

Stage 1

Please fill in and submit with your proposal

General Information

Respondent's Name	
Position in Company	
Company Name	
Address	
Telephone Number	
Fax Number	
Email Address	
Parent Company (if Applicable)	
Address of Parent Company (If Applicable)	

Mandatory Technical Requirements:

“Mandatory Technical Requirements” will be considered on a Pass or Fail basis – i.e. failure to comply with all these points will disqualify the bidder for Stage 2 evaluation.	YES	NO
1. Worldwide coverage		
2. Commitment to a Client Defined Service Level Agreement		
3. Comprehensive Management Information Reporting		
4. Recognized insurance certification for visa purposes, e.g. Europe		
5. Medical History Disregarded / No Individual Medical Underwriting		
6. Cover eligible family members * who are not residing in the same location as the principal with no premium loading *As per IRENA definition – see Annex 1, page 4-below		

Stage 2

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Compliance with IRENA's enclosed Schedule of Benefits	50%	
2.	Policy and Claims Administration <p>a) Detailed Policy Administration Facilities / Processing - You are required to demonstrate your policy administration processes, turnaround time and interaction on an organizational level.</p> <ul style="list-style-type: none"> • Ability to administer insurance schemes in multiple territories. • Online additions/deletions, online invoicing and tracking of invoices, online management reporting, and specific client required online FAQs/ processes/ tailored literature. • Ability to set up a client defined ex-gratia claims fund. • Yearly wellness and awareness campaign and induction training. • Network providers and third party contracting administration services. <p>b) Claims Administration – You are required to demonstrate in as much details as possible your claims processing options and facilities at member level.</p> <ul style="list-style-type: none"> • Online claim submission (IRENA would prefer at least a time period of one year for claim submission from the date expenses were incurred) and tracking regardless of its value. • Direct settlement of claims for inpatient and outpatient treatment. • Settlement of claims in multiple currencies and direct communication with members in multiple languages., • Dedicated helpline 24/7/365 and member website. • Customer satisfaction survey. <p>c) Human Resources dedicated to the administration of IRENA medical insurance plan including qualifications and experience of personnel to be assigned to the contract (CV of the dedicated account manager, specifically dedicated administration personnel and their expertise).</p>	25%	

3.	Institutional standing (this information will facilitate the evaluation of the company's substantive reliability as well as financial and managerial capacity to provide the services required) <ul style="list-style-type: none"> Brief history of your company, size and global presence of the organization, number of insured members under your medical plans and your customer service capabilities dedicated to medical insurance (detailed org chart of customer service department). Expertise in handling International Medical Insurance plans for large multinationals. Certifications/ quality standards or industry awards, major project successes achieved in last three years. Partnerships/amalgamations/brokers. HAAD registration and ISO certification. 	10%	
4.	Level of experience working with international organizations (measured by number and length of working relationships). Particular attention shall be provided to working relationships with international organizations similar to IRENA. References should be provided for each working relationship. <ul style="list-style-type: none"> United Nations, Public Sector or Multinational Companies, Key clients. 	10%	
5.	Suitability of proposed invoice model (IRENA would prefer to be invoiced monthly to facilitate the administration of short-term contracts) –	5%	
Total			100%

Unique Selling Points

This section gives you an opportunity to highlight your company's Unique Selling Points and to demonstrate ways in which you differentiate yourselves from other providers.

- Continuity/ Portability Option (possibility of continuation of insurance coverage for a limited or unlimited period for staff members who served for at least two years in IRENA).
- Cost containment measures,
- Coverage of secondary dependents (parents of staff members) as optional benefit,
- Multi-year contract and
- Any additional information you may wish to share with us that would set you apart from the competition.

IRENA's Eligible Family Members

Health insurance is available upon a staff member's request to the following:

- a staff member's recognized dependants under IRENA staff rules 104.1 (f) i, ii and iv (see below);
- a staff member's recognized spouse;
- a staff member's child, as defined in IRENA staff rules 104.1 (e), until the end of the calendar year in which the child reaches the age of 25 years, provided the child is not married and not employed full-time.

IRENA Staff rule 104.1 (f) i, ii, iv and 104.1(e)

104.1 (f)

"Dependants" for the purpose of determining entitlements under the Staff Rules, means:

- ii. a staff member's spouse whose gross occupational earnings from the exercise of a trade, profession, business or other regular employment do not exceed during any calendar year:

(aa) or General Service staff, a limit equivalent to the annual gross occupational earnings at the lowest entry level in the General Service salary scale in force on 1 January of the year concerned at the closest duty station applying the United Nations common system standards in the country of the spouse's place of work;

(bb) for staff at the Professional level and above, the limit is the higher of the amount determined in (aa) above, or of the gross salary for the lowest entry level in force on 1 January of the year concerned at the base of the salary system (G-2, step 1 in New York);

(cc) if both spouses are staff members of international organizations applying the United Nations common system, neither may be recognized as a dependant of the other;

- iii. a child for whom the staff member certifies that he or she provides the main and continuing support, provided that the child is under 18 years of age or, if in full-time attendance at a school or university, under the age of 21 years. Age and school attendance requirements shall not apply if the child is physically or mentally incapacitated for substantial gainful employment either permanently or for a period expected to be of long duration. If both parents are staff members of international organizations applying the United Nations common system standards, the children, if determined dependent, shall be recognized as the dependants of the parent whose annual gross occupational earnings yield the higher amount;

- iv. N/A

- v. The definitions of dependants in this rule apply to staff in the Professional and higher categories and in the General Service category except as otherwise specified in these Rules or in the local salary scale.

104.1 (e)

(e) “*Child*” for the purpose of determining entitlements under the Staff Rules, means:

- i. a staff member’s natural or legally adopted child; or
- ii. a staff member’s stepchild who is residing with the staff member

*Child definition to follow the IRENA staff rule 104.1

Optional Benefits to be priced separately per member:

Benefit	Additional Premium Per Member in Category I only
Prescribed Speech Therapy, Occulomotor Therapy & Occupational Therapy	
Autism & Developmental Delay	