Questions and Answers sheet

RFP 2022 016 – Audit on TPA

Question 1:
You mentioned in your TOR that the proposed staffing to preferably include at least one Medical Doctor or Registered Nurse. Could you please inform us whether it is an essential requirement and to which extent this condition might have impact on the technical evaluation.
Answer 1:
Part of the audit company's job would be to review the patient medical documents and whether the '*health care given is according to international praxis'*. Thus, it is a requirement to have someone in the team who is knowledgeable in the medical field.

In addition, the technical evaluation is based on scoring and the bidders must show that they can provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TOR. In case the company do not meet the requirements, it will receive a low score which will affect its overall ranking.

Question 2:
The audit documents and all related invoices are to be found in the Third Party Administrator (the Entity) office or are they distributed between hospitals? If this is the case, could you please inform us the number and locations of hospitals and health care providers contracted by the entity that we need to visit?
Answer 2:
Documents can be found in UNHCR offices however field visit to hospitals and TPA will be required. Total officially contracted Hospitals is 31 with additional 4 hospitals on probation/trial. However, a minimum requirement is for 10 hospitals to be visited, locations are across Lebanon. It is preferable to visit at least 2 hospitals per regions (i. North, ii. South, iii. Bekaa and iv. Beirut & Mount Lebanon).

Question 3:
Is there any subcontracting agreements signed between the entity and other partners to implement a part of the project? If yes, how many subcontractors involved?
Answer 3:
There is a contract between UNHCR and the TPA, however the TPA has contracts with the hospitals which the auditing entity will need to review as well.

Question 4:
In reference to appendix 1 of the TOR, it was stated in area 2. "Auditing of hospital claims invoices" that Hospital claims invoices are received and audited by qualified persons. Could you please clarify if our scope is limited to the verification that qualified persons were involved in confirming that the investigations, treatments and procedures are in accordance with the medical condition or if we need to perform our own verification on the conformity between treatments given and existing medical conditions using the service of a medical specialist?
Answer 4:
Part of the audit company's job would be to review the patient medical documents and whether the '*health care given is according to international praxis'*. Therefore, UNHCR is requesting verification of the:

1. Confirmation that the provision of care was executed by qualified medical personnel following recognized medical guidelines and international medical ethics.
2. Conformity between the treatment given and the existing medical service using the service of a medical specialist.

Question 5:
If a technical audit on medical cases is required, could you please specify if we can benefit from the service of medical expert based on contractual basis? Since "X" is an audit firm and we do not have medical experts in our team as employees.
Answer 5:
Part of the audit company's job would be to review the patient medical documents and whether the '*health care given is according to international praxis'*.
In the absence of an employee with a medical expertise, it is advisable that the "X" audit firm should take the services of a temporary staff/consultant for a holistic approach towards the execution of this audit.

Question 6:
We would like to inquire about the estimated population size (plus expected sample) & whether or not the data will be provided in hard or soft copy?
Answer 6:
Our estimated secondary health care support is estimated at 70,000 referrals based upon the average for the last five years. The bidders are requested to kindly indicate the percent sample needed for audit purpose in the technical offer.

Majority of the data would be available as a hard copy for review.

Question 7:
Is there a budget limit on the fees from UNHCR? If so, what is it?
Answer 7:
We encourage competitive and holistic proposals to meet the terms of reference for the audit.

Question 8:
Have any questions already been submitted by other entities that we may receive responses to?
Answer 8:
No additional questions have been submitted by other entities so far, but if any additional questions are received, the answers would be made available to all applicants uniformly to support preparation of the respective proposal

Question 9:
Please note that we have created an account on eTenderBox platform to use for the submission of our proposal but we didn't find the related RFP between the ongoing tenders. Could you please also advise in this regard?
Answer 9:
Thank you for notifying us, kindly take note that issue is resolved, you can try now