



SPREP

Secretariat of the Pacific Regional
Environment Programme

REQUEST FOR TENDERS

RFT: 2022/033
File: FN 9/1
Date: 24 May 2022
To: Interested suppliers
From: Veronica F. Levi, Financial Accountant

Subject: Expression of interest - Travel Insurance cover for SPREP staff

1. Background

- 1.1. The Secretariat of the Pacific Regional Environment Programme (SPREP) is an intergovernmental organisation charged with promoting cooperation among Pacific islands countries and territories to protect and improve their environment and ensure sustainable development.
- 1.2. SPREP approaches the environmental challenges faced by the Pacific guided by four simple Values. These values guide all aspects of our work:
 - We value the Environment
 - We value our People
 - We value high quality and targeted Service Delivery
 - We value Integrity
- 1.3. For more information, see: www.sprep.org.
- 1.4. SPREP due to its regional functions has an inherently high incidence of travel within the Pacific region, particularly the member countries it serves,
- 1.5. SPREP has sub-regional offices throughout the Pacific including Fiji, Republic of Marshall Islands (RMI) and Vanuatu.

2. Specifications: statement of requirement

- 2.1. SPREP wishes to call for Expressions of Interest (EOI) from registered/qualified Insurance companies, who can offer their services to provide **annual travel insurance cover for SPREP's travelling staff**. SPREP has an existing comprehensive medical insurance cover that provides **medical cover for staff whilst on official travel**.
- 2.2. This call for EOI is therefore specifically for a comprehensive travel insurance cover that offers/provides for areas as detailed under Terms of Reference in Annex A.
- 2.3. The period of cover sought will be for one (1) year, with a possible one (1) renewal upon a favorable review of the first year.
- 2.4. The successful EOI, must supply the services to the extent applicable, in compliance with SPREP's Values and Code of Conduct: https://www.sprep.org/attachments/Publications/Corporate_Documents/spreporganisational-values-code-of-conduct.pdf. Including SPREP's policy on Child Protection, Environmental Social Safeguards, Fraud Prevention & Whistleblower Protection and Gender and Social Inclusion.
- 2.5. SPREP Standard Contract Terms and Conditions are non-negotiable

PO Box 240, Apia, Samoa T +685 21929 F +685 20231 sprep@sprep.org www.sprep.org

A resilient Pacific environment sustaining our livelihoods and natural heritage in harmony with our cultures.



SPREP

Secretariat of the Pacific Regional
Environment Programme

3. Conditions: information for applicants

- 3.1. To be considered for this EOI, interested service providers must meet the following conditions:
- i. Submit a detailed profile of their insurance agent/company including its legal status and affiliated credentials,
 - ii. Company profile to include accreditation and previous experience relative to providing international travel insurance products for corporate entities particularly in the Pacific Region,
 - iii. Must provide audited financial statements of the company with the auditors report for a minimum of two years,
 - iv. Complete the **Application form** provided (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to your CV. Failure to do this will mean your application will **not** be considered*).
- 3.2 EOI must declare any areas that may constitute conflict of interest related to this tender and sign the **conflict of interest form** provided.
- 3.3 **Tenderer is deemed ineligible due to association with exclusion criteria, including** bankruptcy, insolvency or winding up procedures, breach of obligations relating to the payment of taxes or social security contributions, fraudulent or negligent practice, violation of intellectual property rights, under a judgment by the court, grave professional misconduct including misrepresentation, corruption, participation in a criminal organisation, money laundering or terrorist financing, child labour and other trafficking in human beings, deficiency in capability in complying main obligations, creating a shell company, and being a shell company.
- 3.4 Tenderer must sign a declaration of **honour form** together with their application, certifying that they do not fall into any of the exclusion situations cited in 3.3 above and where applicable, that they have taken adequate measures to remedy the situation.

4. Submission guidelines

- 4.1. Tender documentation should demonstrate that the interested consultant satisfies the conditions stated above and in the Terms of Reference and is capable of meeting the specifications and timeframes. Documentation must also include supporting examples to address the evaluation criteria.
- 4.2. Tender documentation should be submitted in English and outline the interested consultant's complete proposal:
- a) **SPREP Tender Application form and conflict of interest form.** (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to your CV. Failure to do this will mean your application will **not** be considered*).
 - b) **Honour form**
 - c) Provide three most recent referees/testimonies relevant to this tender submission,
- 4.4. Tenderers/bidders shall bear all costs associated with preparing and submitting a proposal, including cost relating to contract award; SPREP will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

PO Box 240, Apia, Samoa T +685 21929 F +685 20231 sprep@sprep.org www.sprep.org

A resilient Pacific environment sustaining our livelihoods and natural heritage in harmony with our cultures.



SPREP

Secretariat of the Pacific Regional
Environment Programme

- 4.5. The tenderer/bidder might be requested to provide additional information relating to their submitted proposal, if the Tender Evaluation Committee requests further information for the purposes of tender evaluation. SPREP may shortlist one or more Tenderers and seek further information from them.
- 4.6. The submitted tender proposal must be for the entirety of the Terms of Reference and not divided into portions which a potential tenderer/bidder can provide services for.
- 4.7 The Proposal must remain valid for 120 days from date of submission.
- 4.8 Tenderers must insist on an acknowledgement of receipt of tender.

5. Tender Clarification

- 5.1. a. Any clarification questions from applicants must be submitted by email to procurement@sprep.org before 08 June 2022. A summary of all questions received complete with an associated response posted on the SPREP website www.sprep.org/tender by 10 June 2022.
- b. The only point of contact for all matters relating to the RFT and the RFT process is the SPREP Procurement Officer.
- c. SPREP will determine what, if any, response should be given to a Tenderer question. SPREP will circulate Tenderer questions and SPREP's response to those questions to all other Tenderers using the SPREP Tenders page (<https://www.sprep.org/tenders>) without disclosing the source of the questions or revealing any confidential information of a Tenderer.
- d. Tenderers should identify in their question what, if any, information in the question the Tenderer considers is confidential.
- e. If a Tenderer believes they have found a discrepancy, error, ambiguity, inconsistency or omission in this RFT or any other information given or made available by SPREP, the Tenderer should promptly notify the Procurement Officer setting out the error in sufficient detail so that SPREP may take the corrective action, if any, it considers appropriate.

6. Evaluation criteria

- 6.1. SPREP will select a preferred consultant on the basis of SPREP's evaluation of the extent to which the documentation demonstrates that the tenderer offers the best value for money, and that the tender satisfies the following criteria of cover:
 - a) Company profile demonstrates a reputable insurance provider (with credible re-insurer affiliations) with at least 5 years of services/demonstrated experience in travel insurance covers for international or regional Organisations similar to SPREP (20%)
 - b) After sales support and response process mechanisms/user friendly platforms for claims. Must provide a 24 hour focal contact person for communications (10%)
 - c) Provides a comprehensive travel insurance product that provides the following minimum Scope of cover (to be detailed clearly in the Application form) (55%),
 - i. Older aged cover,
 - ii. Personal Baggage (lost, stolen or damaged) not limited to and including laptops
 - iii. Travel cancellations and delays

PO Box 240, Apia, Samoa T +685 21929 F +685 20231 sprep@sprep.org www.sprep.org



SPREP

Secretariat of the Pacific Regional
Environment Programme

- iv. Loss of deposits and cancellation
- v. Rental vehicle excess cover
- vi. Money and travel documents
- vii. Travel delays or missed connections
- viii. Strikes and hi-jacks
- ix. Tour operators, travel agent, wholesaler, accommodation, and transport collapses
- x. Personal Liability

e) Additional information on COVID or similar related covers such as (10%) :

- i. Cancellations due to government imposed lockdowns,
- ii. Costs for government imposed blanket quarantine
- iii. Travel delays caused by covid
- iv. Border closures due to covid
- v. Get covid and can't travel and must quarantine
- vi. Need to return home if a relative has covid
- vii. Need to pay accommodation to quarantine and related costs,
- viii. Can't board due to a positive test at airport

f) Any other travel related covers/options or exclusions (5%)

6.2. A proposal will be rejected if it fails to achieve 70% or more in the technical criteria and will not be asked to provide a financial proposal in the second phase.

7. Variation or Termination of the Request for Tender

- 7.1 a. SPREP may amend, suspend or terminate the RFT process at any time.
- b. In the event that SPREP amends the RFT or the conditions of tender, it will inform potential Tenderers using the SPREP Tenders page (<https://www.sprep.org/tenders>).
- c. Tenderers are responsible to regularly check the SPREP website Tenders page for any updates and downloading the relevant RFT documentation and addendum for the RFT if it is interested in providing a Tender Response.
- d. If SPREP determines that none of the Tenders submitted represents value for money, that it is otherwise in the public interest or SPREP's interest to do so, SPREP may terminate this RFT process at any time. In such cases SPREP will cancel the tender, issue a cancellation notice and inform unsuccessful bidders accordingly.

8. Deadline

- 8.1. **The due date for submission of the tender is: 22 June 2022, midnight (Apia, Samoa local time).**
- 8.2. Late submissions will be returned unopened to the sender.
- 8.3 Please send all tenders clearly marked 'RFT 2022/033:Travel Insurance cover for SPREP staff'

PO Box 240, Apia, Samoa T +685 21929 F +685 20231 sprep@sprep.org www.sprep.org

A resilient Pacific environment sustaining our livelihoods and natural heritage in harmony with our cultures.



SPREP

Secretariat of the Pacific Regional
Environment Programme

Mail: SPREP
Attention: Procurement Officer
PO Box 240
Apia, SAMOA
Email: tenders@sprep.org (MOST PREFERRED OPTION)
Fax: 685 20231
Person: Submit by hand in the tenders' box at SPREP reception,
Vailima, Samoa.

Note: Submissions made to the incorrect portal will not be considered by SPREP. If SPREP is made aware of the error in submission prior to the deadline, the applicant will be advised to resubmit their application to the correct portal. However, if SPREP is not made aware of the error in submission until after the deadline, then the application is considered late and will be returned unopened to the sender.

SPREP reserves the right to reject any or all tenders and the lowest or any tender will not necessarily be accepted.

SPREP reserves the right to enter into negotiation with respect to one or more proposals prior to the award of a contract, split an award/awards and to consider localised award/awards between any proposers in any combination, as it may deem appropriate without prior written acceptance of the proposers.

A binding contract is in effect, once signed by both SPREP and the successful tenderer. Any contractual discussion/work carried out/goods supplied prior to a contract being signed does not constitute a binding contract.

For any complaints regarding the Secretariat's tenders please refer to the Complaints section on the SPREP website <http://www.sprep.org/accountability/complaints>



SPREP

Secretariat of the Pacific Regional
Environment Programme

Annex A: Terms of Reference Provision of Travel Insurance Cover for SPREP staff

1. BACKGROUND

The Secretariat's Strategic Plan 2017-2026 outlines the need for the Secretariat to strengthen and re-align its institutional capacities, competencies and systems to support delivery to its members. Organisational Goal 5 of **SPREP has access to a pool of people with the attitudes, knowledge, and skills to enable it to deliver on its shared regional vision** focuses on SPREP's people as it's most important resource.

The health, safety and well being of the staff and their families is a priority for the Secretariat. All staff working under a SPREP employment contracts, due to the nature of their work, are required to travel for official duty purposes, and thus require a comprehensive travel insurance cover. As the Secretariat grows and the demands of a global and mobile workforce are rapidly changing, most recently due to COVID, there is a need to ensure that a competitive, supportive and trusted insurance cover is in place for all staff.

The key purpose of this service therefore is to provide annual travel insurance cover suitable for SPREP. SPREP already has an existing comprehensive medical insurance cover that provides medical cover for staff whilst on official travel, **hence this service is required to cover for purely travel insurance.**

2. EXPECTED OUTCOMES

This consultancy is expected to:

- a) Provide a comprehensive worldwide cover for travel insurance for the SPREP staff. SPREP staff are based at headquarters in Apia, Samoa and in other offices in Suva, Fiji; Port Vila, Vanuatu; and Majuro, Republic of the Marshall Island.
- b) Provide a comprehensive travel insurance cover that clearly demonstrates as a minimum the scope outlined in three (3) below:
- c) Process for lodging claims including turnaround time for processing; clear criteria for lodging claims; means of lodging claims e.g. an online app; website; phone etc
- d) Communications and contact points

3. SCOPE OF WORK

The Insurance Provider is expected to:

- a) Provide a comprehensive travel insurance cover that clearly demonstrates as a minimum the scope the following :
 - i. Older aged cover,
 - ii. Personal Baggage (lost, stolen or damaged) not limited to and including laptops
 - iii. Travel cancellations and delays
 - iv. Loss of deposits and cancellation
 - v. Rental vehicle excess cover
 - vi. Money and travel documents
 - vii. Travel delays or missed connections
 - viii. Strikes and hi-jacks



- ix. Tour operators, travel agent, wholesaler, accommodation, and transport collapses
- x. Personal Liability

b) Additional information on COVID or similar related covers such as:

- i. Cancellations due to government imposed lockdowns,
- ii. Costs for government imposed blanket quarantine
- iii. Travel delays caused by covid
- iv. Border closures due to covid
- v. Get covid and can't travel and must quarantine
- vi. Need to return home if a relative has covid
- vii. Need to pay accommodation to quarantine and related costs,
- viii. Can't board due to a positive test at airport

c) Any Other travel related covers/options or exclusions

3.1 Mode of Delivery

The Insurance Provider is expected to carry out the work as follows:

- a) Virtual Consultations with Senior Leadership Team, and relevant staff as required,
- b) Virtual Discussions with the Secretariat's Finance and Administration Department as contract managers

3.2 Project Schedule

The Travel Insurance cover will be for 1 year, with a possible 12-month extension subject to a satisfactory review of the first 12 months.

Delivery timeline will be re-visited and discussed with the successful Provider.

Table 1:

Milestones
Notification of Successful Provider
1. Contract negotiations
2. Finalisation of Travel Insurance and Contract Signing
3. Familiarisation and Awareness Sessions

In light of the current travel restrictions faced by Pacific Island countries, the process is expected to be fully completed remotely with virtual connections for all meetings, consultations and discussions. There will be no travel expenses expected.



SPREP

Secretariat of the Pacific Regional
Environment Programme

4. Other Information

The successful Insurance Provider will be provided with relevant and appropriate information.

The successful Insurance Provider will have the support of the Director of Finance and Administration and Financial Accountant.