

ITQ # W2022-A025P/A

Questions and Answers #1 to 5

Question 1 - In the French version of Mandatory Technical Criterion #2 (MT2), it is indicated that the Respondent must have a minimum of one (1) continuous year of experience in each region, but at point 4.1 of Annex C, it is indicated that the contractor must have the ability to pick up patients in one of the regions (not in all regions as required by experience).

Answer 1 - This is a translation error since the English version states "in any" therefore the French version should state: "in all the following regions". Annex C of the French version is therefore amended as indicated below:

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)

Question 2 - Also, in point 8.2 of Annex C, it is indicated that the medical authority can accept a contractor who does not have accreditation for certain regions, so we understand that a contractor who wants to qualify is not required to have experience in all regions as mentioned in the Mandatory Technical Criterion #2 (MT2)?

Answer 2 - Section 8 of Annex C – Statement of Work indicates the requirements for accreditations and certifications only.

Criteria MT2 of Annex A - ITQ Technical Mandatory Requirements clearly indicates that the experience must include a minimum of one (1) continuous year of experience of coverage in each of the following regions:

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

Question 3 – Following up on Question 1, in phase 3, are you looking for a single provider for all regions or multiple providers to cover each region or multiple on-demand providers available for each region?

Answer 3 – DND is looking for a single contractor who can provide MEDEVAC (medical evacuation) services for all areas mentioned in the Statement of Work.

Question 4 – In point 6.2.1.c, priority 3, you mention the option of transporting patients on a scheduled (commercial) flight. It is clear in the Statement of Work that you are looking for chartered evacuation flight services, however, do the suppliers also have to offer the evacuation service by commercial flight?

Answer 4 – Priority 3 is also for a charter flight which is under the responsibility of the contractor. An amendment to Annex C – Statement of Work has been made as indicated below:

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:

c. Priority 3 – Routine: Patients whose immediate medical care is available locally, but whose prognosis would benefit from an air evacuation on board a chartered flight. The Contractor must transfer the patient to the designated receiving medical facility forty-eight (48) hours from initial request.

Question 5 - Do you authorize the supplier to be an operator but to sub-contract other operators with experience in several regions to provide aeromedical evacuation services? The contract holder would be the main operator and would be in charge of all requests but would subcontract other operators who would be included in the tender with details of their experiences and accreditations.

Answer 5 – The contract will be awarded to one supplier who will be responsible for providing all the services indicated in Annex C – Statement of Work. In the Request for Proposal (Phase 3), details regarding subcontracts will be clearly specified. We invite you to consult the Standard Acquisition Clauses and Conditions Guide, clause 2035, General Conditions: Higher Complexity - Services, where the information under subcontracts is specified (link included below).

[Section 3.2035 - General Conditions - Services - Buyandsell.gc.ca](#)