



BUREAU
INTERNATIONAL
DES DROITS DES ENFANTS

INTERNATIONAL
BUREAU
FOR CHILDREN'S RIGHTS

OFICINA
INTERNACIONAL DE
LOS DERECHOS DEL NIÑO

المكتب الدولي لحقوق الطفل

CALL FOR TENDERS

INTERNATIONAL HEALTH AND MEDICAL EVACUATION INSURANCE

INTERNATIONAL BUREAU FOR CHILDREN'S RIGHTS





1. Subject

The Bureau is seeking bids for international health insurance and medical evacuation services on the basis of a potential annual agreement.

1.1. The International Bureau for Children's Rights

The International Bureau for Children's Rights (IBCR or the Bureau) has been promoting children's rights for over 25 years in more than twenty countries in Africa, the Americas, Asia, and the Middle East. Through a participatory and sustainable approach, we work with our partners in the field, the promotion and protection of children's rights, whether in contact with the justice system or in humanitarian crises caused by armed conflict or natural disasters.

We also take care to prevent all forms of exploitation, violence, abuse, and neglect of children, especially for sexual purposes. Listening to children, participation and protection are at the heart of everything we do.

The Bureau is based in Montreal and has been active in more than 15 countries on three continents for over 25 years. We also have four satellite offices in Burkina Faso, Senegal, Congo, and Mali.

Our fundamental principles:

1. Consideration of the best interests of the child
2. Non-discrimination
3. The right to life, survival and development
4. Respect for the child's views and right to participation

More information on <http://www.ibcr.org/fr/>

1.2. Key figures

IBCR is looking for a provider of international health and medical evacuation insurance, offering :

1. Comprehensive long-term health and repatriation* cover (including medical evacuation) outside the employee's or volunteer's place of residence;

- For between 5 and 10 people;
- Annual coverage;
- Individual, single-parent or family coverage;

*Details in the following clause

2. Basic short-term health and repatriation* cover (including medical evacuation) outside the employee's or volunteer's place of residence;

- For between 40-50 people
- Monthly, quarterly or half-yearly coverage;
- Individual coverage;



*Details in the following clause

1.3. Geographical coverage

The following is a non-exhaustive list of the countries in which IBCR employees and volunteers are deployed:

- o Morocco
- o Tunisia
- o Burkina Faso
- o Mali
- o Ivory Coast
- o Togo
- o Senegal
- o Burundi
- o Kenya
- o Madagascar
- o Honduras
- o Colombia
- o Peru
- o Costa Rica
- o Niger
- o Chad
- o Canada

1.4. Health care coverage

The Bureau would like to receive two types of quotation detailing the cost of coverage as follows:

Basic short-term coverage, minimum care expected :

100% cover with a ceiling per type of care or overall;

- o Routine general medical cover
- o Prescription drug coverage
- o Medical specialist coverage (including psychologist and/or psychiatrist)
- o Coverage for emergency hospitalization with surgery
- o Prescription medical examination coverage
- o Emergency nursing care
- o Emergency ambulance coverage
- o COVID coverage (screening)
- o Emergency medical evacuation
- o Transport after evacuation
- o Repatriation of remains
- o Remote medical consultation
- o Homecare coverage (following an accident)

80% coverage with ceiling and deductible;

- o Maternity and nursery care coverage



- Mental illness and addiction coverage
- Coverage for routine physical examinations (medical check-up or preventive prevention)
- Dental and optical care coverage

Availability of cover with no waiting period and covering 1 to 3 months in the place of residence.

Long-term comprehensive coverage, minimum expected care:

100% coverage with overall ceiling;

- Routine general medical cover
- Maternity and nursery care cover
- Prescription drug coverage
- Medical and paramedical specialist coverage (including psychologist and/or psychiatrist)
- Prescription medical examination cover
- Coverage for hospitalization with surgery
- Nursing care coverage
- Ambulance coverage
- Home care coverage
- Dependent care coverage
- Mental illness and addiction coverage
- Palliative care coverage
- Routine physical examinations (medical check-ups or preventive prevention recommendations)
- Dental and optical care coverage
- COVID coverage (screening)
- Emergency medical evacuation
- Transport after evacuation
- Repatriation of mortal remains
- Pre-departure medical check-up coverage
- Mandatory vaccinations for business trips
- Remote medical consultation

Coverage available for 1 to 3 months at place of residence, with no waiting period.

2. Receipt of bids :

2.1 Deadline:

The deadline for receipt of bids is **July 28 at 12:00 p.m.** (Montreal).

2.2 Late bids:

Bids received by the Bureau after the date and time set for the closing of the call for tenders will not be considered.



2.3 Terms and conditions:

Tenders for this call for tenders must be submitted in PDF format to Maureen Boutier, at the following e-mail address: supply@ibcr.org

No information will be given by telephone. For all requests for clarification please email Maureen Boutier at the above address.

3. General terms and conditions :

3.1 Process:

Following the bid submission deadline, the Bureau will review all bids received. If a service provider is selected, the latter may be invited to sign an annual service contract with the Bureau.

3.2 Tender fees :

The Tenderer shall not be entitled to any compensation for costs incurred in preparing its tender.

3.3 Sales tax and currency

The price quoted for services (bid price) must not include Goods and Services Tax (GST) or Quebec Sales Tax (QST). Where applicable, all amounts GST or QST will be shown separately on invoices and paid in addition to the amount approved for services rendered.

The currency proposed must be in USD, EUR or CAD (CAD \$ preferred).

3.4 Language of submission and working languages:

Bids should be proposed in French or in English

3.5 Duration of submission:

Bids submitted are considered valid for a period of 120 days following the date of receipt at the Office.

3.6 Acceptance of bids :

The Bureau may accept any or all of the bids submitted, without having to inform the bidder of the reasons for its decision. The Bureau reserves the right to add eliminatory steps to the process in the event of two bids are equal. Unsuccessful bidders will be notified of the decision by e-mail.

4. Qualifications required of bidders :

The Bureau wishes to retain the services of an international health insurance and medical evacuation insurance, offering customer service, turnaround times and rates that are competitive overall with other providers, with a view to potentially establishing an annual contract.

5. Bid evaluation :

The following criteria will be used to evaluate the quality of bids submitted by tenderers: customer service, turnaround time and rates.

5.1 Customer service

The Bureau wishes to retain the services of a supplier whose customer service is easily and quickly accessible. The bidder must demonstrate how the company's customer service this objective.

5.2 File processing times

The Bureau wishes to retain the services of a supplier with competitive processing times. The bidder will be required to demonstrate the minimum turnaround times for processing claims, such as reimbursement of expenses incurred for hospitalization or repatriation (medical evacuation).

5.3 Handling efficiency

The Bureau wishes to retain the services of a supplier whose handling during a medical transfer, medical evacuation or any other health event, is efficient in terms of response time and its direct management with local service providers.

The Bureau expects the bidder to provide information on the extent of partnership networks with health care infrastructures worldwide, contributing to the efficiency of response and on-the-spot on site.

5.4 Communication

The Bureau wishes to retain the services of a supplier with accessibility in French, English; Spanish and a telephone and/or online service (e-mail or web portal/application) easily usable. This implies oral availability in all three languages, as well as the documentation in all three languages.

The Bureau wishes to collaborate with a supplier whose response and return times are the urgency of the situation.

5.5 Rates and payment terms

The Bureau wishes to retain the services of a supplier whose rates are competitive in its sector of activity in its sector of activity and is able to offer the most appropriate pricing and coverage options, most appropriate for the Bureau.

The Bureau expects billing and payment services that are appropriate to its structure, i.e. monthly and/or quarterly invoicing, and payment by cheque or bank transfer.

5.6 Health care coverage

The Bureau wishes to work with a provider offering different types of coverage to meet its needs in terms of duration, cost and minimum coverage.



5.7 Healthcare partners

The Bureau would like to work with a provider that offers healthcare partners enabling the insured person in most of its countries of employment.

5.8 Cost of deductibles and ceilings

The Bureau wishes to offer its employees and volunteers coverage with advantageous deductibles and a reasonable ceiling to ensure sufficient coverage for all employees and volunteers.

6. Agreement resulting from acceptance of an offer by the Bureau :

6.1 Annual agreement:

The bidder understands and agrees that, upon acceptance of the offer by the Bureau, a legally the Bureau, a binding agreement may be concluded between the Bureau and the Bidder, which the following clauses:

1 - Termination

The Bureau may terminate the agreement at any time. In the event of such termination, the Bureau will pay the supplier, and the supplier accepts in full settlement, an amount for services satisfactorily rendered.

2 – Assignment

a. The supplier may not, in whole or in part, assign the agreement without the prior consent of the Bureau. Upon receipt of a request to this effect from the supplier, the Bureau shall inform the supplier of its decision as soon as possible.

b. Assignment hereof without the consent shall not release Supplier from any of its obligations under the Agreement and shall not impose any liability on the Bureau.

6.2 Commitment of the Bureau:

The Tenderer understands and agrees that, upon acceptance of the offer by the Bureau and agreement on an annual basis, the Bureau does not undertake to procure from the supplier any a pre-determined number of items or services from the supplier, and that exclusivity with the supplier is maintained only on condition that the supplier provides satisfactory service.

6.3 General Office Policy:

The Tenderer understands and agrees that, upon acceptance of the offer by the Bureau, it undertakes to respect the Bureau's values and principles, particularly with regard to its mission.

6.4 Destruction of data:

It is the responsibility of the Service Provider to ensure the security of, and restricted access to, data provided by the Bureau under this Agreement. In addition, upon



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or termination of the maintenance contract, it is essential that all data transmitted to the service provider must be destroyed.

The International Bureau for Children's Rights thanks you in advance for your submission and your interest in collaborating!