



Procurement Division, New York

REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed by UNPD. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of Procurement Division, New York. You are therefore requested to direct all queries regarding this EOI to Procurement Division, New York using the fax number or e-mail address provided below.

Title of the EOI:

Provision of claims processing and administrative services for the Medical Insurance Plan (MIP) of the United Nations (UN)

Date of this EOI: 25 March 2022**Closing Date for Receipt of EOI:** 18 April 2022**EOI Number:** EOIUNPD19609**Beneficiary Country/Territory:** Global**Commodity/Service category:** Recruitment & Training Services**Address EOI response by fax or e-mail to the Attention of:** Youssef Bousselham**Fax Number:** Email only**E-mail Address:** youssef.bousselham@un.org**UNSPSC Code:** 84131608, 84131600**DESCRIPTION OF REQUIREMENTS**

The United Nations is seeking expression of interest from potential vendors to participate in a Request for Proposal at a later stage for the provision of claims processing and administrative services for the Medical Insurance Plan (MIP) of the United Nations (UN). The United Nations Development Programme (UNDP) and the United Nations Children's Fund (UNICEF) may also participate in the procurement exercise.

Background:

The MIP is a self-funded programme of medical and dental benefits offered to locally-recruited staff, retirees and eligible dependants in various duty stations around the world outside of the headquarters duty station. The proposed contract to be established for the related administrative fees only for an initial five-year period with option to extend annually for up to five additional years based on satisfactory performance. If UNDP and UNICEF decide to participate, the contract for each entity will be managed separately by the UN, UNDP and UNICEF respectively.

In December 2020, for the UN: 13,241 staff and retirees of the UN and its funds and programmes were enrolled in MIP with coverage also extended to their 37,877 eligible dependants. The total number of invoices handled for the UN for the calendar year of 2020 is 270,531; for UNDP: 12,121 staff and retirees of UNDP and UN System MIP Subscribers administered by UNDP were enrolled in MIP with coverage also



extended to their 27,963 eligible dependents. The total number of invoices handled for the UN (including UNDP and UNICEF) for the calendar year of 2020 is 317,133; for UNICEF: 12,057 staff and retirees of UNICEF were enrolled in MIP with coverage also extended to their 29,196 eligible dependents. The total number of invoices handled for the UN (including UNDP and UNICEF) for the calendar year of 2020 is 314,850.

The services of a third-party administrator are required for the following:

- 1) General administration of the UN Medical Insurance Programme (MIP) including claims adjudication based on rules and schedule of benefits established by the organization, and eligibility data of covered plan participants to be provided by the organization;
- 2) Dedicated team for claims processing in various regions of the world with multilingual staff and 24/7 customer service centers with telephone service, toll free local numbers, recognized and widely used messaging system, chat box and email addresses capable of settling claims via various reimbursements methods, including but not limited to electronic funds transfer (EFT) in different currencies and electronic files that can be used for payment to active staff members of their claims and/or recovery of co-insurance through processing by the local office via payroll;
- 3) Provision of networks of hospitals, clinics and other health care providers in the various countries of operation offering negotiated rates and direct billing arrangements;
- 4) Provision of professional medical expertise in connection with claims reimbursement, emergency medical treatments, medical evacuation, regional centers of care, appeal and fraud cases, etc.;
- 5) Fraud detection systems and investigation capabilities for further referral to the organization for action;
- 6) Communication services for education and awareness-building of members in print and electronic media;
- 7) Designated Account Management to liaise with UN Headquarters, offices away from Headquarters, country offices and peacekeeping missions to ensure maintenance of quality services and resolution of medical network issues;
- 8) Consultative guidance including underwriting support on analysis of expenses and on plan design issues as well as recommendations for plan design modifications to support efficient preventive care and reduce fraud risks.

The expected deliverables of services include but are not limited to:

- 1) Established global health care network of hospitals, doctors and pharmacies that provide quality access to quality care to active and retired staff members and their eligible family members;
- 2) Timely provision of printed and electronic identification cards for all plan members;
- 3) Quick turnaround time for processing claims with metrics for processing and financial accuracy to be agreed with the organization. Ability to provide claims processing in English, French, Spanish, Arabic, Chinese and Russian, as well as a number of additional languages as required by the locations of the UN offices and missions.
- 4) Excellent customer service center/s with metrics for speed of response and timely resolution of problems to be agreed with the organization;
- 5) Reports on plan utilization and demographics, including those required for auditors, actuary, claims review board, etc.
- 6) Printed and electronic communication materials including dedicated website, participant guides for members and human resources staff, newsletters, special announcements, etc.;
- 7) Investigation reports on suspected and confirmed fraudulent claims;
- 8) Bi-annual meetings at UN Headquarters to review plan performance, discuss special projects and assess vendor performance;
- 9) Missions to local offices to consult with local human resources offices and staff, conduct town hall meetings or online meetings and webinars, and address issues with local health care providers in the networks;
- 10) Client satisfaction surveys every two years and related service improvement reports.



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Interested vendors must possess the necessary technical expertise and capacity to provide the required services. Vendors expressing interest must be registered with UNGM so that they can participate in the Request for Proposal at a later stage.

Details of the technical evaluation criteria and other particular requirements will be provided under the Request for Proposal at a later stage.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

Vendors interested in participating in the planned solicitation process should submit the Vendor Response Form of this EOI electronically (through the link available on the next page) before the closing date set forth above.



VENDOR RESPONSE

NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its **full legal** name on the United Nations Global Marketplace (www.ungm.org) and that your application has been submitted to the **UN Secretariat**.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.

PLEASE NOTE: You should express your interest to this EOI electronically at:
<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=EOIUNPD19609>

In case you have difficulties submitting your interest electronically, please contact youssef.bousselham@un.org directly for instructions.



EOI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to Procurement Division, New York (UNPD) by the closing date set forth in this EOI. *Due to the high volume of communications UNPD is not in a position to issue confirmation of receipt of EOIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This EOI is issued subject to the conditions contained in the EOI introductory page available at <https://www.un.org/Depts/ptd/eoi>.

