



United Nations Office at Nairobi

REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed by UNON. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Office at Nairobi. You are therefore requested to direct all queries regarding this EOI to United Nations Office at Nairobi using the fax number or e-mail address provided below.

Title of the EOI:

PROVISION OF LEVEL 3 HOSPITAL SERVICES FOR UN ENTITIES IN AFRICA

Date of this EOI: 26 November 2021**Closing Date for Receipt of EOI:** 13 December 2021**EOI Number:** EOIUNON19169**Beneficiary Country/Territory:** Kenya**Commodity/Service category:** Health Services**Address EOI response by fax or e-mail to the Attention of:** Md Zahedul Islam**Fax Number:****E-mail Address:** unon-procurement-rfx@un.org; islam35@un.org**UNSPSC Code:** 85100000,85000000**DESCRIPTION OF REQUIREMENTS**

The United Nations Office at Nairobi (UNON) has a requirement for the provision of Level III health services for personnel of the UN entities operating in the African region. The participating entities shall include UN Missions, Offices, Agencies, Funds and Programs; and related Organizations Respective UN entities accessing services following medical evacuation into Kenya from countries within and outside the region are expected to piggyback on this contract.

Eligible beneficiaries of the hospital service will include civilian personnel of the UN entities and their eligible dependents covered by their various medical insurance providers; personnel from troop and police-contributing countries serving in the UN and participating agencies in Africa, covered by their respective referring organizations/UN entities. It is envisaged that over 60,000 personnel from the UN entities and their dependents, will be covered by this contract.

The service requirement will cover following:

1. Emergency Care Services. Further details is provided under 'Specific Requirements/Information' section of this document.



2. Intensive Care Unit. Further details is provided under 'Specific Requirements/Information' section of this document.
3. Surgical Treatment and Post-operative Care. Further details is provided under 'Specific Requirements/Information' section of this document.
4. Non-surgical Specialist Services. Further details is provided under 'Specific Requirements/Information' section of this document.
5. Dental Services. Further details is provided under 'Specific Requirements/Information' section of this document.
6. Out-patient Services. Further details is provided under 'Specific Requirements/Information' section of this document.
7. In-patient Ward Services, Further details is provided under 'Specific Requirements/Information' section of this document.
8. Personal Hygiene Items: For body cleanliness and oral hygiene, the hospital shall provide at a minimum and replenish as required, Bathing Soap/shampoo, Toothbrush, Toothpaste, One pair of bathroom sandals (slippers), Vaseline Petroleum Jelly, One afro or fine-tooth comb as preferred by the patient, Barber Services every 10 days, Sanitary towels (ladies only upon request or as needed), and Provide one tracksuit if required by a patient for use on discharge. These shall be charged to the patient's account with supporting documentation.
9. Housekeeping: The Hospital shall provide housekeeping services to maintain a clean, sanitary and healthy environment following the infection control rules and regulations and hospital policy.
10. Laboratory Services. Further details is provided under 'Specific Requirements/Information' section of this document.
11. Radiology Services. Further details is provided under 'Specific Requirements/Information' section of this document.
12. Blood Transfusion. The Hospital shall provide Blood transfusion services for patients of the UN/participating Agencies whenever needed, including blood screening tests and related services as necessary.
13. Pharmacy Services. Further details is provided under 'Specific Requirements/Information' section of this document.
14. Storage Services. The hospital shall provide storage services for the safekeeping of important documents such as passports, other IDs, and cash as deemed necessary by the patient. The hospital shall also provide storage for the patient's baggage at no extra cost. These shall be returned to the patient on discharge; or in case of death, given to the representative who shall sign the receipt form.
15. Boarding and Lodging: This shall include at a minimum Full board (three meals a day)
 - A 4x6-foot bed with provision for privacy (options for a single room and shared room available), an orthopedic mattress, and beddings to suit the weather, sheets, and pillowcases to be changed daily.
 - A functional toilet and shower with running hot water 24 hours; bath towels to be changed once a



day.

- Daily change of provided hospital gown/shirt/ trouser.
- Lodging will not include additional items for personal comfort such as newspapers or TV subscriptions. If requested these should be settled by the patient and not included in the final bill.

16. Meals: The hospital shall provide satisfying/adequate preferably buffet meals to include at a minimum

- Full breakfast, lunch, and dinner; snack at around 10.00 am and 4 pm. Breakfast with a minimum of bread and butter/marmalade, fruit juice, eggs and sausage, cereals, tea/coffee/ considering health needs and religious beliefs or patients. Lunch to have at a minimum protein (e.g. meat, beans), vegetables, carbohydrates (e.g. matoke, rice, ugali, chapatti), fruit, dessert; dinner of similar quality to lunch.
- One liter of portable mineral water (bottled water) per day; extra water requirements to be availed as necessary.
- Fruit juices (fresh or packed) at least one glass with each meal

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

The purpose of this REOI is to pre-qualify potential hospitals who may be contacted later for further detail technical assessment. Pre-qualification will be done based on the following criteria, information/documentary evidence required are mentioned for each criterion separately.

1. Valid official License/registration from the Kenya Medical Practitioners and Dentists Council (KMPDC). A legally registered medical services provider.

Information/Documentary Evidence Required: Copy of valid license and registration

2. ISO 9001:2015 certified or JCI accreditation or equivalent. The Hospital must ensure relevant standardization in the quality of medical service provision.

Information/Documentary Evidence Required: Copy of certificate or accreditation

3. Valid Medical Professional Liability insurance. The Hospital is required to have medical professional liability insurance for the full duration of the Contract.

Information/Documentary Evidence Required: i) Copy of current insurance certificate clearing showing the expiry date ii) A written statement expressing firm commitment to extend beyond current expiry

4. Emergency Services. The Hospital shall provide emergency medical care on a 24/7 basis by a multidisciplinary team of highly skilled and qualified consultants and specialists applying up-to-date medical technology. The Emergency Services Department shall have the proper equipment, medical supplies, and drugs for treatment and life-support of critically ill or injured patients. The emergency care services shall provide support services including Clinical Laboratory and Radiology Services immediately available to the critical care unit on a 24-hour basis. The Hospital shall have a mass casualty contingency plan, to manage a surge in patient workload resulting from a mass casualty incident.

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

5. Intensive Care Unit Services. The Hospital shall have available beds for UN/participating Agency patients in the intensive care unit on 24 – hour basis at any given time of the year, for use in case critical surgical and



medical care are required. In situations where beds are unavailable, the UN Authorized Officer shall be informed by phone call or by email before a patient's evacuation. The intensive care unit shall be operated by a multidisciplinary team of certified consultants and specialists. The intensive care unit shall be fully equipped with medical equipment in good working condition, medical supplies, and drugs. The Hospital shall ensure Clinical Laboratory, Radiology among other additional and essential support services are immediately available to the intensive care and critical care unit on a 24- hour basis.

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

6. Surgical capability. The Hospital shall provide surgical treatment services following internationally accepted practice guidelines, including but not limited to Surgical Operations (Ear, Nose & Throat, General Surgery, Cardio-Vascular Surgery, Neurosurgery, Urology, Ophthalmology, and Orthopedic Surgery), Burns treatment, Plastic Surgery, Obstetrics and Gynecology and Removal of surgical specimens. All surgical procedures provided shall be documented in the patient's medical records and included in the daily clinical updates to the UN Authorised Officer, and into the discharge comprehensive medical report.

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

7. Non-surgical Specialist Services. The Hospital shall provide non-surgical services following internationally accepted standards, but not limited to Internal Medicine (Pulmonology, Gastroenterology & Hepatology, Haematology, Interventional Cardiology, Nephrology and Dialysis, Endocrinology, Neurology, Dermatology), Psychiatry, Paediatrics, Infectious Diseases and Tropical Medicine, Rheumatology, Physiotherapy & Rehabilitation, General Oncology, Immunology and Allergy Medicine.

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

8. Dental services. Dental services, including Dental surgery, Orthopantomogram (OPG), and X-ray

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

9. Out-patient Services. The hospital shall provide outpatient services following internationally accepted standards. Qualified medical and non-medical personnel shall be available on service hours agreed by both Hospital and UN/participating Agencies to provide the appropriate level of care for outpatient services. All treatment provided, including medications, shall be documented in the patient's medical records and provided in the discharge comprehensive medical report.

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

10. In-patient Ward services: Patients shall be admitted in ward beds unless otherwise approved by the UN Authorised Officer. The hospital shall provide an organized nursing service supervised by qualified medical personnel following internationally accepted standards on a 24-hour basis. The patients shall be examined at least once per day by a doctor and observed by nursing staff as their medical condition requires. All monitoring records, clinical notes, investigation results, treatment, and medicine provided shall be fully documented in the patient's medical records and form part of the comprehensive medical report on discharge.



Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

11. Laboratory Services: The Hospital shall provide routine laboratory services that comply with internationally accepted standards. Laboratory facilities shall be made available on a 24-hour basis throughout the year. The Hospital shall be able to provide the following services, but not limited to Biochemistry, Haematology, Blood grouping and cross-match, Blood gas analysis, Routine urine tests, Microbiology, including cultures and microscopy, Malaria screening, Pregnancy testing, HIV testing, and COVID testing.

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

12. Radiology Services: The Hospital shall provide radiology services following internationally accepted standards to include but not limited to modern imaging technologies (Diagnostic Radiology, Interventional Radiology, Nuclear Medicine, CT, VCT, MRI, MRA, Mammograph, PET scan, and Ultrasound services). Radiographs and other test results shall be performed and reported by qualified staff.

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

13. Pharmacy Services: The Hospital Pharmacy shall provide medicines to admitted patients on a 24-hour basis. Medications issued to patients shall be adequately labeled, reflecting the name of the patient, name of the medication, date of issue, date of expiry, and dosage. UN/participating Agency may request the hospital to provide a sufficient quantity of medication related to a patient's treatment, prescribed by the treating physician for a certain period of time as deemed necessary. The medication shall be available upon discharge of a patient.

Information/Documentary Evidence Required: A written statement confirming hospital's ability to provide the service

IMPORTANT NOTE: HOSPITAL SERVICE CAPABILITY FORM

In addition, hospitals need to fill in and submit attached "[Hospital Service Capability Form](#)" which the pre-qualification assessment Committee will use to substantiate respective hospital's capability in providing the services.

IMPORTANT INSTRUCTION ON EOI SUBMISSION:

1. UNON reserves the right to change or cancel the requirement of this REOI at any time during the EOI and/or solicitation process. Thus, submitting a reply to this REOI does not automatically guarantee your company will be considered further. Only the hospitals which in UN's sole discretion are deemed eligible and qualified upon completion of an objective evaluation of their EOI submissions may be taken into further consideration.

2. Interested hospitals have to express interest by submitting an Expression of Interest (EOI) using the link provided in the 'vendor response' page. The link does not allow submission of any documents. Thus all supporting documents along with the '[Hospital Service Capability Form](#)' should be submitted separately to: unon-procurement-rfx@un.org with a copy to islam35@un.org. Please mention REOI reference number and title in the email subject line.



NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

Vendors interested in participating in the planned solicitation process should submit the Vendor Response Form of this EOI electronically (through the link available on the next page) before the closing date set forth above.



VENDOR RESPONSE

NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its **full legal** name on the United Nations Global Marketplace (www.ungm.org) and that your application has been submitted to the **UN Secretariat**.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.

PLEASE NOTE: You should express your interest to this EOI electronically at:
<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=EOIUNON19169>

In case you have difficulties submitting your interest electronically, please contact unon-procurement-rfx@un.org; islam35@un.org directly for instructions.



EOI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to United Nations Office at Nairobi (UNON) by the closing date set forth in this EOI. *Due to the high volume of communications UNON is not in a position to issue confirmation of receipt of EOIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This EOI is issued subject to the conditions contained in the EOI introductory page available at <https://www.un.org/Depts/ptd/eoi>.

