

# Pre-Bid Conference GMIP UNRWA LFO

## Submission guidelines

Wednesday, 24 September 2014  
@ 09:30PM (Local Beirut Time)

## Pre-Bid Conference Methodology

- The Purpose is to address queries from the bidders allowing for development of offers that better addresses the needs of UNRWA.
- As far as possible oral responses shall be given by the Business Unit during the conference.
- Within a reasonable time after the conference, the Business Unit will send all bidders, whether present at the conference or not, a full set of minutes recording all queries and formal replies.
- Consequently, the minutes shall prevail over any oral responses provided to bidders during the conference.

## Submission Deadline

Your offer should reach UNRWA Lebanon Office no later than

**Thursday, 16<sup>th</sup> October 2014**

**on or before 12:00 hours**

local time in Beirut, Lebanon.

**LATE OFFERS**  
**WILL BE REJECTED**

## EXAMPLES OF BID REJECTION

- Late submission. The bid is handed in after the deadline for submission, either by hand or electronically.
- Bids not submitted to the correct physical address.
- Financial offer is not signed.
- Insufficient documents have been provided.
- Documents provided are not in English.
- Documents provided not directly address each point of the evaluation criteria.
- Bids did not offer services requested by UNRWA in the specifications on scope of services required.
- Offer is more like a brochure for the firm without specifically addressing the specific criteria of the ITB.

# Offer Format

- The Format of your offers shall be in two parts as follows:

## **Part I: The Technical Part:**

Shall be the bidder's own un-priced presentation as Annex "G" of the ITB, submitted in a separate sealed envelope clearly marked:

- CONFIDENTIAL ITB No.: N/33G-S.Cont.-011/2014

Closing Date and Time: 16<sup>th</sup> October, 2014

at 12:00 hrs (Beirut Time)

Name of the Company: XXXXXXXXXX

Technical Offer

## **Part II: The Commercial Part:**

Shall be the bidder's own priced presentation as Annex "I" to the ITB, submitted in a separate sealed envelope clearly marked:

- CONFIDENTIAL ITB No.: N/33G-S.Cont.-011/2014

- Closing Date and Time: 16<sup>th</sup> October, 2014

at 12:00 hrs (Beirut Time)

Name of the Company: XXXXXXXXXX

Financial Offer

- Failure to follow the above format will result in disqualification of the Proposal.

## Preliminary evaluation of minimum requirements

A	Mandatory requirements
a.1	Signed Letter of Introduction
a.2	Valid License for operating Medical Insurance Business in Lebanon (Issued by the Lebanese Government and covering medical Insurance). License from a Consortium or Administrator could serve.
a.3	Completed and signed Company Vendor Profile Form
a.4	A letter from the Re-insurer accepting coverage according to the contract terms and duration, including confirmation of appropriate BBB rating (or similar financial rating).
a.5	Listing of required Legal Documentation including: Statute/Bidder or Comprehensive certificate from commercial register Commercial Registry (Bidder) Commercial Circular (Bidder) Bankruptcy status (Bidder) Status of Court cases (Bidder) - last two years Bankruptcy status (Administrator) Status of Court cases (Administrator) - last two years
a.6	Ability of the bidder to work on one year contract extendable up to three years. Bidders are invited to make recommendations on how to treat prices reference to each yearly extension. Potential contractor shall grant UNRWA two months extension with same rates and conditions in case normal renewal process failed.

# TECHNICAL EVALUATION CRITERIA

- **COMPANY BACKGROUND AND EXPERIENCE (Claims Administrator)**
- **GEOGRAPHICAL PRESENCE OF SERVICE FACILITIES (Claims Administrator)**
- **IMPLEMENTATION**
- **TECHNICAL CAPACITY (Claims Administrator)**
- **CUSTOMER SERVICE AND QUALITY ASSURANCE**

**GMIP**  
**Statistical Information as at 31 July 2014**  
**I.(Number of staff, spouses & dependent children distributed by age)**

Age	S/M		Spouses		Children		Total	Percentage	Group %
	Male	Female	Husband	Wife	Son	Daughter			
Less than or equal 18 years	-	-	-	4	2406	2292	4702	43.9	54.9
>18 <= 25 years	16	20	2	106	569	467	1180	11	
> 25 <= 35 years	369	573	327	109	100	70	1548	14.5	
>35 <= 45 years	473	282	203	486	6	8	1458	13.6	
>45 <= 55 years	565	345	145	323	2	-	1380	12.9	41
>55 <= 60 years	212	85	50	23	-	-	370	3.5	
>60 <=62	-	-	13	3	-	-	16	0.2	
Over 62	-	-	46	4	-	-	50	0.4	
Sub. Total	1,635	1,305	786	1,058	3,083	2,837	10,704	100%	100%
Total	2,940		1,844		5,920		10,704	100%	100%
G. Total	2,940				7764				

**Children (18 years & under) : 4698**  
**Adult (Over 18 & less or equal 60 yrs) : 5956**  
**Adult (Over 62 years) : 50**  
**Total 10,704**




*IV. (Number of staff and eligible dependents distributed by Area/Location)*

<i>Area/Location</i>	<i>Staff Member</i>	<i>Dependents</i>	<i>Total</i>	<i>Percentage</i>
Lebanon Field Office, Beirut	251	778	1029	10.3%
Beirut Area	327	983	1310	12.9%
Siblin Training Center Iqlim Al-Kharoub, Al-Shouf	116	425	541	5.4%
Tyre Area	410	1465	1875	18.6%
Saida Area	566	1835	2401	23.8%
Tripoli Area	528	1798	2326	23.1%
Beqa'a Area	132	468	600	5.9%
<i>Total</i>	2330	7752	10,082	100%

### III. Number of Retirees (ex-staff and their dependents):-

Age	S/M		Dependents		Total	Percentage	Group %
	Male	Female	Male	Female			
Less than or equal 18 years	-	-	30	15	45	5.6	18.8
>18 <= 25 years	-	-	63	41	104	13.2	
> 25 <= 35 years	-	-	34	42	76	9.6	22.1
>35 <= 45 years	-	-	4	16	20	2.5	
>45 <= 55 years	7	4	2	65	78	10	
>55 <= 60 years	4	12	2	82	100	12.7	12.7
>60 <=62	56	35	4	17	112	14.2	46.5
Over 62	162	43	14	34	253	32.3	
Sub. Total	229	94	153	312	788	100%	100%
Grand Total	323		465		788	100%	100%

Children (18 years & under : 45  
 Adult (Over 18 & less or equal 60 yrs) : 482  
 Adult (Over 62 years) : 253  
 Total : 780



**N.B. The above figures are provided for statistical purposes and may vary in additions and deletions throughout the duration of the policy and are therefore not binding to UNRWA.**