award the contract to the bidder offering the best overall value and ability to meet GOAL Ethiopia's requirements.

8. Policy Administration

GOAL Ethiopia may add or remove employees during the policy year due to recruitment, resignation, termination, transfer or other employment changes.

The insurer should specify:

- How additions and deletions will be managed;
- Effective date of coverage for new employees;
- Premium adjustment methodology;
- Refund for removed employees;

9. Claims Settlement and Performance

Successful insurers shall be required to demonstrate their capacity to settle legitimate claims efficiently and transparently.

The contract should establish agreed service standards, including:

- claims acknowledgement within [2] working days;
- Confirmation of required documentation within [3] working days;
- Claims assessment within an agreed timeframe;
- Settlement of approved claims within [10–15] working days after completion of assessment and receipt of all required documentation.

10. Key Service Requirements: The selected insurer will be expected to:

- Issue the group Life insurance policy promptly following contract award.
- Maintain confidentiality and security of employee information.
- Provide a dedicated account/relationship officer for GOAL Ethiopia.
- Provide clear procedures for notification, documentation and processing of claims.
- Process and settle valid claims within the timeframe stipulated in the contract/policy.
- Provide regular claims and policy-status reports to GOAL Ethiopia.
- Notify GOAL Ethiopia of any material changes affecting coverage.
- Provide professional advice on policy interpretation, claims and risk management.
- Facilitate addition and removal of employees during the policy period in accordance with agreed terms.

11. Eligibility and Minimum Qualification Requirements

Interested insurance companies should demonstrate:

- Are legally registered and licensed to operate as an insurance company in Ethiopia;
- Have adequate financial and operational capacity to underwrite the proposed coverage;
- Sample of the Insurance policy, Specific terms, and conditions respectively.
- Any additional benefit packages being offered by the company.
- Have an established claims management and customer service system;
- Have no unresolved material contractual disputes with clients that would affect their ability to deliver the services;
- Can provide references from comparable institutional clients
- Overall, fulfilling all the instructions mentioned in the ITT document.

12. Proposed Timeline

Line	Item	Date, Time and Time Zone
1	ITT published	21-Sep-2026
2	Closing date for clarifications	8-Oct-2026, 4:30PM East African Time
3	Closing date and time for receipt of tenders	12-Oct-2026, 10:30AM East African Time
4	Tender opening date and time	13-Oct-2026, 2:00PM East African Time
5	Tender Opening Location	GOAL Ethiopia, Addis Ababa, Head Office