

05 July 2021

## Pre-bid Conference

Request for Proposal: No. 2021/RFP/018

# Provision of Third Party Administrator Services for secondary and tertiary healthcare to Refugees in Lebanon



# Agenda

Agenda items	Duration
Welcome and Introduction	5 min.
UNHCR Presentation	35 min.
Questions and Answers	45 min.
Wrap-up	5 min.

# Procurement Principles

In line with the UN Financial Regulations and Rules, UNHCR's procurement system is based on the following principles:

- Fairness, Integrity and Transparency;
- Effective Competition;
- Best Value For Money;
- The Interest of the United Nations.



Tendering process

28 May

*RFP  
launched*

05 July

Pre-bid  
Conference

30 September

Notification  
of award  
(indicative)

Deadline to  
Submit  
Questions

18 June

Deadline for  
submission  
of Proposal

19 July

Questions?



# The Requirements (TOR)

- a) Company Profile
- b) General Organization Capability
- c) Understanding of the requirements for services proposed approach, solutions, methodology and outputs
- d) Submission of Vendor Registration Form
- e) Acknowledgement of UNHCR General Conditions for the Provision of Services

Questions?



# Evaluation Process

- Statutory Documents (PASS/FAIL)
- Technical component (70%); and
- Financial component (30%) Weight



# Statutory Documents

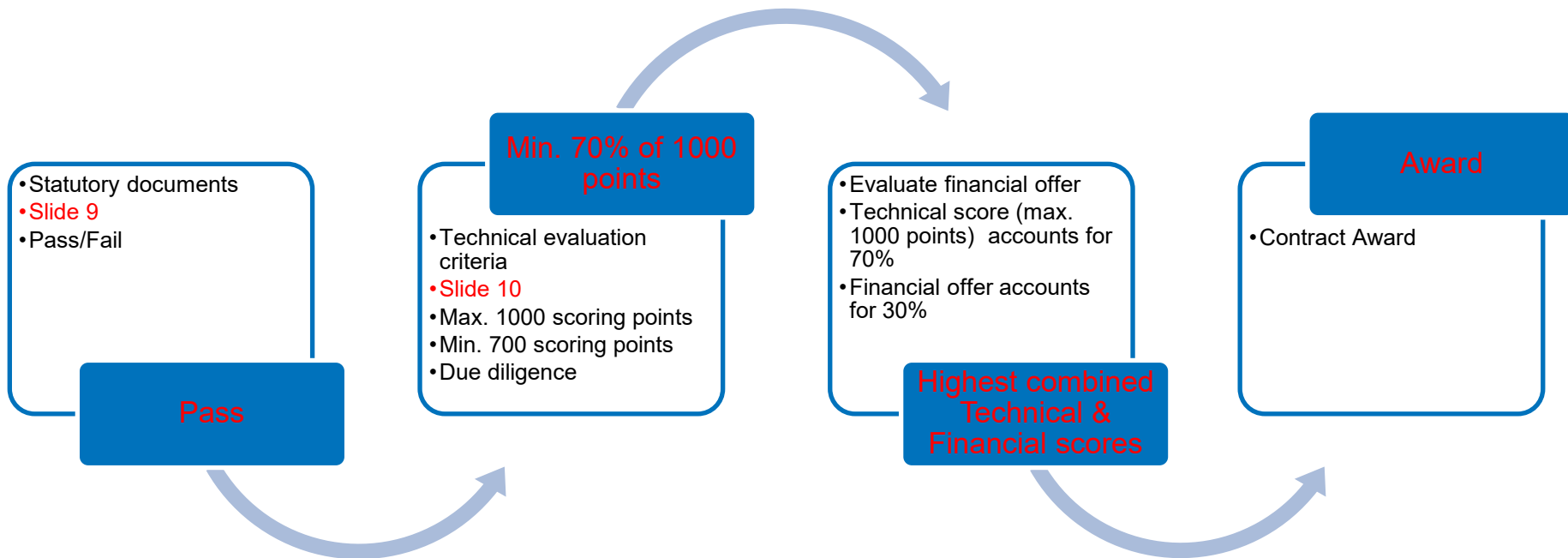
## Pass/Fail

- Company Registration Documents (in Lebanon)
- Copy of audited financial statements for the last 2 years
- Registration certificate with VAT
- Certificate proving the firm has been in Business for a min. period of three (3) years

\*Please note that UNHCR cannot do business with companies who are not registered with Government of Lebanon and have not been in business at least three (3) years prior to the closing date of this Request for Proposal.

#	Criteria	Points
1	Company organization, staffing structure and client lists. Company will be scored based on how clearly the organization and staffing structure is described and relevance to UNHCR programme. Relevant client lists with similar programmes will receive higher score.	100
2	Company's offer show understanding of UNHCR TOR's requirement; Company's approach and methodology is in line with UNHCR TOR's requirement and SOP.	100
3	Proof of existing agreements with enough hospitals to provide about 5,000 hospital admissions per month or detailed explanation how such a network can be established within 4 - 6 weeks. Higher scores will be given to companies with already existing network of hospitals of the required size.	200
4	Years of experience as a Third Party Administrator (TPA) in Lebanon. Scores will be lower if companies recently started to operate.	50
5	Capacity 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	100
6	TPA offices and availability of full time health delegates per facility with an average of 200 monthly admissions, or according to distribution mentioned in the TOR (section 3.3.2) for hospitals with less than 200 admissions/ month. Or a detailed description how to establish the above. Delegates must be supervised and supported including by medical specialists. Higher scores for companies with already existing capacity.	100
7	Proof of robust monitoring system, effective to detect, investigate, and act on provider (hospitals) abuse of beneficiaries, fraud and other misconducts.	50
8	Proof of efficient complaints mechanism through which beneficiaries' complaints about TPA performance can be addressed.	50
9	Proof of existing independent investigation mechanism that can address allegations of fraud and misconduct of TPA staff.	50
10	System driven data base and effective data management and reporting capacity. Capacity to be linked with UNHCR systems.	100
11	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. Higher scores for companies with already existing capacity.	100

# Overview of Evaluation Steps



Questions?



# UNHCR Ethical Conduct ‘Zero tolerance policy’

## **Corruption:**

The UN expects its suppliers to adhere to the highest standards of moral and ethical conduct, to respect local laws and not engage in any form of corrupt practices, including but not limited to extortion, fraud, or bribery.

## **Conflict of Interest:**

UN suppliers are expected to disclose to the UN any situation that may appear as a conflict of interest, and disclose to the UN if any UN official or professional under contract with the UN may have an interest of any kind in the supplier's business or any kind of economic ties with the supplier.

## **Gifts and Hospitality:**

The UN has a “zero tolerance” policy and does not accept any type of gift or any offer of hospitality. The UN will not accept any invitations to sporting or cultural events, offers of holidays or other recreational trips, transportation, or invitations to lunches or dinners. The UN expects its suppliers not to offer any benefit such as free goods or services, employment or sales opportunity to a UN staff member in order to facilitate the suppliers’ business with the UN.

## **Post employment restrictions:**

Post-employment restrictions may apply to UN staff in service and former UN staff members who participated in the procurement process, if such persons had prior professional dealings with suppliers. UN suppliers are expected to refrain from offering employment to any such person for a period of one year following separation from service.

# Practical Tips

- Read the full set of documents
- Study offer conditions and requirements carefully
- Ask for clarifications if uncertain. Do not make assumption
- Make sure that your offer meets all bidding provisions
- Make sure that your offer meets minimum technical requirements and respond fully to the TOR
- Submit the offer in full compliance with the procedure required and by the applicable deadlines
- Email submission - instructions



Questions?





UNHCR Beirut, Lebanon