
Ref. No. EOI/SEC/01/2020 – Expression of Interest – Staff Insurance

Date: 12 March 2020

CALL FOR EXPRESSIONS OF INTEREST AND PREQUALIFICATION EXERCISE

(Provision of staff social insurance services)

1. Background

OSCE is the world's largest regional security organization with 57 participating States. It was initially founded as a series of meetings and conferences in 1970s and in 1994 the Conference on Security and Co-operation in Europe (CSCE) was renamed into the Organization for Security and Co-operation in Europe (OSCE) and had established permanent structures.

The mission of the Organization for Security and Co-operation in Europe (OSCE) is to promote security and cooperation among 57 participating States through arms control, preventive diplomacy, confidence and security building measures, human rights, democratization, election monitoring, and economic and environmental security. It uses the instruments of early warning, conflict prevention, crisis management and post-conflict rehabilitation to facilitate political processes, prevent or settle conflicts, and promote civil society and the rule of law.

Please refer to <http://www.osce.org> for additional information.

2. General overview and objective

The OSCE has about 3500 staff from over 50 countries deployed in 16 missions across South-Eastern Europe, Eastern Europe, South Caucasus and Central Asia, and including a secretariat in Vienna, Austria (with an office in Prague), institutions (in Vienna, The Hague and Warsaw).

The Organization for Security and Co-operation in Europe (OSCE) is currently considering to screen the market and organize a competitive exercise to identify the most suitable provider for a comprehensive social insurance program responsive to the OSCE needs and requirements and consequently establish an exclusive a 5-year Contract.

The objective of this Expression of Interest and Prequalification exercise is to shortlist vendors who will be invited to participate in a subsequent Request for Proposal (RFP) to be published in April 2020.

3. Scope of Services

The OSCE is requesting expressions of interest from a qualified world-wide insurer for its staff social insurance program consisting of five elements:

- Group (1) Life
- Group (2) Disability
- Group (3) Medical (Health)
- Group (4) Service-Incurred
- Group (5) Employee Assistance Plan

4. Prequalification requirements

To be eligible to participate in the forthcoming Request for Proposal (RFP), the interested Vendor should provide its response on the following mandatory prequalification requirements and criteria:

Experience

1. 10 years' experience in insuring and administering group life, health insurance and service-incurred insurance programs.
2. Must currently be providing comprehensive group medical insurance to at least 5 International Organizations (I.O.), with at least 5,000 I.O. participants as insureds, and must have more than 50,000 total participants covered by international group medical insurance plans.

Capacity

3. Mandatory working language of English with German, French, Russian, Spanish, Italian and comprehension of claims and documents in languages of all the countries where the OSCE offices/field operations are established.
4. Medical claims capabilities from any country in the world. For this, knowledge of treatments, practices, and networks practices world-wide is mandatory.
5. Have extensive provider networks of physicians and clinics (and other medical providers), in all the countries where OSCE has offices and missions.

Quality

6. Have a minimum Standard and Poor's A rating or the equivalent.
7. Provide the above 5 elements (Scope of Services) with a single master contract with experienced and high level management.

Reliability

8. The supplier should possess sound financial standing/capacity to undertake high profile/value projects and healthy debt composition.
9. The supplier should not have a history of substantial/numerous litigation (arbitration, claims, bankruptcy) that demonstrates unreliability, or pending ones that could impair supply performance in future projects.

5. Content of the application for prequalification

Interested suppliers are requested to submit the following information, documents and evidence as part of their application proving compliance with the qualification criteria above. Fully completed and duly authorized submissions are requested.

Please note that submissions which are incomplete may not be considered.

The main aspects required in your submission refer to:

- a) Suppliers Interest (1-page statement)
- b) Suppliers Eligibility Matrix (Please Use the format of the table sample below)

The supplier must provide statements and evidence of all the prequalification requirements.

Area of Requirements	Comments	Proposed evidence (Reference to relevant Attachments)
Experience		
Capacity		
Quality		
Reliability		

- c) Duly filled Vendor Registration Form

(Please download at <https://procurement.osce.org/resources/document/vendor-registration-form>)

- d) Complete Contact Details of the person/s to whom the bidding documents and further correspondence must be sent, including name, position, email address and phone number.

Please note this is not a solicitation of commercial offers. No price or technical offers are required at this stage.

6. Deadline of application and procedure

Interested vendors should forward their expressions of interest and complete applications including supporting documents by email (max. 4.8 MB per message) to:

darko.stojmenovski@osce.org

by **01 April 2020 12:00 h (CET)**

Please clearly mark your application with the following reference:

EOI / SEC / 01 / 2020 / [Vendor Name]

All responses will be rated against the mandatory requirements and prequalification criteria. At the end of the evaluation process, all interested vendors will be notified of the outcome indicating if their response was rated as acceptable or not.

7. OSCE disclaimer

The OSCE reserves the right to accept or reject any prequalification documentation, and to annul or to suspend the EOI/prequalification and subsequent tender process and reject all solicitations at any time and without reason prior to the date of Contract Award, without thereby incurring any liability or responsibility to affected participants of this prequalification nor tender (RFP) process.

Thank you for considering this call for EOI/Prequalification.

Please forward any questions you may have to the above focal point.

Niamh Mercer,

Chief, Procurement and Contracting

OSCE Secretariat.

