

UNHCR Request for Proposal for the provision of Vehicle Insurance Services

Annex A.1 - Technical Evaluation Matrix (70%)

Name of Evaluator:	(field to be completed by UNHCR)
Date:	(field to be completed by UNHCR)
Name of Service Provider:	(please write here the name of your company)

Please write the Name of your company in the cell above.

Please indicate the page number of your proposal referring to the respective requirement in column H below.

Technical Evaluation Overall

I. PASS/FAIL CRITERIA (MANDATORY)			
Service Component	(to be completed by UNHCR)	please write in this column the number of the page of your proposal addressing the respective requirement.	
(A) Global (Worldwide) Third Party Excess Liability Insurance	PASS/FAIL	page # of the proposal	Comments
Worldwide coverage			
Coverage provided for owned, hired/rented, non-owned vehicles operated by UNHCR, including private vehicles used for official purposes, and UNHCR vehicles operated by Partners under Right of Use Agreement.			
Coverage provided for damages for which UNHCR becomes legally obligated to pay due to bodily injury / property damage to a third party.			
In case the Local Third Party Insurance is not available or not in place (including due to error), the policy covers claims on a first dollar basis.			
In case the Local Third Party Liability Insurance is obtained, the policy covers claims on the next dollar basis, above local limits. Also in case the local program fails to comply from whatever reason, the policy must cover the claims from on a first dollar basis.			
Unlimited aggregate claims.			
(B) Claims Processing, Management, Reporting and Risk Management	PASS/FAIL	page # of the proposal	Comments
Audited financial statements of the company for the last three years together with the independent auditor's reports provided.			
Agreement of the Service Provider to report all potential third party liability claims to the Third Party Excess Liability Insurer according to the defined deadline and to follow up on those until settled or closed. Any loss from missed reporting deadlines will be borne by the insurance claims processing service provider.			
Claims Consultant(s) assigned to the UNHCR exclusively work on this project.			

OVERALL FOR PASS/FAIL CRITERIA	PASS/FAIL
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II. SCORED CRITERIA

The rating scale is from 0 to 5, where 5 is the highest (as per the table below)

Technical Evaluation Scale	Description of Scale	Rating
Excellent	Evidence of ability to exceed contract requirements	5
Good	Evidence of ability to meet all contract requirements	4
Satisfactory	Evidence of ability to meet basic contract requirements	3
Unsatisfactory	Inability to provide evidence of ability to meet basic contract requirements	2
Poor	Weak or poor evidence of ability to meet contract requirements	1
No Submission	Information has not been submitted or is unacceptable	0

Weighing Criteria	Weights
Mandatory components of the offer	3
Supporting components of the offered service package	2
Basic components of the offer	1

(A) Global (Worldwide) Third Party Excess Liability Insurance						
Description of service	Maximum Rating	Weight	Rating	Score	page # of the proposal	Comments
Yearly Excess Liability Insurance premium is payable on the operational UNHCR fleet at the beginning of the policy period at a flat rate, independently of vehicle type (light or heavy vehicle). The insurance premium is adjustable at the end of the policy period based on opening and closing number of operational vehicles.	5	3	0	0		
Deductible amount per claim should be set to maximum USD 1,000.	5	3	0	0		
Excess liability limit should be minimum USD 5,000,000 by any occurrence.	5	3	0	0		
Section Total:	45					

(B) Claims Processing, Management Reporting and Risk Management						
Description of service	Maximum Rating	Weight	Rating	Score	page # of the proposal	Comments
1. Organization and Relevant Experience						
1.2 Experience for Claims Processing, Management Reporting and Risk Management services, preferably with an International Organization, not less than 5 years.	5	3	0	0		
1.2 Detailed information on similar projects (scope, complexity, geographical coverage, challenges and successes) and services provided to other clients.	5	2	0	0		
2. Staffing						
2.2. Identify the Account Manager that will be assigned to the UNHCR project. Provide information on her/his time dedicated to the project and include details of her/his job title, relevant qualifications, and experience (a minimum of 7 years' experience is required in insurance industry).	5	3	0	0		
3. Claims Processing						
3.1 Proposal for Claims Handling Process with action points (both for Service Provider and UNHCR), timelines, required documents for different claim types and communication tools and strategy.	5	3	0	0		
3.2. Provide details on handling calls from Field Offices including possibilities for answering service or emergency service desk for calls after working hours.	5	1	0	0		
3.2 Description of internal controls in place to ensure claims processing accuracy and achievement of target turnaround times.	5	3	0	0		
4. Management Reporting						
4.1 Sample of a report used by Service Provider in order to ensure timely and accurate insurance claims processing and that the UNHCR Global Vehicle Insurance Scheme is operated effectively on a monthly basis.	5	2	0	0		
4.2 Sample of a quarterly summary report shared with the Vehicle Insurance Steering Committee members and UNHCR Senior Management.	5	3	0	0		
4.3 Sample of a report for each Regional Bureau (Africa, Americas, Asia Pacific, Middle East and North Africa, Europe) twice in a year. The report should include but not be limited to statistics, trends and issues specific to the UNHCR region.	5	2	0	0		
5. Risk Management						
5.1 Description of the methods that will be applied for analysis and interpretation of data in order to provide feedback including recommendations to UNHCR.	5	2	0	0		
5.2 Review and expert advice provided by the Service Provider on Local Third Party Insurance Policy wording and Schedule purchased by UNHCR Offices and on all vehicle insurance related inquiries received. The Service Provider has access to official database on country specific insurance rules and regulations and the related cost is covered by the Service Provider.	5	3	0	0		
6. Performance Management						
6.1 Provide set of Key Performance Indicators for performance review in all aspect of the project implementation to ensure the quality of the services, response time, review and reporting mechanism.	5	3	0	0		
Section Total:	150					

GRAND TOTAL:						
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* Minimum overall score for a company to qualify the Technical Part is a Score of 120 points.
* The Technical offer will be evaluated using the above criteria (pass/fail and scored) and percentage distribution: 70 % from the total score.