

**INVITATION TO QUALIFY/  
INVITATION À SE QUALIFIER**

**RETURN RESPONSES TO /  
RETOURNER LES RÉPONSES À:**

[Jean-michel.laroche@forces.gc.ca](mailto:Jean-michel.laroche@forces.gc.ca)

**ITQ Closes /  
L'invitation prend fin:**

At / à : 14:00 Eastern Standard Time (EST) /  
14:00 heure normal de l'est (HNE)

On / le : 22 February 2023 / 22 février 2023

<b>Title – Titre:</b> Medical Evacuation Services / Services d'évacuation sanitaire	
<b>Solicitation No. – N° de l'invitation</b> W2022-A025P/A	<b>Date of Solicitation / Date de l'invitation:</b> 13 January 2023 / 13 janvier 2023
<b>Address Inquiries to : - Adresser toutes questions à:</b> <a href="mailto:Jean-michel.laroche@forces.gc.ca">Jean-michel.laroche@forces.gc.ca</a> Attn : Jean-Michel Laroche	<b>Telephone No. / No de téléphone:</b> 613-294-5508
<b>Destination – of Goods, Services, and Construction: Destination – des biens, services et construction :</b>  See herein / Voir ci-inclus	

<b>Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print) - Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

---

## TABLE OF CONTENTS

<b>PART 1 - GENERAL INFORMATION</b> .....	4
1.1 Phases of the Solicitation .....	4
1.2 Phase 1 – ITQ.....	4
1.3 Medical Evacuation Services Overview .....	4
1.4 Scope .....	4
1.5 Trade Agreements.....	4
1.6 Debriefings .....	5
<b>PART 2 - RESPONDENT INSTRUCTIONS</b> .....	6
2.1 Standard Instructions and Conditions.....	6
2.2 Rights of Canada.....	7
2.3 Procurement Approach.....	7
2.4 Contracting Authority.....	7
2.5 Communications .....	8
2.6 Costs Incurred by the Respondents .....	8
2.7 Respondent’s Responsibilities.....	8
2.8 Response Submission and Closing Date and Time .....	8
<b>PART 3 - RESPONSE PREPARATION INSTRUCTIONS</b> .....	10
3.1 Content of Response .....	10
3.1.2 Certificate of Compliance.....	10
3.1.2.1 Official Language Response .....	10
<b>PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION</b> .....	11
4.1 Evaluation Approach .....	11
4.2 Canada’s Evaluation Team .....	11
4.3 Clarification of Responses .....	11
4.4 Basis of Selection.....	11
<b>PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION</b> .....	12
5.1 Certifications .....	12
5.2 Contact Information.....	12
<b>PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS</b> .....	13
6.1 Security Requirements .....	13

ANNEX A - ITQ TECHNICAL MANDATORY REQUIREMENTS .....14  
ANNEX B - CERTIFICATE OF COMPLIANCE .....16  
ANNEX C - STATEMENT OF WORK .....17

---

## PART 1 - GENERAL INFORMATION

### 1.1 Phases of the Solicitation

The solicitation for Medical Evacuation Services will take place in three phases:

- Phase 1 – Invitation to Qualify (ITQ): Qualification of the “Qualified Suppliers”;
- Phase 2 – Engagement: Engagement with the Qualified Suppliers (including Requests for Information, submission of draft solicitation documents for comments, etc.);
- Phase 3 – Request for Proposal (RFP): Competitive procurement process between the Qualified Suppliers.

### 1.2 Phase 1 – ITQ

#### 1.2.1 Purpose

The purpose of Phase 1 – ITQ is to qualify the Suppliers that will be invited to participate in Phase 2 – Engagement and Phase 3 – RFP of the Medical Evacuation Services solicitation. The expression “Qualified Supplier” identifies those suppliers that have demonstrated, through a formal evaluation conducted during Phase 1 – ITQ, their ability to deliver global Medical Evacuation Services. This evaluation will include:

- Annex A - ITQ Technical Mandatory Requirements; and
- Administrative Requirements (identified in this document and listed at Annex B - Certificate of Compliance);

No contract will be awarded at the end of Phase 1 – ITQ.

Canada reserves the right to modify, change, or terminate, at its sole discretion, any or all of the Phases of the solicitation for the Medical Evacuation Services.

#### 1.2.2 Requirements

There are no rated requirements nor is any price data required under this ITQ. Where an Administrative Requirement is provided within the main body of this ITQ document, the designation “**Administrative Requirement**” has been inserted following the requirement. The Technical Mandatory Requirements are detailed in Annex A - ITQ Technical Mandatory Requirements.

### 1.3 Medical Evacuation Services Overview

In the course of conducting operations globally, members of the Department of National Defence (DND) and Canadian Armed Forces (CAF) may, due to illness or injury, need to be transported to a medical facility where they can receive appropriate medical care. The DND/CAF will provide initial treatment in the field and transfer patients to a local airport or medical facility. Contracted support is needed on an as and when required basis to move the patient from that local airport or medical facility to a medical facility that can provide the requisite level of medical care.

### 1.4 Scope

The Contractor must provide Medical Evacuation Services for military personnel, DND employees, dependents of military personnel, and dependents of DND employees across the globe and on a 24/7 basis. The anticipated services to be required are further detailed in Annex C.

### 1.5 Trade Agreements

This procurement is not subject to any of the International Trade Agreements, including World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade

Agreement (CCoIFTA), the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-Honduras Free Trade Agreement (CHFTA), the Canada-Korea Free Trade Agreement (CKFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), and the Canada-Ukraine Free Trade Agreement.

The Canadian Free Trade Agreement (CFTA) is applicable.

### **1.6 Debriefings**

The Contracting Authority will notify unsuccessful Suppliers after the ITQ phase and provide a debriefing upon request. The unsuccessful Suppliers should make the request to the Contracting Authority within 15 working days from receipt of the results of the ITQ process. Debriefing may be in writing, by telephone or videoconference. The Contracting Authority is to determine which method will be the most effective.

---

## PART 2 - RESPONDENT INSTRUCTIONS

### 2.1 Standard Instructions and Conditions

The 2003 (2022-03-29) Standard Instructions – Goods or Services – Competitive Requirements, (as amended by this Section 2.1) are incorporated by reference into and form part of the ITQ as though they were expressly set out here in full. If there is a conflict between the provisions of the 2003 Standard Instructions and this document, this document prevails. The 2003 Standard Instructions can be found at: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/26>

- a) The "Invitation to Qualify" is a solicitation of interest, not a request for bids or tenders. There is no bid validity period, since an Invitation to Qualify invites Respondents simply to qualify. Canada will assume that all Respondents wish to qualify unless they withdraw in writing.
- b) Section 01 (2016-04-04) Integrity provisions – bid in the 2003 Standard Instructions is deleted.
- c) Section 04 (2007-11-30) Definition of Bidder in the 2003 Standard Instructions is deleted.
- d) Terminology for Invitation to Qualify:
  - i) the word “bidder(s)” in the 2003 Standard Instructions is replaced with the word “Respondent(s)”;
  - ii) the word “bid(s)” in the 2003 Standard Instructions is replaced with the word “response(s)”;
  - iii) the phrase “solicitation closing” in the 2003 Standard Instructions is replaced with the phrase “ITQ closing”; and
  - iv) the phrase “bid solicitation” in the 2003 Standard Instructions is replaced with the phrase “Invitation to Qualify”.
- e) Section 05 (2018-05-22), Submission of bids, Subsection 2.d, is deleted and replaced with the following: It is the Respondent’s responsibilities to:

Send its response only to the Department of National Defence organization receiving the bids as specified on page 1 of this ITQ;
- f) Section 06 (2022-03-29) Late Bids, is deleted in its entirety.
- g) Section 07 (2022-03-29) , Delayed Bids, is deleted and replaced with the following:

It is the Respondent’s responsibility to ensure that the Department of National Defence has received the entire submission. Misrouting or other electronic delivery issues resulting in late submission of responses will not be accepted.
- h) Section 08 (2022-03-29), Transmission by facsimile or by epost Connect, is deleted in its entirety.
- i) Subsection 2 of Section 20 (2017-04-27), Further Information, is deleted.

## **2.2 Rights of Canada**

As provided pursuant to the Standard Instructions 2003 (see paragraph 2.1 above) and specifically stated here for greater certainty, Canada reserves the right to:

- (a) Reject any or all responses received in response to the ITQ;
- (b) Cancel the ITQ at any time;
- (c) Reissue the ITQ; and,
- (d) Negotiate with the sole responsive Respondent to ensure best value to Canada.

This ITQ is the selection phase to qualify the “Qualified Suppliers” for Phase 2 – Engagement and Phase 3 – RFP of the Medical Evacuation Services solicitation. No contract will result from this ITQ phase. The issuance of this ITQ does not create an obligation for Canada to proceed to Phase 2 – Engagement and/or Phase 3 – RFP, and does not bind Canada, legally or otherwise, to enter into any agreement or to accept any suggestions from any Respondent.

## **2.3 Procurement Approach**

The procurement approach of the Medical Evacuation Services will be conducted in the following manner:

### **2.3.1 Phases**

#### **2.3.1.1 Phase 1 – ITQ**

The first phase of the solicitation process will be the ITQ phase. It will include the evaluation of ITQ responses submitted by Respondents against all ITQ Technical Mandatory Requirements detailed in Annex A - ITQ Technical Mandatory Requirements, as well as all Administrative Requirements.

#### **2.3.1.2 Phase 2 – Engagement**

The second phase of the procurement process will be the engagement phase with all Respondents that will have qualified under Phase 1 – ITQ. Canada may decide, at its sole discretion, to release the draft procurement documents of the Phase 3 – RFP to the Qualified Suppliers during Phase 2 for their information and comments.

#### **2.3.1.3 Phase 3 – RFP**

The third phase of the solicitation process is the release of the procurement documents for the RFP. The RFP documents will only be provided to the Qualified Suppliers.

Canada will release the RFP documents to these Qualified Suppliers and conduct a competitive solicitation for the Medical Evacuation Services that will incorporate a selection methodology that represents the best value for Canada.

The Medical Evacuation Services RFP will direct all Qualified Suppliers to submit priced proposals covering services detailed in the Statement of Work of the RFP.

In the event that only one Supplier is qualified during Phase 1 – ITQ, Canada may negotiate with the sole Qualified Supplier to procure medical evacuation services while ensuring best value to Canada.

## **2.4 Contracting Authority**

The Contracting Authority for the ITQ is:

Department of National Defence

Director Strategic Procurement Coordination and Operation Support (DSPCOS), DG Proc Svcs

DSPCOS

E-mail address: [Jean-michel.laroche@forces.gc.ca](mailto:Jean-michel.laroche@forces.gc.ca)

## 2.5 Communications

All enquiries must be submitted to [Jean-michel.laroche@forces.gc.ca](mailto:Jean-michel.laroche@forces.gc.ca) no later than three (3) calendar days before the closing date for the submission of the responses for the ITQ phase. Enquiries received after that time may not be answered.

Respondents should reference as accurately as possible the numbered item of the ITQ document to which their enquiry relates. Care should be taken by Respondents to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Enquiries that refer to commercially sensitive information (e.g., of a “proprietary” nature) must be clearly marked as “**COMMERCIALY SENSITIVE INFORMATION**” at each relevant item. Items identified as “**COMMERCIALY SENSITIVE INFORMATION**” will be treated as such except where Canada determines that the enquiry does not refer to commercially sensitive information. Canada may edit the question(s), or may request that the Respondents do so, so that the commercially sensitive information is removed and the enquiry can be answered to all Respondents. Enquiries not submitted in a form that can be distributed to all Respondents may not be answered by Canada.

## 2.6 Costs Incurred by the Respondents

No payment will be made for costs incurred in the preparation and submission of a response to the ITQ. Costs associated with preparing and submitting a response, as well as any costs during the other phases of the solicitation for the Medical Evacuation Services, are the sole responsibility of the Respondent.

## 2.7 Respondent's Responsibilities

As provided at clause 5 of the Standard Instructions 2003 (see paragraph 2.1 above), it is the Respondent's responsibility to:

- (e) Obtain clarification of the requirements contained in the ITQ document, if necessary, before submitting a response;
- (f) Prepare its response in accordance with the instructions contained in the ITQ document;
- (g) Submit by ITQ response closing date and time a complete response;
- (h) Unless otherwise directed by the Contracting Authority, responses must be submitted to the Department of National Defence organization by electronic mail by the date and time indicated on page 1 of the ITQ;
- (i) Ensure that the Respondent's name, return address, ITQ document number, and ITQ closing date and time are clearly visible on the response; and,
- (j) Provide a comprehensible and sufficiently detailed response that will permit a complete evaluation in accordance with the criteria set out in the ITQ document.

## 2.8 Response Submission and Closing Date and Time

Responses must be submitted to the Department of National Defence organization by electronic mail by the date and time indicated on page 1 of the ITQ document on or before the date and time address specified on Page 1 of this ITQ document (**Administrative Requirement**).

Canada requests that the Respondents provide:



- Electronic Submissions: Individual e-mails that may include certain scripts, formats, embedded macros and/or links, or those that exceed five (5) megabytes may be rejected by Canada's e-mail system and/or firewall(s) without notice to the respondent or Contracting Authority. Larger responses may be submitted through more than one e-mail. Canada will confirm receipt of documents. It is the Respondent's responsibility to ensure that their entire submission has been received. Respondents should not assume that all documents have been received unless Canada confirms receipt of each document. In order to minimize the potential for technical issues, respondents are requested to allow sufficient time before the closing date and time to confirm receipt. Response documents submitted after the closing time and date will not be accepted.

Canada will acknowledge receipt of each response through an e-mail.

Responses transmitted by facsimile or epost Connect to PWGSC will not be accepted.

## **PART 3 - RESPONSE PREPARATION INSTRUCTIONS**

### **3.1 Content of Response**

#### **3.1.1 Mandatory Requirements**

Each response will be reviewed for compliance with the ITQ Technical Mandatory Requirements detailed in Annex A - ITQ Technical Mandatory Requirements and Administrative Requirements specified in this document. Each of the ITQ Technical Mandatory Requirements must be addressed in sufficient detail to permit the evaluation team to verify the Respondent's compliance (**Administrative Requirement**).

#### **3.1.2 Certificate of Compliance**

A signed copy of Annex B - Certificate of Compliance must be included with the response.

##### **3.1.2.1 Official Language Response**

Potential suppliers should indicate if they wish to have information and communications in French or in English during the solicitation process for the Medical Evacuation Services. They can indicate their preference at Annex B - Certificate of Compliance.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Approach**

Respondents that meet the ITQ Technical Mandatory Requirements and Administrative Requirements of this ITQ will qualify as a “Qualified Supplier” for the next phases of the solicitation process. Only these Qualified Suppliers will be eligible to participate in Phase 2 – Engagement and Phase 3 – RFP. Canada reserves the right to re-evaluate the qualification of any Qualified Supplier at any time during the solicitation process. All Respondents will be notified in writing regarding whether or not they have qualified.

### **4.2 Canada’s Evaluation Team**

An evaluation team composed of representatives of Canada will evaluate the responses submitted during the ITQ phase.

### **4.3 Clarification of Responses**

Canada reserves the right to seek clarifications and ask additional information of any aspect of the Respondent’s response at any time during the ITQ evaluation period. The conduct of the evaluation of the responses will be done in accordance with clause 16 of the 2003 (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements (see paragraph 2.1 above).

In conducting its evaluation of the ITQ responses, Canada may do any of the following:

- (k) Seek clarification or verification from Respondents regarding any or all information/certification(s) provided by them with respect to the ITQ responses;
- (l) Ask additional information from Respondents regarding any or all information/certification(s) provided by them with respect to the ITQ responses;
- (m) Contact directly any entity or entities referred to by the Respondent in its response to the ITQ Technical Mandatory Requirements (see Annex A – ITQ Mandatory Technical Requirements);
- (n) Contact any or all references supplied by the Respondents to verify and validate any information/certification submitted by them;
- (o) Verify any information/certification(s) provided by Respondents through independent research, use of any government resources or by contacting third parties.

Respondents will have the number of days specified by the Contracting Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the Respondent’s response being declared non-responsive.

### **4.4 Basis of Selection**

Responses which meet all ITQ Technical Mandatory Requirements and Administrative Requirements will be considered compliant and the Respondent will be qualified.

## **PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION**

Respondents are to provide the required certifications and the requested information in order to become a Qualified Supplier.

The certifications and the requested information provided to Canada by the Respondents are subject to verification by Canada at any time during the solicitation process and, if applicable, during the contract period. If any of the required certifications or requested information is incomplete and not submitted as requested, the Contracting Authority will contact the Respondent of a time frame within which to provide the required certifications or information.

The Contracting Authority will have the right to ask for any additional information to verify the Respondent's certifications or information submitted following a request by the Contracting Authority. Failure to comply and to cooperate within the imposed time frame with any request or requirement imposed by the Contracting Authority will render the response to the ITQ non-responsive.

### **5.1 Certifications**

The certifications listed below should be submitted with the response. If any of these certifications is not complete and submitted with the response, the Contracting Authority will inform the Respondent of a time frame within which to provide the certifications.

#### **5.1.1 Certificate of Compliance**

The Respondent should provide a signed certification that clearly indicates the Respondent's compliance with all ITQ Technical Mandatory Requirements and the Administrative Requirements, articles, clauses, terms and conditions contained in this document. A Certificate of Compliance is included at Annex B - Certificate of Compliance.

#### **5.1.2 Security Certifications**

By submitting a response to this ITQ, the Respondent certifies that it acknowledges and accepts the application of security requirements which may form part of the resulting contract.

### **5.2 Contact Information**

The Respondent is requested to provide the name and telephone number of a representative who may be contacted for clarifications or other matters relating to the response.

Respondents to this ITQ should identify any submitted information that is to be considered as "**COMMERCIALY SENSITIVE INFORMATION**".

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirements**

As the Medical Evacuation Services solicitation advances through the different procurement phases, security requirements might evolve. Therefore, information pertaining to security requirements associated with the stages beyond the ITQ are provided as a **reference only** and are subject to change.

#### **6.1.1 Security Requirements – Phase 1 - ITQ**

There are no security requirements associated with the ITQ.

#### **6.1.2 Security Requirements – Phase 2 - Engagement**

There are no anticipated security requirements associated with Phase 2 - Engagement.

#### **6.1.3 Security Requirements – Phase 3 - RFP**

Security requirements will apply to Phase 3 - RFP.

### ANNEX A - ITQ TECHNICAL MANDATORY REQUIREMENTS

The matrix below lists all of the **ITQ Technical Mandatory Requirements**.

Note that Canada may contact any or all references supplied by the Respondent to verify and validate any information.

MANDATORY TECHNICAL CRITERIA	
Respondent's Information	
Criteria	Respondent's Response
<b>MT1</b>	The Respondent must provide the following information: I. Company legal name; II. Year of incorporation and registration; III. Company's address; and IV. A point of contact for questions/clarifications during the bid evaluation phase, including name, phone number, and email address.
	The Respondent's response to MT1 should be inserted in this field using the following template:  I. Company legal name: II. Year of incorporation and registration: III. Company's address: IV. Point of contact name: Phone number: Email address:

<b>Respondent`s Experience – Medical Evacuation Services</b>	
<b>Criteria</b>	<b>Respondent`s Response</b>
<p><b>MT2</b></p> <p>The Respondent must have a minimum of five (5) years of experience within the last ten (10) years in providing medical evacuation services similar in scope to the requirement detailed in this ITQ. The experience must include a minimum of one (1) continuous year of experience of coverage in each of the following regions:</p> <ul style="list-style-type: none"> <li>a. Middle East;</li> <li>b. Africa;</li> <li>c. Europe;</li> <li>d. South America;</li> <li>e. Asia;</li> <li>f. Australia/New Zealand; and</li> <li>g. North America (including Caribbean, excluding Canada)</li> </ul> <p>The experience must be demonstrated with projects/contracts. A project/contract of similar scope is defined as follows:</p> <ol style="list-style-type: none"> <li>1. A minimum of one (1) year of continuous services with the same client;</li> <li>2. Provision of bed to bed transportation;</li> <li>3. Transportation by air and ground ambulances;</li> <li>4. Provision of medical oversight from licensed medical doctors and medical personnel during transport; and</li> <li>5. Provision of 24/7 hot line phone support.</li> </ol> <p>The Respondent should provide the name of the Department, Agency or Entity with whom they currently have or previously held the contract(s) with.</p>	<p>The Respondent`s response to MT2 should be inserted in this field using the following template for each project/contract:</p> <ul style="list-style-type: none"> <li>V. Project/Contract #</li> <li>VI. Client Name:</li> <li>VII. Project/Contract Start &amp; End Date, and Duration:</li> <li>VIII. Region(s) where medical evacuation services were provided (a-g):</li> <li>IX. Description of the services provided, including at a minimum: <ul style="list-style-type: none"> <li>o Provision of bed to bed transportation:</li> <li>o Transportation by air and ground ambulances:</li> <li>o Provision of medical oversight from licensed medical doctors and medical personnel during transport:</li> <li>o Provision of 24/7 hot line phone support:</li> </ul> </li> </ul>

**ANNEX B - CERTIFICATE OF COMPLIANCE**

With Reference to the ITQ of the Department of National Defence, No. \_\_\_\_\_ dated \_\_\_\_\_, we are pleased to submit our Response.

We \_\_\_\_\_ hereby certify that our Response dated \_\_\_\_\_ is compliant with all the articles, clauses, terms and conditions contained in the ITQ document as per Table 1.

<u>Requirement</u>	<u>Compliant (Yes or No)</u>	<u>Reference in Response</u>
<b>Administrative Requirements Required with Response</b>		
2.8 Responses must be submitted to the Department of National Defence organization by electronic mail by the date and time indicated on page 1 of this ITQ document.		N/A
3.1.1 Each of the ITQ Mandatory Requirements must be addressed in sufficient detail to permit the evaluation team to verify the Respondent's compliance		

**Official Language Response**

We hereby request that all future exchanges of correspondence with Canada, including the RFP and other official documents, are completed in the following official language:

- ( ) English
- ( ) French

**THIS RESPONSE IS SUBMITTED TO THE MINISTER OF NATIONAL DEFENCE BY:**

Company Name: \_\_\_\_\_

Company Official: \_\_\_\_\_

Title of Official: \_\_\_\_\_

Signature of Official: \_\_\_\_\_ Date: \_\_\_\_\_



## ANNEX C - STATEMENT OF WORK

### 1. Background

- 1.1 In the course of conducting operations globally, members of the Department of National Defence (DND) and Canadian Armed Forces (CAF) may, due to illness or injury, need to be transported to a medical facility where they can receive appropriate medical care. The DND/CAF will provide initial treatment in the field and transfer patients to a local airport or medical facility. Contracted support is needed on an as and when required basis to move the patient from that local airport or medical facility to a medical facility that can provide the requisite level of medical care.

### 2. Scope of Work

- 2.1 The Contractor must provide Medical Evacuation (medevac) Services for military personnel, DND employees, dependents of military personnel, and dependents of DND employees across the globe and on a 24/7 basis. Medevac includes the following service components:

- a. Service Availability & Responsiveness
- b. Bed-to-Bed Transportation
- c. Priority of Patient Care
- d. Category of Patient Care
- e. Medical Oversight
- f. Patient Delivery
- g. Full Service Coordination
- h. Immigration/Customs Requirements
- i. Communication
- j. Reporting & Documentation
- k. Pre-Approved Medevac Related Services
- l. Optional Work

- 2.2 Medical evacuation services, inclusive of all service components, is referred throughout the Contract and SOW as simply medevac services. Following is a description of each service deliverable/component.

### 3. Acronyms and Definitions

#### 3.1 Acronyms

AOB	Air Operator Certificate
CAF	Canadian Armed Forces
CAMTS	Commission on Accreditation of Medical Transport Systems
DND	Department of National Defence

EURAMI	European Air Medical Institute
Medevac	Medical Evacuation
SMA	Senior Medical Authority

### 3.2 Definitions

Senior Medical Authority (SMA)	The role of the SMA can be performed by various positions. A lead SMA for each DND/CAF Authorized Users will be provided to the Contractor. The SMA, or his/her representative, will act as the official Technical Authority for the Task Authorization. The SMA will coordinate/assist with the medical evacuation, act as the main point of contact for the Contractor, and approving authority for any decisions pertaining to the medical evacuation services.
--------------------------------	--

## 4. Regions

4.1 The Contractor must have the capability to pick up patients in any of the following regions:

- a. Middle East
- b. Africa
- c. Europe
- d. South America
- e. Asia
- f. Australia/New Zealand
- g. North America (including Caribbean, excluding Canada)

## 5. Service Availability & Responsiveness

5.1 Medevac services must be available 24 hours per day, 7 days per week (inclusive of holidays). Medevac Services will be requested by the identified authorized personnel in conjunction with their local Senior Medical Authority (SMA) on an as and when required basis using the Task Authorization Process defined in section 7.1.2.1 Task Authorization Process of the Contract.

5.2.1 The Contractor must provide an Emergency Response Centre single point of contact, with email and telephone number, who will be immediately available and responsible on a '24 hour / 7 days per week' basis to respond and coordinate services in accordance with this SOW.

## **6 Medical Evacuation Services Components**

### **6.1 Bed-to-Bed Transportation**

6.1.1 The Contractor must transport the patient from the originating medical facility to the final destination medical facility. The Contractor must provide all ground and aerial transportation throughout the transfer. Any aircraft, ambulance or other mode of transportation must be configured appropriately to fully support the patient's medical care needs while in transit.

### **6.2 Priority of Patient Care**

6.2.1 The Contractor must move patients and provide continual patient care in accordance with the following priority system, as determined by the SMA:

- a. Priority 1 – Urgent: Emergency patients for whom immediate evacuation is necessary to save life, to prevent complications, or to avoid serious permanent disability. The Contractor must have a medevac aircraft at the originating location within twelve (12) hours from the initial request. The Contractor must complete the transfer of the patient to a designated receiving medical facility within twenty-four (24) hours from initial request.
- b. Priority 2 – Priority: Patients who require specialized medical care not available locally and who are liable to deteriorate unless evacuated with the least possible delay. The Contractor must complete the transfer of the patient to the designated receiving medical facility within thirty-six (36) hours from initial request.
- c. Priority 3 – Routine: Patients whose immediate medical care is available locally, but whose prognosis would benefit from air evacuation on routine scheduled flights. The Contractor must transfer the patient to the designated receiving medical facility forty eight (48) hours from initial request.

### **6.3 Category of Patient Care**

6.3.1 The Contractor must provide the transportation and any and all required patient care during transport, to include interventions required due to physical and psychiatric pathologies and injuries for the following categories of patients/care:

- a. Critical / Intensive Care Patient
- b. Psychiatric Patient
- c. Ambulatory Patient

### **6.4 Medical Oversight**

6.4.1 The Contractor must have a licensed medical doctor on call 24 hours per day, 7 days per week who is responsible and accountable for supervising and evaluating the quality of medical care provided by the medical personnel during patient transport.

## **6.5 Patient Delivery**

- 6.5.1 The Contractor must recommend to the SMA, for approval, an appropriate Medical Receiving Facilities/Destination Point. To do so, the Contractor must have knowledge of the medical facilities and hospitals both within and outside the region. This collaborative decision making process will ensure a patient is transported to the medical facility that is most capable of providing the requisite medical treatments, and will facilitate patient tracking. Medical Receiving Facilities/Destination Points must meet specifications provided by the SMA, and/or minimum North American standards.
- 6.5.2 The Contractor must make arrangements with the Destination Medical Facility for patient transport (Bed-to-Bed), assessment and admission if needed.

## **6.6 Full Service Coordination**

- 6.6.1 The Contractor is responsible to provide all medical crew, air crew, medical equipment, consumables and all platforms deemed appropriate to the clinical needs of the patient and to effect patient transfer(s). All equipment and consumables must be maintained according to the manufacturer's recommendations.

## **6.7 Immigration and Customs Requirements**

- 6.7.1 DND/CAF personnel will ensure the patient and their escort(s) have a valid passport. The Contractor is responsible for all documentation and/or processes required to permit patient, escort(s) and medical and air crew entry to the country of final destination and/or along the transportation route, as necessary.

## **6.8 Communication**

### **6.8.1 Initial Planning**

The Contractor must liaise directly with the SMA prior to the pick-up to obtain updates on the medical status of the patient and coordinate any activities necessary to ensure services are provided in accordance with this SOW.

The SMA will provide the Contractor the pertinent medical information to support the coordination of patient movement, such as patient status, readiness to move, anticipated required level of in-transit care and medications and treatments.

### **6.8.2 During Performance of the Medevac**

The Contractor must provide regular updates to the SMA, or his/her representative, throughout service delivery on any changes to the patient's medical condition, as well as any changes in movement plans, transportation routings or timelines.

A Contractor representative must be available to respond to requests and provide support to DND/CAF, with the authority to resolve, or have resolved, any problems which may arise during the delivery of service. This representative must be fully cognizant of the Terms and Conditions of the Contract and ensure that services are rendered accordingly.

## **6.9 Reporting and Documentation**

### **6.9.1 Administrative Post Medevac Report**

The purpose of this report is to provide an overview of the services and document any unforeseen events or issues that transpired during the course of service delivery. The Administrative Post Medevac Report must not include any confidential patient details.

### **6.10.2 Patient Records**

- a. The Contractor must provide all medical documentations to the SMA as well as any patient records pertinent to the medevac services provided.
- b. The contractor shall not retain any medical information (paper or electronic). All information should be sent to the designated SMA.

## **6.10 Optional Work**

### **6.10.1 Patients with communicable/infectious disease**

The Contractor may perform evacuation of patients with communicable/infectious disease up to a critically ill status using biocontainment procedures while still being able to provide standard of in-flight transport care.

## **7 Rules, Orders and Regulations**

- 7.1 The Contractor must comply with local and international rules, orders and regulations that Civilian operators must adhere to under the terms of their Air Operator Certificate (AOC) and their Aero Medical Accreditation.

## **8 Accreditations & Certifications**

- 8.1 All MEDEVAC service providers must hold current accreditation from the European Air Medical Institute (EURAMI) or Commission on Accreditation of Medical Transport Systems (CAMTS) as well as an Air Operator Certificate in the category of air ambulance or aero medical.
- 8.2 Only for the regions of Asia/Australia/New Zealand, and North America, the Technical Authority and/or the Senior Medical Authority may authorize the usage of an aircraft certified by the Contractor credentialing processes (for both aviation and medical elements) with a valid Air Operator Certificate in the category of air ambulance or aero

medical, instead of the accreditation from EURAMI and CAMTS. DND reserves the right to request to the Contractor additional information from Air Operator Certificates issued by countries other than USA, Australia and New Zealand in order to validate that the Air Operator Certificate is issued by an authority acceptable to the DND/CAF.

## **9 Licenses**

- 9.1 The medical staff and crew must hold valid licenses for their profession issued by a recognized European, North American, Asia, NZ/AUS regulating body. Their training, education and ongoing medical education must be documented and maintained in good standing with their respective organization.

## **10 Quality Assurance**

- 10.1 The Contractor must provide a copy of their quality assurance program and they must ensure that the medical staff and crew follow all quality assurance processes and standards pertinent to medevac services.

## **11 Environment**

- 11.1 The medevac services may be required from a potential austere environment such as but not limited to, unsophisticated airfield and potential short runway. The environment may be limited in one or a combination of the following: taxiway systems, ramp space, security, material handling equipment, aircraft servicing, maintenance, navigation aids, weather observing sensors and communication.

## **12 Number of Patients**

- 12.1 It is estimated that when services are required, it will only be for one (1) patient at a time. However, it is expected that the Contractor can provide services for one (1) critical patient and up to two (2) ambulatory patients.

## **13 Patient Escort**

- 13.1 The Contractor must allow for at least one (1) DND/CAF patient escort to accompany patient(s) to the destination Medical Facility. Additional escorts could be requested depending on available space and platform. For the medical evacuation of a dependent, a legal guardian will accompany patient(s) to the destination Medical Facility.

## **14 Language of Service**

- 14.1 All services must be provided in English. Patients will be primarily English speaking, although some may speak French and have limited English language skills. The Contractor must ensure that its medical care provider can communicate directly or via translator, effectively with the patient and SMA. The Contractor must ensure that their medical crew can communicate effectively, directly or via translator, with the patient,

SMA, the medical authority of the originating medical facility and the destination medical facility.

**15 Medical and Air Crew Accommodations and Meals**

- 15.1 The Contractor is responsible for all accommodations, meals and any incidental expense required by the medical and air crews.