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Foreign Affairs, Trade and Development  
Canada  
Mail Distribution Services Unit (AAGM)  
125 Sussex Drive, Ottawa, Ontario  
K1A 0G2

Destination: SPP c/o Nathaniel Lyon

**SOLICITATION AMENDMENT**

The referenced document is hereby revised;  
unless otherwise indicated, all other terms and  
conditions of the Solicitation remain the same.

**MODIFICATION DE L'INVITATION**

Ce document est par la présente révisé; sauf  
indication contraire, les modalités de l'invitation  
demeurent les mêmes

<b>TITLE - SUJET</b> Emergency Medical Evacuation Services	
<b>SOLICITATION NO. – NO. DE L'INVITATION</b> # 13 - 69938	
<b>AMENDMENT NO.–NO DE MODIF.</b> 002	<b>DATE</b> November 3, 2013
<b>SOLICITATION CLOSES / L'INVITATION PREND FIN</b>  On November 13, 2013 at 14:00 hours Eastern Standard Time (EST)  Le 13 novembre 2013 à 14:00h heure normale de l'est (HNE).	
<b>ADDRESS ENQUIRIES TO – ADRESSER TOUTES QUESTIONS À:</b> NATHANIEL LYON	
<b>TELEPHONE:</b>	<b>EMAIL - COURRIEL:</b> <a href="mailto:NATHANIEL.LYON@INTERNATIONAL.GC.CA">NATHANIEL.LYON@INTERNATIONAL.GC.CA</a>
<b>DESTINATION OF GOODS/SERVICES-DESTINATION DES BIENS/SERVICES</b>  See Herein	
<b>VENDOR/FIRM NAME AND ADDRESS – RAISON SOCIALE ET ADRESSE DU FOURNISSEUR/DE L'ENTREPRENEUR</b>    Telephone No. - No de telephone.: Facsimile No. – No de telecopieur:	
<b>NAME AND TITLE OF PERSON AUTHORIZED TO SIGN ON BEHALF OF THE VENDOR/FIRM NOM ET TITRE DE LA PERSONNE AUTORISÉE À SIGNER AU NOM DU FOURNISSEUR/DE L'ENTREPRENEUR</b>    _____ <b>Signature</b>	<b>Corporate Seal</b>    _____ <b>Date</b>

**Request for Proposal (RFP)**  
**Foreign Affairs, Trade and Development Canada**

**SOLICITATION AMENDMENT # 002**

This solicitation amendment # 002 is raised to:

1. Provide answers to bidders' questions in relation to the RFP as detailed in Section 1 below.
2. Amend the Request for Proposal as detailed in Section 2 below.

**Section 1**

Q1. Under MT4.1, the EMS database you are requesting is proprietary information. Would it be possible for us to give examples of our network in each of the regions listed in MT3, or else provide them for a sample of 10 countries which you can select?

A1. The criteria for MT4.1 has been modified (as per Section 2) to ensure proprietary information does not need to be provided in the bid. It is not mandatory to identify by name, specific EMS providers or individuals (such as medical personnel).

Q2. In Part 4, Section 3.3: Can you estimate the volume (absolute number per annum of cases or what percentage of total cases) of the previously managed volume, that this manually processed material would represent?

A2. The volume of material is not available. To clarify, protected material that the Contractor (or its subcontractors) may come into contact with such as an individual's personal information (e.g. name, age, date of birth, medical details, etc.) may not be processed or stored electronically by the Contractor or its subcontractors in accordance with the security requirements of the contract.

The Department will delay the award of the contract by up to two months in order to allow the successful bidder to comply with the necessary security requirements.

Q3. In Section 16.2 Aviation Liability Insurance: We do not own the aircraft that we utilize in the service delivery that we manage. Are we required to obtain Aviation liability insurance coverage in addition to that of our suppliers?

A3. Not in this circumstance. However, the Contractor is required to ensure that subcontractors performing any portion of the Work comply with the terms and conditions of the contract including security and insurance requirements.

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**Section 2**

2.1 At Appendix C, Section 1.0 Mandatory Technical Criteria:

DELETE section MT4.1 in its entirety.  
REPLACE BY:

**MT4.1 Emergency Medical Evacuations**

The Bidder must have the capacity and the ability to conduct emergency medical evacuations in each of the Areas of Coverage detailed in Annex 1 of the Statement of Work.

To demonstrate, the Bidder must provide the following:

- (a) a description of their Emergency Medical Service (EMS) providers including:
  - i. Location of the EMS provider (City and Country).
  - ii. Area of Coverage (country or countries that are covered by the EMS provider)
  - iii. Standard of care provided by medical first responders including licensing to local or western medical standards.
  - iv. Provision of air and ground transportation including medical equipment and supplies.
- (b) The Bidder must provide a statement to certify that a formal legal relationship exists with their EMS providers.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.