

DATE: 15 June 2023

REQUEST FOR PROPOSAL: No. 2023_RFP_046

FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF

HEALTH INSURANCE AND MEDICAL EVACUATION SERVICES FOR THE
UNHCR AFFILIATE WORKFORCE

CLOSING DATE AND TIME: 2 August 2023 -23:59 hrs
CEST

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 10,966 people in 130 countries continues to help about 65 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Division of Human Resources, invites qualified service providers to make a firm proposal for the establishment of a Frame Agreement for the provision of health insurance and medical evacuation services for the UNHCR affiliate workforce (referred to hereinafter as "Services").

IMPORTANT:

<u>Terms of Reference (ToR) are detailed in Annex A of this document.</u>
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UNHCR may award Frame Agreement(s) for an initial duration of three (3) years, potentially extendable for a further two (2) periods of one (1) year each (3+1+1). The successful bidders will be requested to maintain their quoted price model for the maximum duration of the Frame Agreement, including optional extensions.

The requirement for this Frame Agreement has been outlined in Annex B. Requirements outlined in these tender documents do not represent a commitment that UNHCR will purchase a minimum quantity of services.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the proposals of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 60 days (2 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Note: This document is not to be construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form an integral part of this Request for Proposal:

Annex A: Calendar of activities

Annex B: Terms of Reference and related Questionnaire

Annex C: Financial Proposal Form

Annex D: UNHCR Vendor Registration Form

Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2018

Annex F: UN Supplier Code of Conduct

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to hladonyk@unhcr.org and as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a proposal

IMPORTANT:

Failure to send the above requested information may result in disqualification of your proposal from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any questions in respect of this RFP by e-mail to Hladonyk Svitlana, Senior Procurement Assistant at hladonyk@unhcr.org c.c. Zia Ur Rehman, Procurement Officer at rehmanz@unhcr.org. The deadline for receipt of questions is 23:59 hrs CEST on 30 June 2023. Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible by means of publication on its website or by email to all invited bidders.

2.4 YOUR PROPOSAL**IMPORTANT:**

Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL PROPOSAL**IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all the required information.

The Terms of Reference (ToR) of the services requested by UNHCR can be found in **Annex B**. Your technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to the following information:

Please ensure that sufficient information/substantiating documentation is provided for all technical evaluation criteria (section 2.5.2 of this RFP cover letter).

- **Description of the company and the company's qualifications:**

A description of your company with the following information/documentation:

- Evidence of company's business registration.
- A description of your company with evidence of your company's capacity to perform the services required, including:
 - Company profile, registration certificate and last audit reports.
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates.
- Reference points for clients where you perform similar services, with contact information.
- Evidence of legal representation or agreements with TPAs that allow you to operate commercially in countries where UNHCR operate.

- **Description of the proposed services:**
 - Policy Administration and benefits.
 - Membership management.
 - Premium administration.
 - Claims Management.
 - Customer services and member experience.
 - Emergency assistance and medical evacuation.
 - Account Management.

Bidders should complete the Technical Questionnaire which can be found in Annex B with full answers to the questions contained therein.

Specific answers to the technical questionnaire are requested – use of standard or generic answers or corporate literature should be kept to a minimum.

Please refer to Annex B for further information regarding the description of the proposed services.

- **Proposed personnel to carry out the assignment**
 - Bidders shall provide details of their management structure and include the CVs of key personnel assigned to UNHCR requirement.
- **Vendor Registration Form:**
 - If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing and returning **Annex E**.

2.4.2 Content of the FINANCIAL PROPOSAL

Your separate **Financial Offer** must contain an overall offer in a single currency. For comparison purpose, UNHCR will convert offered prices to US Dollars, on applicable UN Exchange rate.

Please provide a fixed all-inclusive monthly rate per person for the provision of Option 1 and Option 2 of Benefits for the entire group of the workforce and for consultants & contractors only.

The financial proposal is to be submitted as per the Financial Proposal Form (Annex C). Bids that have a different price structure may not be accepted.

important notes:

- UNHCR is exempt from all direct taxes and customs duties. In this regard, all prices/rates quoted must be exclusive of all taxes and VAT.
- Cost related to travel or living expenses, if applicable, will not be covered by UNHCR.
- The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.
- **Please do not include prices in your Technical Proposal.**

INTENDED DURATION AND FUNCTIONING OF THE FRAME AGREEMENT

The resulting Frame Agreement is expected to remain in force for a three-year period with an option to extend for a further two (2) periods of one (1) year each (3+1+1) for the provision of health insurance and medical evacuation services for the UNHCR affiliate workforce.

Pavements:

During the course of the Frame Agreement, payments will be made by UNHCR upon satisfactory delivery by the vendor of the services included in the Purchase Order(s) in accordance with UNHCR's requirements and upon acceptance by UNHCR.

Performance:

Performance of the vendor under the resulting Frame Agreement will be reviewed after completion of each service delivery as well as after each twelve-month, and the Frame Agreement/Purchase Order(s) will contain an opt-out clause whereby Frame Agreement/Purchase Order(s) may be terminated if UNHCR is not satisfied with the performance of the vendor.

2.4.3 Validity of your Proposal

You are requested to hold your proposal valid for at least 90 days from the deadline for submission. UNHCR will make its best effort to select a vendor within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after a review of suitability based on the submitted Vendor Registration Form and supporting documents. The review involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of proposals received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical proposal** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score.

Technical Criteria	Technical Sub-criteria	Maximum Points
Company Qualification	Evidence of company's business registration (Pass/Fail)	20
	Evidence of legal representation or agreements with TPAs that allow you to operate commercially in countries where UNHCR operate. (Pass/Fail)	
	List of similar projects with details and scope. Reference points for clients with contact information should be provided.	
	Description and evidence of your company's capacity to perform the required services required, including: Company profile, years of experience in the area of business, Financial Soundness and last audit reports	
Proposed Services, Approach and Methodology	Policy Administration and benefits	40
	Membership management	
	Premium administration	
	Claims management*	
	Customer service and member experience	
	Account management	
	Emergency assistance and medical evacuation**	
Experience/Expertise of proposed personnel	Management structure and qualification of the personnel assigned to the UNHCR project.	10
Total Maximum Technical Points		70

* The following sub criteria, under Claims management will be assessed on Pass/Fail basis:

- a) Claims handling workflows
- b) Locations of your claims operations with numbers of staff
- c) Language capabilities of claims staff
- d) Ability to translate provider invoices (in case of disputed claims) into English
- e) Please provide details of your case management capability including detail on your clinical staffing and processes

** The following sub criteria will be assessed on Pass/Fail basis:

- a) Confirm that you provide 24/7 coverage, confirm location of operational control and languages spoken at the operations centre
- b) Demonstrate your capacity, resources and communication systems to support medical evacuations in Africa, The Middle East, Continental America (South, Central and North), Asia and Europe. Describe in detail - including the process and timing for obtaining visa and immigration clearance for evacuees.

In order for the technical offer to be deemed technically compliant and eligible for consideration in the financial evaluation, the evaluated technical score must be 42 or higher out of the total 70 points assigned to the technical evaluation.

The price/cost of each of the technically compliant proposal shall be considered only after evaluation of the above technical criteria.

The **Financial proposal** will use the following percentage distribution: **30%** of the total score.

The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms. All other price proposals will receive points in inverse proportion to the lowest price; e.g., $(\text{US\$ lowest offer}] / (\text{US\$ other}] * 30 \text{ points} = \text{points for other supplier's Price Component}$.

2.6 **SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company and the offers must be identified by an offer reference number.

Your proposal shall comprise the following documents:

- a) Technical Offer
- b) Financial Offer, using the provided form, submitted both in excel and pdf format.

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR.

The eTenderBox can be accessed via the following URL: <https://etenderbox.unhcr.org>.

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registrations for UNHCR applications. One Supplier should have only one registered email account in the system. Therefore, the Supplier must use only one eTenderBox account for managing its offers to UNHCR. In case the password is forgotten, that account cannot be used anymore and new registration is required. Registration Guide and User Manual of eTenderBox are available at the above URL.

IMPORTANT:

The technical proposal and financial proposal are to be sent in separate documents. Failure to do so may result in disqualification.

Allowed extensions for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .bmp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd...etc.) should not be uploaded. The maximum size limit per file is **20 MB**.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button has to be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. In order to ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

Deadline: 2 August 2023, 23:59 hrs CEST.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your proposal.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning proposal(s). Payment will be made in accordance with the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

By submitting an offer, the bidder accepts the UNHCR General Conditions of Contracts for Services (**Annex E**). Any request for change of General Conditions of Contract is subject to UNHCR approval whether acceptable or not.



Fabrizio Bertora

Chief of Section, HQ Procurement

Supply Management Services
UNHCR