

Annex A: Terms of Reference  
Medical Services for UNHCR in Egypt  
Reference:

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# 1 Introduction

## 1.1 Background

The United Nations High Commissioner for Refugees (UNHCR) is one of the world's leading humanitarian organizations. Today, a staff of over 11,517 people in 128 countries continues to help millions of refugees and displaced persons.

Egypt hosts more than 288,000 registered asylum-seekers and refugees from 60 countries. The majority are from Syria, followed by Sudan, South Sudan, Eritrea, Ethiopia, Yemen, and Somalia.

UNHCR Egypt is seeking to establish a frame agreement with high quality medical service provider(s) located in Cairo and Alexandria, easily reachable from UNHCR offices, with the ability to provide a wide range of medical services to UNHCR staff members, with availability of English speaking personnel. As of June 2023, the UNHCR footprint in the country is around 286 (staff and AWF) and their dependents, with more personnel under recruitment.

The operation operates from three premises in Cairo (2 premises in 6<sup>th</sup> of October, 1 in Zamalek) and a field office in Alexandria.

The following describes UNHCR's requirements in detail.

## 1.2 Statement of Purpose & Objectives

UNHCR has standard occupational routine medical examinations, which are mandatory for all staff at entry and exit of duty as well as taking place periodically. The Frame Agreement (FA) holder will be asked to provide occupational health services.

Additionally, the FA holder may be requested to provide services on demand as described below (page 5).

## 2 Requirements

### 2.1 *Project title, or core requirement*

#### Medical examinations and Services

The FA holder is to

- Provide standard occupational routine medical examination for UNHCR Staff members within short deadlines, within one to five working days, according to instructions from UNHCR Egypt, through a dedicated English speaking contact person.
  - Please consult Annex B, Medical Examination Questionnaire for entry, periodic and exit medical examinations for more details
  - Annex D gives a detailed list of Services/Specialties and Laboratory Tests required

The assessment must be carried out on all staff members upon entry on duty and periodically. Its periodicity depends on the age and duties:

every 2 years for more than 50 years old and for drivers,  
every 5 years for younger than 50 years old

The examination (see attached Annex D) consists of basic laboratory tests: complete blood count (Hgb, Hct, RBC, WBC with differential, platelets); blood chemistry (ASAT, ALAT, GGT, *fasting glucose*, *serum creatinine*, *uric acid*, *total cholesterol*, *triglycerides*, *HDL*, *LDL*, *VDRL* and *ESR*); urinalysis; X-ray result; and Electrocardiogram (ECG) tracing.

For drivers an ophthalmological evaluation is obligatory (with written results of visual acuity, intraocular pressure, funduscopy, color vision and visual fields)

- Carry out further examinations and counseling services as deemed necessary by UNHCR.
  - UNHCR Medical Services in MENA (UNHCR MENA), may require further follow up examinations to be carried out based on received reports. While the above-mentioned assessments are invoiced directly to UNHCR, the costs for any extra examination undertaken during contractual medical examinations will be covered by the UNHCR Staff member unless prior authorization from the UNHCR has been obtained. sections.
- Dispatch medical reports to UNHCR MENA in Amman in short deadlines.
  - The results of medical examinations will need to be sent confidentially to UNHCR HQ in Geneva within maximum of five days following the examination in PDF format or by fax.
- Carry out functional assessments for specific functions upon request of UNHCR Medical Service.
- Fill all the required documentation in relation to medical clearances, sick leave and medical evacuations in a timely manner as per UN established policies. .
- Ensure continuity of care .
- Ensure that proper medical records are kept in a strictly confidential manner.

- Service provider has a designated physician (male and female), fluent in English, to perform UNHCR examination.
- Provide referrals to inpatient medical facilities or experts services .

#### Response Time and Availability

- Provide the maximum response time of dedicated contact person and the timeframe the clinic must give UNHCR staff an appointment for a Periodic Medical Exam. The response is expected to arrive within 24 hours, with an appointment within maximum 5 working days.
- Provide the maximum deadline for sending the results of a Periodic Medical Exam to UNHCR. The maximum deadline of sending the results in pdf format, by email is maximum 5 days following the examination.

#### Administrative requirements

- The Clinic / hospital must possess the necessary operating permit under the regulation of the Egyptian Ministry of Health (Proof of registration).

#### Duration

- The contract shall be established for a period of three years with possibility to extend the term, subject to satisfactory performance, for a maximum of two additional periods of one year each.

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## **2.2 Other services, required for the performance of the key requirements**

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#### Equipment

- Availability of up to date medical equipment or proof of agreement with a laboratory to perform test requested by UNHCR.
- Availability of X-Ray machine or proof of agreement with a laboratory to perform X-Rays requested by UNHCR.
- High standard laboratory facilities or collaboration with external laboratory.
- Be able to provide proof of adequate maintenance of all medical equipment on request.

#### Language of medical reports

- The form and tests shall be submitted in English.
- Medical reports should be summarized in English, as requested by UNHCR Egypt, within ten days of receipt of original medical reports and send the original and the summary translation confidentially to UNHCR HQ in Geneva. Provide statistics of examinations upon request.

#### Special requirements and conditions

- Provide dedicated, highly professional, English speaking contact person (and fully authorized backup) available every working day dealing with UNHCR matters.

- For standard occupational routine medical examination designate 2 or 3 physicians (GP) (English speakers). At least one should be female doctor.
- Provide English speaking doctors and staff in order to care for non-Egyptian (non-Arabic speakers) UNHCR Staff members and their dependents.
- Any further required tests/health promotion (mammography, PSA, colonoscopy, etc) to be discussed.
- All written communication between UNHCR and the FA holder shall be exclusively in English.

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### ***2.3 Customer (UNHCR) Responsibilities***

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- Contact medical provider to book appointment for entry, periodic medical examination.
- Provide staff member with blank medical examination form. See annex B.
- Provide information to staff member regarding the venue and the requirements related to the medical examination.

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### ***2.4 Add any additional relevant sections for the specific project***

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#### Considerations

- Advise on reasonable and customary medical costs in Egypt if required by UNHCR health insurance.

## 3 Content of the Technical Offer

Your Technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

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### 3.1 *Company Qualifications*

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- A description of your company with evidence of your company's capacity to perform the services required, including company profile, registration certificate and last audit report.
- Year founded.
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates.
- Experience in the business or the number of similar partners, emphasizing experience in occupational health.
- Total number of clients (companies, not individuals).
- You are requested to provide three (3) references that we may contact from your current client list.

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### 3.2 *Proposed Services*

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- Give an overview of your offer.
- Please provide a description of the services offered and your monthly capacity of performing medical examinations, laboratory and imaging tests.
- Comment on all the requirements mentioned in section 2 and explain how you will meet them.

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### 3.3 *Personnel Qualifications*

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- Detailed number of personnel (doctors, nurses, laboratory technicians, therapists, and administrative staff).
- Detailed list of specialties at your facility.
- Curriculum Vitae of medical personnel (doctors, nurses, therapists)(maximum number of 5 short CV's).

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### 3.4 *Vendor Registration Form*

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If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex D).

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### 3.5 *Applicable General Conditions*

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Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex C) and including it in your submitted Technical Proposal.

## 4 Evaluation

### 4.1 Technical Evaluation

The bidder is responsible to provide relevant documentation to allow technical evaluator to evaluate them against the following mentioned technical criteria, failure to

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score.

Mandatory Criteria	
Does the Clinic / hospital possess the necessary operating permit under the regulation of the Egyptian Ministry of Health (Proof of registration)?	YES/NO
Does the Service Provider confirm the availability of in-house laboratory equipment or proof of agreement with a laboratory to perform test requested by UNHCR?	YES/NO
Other Criteria	Percentage
<b>A. Company Qualifications</b>	<b>70%</b>
1. The institution's general qualifications	
2. Experience in similar collaborations and capacity to deliver the required services.	
<b>B. Proposed Services</b>	
1. Availability of services to conduct the occupational medical examinations as detailed above. Non-compliance with mandatory equipment and service requirement as mentioned in the TORs will render the proposal unfit for further consideration.	
2. Offered response time and availability.	
3. Availability of on demand services.	
4. Availability of services, out of the scope of the occupational medical examinations, on reduced prices for UNHCR staff members when having medical examinations/treatments on private basis. Examinations/treatments provided without monetary guarantee in advance, invoices are to be paid within 30 days.	
5. Proximity to UNHCR premises or easily accessible by public transport	
<b>C. Personnel Qualifications</b>	
1. Qualifications of proposed staff (incl. language skills).	

The minimal total if a bid does not meet these minimums it will be deemed technically non-compliant and will not proceed to the financial evaluation. All Mandatory requirements have to be complied fully. The passing score of the Technical Evaluation is 60%



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## ***4.2 Financial Evaluation***

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The Financial offer will be evaluated: **30% from the total score.**

## **5 Key Performance Indicators**

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### ***5.1 Performance Evaluation***

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UNHCR expects to monitor the performance of the selected supplier according to the following KPIs:

- Quality of service.
- Response time for scheduling periodic/entry/exit medical examinations.
- Turnaround time for transmitting the complete medical examination and relevant results to UNHCR Medical Service.