

MINUTES OF BID CONFERENCE

RFPS-NYH-2021-503306

Long Term Arrangement for the Provision of Medical Evacuation and Repatriation Services for UNICEF Personnel Worldwide

Date/Time: 9th April 2021 @10:30 AM (New York Time)

Method: Microsoft Teams

The bidder's conference began by explaining the background of the required services including the purpose of the assignment and scope of work of the requirement. The following administrative parts of the RFP were briefly explained.

- Document that are part of the RFP and what each document is
- Evaluation process and criteria
- How to submit bid
- Deadline of the submission
- Q&A after the Bidder Conference

Question and answer session were held with the following summary:

S/N	Questions from Bidders	Answers from UNICEF
1.	On the pre-approved pool of ambulance providers mentioned under Annex B, TOR under article C. EXPECTED RESULTS/REQUIREMENTS, No. (1).(iii), could you please provide more information on how these providers need to be pre-approved; which criteria will be used to pre-approve the providers?	Pre-approving these ambulance providers is a necessary part of ensuring the medical evacuation takes place efficiently and without delay in finding a provider for a life-threatening illness. Essentially, the criteria include those mentioned in Annex B. C (1.) (iii): the ambulance provider should be properly credentialled in their country, the service provider should be able to do a fast, competitive selection within 4 hours to provide the ambulance and give UN medical services a reliable/implementable evacuation solution within 4 hours. In vetting the ambulances, the service provider should have ready access to a pool which respects these requirements as well as standards of medical care which would be outlined in the process of credentialing in the relevant country and having regard to cost efficiency.
2.	Regarding the utilization of the program in the past, do you have the number of engagements from last year and for the past 3 years?	Generally, over the period of 5 years before COVID-19, roughly on average basis we used to have 3 - 4 air ambulance medivac ambulance per year. There could be more happening in some of the country offices which we are not aware of it as they have the delegated authority to approve them within the country offices, so in total 6-8 on average every year, while during COVID-19 peak time (April and May 2020) we already had the same amount of air ambulances for the year in just two months. Since then, the UN have put together a Covid-19 medevac mechanism and because of this, the needs for ad hoc air ambulance service have diminished and we are back to regular process between 5 - 8 on average per year.
3.	Are you only looking for air ambulance transport or are you also looking for commercial or ground transport?	It includes the ground transport as well as indicated in the TOR. Basically, we need the whole transportation and the coordination service to ensure that the medevac takes places and it's an end-to-end transport which would also sometimes require medical escorts.

4.	Who is the current incumbent? In addition, from the TOR, it's clear that you are looking for a service provider to help you in providing medevac support and that UNICEF will not necessarily provide support to the service provider in delivering the medevac service. But in some parts of the world, this is a tricky, e.g. in North Korea. If an evacuation is supposed to happen, then any provider would need the UN agency to be part of that. In such cases what can the service provider expect from UNICEF in terms of UNICEF's involvement to work in partnership with the service provider to enable the medical evacuation?	<p>Information regarding the current incumbent is not a relevant information for bidders to know in preparing their proposals submission for this RFPS. Bidders are requested to refer to the Terms of Reference provided to understand what is required from the service provider in terms of providing medevac service.</p> <p>Regarding working together with the service provider, we generally work together with the service provider and we expect the service provider to be able to provide us the full medevac service. But we also understand that there can be difficulties in some countries, so in situations like North Korea, we will step in to help and we have done the same in the past during the COVID-19 time as at that time the service provider was not able to obtain some of the permissions due to the extraordinary situations that we were facing. In short, we have partnered whenever it was needed depending on the circumstances, but in general, we do expect the service provider for a more regular situation to be able to already have the framework, contacts etc. in place.</p>
5.	Could you provide us a clear list of UNICEF offices worldwide? The link provided in the TOR does not provide an immediate overview of the countries UNICEF work and please provide the estimated number of people eligible for medical evacuation in each country office to see where statistically the biggest chance a medical evacuation will be needed.	Please see the link to UNICEF's website: www.unicef.org with hyper link: Where we work UNICEF - UNICEF operates in 190 countries. We do not have an estimate of staff eligible for medevacs each year, however, we have a staff of over 16,000 and those serving in non-HQs duty stations with lack of adequate medical facilities are most likely to need medevacs. As explained, most medevacs take place by commercial airline, the air ambulance is required for a limited number of life-threatening situations (see Q2 above). The biggest need is remote areas in parts of Africa as well as Asia Pacific.
6.	Questions and clarifications are due on 14 th April 2021 and solicitation closing date is 21 st April 2021, when does UNICEF anticipate releasing the Q&A that's due on 14 th April 2021?	<p>Although there's a deadline of 14th April 2021 to submit your questions regarding this RFPS, we encourage you to submit your question early on before the deadline. We will try to respond each question as it receives as soon as possible but any delay in UNICEF's response shall be not used as a reason for extending the deadline for submission, unless UNICEF determines that such an extension is necessary and communicates a new deadline to the bidders. Bidders are requested to regularly monitor the UNGM website at https://www.ungm.org/Public/Notice/125106 for any update regarding the RFPS, including any Questions and Answers information receive from other bidders.</p> <p>We do not expect to extend the RFP closing date at this time as we need to conclude this RFPS process before the current agreement expires.</p>
7.	Is UNICEF seeking Emergency Response only? Are you seeking partnership in pre-trip intelligence, Traveler Tracking, Project Planning, etc.?	As far as they are part of the TOR, all these aspects are essential part of the services to ensure the medevac is a success, then these are required. You may also refer to the technical evaluation table where it addresses all the criteria that we are looking for such as resources, communication system, the access to the air ambulance, support staff etc.
8.	Understanding that the RFP closing date is 21 st April 2021, when do you anticipate the timeline for the stimulation exercise?	We estimate around 3 weeks from the RFP closing date, we would be able to organize the stimulation exercise.

Please note the following administrative information:

As stated on page 1 of the RFPS document, proposals submission should be sent to the email address: nysdbidding@unicef.org (copying the message to other UNICEF staff email address is prohibited). Proposer may send as many emails as needed. However, the size of each email should not exceed 10 MB. Email links are not acceptable. Bids submitted as a link or through a link will be invalidated.

Technical proposal is to be send separately from the financial proposal (and no financial information should be captured in the technical proposal). The subject line of the Email(s) should state:

- “Technical Proposal RFPS-NYH-2021-503306 -Long Term Arrangement for Provision of Medical Evacuation”.
- “Price Proposal RFPS-NYH-2021-503306 - Long Term Arrangement Provision of Medical Evacuation”.
- For questions regarding the RFPS and its requirement, an email can be send to lshirzad@unicef.org and cc-ed to kdalimunthe@unicef.org (as per page 6 of the RFPS document).
- **Proposals must be received by latest 23:59 hours (New York time) on 21st April 2021.**