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Germany-Frankfurt-on-Main: ECB - Tender for the provision of health and long-term care insurance services and related claims administration services and employee assistance programme 2016/S 138-249736

Contract notice

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

European Central Bank Sonnemannstraße 22 Frankfurt-on-Main

60314 Germany

Contact person: Alessandro Sussex

Telephone: +49 69/13440

E-mail: procurement@ecb.europa.eu

Fax: +49 69/13447110 NUTS code: DE712 Internet address(es):

Main address: http://www.ecb.europa.eu

I.2) Joint procurement

1.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://www.ecb.europa.eu/secure/procurement/

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

1.4) Type of the contracting authority

European institution/agency or international organisation

1.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

Tender for the provision of health and long-term care insurance services and related claims administration services and employee assistance programme.

Reference number: PRO-001804.

II.1.2) Main CPV code

66510000

II.1.3) Type of contract

Services

II.1.4) Short description:

The European Central Bank (ECB) intends to conclude contracts ('the contracts') for:

- the provision of health and long-term care (LTC) (re)insurance (lot 1),
- the claims administration service of the health and LTC insurance (lot 2), and
- the employee assistance programme (EAP) (lot 3).

Further information is available in the procurement documents.

II.1.5) Estimated total value

Value excluding VAT: 24 710 000.00 EUR

II.1.6) Information about lots

This contract is divided into lots: yes Tenders may be submitted for all lots

II.2) **Description**

II.2.1) **Title:**

Lot 1 — health and long-term care insurance services

Lot No: 1

II.2.2) Additional CPV code(s)

66512220

II.2.3) Place of performance

NUTS code: DE712 NUTS code: 00

Main site or place of performance:

Services for all lots shall be provided mainly on the premises of the successful contractors and, where applicable, on the ECB's premises in Frankfurt-on-Main.

II.2.4) Description of the procurement:

Lot 1 — health and long-term care insurance services:

- a) ECB health insurance: an aggregate stop-loss coverage (reinsurance) for medical expenditure incurred by insured persons in the ECB medical plan;
- b) group insurance for medical costs incurred due to accidents at work, occupational diseases and medical emergencies during business travel at a 100 % reimbursement rate;
- c) individual health insurance for former insured persons on a medical history disregarded basis at insured member's charge including the relevant claims administration;
- d) ECB LTC insurance: an aggregate stop-loss coverage (reinsurance) for insured persons covering the payment of long-term care benefits.

Close cooperation with a claims administrator (see lot 2) is necessary.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: 6 740 000.00 EUR

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 120

This contract is subject to renewal: no

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

As per the tender documentation.

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

II.2.13) Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) Additional information

II.2) Description

II.2.1) **Title:**

Lot 2 — claims administration services for the insurance services of lot 1

Lot No: 2

II.2.2) Additional CPV code(s)

66518300

II.2.3) Place of performance

NUTS code: 00

Main site or place of performance:

Services shall be provided mainly on the premises of the successful contractors and, where applicable, on the ECB's premises.

II.2.4) Description of the procurement:

Common services for both health and LTC claims administration services:

- The services shall be delivered by experienced and professionally qualified account management team, supported by a 365-day/24-hour multilingual service helpline, with English as the leading language.
- The administrator shall provide case management (dedicated large claims management), a dedicated complaints management system, cost containment measures, medical advice and management information shall be offered to the ECB as client according to quality management standards.
- The administrator shall process claims in its own IT systems in any language presented, insured persons do not need to translate invoices and/or medical documentation from service providers.
- The administrator shall also provide electronic claim filing (including Internet-based claim settlement as a minimum), management and reporting tools.
- The administrator shall provide a dedicated centre of expertise which can reply to queries (min. by telephone and by e-mail, regular local consultation hours at the seat of the ECB in Frankfurt-on-Main desired) from the members of the ECB insurance scheme on differences between coverage of the ECB's insurance scheme and of the major national schemes in Europe (advice shall encompass minimum questions regarding health insurance and long-term care insurance including advice on adequate local (long-term) care facilities and (medical) providers).
- The administrator shall provide membership administration on the basis of data reported by the ECB.
- The administrator shall cooperate with the ECB in case of knowledge or well-founded suspicion that any insurance benefits are fraudulently obtained.
- The administrator shall recover unwarranted payments from insured members or beneficiaries.

- The administrator shall provide services according to agreed service levels and by application of quality management principles. The services shall not be provided for individual health insurance (see lot 1, c)) for which the insurer shall provide the relevant claim administration.
- The administrator shall settle claims/pay benefits in euro free of charge to the insured member within the European Union and the United States.
- The administrator shall be able to review the medical condition of insured persons on a worldwide basis with the aim to ensure eligibility to payment of LTC insurance benefits and/or medical claims.
- Close cooperation with an insurer (see lot 1) is necessary.

Claims administration for health insurance:

- The services shall comprise processing, verification, authorisation and payment (reimbursement of claims and direct settlement of invoices) of healthcare-related expenditures incurred by insured persons.
- The administrator shall offer disease management programmes.
- The administrator shall establish and maintain a network of preferred service providers in the Rhine-Main area and in the Greater Washington DC area.

Claims administration for LTC insurance:

- The administrator shall evaluate LTC cases, regularly review existing cases and perform follow-up actions.
- The administrator shall identify on the basis of the documents provided, if there is a dependency on long-term care and if so to which level.
- The administrator shall perform the medical underwriting of dependants at the time of the initial request for insurance cover and following any period of cessation of coverage (apart for those dependants insured under the ECB medical plan when LTC staff rules enter into force).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: 16 970 000.00 EUR

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 120

This contract is subject to renewal: yes

Description of renewals:

It is envisaged that the contract will run for 5 years, with an option for another 5 years.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

As per the tender documentation.

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

II.2.13) Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) Additional information

II.2) **Description**

II.2.1) **Title:**

Lot 3 — Employee assistance programme (EAP)

Lot No: 3

II.2.2) Additional CPV code(s)

85312300

II.2.3) Place of performance

NUTS code: 00

Main site or place of performance:

Services shall be provided mainly on the premises of the successful contractors and, where applicable, on the ECB's premises.

II.2.4) **Description of the procurement:**

The service provider shall offer a 24/7 employee assistance programme, for counselling services regarding personal and occupational emotional issues and crisis situations (altogether covering currently approx. 10 000 persons).

The services shall be delivered by experienced and professionally qualified staff and should contain the following features:

- 24/7 global toll-free worldwide hotline for all active employees including spouses/recognised partners and dependent children for counselling services (to be provided at least in English) regarding personal and occupational emotional issues and crisis situations (active employees includes members of staff, trainees, Executive Board members, ECB representatives of the Supervisory Board), and in exceptional cases other groups,
- provision of additional access points such as e-mail, online chat, etc.,
- multilingual (at least English and German) face-to-face counselling sessions within reasonable distance to the ECB's site in Frankfurt-on-Main (Germany) for emotional and psychological issues,
- work/life services including referrals to local resources to assist with legal, financial, childcare or elderly issues,
- management consultations,
- crises intervention service,
- access to website with information and practical advice for dealing with emotional and other life challenges,
- anonymous counselling (if wished) and aggregated anonymous reporting to the ECB.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: 1 000 000.00 EUR

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: no

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

As per the tender documentation.

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

II.2.13) Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) Additional information

Section III: Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

As per the tender documentation.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.5) Information about reserved contracts

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

III.2.2) Contract performance conditions:

Please note that data protection is of utmost importance for the ECB.

When providing the services, the successful tenderer(s) will have to comply with relevant privacy and EU data protection requirements which may — inter alia — imply limiting all data processing operations to the EEA only. Data protection requirements will be part of the specifications of the service and/or contractual obligations. Please be also aware that for the second stage, tenderers not meeting the requirements cannot be awarded a contract.

The detailed requirements will be provided in the second phase of the tender.

III.2.3) Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.3) Information about a framework agreement or a dynamic purchasing system

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

IV.1.6) Information about electronic auction

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

IV.2.2) Time limit for receipt of tenders or requests to participate

Date: 08/08/2016

- IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates
- IV.2.4) Languages in which tenders or requests to participate may be submitted:

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 9 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

- VI.2) Information about electronic workflows
- VI.3) Additional information:

The total value indicated in the Section V.2.6 is an indicative non-binding spending estimate at the time of contract award. The actual value of the contract may differ and will be determined by actual business needs. The documentation for this procurement can be downloaded from an Internet platform. If you are interested in participating in the procurement procedure please register via the Internet platform using the following Internet address, user name and password:

Internet address: https://www.ecb.europa.eu/secure/procurement/

User ID: 001804/H/RCO/2016

Password: 8B2EFA

After you have registered an e-mail will be sent to you with a new user name and password. The Internet address will remain the same. Please use the new user name and password to download the application documentation.

However, your mere registration and downloading the documentation does not constitute an application. You must submit your application in hard copy version to the ECB, on time, in the format requested and including the content as further instructed in the application documentation.

Should you experience any problems in accessing the Internet platform for registration and/or downloading the application/tender documentation, please do not hesitate to contact the ECB under the following e-mail address: procurement@ecb.europa.eu quoting the procurement number and problem experienced.

The ECB shall endeavour to answer all queries concerning access as quickly as possible but cannot guarantee a minimum response time. The ECB shall not be bound to reply to queries received less than 7 calendar days before the time limit for the submission of tenders.

The tender procedure shall be open on equal terms to all natural or legal persons resident or located in the European Union and to all natural and legal persons resident or located in a country which has ratified the World Trade Organisation Agreement on Government Procurement or has concluded with the European Union a bilateral agreement on procurement under the conditions laid down in the said agreements. The tender procedure is conducted in accordance with Decision (EU) 2016/245 of the European Central Bank of 9.2.2016 laying down the rules on procurement (ECB/2016/2) (as amended), available on the ECB website at http://www.ecb.europa.eu (please look for the link 'for suppliers').

During the tender procedure tenderers shall not contact any ECB staff members or organisations/persons working for the ECB with regard to this tender procedure other than the person indicated in Section I.1).

Tenderers shall also not contact potential competitors unless they intend to form a temporary grouping with them or to involve them as subcontractors. Any violation of this communication rule may lead to the exclusion of the tenderer in question.

VI.4) Procedures for review

VI.4.1) Review body

Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Sonnemannstraße 20

Frankfurt-on-Main

60314 Germany

Telephone: +49 6913440 Fax: +49 6913446886

Internet address:http://www.ecb.europa.eu

VI.4.2) Body responsible for mediation procedures

European Ombudsman

1 avenue du Président Robert Schuman

Strasbourg 67001

France

VI.4.3) Review procedure

VI.4.4) Service from which information about the review procedure may be obtained

Central Procurement Office

Sonnemannstraße 20

Frankfurt-on-Main

60314 Germany

Telephone: +49 6913440

Internet address:http://www.ecb.europa.eu

VI.5) Date of dispatch of this notice:

08/07/2016