Dear Bidders,

Please find attached the responses to queries raised by potential bidders in respect to Request for Proposal No. 2020-0021 “CTBTO's Commercial Risk Insurance Policy Coverages and Services".

Please take the response into account in the preparation and submission of your Proposal.

We look forward to receiving your proposal before the deadline of 02 July 2021, 17:00 CET.

Best regards,

Courtney Linley
Chief, Procurement Section
<table>
<thead>
<tr>
<th>Item#</th>
<th>Question</th>
<th>Answer</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Can you kindly confirm the possibility to submit a proposal for 1 singular lot, in our case Lot/Appendix 4?</td>
<td><strong>Yes, we confirm.</strong> Please also refer to the RFP Terms of Reference, which specifically state that the Commission reserves the right to award a contract for all or select insurance coverage to a single bidder or to separate bidders, whichever is considered to be in the best interest of the organization’s global activities and that of the welfare of its employees.</td>
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<td>2</td>
<td>Can you kindly advise when the inception (start) date of this policy would be (lot 4 only)?</td>
<td><strong>1 January 2022,</strong> which is also applicable for all Lots. Please see attached the updated TOR including this information in bold.</td>
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<td>3</td>
<td>Can you kindly advise when the outcome of this RFP will be communicated for Lot/Appendix 4, allowing us to understand the lead implementation time that can be assumed to roll out the plan internally?</td>
<td>Assuming that there are no specific issues requiring prolonged negotiations, we hope to communicate the outcome of this RFP by <strong>30 September 2021.</strong> The CTBTO will not be responsible for the consequences of the prolongation of the estimated timeline for the outcome of this RFP.</td>
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<td>4</td>
<td>Can you kindly confirm security evacuation is not included in the scope of Lot/Appendix 4.</td>
<td>Please see the response provided below in Q/A 5.</td>
</tr>
<tr>
<td>5</td>
<td>Can you kindly confirm Political and natural disaster evacuation is not included in the scope of Lot/Appendix 4.</td>
<td>CTBTO is seeking the services of a highly qualified and suitably experienced Contractor to bid for a commercial risk insurance policy and emergency service for a technically oriented Organization as is CTBTO (whose mandate is <strong>not</strong> military or security-related), providing coverage for all commercial risk-based international medical insurance and insurance service excluding general medical health insurance or service incurred death, injury/illness of staff or non-staff. Security, political and natural disaster evacuation should <strong>not</strong> be included except in cases where security and political-related incidents and natural disasters cause medical injury to CTBTO staff or non-staff. If this scenario entails an increase in the premium, please quote as optional.</td>
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<td>6</td>
<td>Can you kindly confirm the cover for Lot/Appendix 4 assumes evacuation and repatriation for CTBTO travellers and/or people not in their duty station at the moment of their need for emergency medical cover/evacuation/repatriation and only whilst those CTBTO travellers and/or people not in their duty station are travelling</td>
<td>We confirm that the insurance coverage being sought would apply to CTBTO staff and non-staff during the conduct of official business, while deployed outside of their duty station, and would entail return to the duty station.</td>
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<td>Clarification No.1 to RFP No.2021-0021/DABBS</td>
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<td><strong>CTBTO's Commercial Risk Insurance Policy Coverages and Services</strong></td>
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<td>on official and sanctioned CTBTO business. As such, a CTBTO employee with US nationality and Vienna as Duty station, will not be able to request repatriation to the US under this policy whilst in Vienna? This would also assume that a CTBTO employee would not be covered for instance if they were travelling for holidays from Vienna to Australia for their family holidays.</td>
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<td>7 Can you kindly provide at least three years claims history (whether insured or not) for the coverage provided by Lot/Appendix 4.</td>
<td>No claims have been made during the past three years.</td>
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<td>8 During large-scale field exercises with on-site medical support and standing arrangements, the on-site medical support would not be expected to be offered by the provider/insurer of Lot 4?</td>
<td>International Medical Insurance coverage would apply to CTBTO staff and non-staff during the conduct of their official business, which would include field exercises. Albeit infrequent, these exercises are relevant to CTBTO official business.</td>
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<td>9 Would you have any further description of the expected scope of Lot 4?</td>
<td>Not at this point. Please refer to the updated TOR and be guided accordingly.</td>
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<td>10 What services are precisely meant to be included?</td>
<td>The Contractor shall provide emergency medical services for CTBTO staff and non-staff, as well as evacuation and repatriation in case of a medical emergency.</td>
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<td>11 How many travelers and travel days do you anticipate on a yearly basis to risk category 5 countries (Afghanistan, North Korea, Haiti, Iraq and Syria)? If unknown, would you have any information on how many people and travel days CTBTO had over the last 5 years to these countries?</td>
<td>Not applicable. Due to the nature of the business conducted by CTBTO and the network of its International Monitoring Stations, travel to any of the listed countries is highly unlikely.</td>
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ANNEX B
Updated Terms of Reference
for a
Consultancy Company/Companies to bid for CTBTO’s Commercial Risk Insurance Policy
Coverages and Services

1. Background

1.1 Nature of Business

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (the Commission or CTBTO) is an international organization affiliated with the UN with its headquarters in Vienna; it is funded by member states across the world. The Commission is mandated by the UN with setting up the global verification system foreseen under the Comprehensive Nuclear-Test-Ban Treaty (CTBT), which is the international Treaty banning any nuclear weapon test explosion or any other nuclear explosions. The global verification regime includes a worldwide network of 337 stations, a communication system, an International Data Centre and On-Site Inspections to monitor global compliance. More details are available at: www.ctbto.org

1.2 Modalities of CTBTO

The Commission currently employs approximately 305 staff members as at November 2020, including fixed term and temporary staff, international consultants, experts, interns and officially sanctioned invitees. Since 1996 it is headquartered in the Vienna International Centre (VIC) in Vienna, Austria, home to several major UN organisations, where most of its staff live and work. It has a Technology Support and Training (TeST Centre (of about 2400 sqm) for storing critical equipment and materials. This facility is located about 30 kms out of Vienna in Seibersdorf, and within the premises of the government-affiliated Austrian Institute of Technology (AIT).

All staff (and non-staff including invitees to its official events) are covered by general medical health insurance and service incurred death, injury/illness, as well as an international emergency medical repatriation insurance service cover, and indirectly for travel insurance, while CTBTO’s physical assets and member states’ contributory equipment-in-kind (CiK) are protected by marine cargo, equipment and public liability insurance schemes.

This contract shall not include general medical health insurance or service incurred death, injury/illness of staff or non-staff. It will cover all other commercial risk-based insurances and insurance services.

Services shall commence 1 January 2022.
2. Objectives

The Commission is currently seeking the services of a highly-qualified and suitably experienced Contractor/s familiar with the needs of a technically oriented international organisation to bid for commercial risk insurance policies and emergency services, as specified below:

Appendix 1: Public Liability Insurance
Appendix 2: Cargo Insurance
Appendix 3: Equipment Insurance
Appendix 4: International Emergency Medical Insurance Service

The Commission reserves the right to award a contract for all or select insurance coverage to a single bidder or to separate bidders, whichever is considered to be in the best interest of the organisation’s global activities and that of the welfare of its employees.

Detailed Terms of Reference (TOR) for each segment of insurance coverage needed by the Commission is provided in the attached Annexes 1 to 5. In case of a single bidder bidding for more than one of the insurance policies, the bidder should clearly indicate the policies it is bidding for and the synergies (if any) to be delivered by such amalgamation. The Commission requests an all-risk policy consideration for each appropriate insurance policy coverage with a statement of the exclusions. All policy definitions and wording shall be relevant to the profile of a technically oriented non-profit international organisation (profile to be viewed at www.ctbto.org).

3. Scope of Bid

The Bidder or Contractor shall offer insurance coverage as per each policy segment of the TOR mentioned under Section 2 above.
4. Requirements and Resources

4.1 Requirements for the Contractor and the Contractor’s Personnel

a. The Contractor shall be a reputable company with at least fifteen years of professional international experience in the global insurance industry and provide relevant coverage to diverse entities in government, corporate sectors and INGO/multilateral bodies. In particular, the Contractor and its staff shall have a sound knowledge of, and experience in, insurance needs of international multilateral organizations on an all-risk basis.

b. The Contractor shall be of sound demonstrable financial means and capital adequacy provisions, capable of serving the insurance needs of a Vienna-based Commission with an international staff and daily global movement of staff or equipment.

c. The Contractor shall assign only experienced, senior-level staff to coordinate with the Commission for day-to-day coverage requests with excellent oral and written communication skills in the English language. All policy documentation shall be in English.

4.2 Resources Provided by the Commission

The Commission will ensure staff availability for discussing and responding to enquires by electronic mail and/or by telephone or video conference.

5. Deliverables

a. The policies should be “all-risks” based and specify clearly any exclusions to overall cover.

b. All insurance policies herewith shall be provided for an initial period of three (3) years, including two (2) optional extensions of one (1) year each to be exercised at the discretion of the Commission.

c. Claims handling: The Contractor is required to develop a standardized procedure across all lines of insurance for handling all claims to each provider; this will be agreed between each insurance provider and the Commission after award.

d. Premium payment: Where possible the Contractor shall strive for as much standardisation of premium terms as possible, and endeavour to obtain from insurers premium terms which require payment no less than 30 days after inception of each insurance policy period.

e. Each and every policy shall include a Privileges and Immunities Clause stating that, “Nothing contained in, or relating to this insurance policy shall be deemed a waiver expressed or implied of any of the privileges and immunities of the United Nations and its subsidiary organs including but not limited to all participating Agencies”.

6. Confidentiality

The Contractor shall treat all information and documentation provided to it under this Contract with the utmost confidentiality in accordance with Clause 12 of the General Conditions of Contract (Annex A).

7. Intellectual Property

The Commission shall retain all intellectual property rights in the documentation provided to the Contractor under this Contract. The Commission shall be entitled to all intellectual property in the documents and other materials that bear a direct relation to or are produced or collected under this Contract in accordance with Clause 16 of the General Conditions of Contract (Annex A).

All electronic and hard copy files that relate to or are produced under this Contract shall be made available to authorized Commission staff for the duration of the Contract and shall be transferred to the Commission at the conclusion of the Contract.

List of Appendices:

Appendix 1: Public Liability Insurance

Appendix 2: Cargo Insurance

Appendix 3: Equipment Insurance

Appendix 4: International Emergency Medical Insurance Service