



SPREP

Secretariat of the Pacific Regional
Environment Programme



10th Pacific Islands Conference

NATURE CONSERVATION AND PROTECTED AREAS

Nature Conservation Action for a Resilient Pacific

REQUEST FOR TENDERS

File: FN_11
Date: 23 June, 2020
To: Interested Insurance Providers
From: Simeamativa Vaai, Director HR

Subject: Request for tenders: Provision of Worldwide Medical Insurance Cover for SPREP staff and dependants

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.

2. Specifications: statement of requirement

- 2.1. SPREP would like to call for tenders from qualified and experienced Insurance Providers who can provide Worldwide Medical Insurance Cover for SPREP staff and dependants. The contract will be for 1 year, with a possible 12-month extension subject to a satisfactory review of the first 12 months.
- 2.2. The Terms of Reference for this project are set out in Annex A.

3. Conditions: information for applicants

- 3.1. To be considered for this tender, interested suppliers must meet the following conditions:
 - i. A legally licensed Medical Insurance company;
 - ii. Must provide audited financial statements of the company with the auditor's report for a minimum of two years;
 - iii. Provide at least 3 references as part of the Tender Application – preference is for referees from organisations where the firm has or is currently providing same service;
 - iv. Complete the **tender application form**– (note you are required to complete all areas in full as requested, particularly the statements to demonstrate you meet the selection criteria. **DO NOT** refer us to your CV or Technical proposal. Failure to do so will result in the application **NOT** being considered).

4. Submission guidelines



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- 4.1. Tender documentation should demonstrate that the interested firm satisfies the conditions stated above and is capable of meeting the specifications and timeframes. Documentation must also include supporting examples to address the evaluation criteria. Describe any additional minimum content and format requirements.
- 4.2. Tender documentation should outline the interested consultant's complete proposal: methods, personnel, timeframes and costs.
- 4.3. Financial proposal to be submitted in USD, complete the form provided.
- 4.4. The proposal must remain valid for 120 days from date of submission.
- 4.5. Tenderers/Bidders must insist on an acknowledgement of receipt of tenders/proposals/bids.

5. Tender Clarification

- 5.1. Any clarification questions from applicants must be submitted by email to Maraea S. Pogi on maraeap@sprep.org copy luanac@sprep.org before 20 July 2020. A summary of all questions received with an associated response will be posted on the SPREP website www.sprep.org/tender by 22 July 2020.

6. Evaluation criteria

- 6.1. SPREP will select a preferred supplier 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 tenderer satisfies the following criteria:
 - (a) A reputable Insurance Provider with at least 10 years' experience in providing similar service to other international organisations within the Pacific region similar to SPREP 20%
 - (b) Extensive experience and knowledge of Medical insurance cover worldwide, and working with organisations globally and regionally 25%
 - (c) Detailed scope of works (including table of benefits (complete the form provided) and detailed process of implementation) 30%
 - (d) Detailed financial proposal in USD 25% (complete the form provided)

7. Deadline

- 7.1. **The due date for submission of the tender is: 05 August 2020, midnight (Apia, Samoa local time).**
- 7.2. Late submissions will be returned unopened to the sender.
- 7.3. Please send all tenders clearly marked '**TENDER: Provision of Medical Insurance Cover for SPREP staff:**

Mail: SPREP
Attention: Procurement Officer
PO Box 240
Apia, SAMOA
Email: tenders@sprep.org (MOST PREFERRED OPTION)
Fax: 685 20231



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Person: Submit by hand in the tenders box at SPREP reception,
Vailima, Samoa.

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

**For any complaints regarding the Secretariat's tenders please refer to the
Complaints section on the SPREP website**

<http://www.sprep.org/accountability/complaints>



TERMS OF REFERENCE

Provision of Worldwide Medical Insurance Cover for SPREP staff and dependants

1. BACKGROUND

The Secretariat's Strategic Plan 2017-2026 outlines the need for the Secretariat to strengthen and realign 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 contract are provided with medical insurance. Currently this is provided through an in-house medical scheme. As the Secretariat grows and the demands of a global and mobile workforce are rapidly changing, there is a need to ensure that a comprehensive, competitive, supportive and trusted insurance cover is in place for all staff.

The key purpose of this service therefore is to provide a comprehensive worldwide medical insurance cover for the Secretariat's staff and their dependants.

2. EXPECTED OUTCOMES

This consultancy is expected to:

- a) Provide a comprehensive worldwide cover for medical insurance for the Secretariat staff and dependants. Secretariat staff are based at headquarters in Apia, Samoa and in other offices in Suva, Fiji; Port Vila, Vanuatu; Honiara, Solomon Is and Majuro, Republic of the Marshall Island. Cover should clearly outline the nearest point of medical evacuation for any staff in these locations.
- b) Provide a table of benefits that clearly demonstrates:
 - i. what is covered
 - ii. any specific criteria
 - iii. exclusions
 - iv. eligibility to be covered under the scheme e.g. pre-existing medical conditions; age groups; etc
- c) Process for lodging claims including turnaround time for processing; 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 worldwide medical cover for SPREP staff and dependants – the groups of lives to be covered as at 31 May 2020 is in the following table:

Single	25
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Duo	18
Family or Group (> 2 lives)	68
Total	111

This number is expected to change from time to time as staff leave or join the Secretariat. Cover must be according to the categories defined above.

- b) Provide a table of benefits that should clearly outline the following minimum requirements:
- i. Eligibility requirements
 - ii. Levels of cover and Plan options
 - iii. Worldwide cover
 - iv. In-patient cover (outline the conditions covered)
 - v. Out-patient cover (outline the conditions covered)
 - vi. Dental
 - vii. Optical
 - viii. Cover for congenital, chronic and pre-existing conditions
 - ix. Cover in cases of pandemic and epidemic
 - x. Medical Evacuation – emergency and non-emergency including nearest evacuation centres for SPREP offices
 - xi. Business Travel
 - xii. Other services
- c) Clear process for implementation of the Medical Insurance:
- i. How the staff can access the Medical Insurance – emergency and non-emergency
 - ii. Pre-approvals - Waiting periods
 - iii. Claims and reimbursement process including turnaround time and means of lodging claims (online or physical)
 - iv. Direct billing access to medical centres
 - v. Communications and contact points – helplines and translation of foreign language invoices
- d) Provide any other information that is relevant to the provision of worldwide medical insurance cover

3.1 Mode of Delivery

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

- a) Virtual Consultations with Senior Management Team, Staff Committee, staff and any other relevant stakeholders
- b) Virtual Discussions with the Secretariat's Human Resources Department as Focal Point of the project
- c) Agreed Plan and all relevant documentation to be submitted in electronic form.

3.2 Project Schedule

The Medical 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.

Expected milestones are outlined in the following table. It is expected that specific dates for delivery of these key milestones can be discussed further with the successful Provider.



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Table 1:

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

3.3 Budget

Submissions are required to address the specific financial elements of this proposal as follows:

- Medical Insurance cover Worldwide including the US
- Medical Insurance cover Worldwide excluding the US
- The financial proposal should clearly outline costs for the following categories and a way forward to anticipate change in these numbers:

Single	25
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Family or Group (> 2 lives)	68
Total	111

- All applicable taxes

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.

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 HR and the Senior HR Officer for this work.

The successful Insurance Provider 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/sprep-organisational-values-code-of-conduct.pdf