

CLARIFICATION QUESTIONS

RFT: 2025/052
File: HR 9/2
Date: 25 July 2025
To: Interested Service Providers
Contact: Maraea S. Pogi (maraeap@sprep.org)

Subject: Request for tenders (RFT): Provision of Worldwide Medical Insurance Cover for SPREP staff and dependents

Question 1:

The are currently 150 Staff centred across the 5 Countries. Would you be able to provide a break-down by country wise?

Response:

Fiji – 16
Marshall Islands – 1
Solomon Island – 2
Vanuatu – 2
Remaining based in Samoa

Question 2:

Are Staff also based outside of any of the 5 noted countries?

Response:

Yes, on remote work basis only

Question 3:

Is it possible for SPREP to provide nationality of the 150 Staff.

Response:

<https://www.sprep.org/our-team>

Question 4:

Are these members currently insured? If so, would you be able to provide:-

- i. The Claims Experience for the past three (3) years
- ii. Name of the Insurer &
- iii. Is this placed directly or via a Broker?

Response:

Yes

- i. SPREP is seeking proposals based on good practices in the market. The Financial Proposal Template (Annex B) provides an outline of what the Secretariat is currently offering and invites bids based around the same areas, including an open invitation to bidders to provide proposals based on their experiences and what they consider to be good practice for international organisations. The following table provides the number of groups in each category, with a total number of lives at around 500.

We prefer that proposals provide options for cover and limits either for individuals or based on the groupings below. Details will only be shared with selected provider.

- ii. Allianz Worldwide Care
- iii. Placed directly

Question 5:

Can you pls. provide us a detailed member listing – at minimum, we request as follows (of course, the listing can be amended at any point in time)

No.	Primary Insured	Dependents	Date of Birth
1	Full Name		XX/XX/XXXX
		Spouse – Full Name	XX/XX/XXXX
		Other dependents – full names	XX/XX/XXXX
2	Full Name		XX/XX/XXXX
		Spouse – Full Name	XX/XX/XXXX

Response:

SPREP is seeking quotations for medical insurance cover and prefer that it is based on the following categories i.e. cover for single staff; single parent, couple and a cover for family or group.

Single	38
Single Parents	16
Couple	15
Family or Group	81
Total of 150	

Question 6:

Could you kindly provide

- a. an anonymized membership list, including at least date of birth, gender, nationality, and duty station?
- b. line by line claims data for the past 3 years, including country of care and type of care
- c. consolidated claims utilization data on high-cost files or claimants over the past three years, with details on type of treatment/condition and country of care

Response:

- SPREP is seeking quotations for medical insurance cover and prefer that it is based on the following categories i.e. cover for single staff; single parent, couple and a cover for family or group.

Single	38
Single Parents	16
Couple	15
Family or Group	81
Total of 150	

- SPREP is seeking proposals based on good practices in the market.
- The Financial Proposal Template provides an outline of what the Secretariat is currently offering and invites bids based around the same areas, including an open invitation to bidders to provide proposals based on their experiences and what they consider to be good practice for international organisations. The above table provides the number of groups in each category, with a total number of lives at around 500. We prefer that proposals provide options for cover and limits either for individuals or based on the groupings above. Details will only be shared with selected provider.

Question 7:

Could you kindly clarify if claims incurred prior to the start date of this new contract will be paid for by the previous insurance provider?

Response:

Yes, if submitted and processed by 31 December 2025 it will be paid for by the previous insurance provider insurance provider.

Question 8:

In reference to Clause 2.4 please share your extended contract terms and conditions for our review.

Response:

Please disregard RFT Clause 2.4 SPREP will consider the successful bidders contract template subject to clearance by our Legal team.

Question 9:

In reference to Clause 2.3 can you please share the mentioned Fraud Prevention and Whistleblower Protection?

Response:

<https://www.sprep.org/accountability/fraud-prevention-a-whistleblower-policy>

Question 10:

In reference to Clause 3.2 (Project Schedule), could you kindly clarify the criteria or elements that would lead to a review being deemed unsatisfactory?

Response:

If both parties cannot agree to a resolution to address unsatisfactory issues relating to the overall implementation and management of the agreement. These could include responsiveness and flexibility on issues that have serious impacts on staff cover and emergency situations such as (but not limited to) constant delays in processing claims, delayed responses to emergency medical situations, unjustified premium increases, policy cover misalignments, non-compliance with terms etc.

Question 11:

Can you please share the volume of claims, calls and emails processed by your current administrator over the last 3 years?

Response:

Refer to response to Q4 & Q6.

Question 12:

What coverage are you looking for as part of weight management requirement? Are there any defined limits we should take into account? Should these benefits be included in both inpatient and outpatient?

Response:

- Good practice and commonly adopted in international staff insurance covers. This could include but not limited to supervised weight loss programmes, nutritionist consultations, bariatric / gastric surgery, prescribed weight-loss medications.
- No, but we would be guided by what is commonly accepted in international organisations.
- Yes

Question 13:

Could you please clarify what you mean by level of cover and plan options. Are you referring to different Table of Benefits and pricing options?

Response:

Yes