Request for Proposal (RFP) for Health Insurance Mobile Application Development

Introduction

Saudi Enaya, a leader in the health insurance sector, invites qualified software development firms to submit proposals for the creation of a comprehensive mobile application. This application is envisioned to enhance our customer experience by offering a range of features from policy management to claims processing and beyond.

Project Overview

The purpose of this mobile application is to provide our users with a convenient, secure, and comprehensive tool to manage their health insurance needs. The application should include, but not be limited to, the following functionalities:

1. **User Registration and Profile Management**
2. **Policy Information Access and Comparison**
3. **Quote Generation**
4. **Policy Purchase with Secure Payment Gateway**
5. **Claims Processing and Document Management**
6. **Push and Email Notifications**
7. **In-App Customer Support and FAQ Section**
8. **Policy Renewal Reminders and Process**
9. **Provider Network Database with Map Integration**
10. **Multi-language Support and Localized Information**
11. **Telemedicine and Travel Insurance Features**
12. **Educational Resources and Video Guides**
13. **Gamification and Social Sharing**

14. **Offline Access and AI-driven Recommendations**
15. **Appointment Scheduling and Prescription Management**
16. **Real-time Chat with Insurance Agents**
17. **Various Integration (Wearables, Health Apps, Employee Benefits, etc.)**
18. **Compliance with Data Protection Regulations**
19. **Collect and Provide Analytics**
20. **Dynamic Content Updates**

Vendor Qualifications

We are seeking proposals from firms that have:

- Proven experience in developing mobile applications, preferably in the insurance sector.
- Strong portfolio demonstrating expertise in feature-rich and user-friendly app design.
- Capability to integrate advanced features such as AI, biometrics, and real-time data processing.
- Commitment to data security and privacy, with experience in adhering to regulatory compliances.

Proposal Submission

Proposals should include:

- An overview of your company and description of your suitability for

  the project.

- Detailed methodology and approach for developing the application, including technical specifications.
- A portfolio of previous similar projects, including references.
- Project management and communication plan.
- Team composition and experience of key members.
- Estimated timeline for the project (even though no specific timeline is provided by us, a proposed schedule is appreciated).

- Any support and maintenance plans post-development.

Evaluation Criteria

Proposals will be evaluated based on:

- Demonstrated ability to meet the requirements listed above.
- Quality and relevance of previous work.
- Project approach and methodology.
- Team qualifications and experience.
- Cost-effectiveness and value for money.

Submission Deadline and Contact

Proposals must be submitted by the 28th of January, 2023.Questions regarding this RFP should be directed to Mr. Khaled AlHarbi, khaled.alharbi@saudienaya.com.

Terms and Conditions

- Saudi Enaya reserves the right to accept or reject any proposal.
- Submission indicates acceptance of the terms of this RFP, unless clearly noted otherwise in the proposal.