



Annex A: Terms of Reference  
Medical Services for UNHCR in Budapest, Hungary

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# 1 Introduction

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## **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 about millions of refugees and displaced persons. UNHCR Global Service Center (Budapest) is seeking to establish a frame agreement with high quality medical service provider(s) located in Budapest, 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. The following is describing UNHCR's requirements in detail.

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## **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, and additionally provide vaccinations, travel advice, statistical reports, and translation services for medical documents, arrange medical transports as described below.

## 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 in short deadlines, preferably within one to five working days, according to instructions from UNHCR GSC, preferably through a dedicated English speaking contact person.
  - Please consult Annex G Medical Examination Questionnaire for entry, periodic and exit medical examinations for more details.
  - Annex H gives a detailed list of Services/Specialties and Laboratory Tests required.
  - The table below indicates the volume of similar examinations over the past years.

Number of medical examinations in GSC Budapest

	2021	2022	2023
Number of medical examinations	220	237	266

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

- For **drivers** of any age: **every 2 years**
- For (non-driver) staff members **up to and including 50 years** of age: **every 5 years.**
- For staff members **51 years of age or above: every 2 years.**

The examination (see attached Annex H) 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 and ophthalmological evaluation is obligatory (with written results of visual acuity, intraocular pressure, funduscopy, color vision and visual fields)

- Upon request issue of “Certificate of Good Health”
- Carry out further examinations and counseling services as deemed necessary by UNHCR.
  - UNHCR HQ in Geneva, may require further follow up examinations to be carried out based on received reports. 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. Following completion of medical examinations some supplementary examination may be requested by UNHCR Medical sections.

- Dispatch medical reports to UNHCR HQ in Geneva 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.
  - Have HL7/FHIR integration software plans to help ensure digital transfer of health data to UNHCR database (Cority) software.
- Carry out independent medical evaluations (IME) upon request of UNHCR Medical Service.
- Provide medical consultation, necessary examination, and further care for UNHCR Staff who are visiting Hungary on mission:
  - The named facility would need to act as a focal point between the staff member on mission and the Chief of the Medical Section in Geneva
  - The below can act as a guide for the responsibilities.
  - Liaise with host-nation medical facilities.
  - Follow the United Nations established policies and procedures regarding medical clearances, sick leave, and medical evacuations.
  - Responsible for all paperwork and reporting procedures for medical evacuations in line with UN Rules and procedures.
  - Ensure proper follow up on all cases upon referral after periodic, entry, and emergency consultations.
  - Responsible for establishing good relations with reliable hospitals, private medical facilities, and blood banks.
  - Ensure that proper medical records are kept in a strictly confidential manner.
  - Provide evaluation from the clinical point of view of problematic claims for medical insurance.
  - Service provider has at least a designated physician, fluent in English, to perform UNHCR examination. UNHCR prefers two designated physicians, one male and one female.
  - Provide Telehealth support to staff referred for evaluation whenever feasible (e.g. Mental Health Support and Follow up)
- Provide or arrange inpatient medical services for UNHCR staff members on mission to Hungary within seven working days.
- Provide referrals to inpatient medical facilities or experts services when necessary.
- Provide /Facilitate Referral for Rehabilitation services to staff members for various conditions (Neurologic, Physiotherapy, Substance Abuse, Mental Health) etc

### Response Time and Availability

- The dedicated contact person is required to respond to inquiries from UNHCR staff within 24 hours of receiving the request.
- The clinic must schedule an appointment for a Medical Exam within a maximum of 5 working days from the date of the request.
- The results of a Periodic Medical Exam must be sent to UNHCR within a maximum of 7 working days after the exam is conducted.

Service provider is required to provide the maximum response time and maximum time of availability for an appointment.

### First aid training

- Provide, on demand, first aid training.

### Vaccination/travel advice

- Provide the necessary vaccination for UNHCR Staff members and their dependents when required to travel worldwide within short deadlines following the World Health Organization and Center for Disease Control and Prevention (CDC) guidelines.
  - A list of required vaccinations is displayed in Annex H
- Organize/provide annual flu vaccination campaign upon request.
- Provide travel advice including exposure to health hazards and mitigation strategies for UNHCR Staff members travelling on mission following the World Health Organization and CDC guidelines.

### Medical Transport

- Organize medical transport if necessary.

### Administrative requirements

- The Clinic / hospital has to possess the necessary operating permit under the regulation of the Hungarian 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

### Translation of medical reports

- The form and tests shall be submitted in English.
- Translate medical reports to English, as requested by UNHCR GSC, within ten days of receipt of original medical reports and send the original and the 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 at least one, but ideally 2 or 3 physicians (GP) (English-speakers). Ideally at least one should be a female doctor.
- 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.

### Special requirements and conditions

- **Data Security:**

The Supplier must maintain adequate data security and protection measures, consistent with industry standards and technologies best practices to protect UNHCR Data from unauthorized disclosure or acquisition by an unauthorized person. The data security and protection measures shall take into consideration UNHCR Special Data Protection Conditions.

- **Sustainability:**

UNHCR is committed to make a positive contribution to the environment and society whilst also meeting its organizational needs when purchasing goods and services. Therefore, the supplier should take environmental, social, and economic aspects into account when providing these services.

The company should provide evidence that demonstrate their efforts to integrate and implement sustainable practices such as policies, certificates, audits or reports that document sustainability performance and initiatives

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

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- Contact medical provider to book appointment for entry, periodic and exit medical examination.
- Provide staff member with blank medical examination form. See annex G.
- Provide information to staff member regarding the venue and the requirements related to the medical examination.
- Request Medical Aptitude Certificate from Medical Service.

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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 Hungary if required by UNHCR health insurance.



## 3 Key Performance Indicators

### 3.1 Performance Evaluation

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.
- Annual Client Satisfaction Surveys.

### 3.2 SUSTAINABILITY APPROACH:

*UNHCR is committed to make a positive contribution to the environment and society whilst also meeting its organizational needs when purchasing goods and services. Therefore, the supplier should take environmental, social, and economic aspects into account when providing these services. The company should provide evidence that demonstrates their efforts to integrate and implement sustainable practices such as policies, certificates, audits or reports that document sustainability performance and initiatives.*