

## **Terms of Reference**

### **-Medical services in Romania-**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Romania, invites qualified service providers to make a firm offer for the establishment of a Frame Agreement for the provision of medical services that are necessary for staff members for Entry Medical Examination, Periodic Medical Examination and subsequently, the granting of Medical Clearance. The selected supplier should be able to provide medical services to all the UNHCR personnel in the following premises: Bucharest, Suceava, Galati, Constanta, Timisoara.

UNHCR Romania is seeking to establish a frame agreement with high quality medical service provider(s) in field location in Romania, easily reachable at every UNHCR location, with the ability to provide a wide range of medical services to UNHCR staff members, including availability of English-speaking personnel. The following document “Terms of Reference” describes UNHCR’s requirements in detail.

Currently, UNHCR is present in the following 5 field locations in Romania: Bucharest, Suceava, Galati, Constanta, Timisoara.

UNHCR has standard occupational medical examinations, which are mandatory for all staff members at entry (recruitment), exit from duty (separation), and periodically during employment. UNHCR may award the Frame Agreement for an initial period of 2 years, potentially extendable for a further period of one year.

Other United Nations Agencies shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

#### **The following criteria will be assessed:**

- Possibility of signing UNHCR’s standard contract in English.
- Provide dedicated, highly professional, English speaking contact person or liaison (and fully authorized backup) available every working day, and on call during weekends/holidays to handle UNHCR matters.
- Invoicing at the end of each month for all incurred medical services performed during that month, with the possibility of payment within 30 calendar days.
- Possibility of providing detailed invoices with all the medical tests that were undertaken/ per person.
- Providing medical services for all staff members in Bucharest, Suceava, Galati, Constanta, Timisoara from the selected company or through a company that has a partnership with the selected one.
- Fulfillment of UNHCR requirements regarding the medical testing process and agreement to complete the Medical Examination Questionnaire.
- All information, including personal information of UN Personnel, which comes into possession of the contractor in connection with this contract is to be treated as strictly

confidential, according to UN Medical Directors' Guideline on Medical Confidentiality in the Workplace and UN Principles on Personal Data Protection and Privacy (HLCM, October 2018), unless otherwise agreed.

### Medical Examinations and Services

The FA holder is expected to provide:

- Standard occupational medical examination for UNHCR Staff members, within one to five working days, according to instructions from UNHCR Romania, preferably through a dedicated contact person.
- Issue "Certificate of Good Health"
- Vaccination/travel advice
- Specific Occupational Health Assessments
- All the medical services needed for Entry Medical Examination, Periodic Medical Examination and the completion of documents needed for the Medical Clearance process.

Medical examinations should be carried out by examining physicians employed by the health care provider to determine suitability of a job candidate or staff member to work and compatibility of their health status with the (1) job requirements; (2) duty station where they will be posted (hardship duty stations / pregnant women in hardship duty station / staff with chronic diseases); and (3) work restrictions.

The assessment must be carried out for all staff members before entry on duty (recruitment), prior to exit/ separation from service and periodically during employment. Its periodicity depends on the age and duties:

- every 5 years for staff up to 50 years of age (except drivers – see below);
- every 2 years for staff 51 years of age and above as well as for drivers.
- every year for drivers with Diabetes

### Clinical Medical Examination Questionnaire (CMEQ) Form (attached)

The first 3 pages should be completed by the job candidate or staff member before coming for their medical exam. The remaining pages should be completed by examining physician. All items of the exam has to be done, including a basic eye test.

### Examining Physicians (EP) and diagnostic examinations

The institution shall designate at least 2 licensed medical doctors preferably an internist, family practitioner or occupational physician to conduct the medical examinations. The designated examining physicians should be fluent in spoken and written English. They will be expected to provide the following services:

1. Carry out and attach results of the following required mandatory tests to staff members' medical questionnaire:
  - a. complete blood count (Hgb, Hct, RBC, WBC with differential, platelets) and ESR;
  - b. blood chemistry (this includes: *ASAT, ALAT, gamma GT, fasting glucose, serum creatinine, uric acid, total cholesterol, triglycerides, HDL, LDL*); and VDRL
  - c. Urinalysis;
  - d. X-ray result;

- e. Electrocardiogram (ECG) tracing.
- f. If ESR test is not available, then the doctor may substitute CRP for ESR.
- g. Chest X-ray results and ECG tracing are required for all *pre-employment (a.k.a. entry or recruitment) medical clearances*. For periodic medical exam (PME), chest x-ray or ECG is done only if indicated by staff member's current health status or occupational exposure, while ECG is done routinely after age 45 years.

**h. Additional Requirements for Drivers**

For *drivers*, ECG tracing and Ophthalmologist's examination report (with written results of *visual acuity, intraocular pressure, fundoscopy, color vision and visual fields*). This should always be attached to the completed medical examination form, along with the other required tests (mentioned above), regardless of their age.

For drivers with chronic medical conditions, refer to the Medical Clearance Procedures for UNHCR Drivers and the specific checklists indicated.

- 2. Verify details of the S/M's medical history and current medical therapy
- 3. Conduct physical examination.
- 4. Correlate physical exam findings with clinical test results and medical history
- 5. Provide written clinical recommendations.
- 6. Complete the medical questionnaire form in English; if handwritten, to ensure that it is clear and legible / readable.

Should the Staff member require further specialized investigation, examining physician will be requested to make a referral to the appropriate specialist who can be relied on to conduct evidence-based assessments; and provide objective findings / recommendations in writing.

**Certificate of Good Health**

This should be carried out by examining physicians employed by the health care provider to determine that a candidate (hired initially for a period of less than 6 months) is in good health, free of active pulmonary tuberculosis and fit to travel.

**Specific Occupational Health Assessments**

Staff members with specific medical conditions affecting their capacity to work will be referred by Medical Section – Regional Medical Office (RMO) to the health provider. The provider will be expected to conduct medical exam to determine fitness to work based on the nature of the problem, work requirements and relevant medical guidelines.

The report should include (1) assessment of fitness to work and prognosis; along with (2) recommendations for sick leave or work accommodation; medical therapy, and other interventions. This should be sent electronically to Medical Section.

Assist with referrals for independent medical evaluations (IME) upon request of UNHCR Medical Section.

.....  
*The current price in your quotation should remain valid for 3 months. The offered discount should remain valid for whole duration of established contract.*