

### Questions & Answers 1– RFP Provision of Insurance Services HR/20/INS/AA/21

Question n°1	Could you disclose the number and qualification of claims for long term care, travel insurance, life insurance, incapacity and disability insurance? It is ESM own interest to disclose these data to ensure to benefit from the best financial offers, even if there are very few claims since 2013.
Answer n°1	We will consider providing this information to the candidates that are successful at this first stage of the procurement procedure and are therefore invited to participate in the subsequent Request for Proposal (RFP) stage. However, at this stage of the procedure, we will not provide such information yet, given that no financial offers are expected yet, and given it is not relevant for selecting candidates for the subsequent RFP stage (see also selection criteria of this first stage on pages 27 and following of the Pre-Qualification Document).
Question n°2	Could you precise whether potential current long-term care and incapacity/disability cases must be assumed by the new insurer as of 01/01/23? Will future cases as of 31/12/26 be transferred to the next insurer?
Answer n°2	If there are active cases of long-term care and incapacity/disability annuities as of 1 January 2023, they would expected to be covered by the new insurer under the terms and conditions of the contract(s) effective January 2023 to December 2026. Likewise, if there are active cases of long-term care and incapacity/disability annuities as of 1 January 2027, they would expected to be transferred to the next insurer that is appointed for the contract period as from January 2027.
Question n°3	In the technical and professional ability, under item number 2, can you please detail the evidence that is required?
Answer n°3	We do not require a particular form of evidence for the list of contracts (including a short description of the service, start and end date of the contract) required under item number 2. Similarly, as for the other items, we would accept a signed self-attestation confirming that the Candidate has indeed been engaged for the contracts as per their list.
Question n°4	In the technical and professional ability, under item number 4, can you please elaborate on the evidence that is required, essentially with regards to the “indication of the organization for which the services are rendered”? As we can not disclose names due to the insurance secrecy, is a brief description of our clients target sufficient?
Answer n°4	Indeed, as suggested, please feel free to anonymise your clients’ names and provide a short description of your clients’ characteristics instead (industry, size and whether their operations are on a global/regional/local level).
Question n°5	You mentioned precisely the requirements for the Life Insurance, Work Incapacity and Disability Insurance. If there are some deviations in our offering, how do we have to describe them? Will we make it during the second phase (tender process)? Thanks for your confirmation.
Answer n°5	At this first stage of the procurement process (PQD), we do not require from Candidates a technical (or financial) proposal vis-à-vis the requirements described in the Terms of

	<p>Reference yet. The only criteria of selecting pre-qualified Candidates at PQD stage are the ones described on pages 27 and following of the Pre-Qualification Document. Hence, at PQD stage, there is no need for Candidates yet either to disclose and explain any deviations from the technical requirements of the Terms of Reference yet. Pre-qualified Candidates will be requested to describe the details of their technical proposals, including any deviations vis-à-vis our requirements, as applicable, in the subsequent Request for Premium (RFP) stage of the process.</p>
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