



IOM International Organization for Migration
OIM Organisation Internationale pour les Migrations
OIM Organización Internacional para las Migraciones

**REQUEST FOR PROPOSAL (RFP)
for the**

Management of the Procurement process for the IOM Global Insurance Package

**BID BULLETIN
Addendum No. 1**

This Addendum No. 01 is issued to modify information provided in the Request for Proposals to Consulting Firms for the *review the global insurance package, provide recommendations, and manage the procurement process to select the best provider* issued to the prospective Consulting Firms on *16 September 2020*.

A. General Instructions to Bidders

1. 7.4 Clause Financial Proposal is deleted and replaced with the following:

Consulting Firms shall express the price of their services in **CHF**

B.1. Response to Bidders' Inquiries/Clarification – Commercial Concerns

1. Q: Please confirm meetings conducted virtually are acceptable

A: **Yes**

2. Q: When is the pre-proposal conference and what format? Will we be able to participate virtually?

A: **If a pre-proposal conference is deemed necessary, we will schedule a Microsoft teams meeting**

3. Q: Are you looking for the selected consultant to run the insurance company(s) selection process only or are you looking for brokering services once renewed, as well?

A: **The selected consultant firm will review the current IOM insurance package and make recommendations. The consulting firm will then prepare and oversee the selection of the global insurer in accordance with IOM procurement requirements.**

4. Q: Will there be a separate RFP process to select a global insurance broker to provide ongoing day to day service including carrier relationship and claims management during the life cycle of the program?

A: **There will be one RFP process to select a provider for both the insurance component and the claims management component**

5. Q: Could you please also confirm whether bidders are expected to supply initial comments on the Service Agreement (Section VI) as part of their response to your tender?

A: **Yes, you can provide initial comments**

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6. Q: Could we get the templates (forms) which are within the RFP as word document or ppt? Asking this, as you are stating that we need to fill in these templates as part of our proposal.

A: Yes, please send us an email to request for the documents in word file.

B.2. Response to Bidders' Inquiries/Clarification – Technical Concerns

1. Q: How many employees/lives are covered through the medical plan?

A: June 2020 data, total number of insured participants in the medical plans is 18,309. This number includes staff members and their eligible dependents

2. Q: Name of the current medical provider and how long have you been with the provider.

A: This information will be disclosed to the successful bidder

3. Q: Which country issues the policy/contact?

A: The current insurance package is issued in Switzerland

4. Q: Please provide the policy documents and benefit table for your medical plan provider.

A: This information will be disclosed to the successful bidder

5. Q: On Group Health Insurance Coverage, please confirm the type of contract, funding method and current premium.

A: This information will be provided to the successful bidder

6. Q: What are the countries you currently operate the plan in?

A: IOM has 173 member states, a further 8 states holding observer status and offices in over 100 countries. This information is available on the Organization's website.

7. Q: Please confirm if the Group Health Insurance plan is managed on a direct basis with the carrier.

A: Yes

8. Q: Do you have any specific challenges with your current programme? If so can you please share the details.

A: This information will be provided to the successful bidder

9. Q: Please provide details of any significant changes to the plan and membership during COVID-19?

A: There have been no changes

10. Q: We request details of the current policies under the compensation plan – including the life insurance element.

A: This information will be provided to the successful bidder

11. Q: On Property and Casualty Lines, please provide the name of the current property and casualty lines (including war) and how long have you been with these providers?

A: This information will be provided to the successful bidder

12. Q: Can you specify the Property and Casualty Policyholder's identities?

A: This information will be provided to the successful bidder

13. Q: Should you wish us to provide you with an analysis and estimated encrypted proposition with respect to Property and Casualty according to your current terms and conditions, we would need claims statistics as well as certificates/cover notes or copies of your policies?

A: This information will be provided to the successful bidder

14. Q: Can you confirm the current Property and Casualty Premiums?

A: This information will be provided to the successful bidder

15. Q: Would you mind confirming for which following lines of insurance is there an international program in place and which are the countries included in these lines of insurance?

E&O (Malpractice)

War risks

Motor insurance (for occupants)

Property (for personal losses)

A: All insurances are global. More details will be provided to the selected bidder. The following insurances are part of the current package:

Health Insurance

Health insurance coverage is granted to staff members. Depending on the type of contract they hold, staff members are covered either by the Health Insurance (HI) or the Medical Service Plan (MSP). The participation of eligible dependents (spouses, partners and children) is possible subject to certain criteria.

Incapacity & Partial Disability Insurance (IPDI)

The Incapacity and Partial Disability Insurance (IPDI) provides coverage in the event of an occupational or non-occupational accident or illness occurred to eligible staff members during the period of their service with the Organization. The IPDI provides the following:

- benefits in case of temporary incapacity to work, total or partial
- partial permanent disability benefit
- permanent impairment benefit, total or partial

Compensation Plan (CP)

The Compensation Plan covers occupational accidents and illnesses. The Compensation Plan provides:

- for payment of salary benefits in the case of temporary incapacity to work
- when applicable, for permanent total or partial disability indemnities;
- benefits in case of death.
- medical expenses incurred because of an occupational accident or illness.

Malicious Acts Insurance (MAI)

IOM provides an insurance coverage in case of death or permanent disability caused by a malicious act.

Malpractice insurance: covers IOM in case of law suits for professional errors committed by medical personnel employed by IOM who are in direct contact with patients: doctors, nurses, dentists, laboratory technicians, and temporary escort contract holders.

Loss of Personal Property due to war: provides compensation for loss or damage to personal effects of staff members in the professional category determined to be directly attributable to war events internationally-recruited.

16. Q: On which underwriting elements are current premiums based per line of insurance. What are current values (p. e.g., revenues, values to insure, etc.)?

A: [This information will be provided to the successful bidder](#)

17. Q: Do you have any specific challenges with your current Property & Casualty programs, including with respect to the hardening insurance markets? If so can you please share the details.

A: [This information will be provided to the successful bidder](#)

18. Q: When do the policy(s) renew? How long are the policy terms?

A: [The Organization's aim is to complete the procurement process for the insurance provider and implement on 01 January 2022.](#)

19. Q: How many lines of coverage are in place including all group health, travel / personal accident and compensation plans? Please identify global programs and local schemes.

A: [You may refer to question 15 above, all insurance policies are global](#)

20. Q: How many people are enrolled in each? Can you provide a census? Please group by country of operation, citizenship (expat or in-country local), and employee category or dependent.

A: [This information will be provided to the successful bidder](#)

Very truly yours,
BEAC Chairperson
Global Procurement and Supply Unit