

### Technical Offer Submission Checklist

Bidding company name: \_\_\_\_\_

Bidding company address: \_\_\_\_\_

Date: \_\_\_\_\_

Name & Signature of Representative, \_\_\_\_\_

Company Stamp: \_\_\_\_\_

#### 1. Registration

1.1 If your company is not already registered with UNHCR, you should complete, sign and submit with your technical offer the Vendor Registration Form (Annex F) and provide the required supporting documents.

		Please fill:
1.1.1	Is your company registered with UNHCR?	YES/NO
1.1.1.1	If YES, indicate UNHCR supplier ID:	
	If NOT, please submit and confirm here whether the requested document are submitted with the technical offer:	Submitted:
1.1.1.2	Document demonstrating ownership of bank account declared	YES/NO
1.1.1.3	Copies of Quality Assurance Certificates	YES/NO
1.1.2	Please acknowledge here your acceptance of the UNHCR General Conditions of Contract for the Provision of Services (2018).	WE ACCEPT/ DO NOT ACCEPT

#### 2. Statutory Documents

2.1 The following documents must be submitted in order to be eligible for the tender:

		Submitted:
2.1.1	Copy of Company registration documents with the Government of Lebanon (Commercial Circular dated maximum one year form deadline of tender and Certificate of incorporation)	YES/NO
2.1.2	Copies of audited financial statements for the last 2 years (2019 & (2020 if available)); if not, please provide 2018 & 2019	YES/NO
2.1.3	Registration certificate with VAT, if applicable	YES/NO
2.1.4	Certificate proving the company has been in business for a minimum period of three (3) years prior to the closing date of this request for proposal	YES/NO

#### 3. Qualifications

##### 3.1 Company Profile

		Submitted:
3.1.1	Provide an overview of your company, services and goods offered and its ownership/organizational structure and total number of employees. If multi location company, specify headquarters location	YES/NO
3.1.2	List of clients in the current portfolio	YES/NO With at least three (3) references: Client/ organization name: Address: Type of Project: Period of contractual activity (start and end date): Contact name, title and contact details (tel. and e-mail): Supplier Delivery Certificate/ Letter attached to technical offer showing successful deliveries if any. Attached?
3.1.3	Submit Quality Standard Certificates, if available	YES/NO
3.1.4	Any other information that will facilitate evaluation of your company's substantive reliability, financial and managerial capacity to provide the services	YES/NO

##### 3.2 General Organization Capability

		Submitted:
3.2.1	Years of experience as a Third Party Administrator (TPA) in Lebanon, description of your organization experience in rendering similar services	YES/NO
3.2.2	Any proof of the capacity of the firm to manage and effectively audit at least 60,000 refugee referrals for hospital admissions and Emergency Room care annually or detailed explanation how such a capacity can be obtained within 4 - 6 weeks. Higher scores for companies with already existing capacity	YES/NO
3.2.3	Proof of existing network or detailed description how to establish one within 4 - 6 weeks with hospitals that can provide about 5,000 hospital admissions per month for refugees	YES/NO

3.2.4	Proof of capacity to contract, manage, and maintain efficient hospitals network; Maintain balanced relations with hospitals and address their concerns; Proven ability to obtain financially competitive tariff discounts	YES/NO
3.2.5	Willingness of the TPA to look consider capacity building, in collaboration with UNHCR, of hospitals enlisted on the network	YES/NO
3.2.6	List of TPA offices and confirmation of availability of full time health delegates in facilities with more than 200 monthly admissions, or according to distribution mentioned in the TOR (section 3.3.2) for hospitals with less than 200 admissions/month (UNHCR will provide the names of network hospitals), or a detailed description how to establish the above; Delegates must be supervised and supported including by medical specialists; Companies submitting offers with higher delegate presence per hospital network will score higher in the technical evaluation	YES/NO
3.2.7	Proof of system driven data base and effective data management and reporting capacity; Capacity to be linked with UNHCR systems enabling UNHCR staff to access, in real time, beneficiary data and medical records	YES/NO
3.2.8	Proof of robust monitoring and in-house system able to detect, investigate, and act on provider (hospitals) abuse of beneficiaries, fraud and other misconducts	YES/NO
3.2.9	Proof of independent mechanism to conduct investigations and verify allegations reported against TPA staff members.	YES/NO
3.2.10	Proof of efficient 24/7 call center reachable by UNHCR, its beneficiaries and partners managing inbound and outbound calls and ability to provide call logs or detailed description how to rapidly establish and staff such a center	YES/NO
3.2.11	Number of similar and successfully completed or underway projects	YES/NO
3.2.12	Proof of complaint mechanism through which beneficiaries' complaints are received about the TPA performance	YES/NO

### 3.3 Understanding of the requirements for services, proposed approach, solutions, methodology and outputs

		Submitted:
3.3.1	Any comments or suggestions on the Terms of Reference (TOR) as well as your detailed description of the manner in which your company would respond to the TOR	YES/NO
3.3.2	Provide a description of your company's approach and methodology of how your company would roll-out and implement the requested services outlined in the TOR	YES/NO
3.3.3	Attached any existing Standard Operation Procedures (SOP) developed by the company to help its staff in fulfilling their job, including during emergency situations	YES/NO
3.3.4	Proposed response time is in line with the TOR requirements	YES/NO
3.3.5	Provide a critical path schedule (CPS) from the day of the contract signature providing exact mobilization time required	YES/NO