



United Nations Secretariat: Procurement Division

REQUEST FOR INFORMATION (RFI)

This notice is placed by UNPD. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Secretariat: Procurement Division. You are therefore requested to direct all queries regarding this RFI to United Nations Secretariat: Procurement Division using the fax number or e-mail address provided below.

Title of the RFI:

Aeromedical Evacuation / Air Ambulance Services in support of UN Operations.

Date of this RFI: 28 May 2021**Closing Date for Receipt of RFI:** 31 December 2021**RFI Number:** RFIUNPD18564**Beneficiary Country/Territory:** Global**Commodity/Service category:** Air Transportation Services**Address RFI response by fax or e-mail to the Attention of:** Kristin Newman**Fax Number:** n/a**E-mail Address:** newman1@un.org**UNSPSC Code:** 25131400,78111500,78101500**DESCRIPTION OF REQUIREMENTS**

Preliminary note: This Request for Information (RFI) is a general outreach initiative and is not related to a specific requirement or upcoming procurement exercise. The purpose of this RFI is to inform interested air operators and new prospective vendors about the UN's anticipated continued demand for air ambulance / aeromedical evacuation services and potential business opportunities. In addition, the UN Procurement Division (UNPD) is seeking to engage with interested air operators who have experience and capacity to provide the services in order to provide information about doing business with the UN and to encourage registration as a UN Air Operator Vendor.

The UN may have upcoming requirements to establish contractual arrangements with an Air Operator(s) who has the capacity to provide aeromedical evacuation / air ambulance services for Covid-19 patients, in support of UN offices located in various regions. The UN may seek to establish an arrangement either on a standby (non-exclusive) basis or potentially on dedicated basis with 24/7 guaranteed availability for UN tasking.

The location of the Main Operations Base of the aircraft(s) shall be specified under a particular procurement activity or market outreach initiative, however, in general the UN is seeking interested Air Operators with



interest and capacity to provide the services within the following regions. The evacuation destination and receiving hospitals shall be specified under a particular tasking ordered under an established contract. The aircraft(s) should be able to fly, with short notices primarily within the region of its Main Operating Base, or potentially across neighboring regions:

Region 1: Central and South America;
Region 2: Europe;
Region 3: West and East Africa;
Region 4: The Middle East; and
Region 5: South, South East Asia and Oceania.

Air Operators who have the interest and capacity to provide such services are requested to complete and return the attached questionnaire.

OVERVIEW OF THE POTENTIAL SCOPE OF SERVICES:

The air transportation services required shall be mainly aeromedical / casualty evacuation (MEDEVAC/CASEVAC), including COVID-19 patients. The Air Ambulance Operator must have capabilities to:

- i) perform Covid-19 evacuations; and
- ii) provide the complete solution comprising the aircraft, aircrew, medical supplies and medical personnel to support the operations. The UN may require 24/7 guaranteed availability of the service.

The Air Ambulance Operator must be able to provide the following services:

-Passenger Carriage, Air Ambulance services, Medevac in support of the United Nations. The Aircraft must be appropriately equipped with Air ambulance operations (medical supplies and personnel). Medical supplies shall include all equipment, consumables, and pharmaceuticals. The operator will perform Air ambulance services for the UN to medical facilities in near by locations as designated by the UN.

-Pax/VIP or Medevac services, or the combination of both services, supporting the above on behalf of the UN.

TECHNICAL SPECIFICATIONS:

- Multi Engine Light/Medium Jet or high speed Light/Medium Turbo Prop Fixed Wing Aircraft
- Trained, Type Rated and licensed Flight Crew including AMET team.
- * RVSM capable (Aircraft/Crew), if applicable
- * High altitude, Hot weather and Heavy operations capable
- Aircraft capable of day/night VFR and IFR (all weather operations).
- All dangerous goods transported by air (medical supplies) must be carried in compliance with ICAO Doc 9284, if applicable.
- The Air Operators are required to be self-sufficient when tasked outside the country. Air Operators are required to have the back office capability to secure and pay for their own over-flight and landing permits, ground handling, Jet-A1 fuel and crew accommodation, meals and transportation and any other operational costs.
- * No Safety concerns from ICAO or EU on the Air Operators or relevant Civil Aviation authorities granting AOC.

Flights may be required at any time, day or night, IFR/VFR on any day, but tasking will be scheduled within crew duty-day rules established by the State of the Air Operator.

Capable air operators who are not yet registered with the UN, but who are desirous to provide the services, are encouraged to apply for registration on the roster of pre-qualified UN Air Operator Vendors, which is a pre-requisite to participate in future tender exercises for air charter services. The registration process comprises a two-part evaluation on: (i) technical/operational capacity and (ii) corporate/financial capacity.



Applicants shall take note that for this category of procurement, the UN may only enter into a contract directly with air operators (AOC holders) and not brokers/agents.

For more information on eligibility and how to register as a UN Air Operator, please visit our website at <https://www.un.org/Depts/ptd/aviation> and <https://www.un.org/Depts/ptd/vendors/vendorregistration-0>, respectively.

New vendors will need to complete their registration at Level 2 and as Air Operators with the UN in order to be considered for a contract award.

Correspondence regarding this REOI may be sent to the abovementioned focal point on the Aviation Team of the UN Procurement Division at: newman1@un.org.

Correspondence regarding vendor registration should be sent to the Enabling and Outreach Service: register@un.org

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

Vendors interested in participating in a potential future solicitation process should submit the Vendor Response Form of this RFI electronically (through the link available on the next page) before the closing date set forth above.



VENDOR RESPONSE

NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
- Please verify that your company is registered under its **full legal** name on the United Nations Global Market Place (www.ungm.org) and that your application for registration as vendor has been submitted to the **UN Secretariat** in the same site, to be able to participate in any potential solicitation process as a result of this RFI.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.

PLEASE NOTE: You should submit your response to this RFI electronically at:

<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNPD18564>

In case you have difficulties submitting your response electronically, please contact newman1@un.org directly for instructions.



RFI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>. Vendors must complete the registration process prior to the closing date of the RFI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the RFI are not considered eligible to participate in the potential solicitation process related to the RFI. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) RFI Process

Vendors interested in participating in the potential solicitation process should forward their information (as requested in the RFI) to United Nations Secretariat: Procurement Division (UNPD) by the closing date set forth in this RFI. *Due to the high volume of communications UNPD is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the potential solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This RFI is issued subject to the conditions contained in the RFI introductory page available at <https://www.un.org/Depts/ptd/rfi>.



RFI – Provision of Aeromedical Evacuation (MEDEVAC) / Air Amulance Services on a Dedicated/Guaranteed Availability or Stand-By (non-exclusive) basis in support of United Nations Missions located globally.

Definitions:

Dedicated/Guaranteed Availability Air Ambulance Service shall mean as service where an aircraft(s) is committed and exclusive to the UN for tasking and shall be available on a 24/7 hour basis. The UN may require the aircraft(s) to be positioned at a specified Main Operations Base or remain at the supplier’s operating base. The arrangement may foresee a fixed monthly payment by the UN for the dedication and positioning of the aircraft.

Standby/On-call Air Ambulance Service shall mean a contractual arrangement where an aircraft(s) is available for tasking by the UN on an as-needed bases, however, the service does not need to be exclusively provided to the UN nor availability guaranteed upon the UN request. The aircraft(s) may remain at its home main operating base and may be used for other clients. The arrangement shall foresee pre-determined contractual hourly flight rates, which shall be payable based on consumption only. The services shall likely not be subject to any fixed/committed payments.

QUESTIONNAIRE:

In addition to submitting the Vendor Response Form as part of the RFI, kindly provide answers to the following questions:

SECTION 1

1. Please indicate if your company can provide:
 - Dedicated/Guaranteed Availability Air Ambulance Services only
(please complete Section 2 & 4)
 - Standby/On-Call Air Ambulance Services only *(please complete Section 3 & 4 below)*
 - Both Options *(please complete Sections 2, 3 & 4 below)*

Comments: _____

SECTION 2: For Dedicated/Guaranteed Availability Services

2. Please indicate which service/s your company can provide from the options below:
 - Option 1: Aircraft can provide BOTH Passenger and Air Ambulance / MEDEVAC Service
 - Option 2: Aircraft can provide ONLY Air Ambulance / MEDEVAC Service

Comments: _____

3. Please indicate the proposed aircraft type/model that your company would be able to offer:

4. Is your company the Air Operations Certificate (AOC) holder of the aircraft(s)?

5. Please indicate the lead time your company would require to make the aircraft(s) available under a contractual arrangement for tasking by the UN on a guaranteed availability basis:

6. Please indicate where you could locate the Main Operations Base for an aircraft(s) and indicate the number of hours in advance (response time) you require before the aircraft can be operationally available for tasking following notification from the UN for the required transportation:

a. Aircraft Type: _____

b. Main Operations Base(s): _____

c. Notification time for tasking (hours): _____

7. Please indicate any restrictions on where your company can locate an aircraft:

8. Please specify any guarantees or assurances required from the UN to ensure your commitment and availability, if contracted.

9. What is the minimum and maximum period of time (months/years) that you require for a potential contract duration?

10. Please complete the following table with indicative pricing based on the aircraft configuration as per your response to Question in the table below for the service(s) indicated in Question 2 above. Please note that pricing should be **all-inclusive**, which shall include all costs, fees, and expenses associated with performing the service such as, but not limited to, aircrew & medical personnel, equipment, clearances, permits,

ground handling, etc. **except for fuel.** (It is envisaged that fuel will be reimbursed to a contractor at actual cost.)

Service Option	Aircraft Type	Price Point	Quote (US Dollars)
Option 1 Aircraft can provide PAX transportation and Air Ambulance Service / MEDEVAC Capabilities		Fixed Monthly Fee for Aircraft Availability	
		Fixed Monthly Fee for Operational Cost	
		Fixed Monthly Fee Crew Costs <i>Including rotation, local travel, accommodation and meals</i>	
		Flight Hour Cost (\$/Hour)	
Option 2: Aircraft can provide ONLY Air Ambulance / MEDEVAC Service		Fixed Monthly Fee for Aircraft Availability	
		Fixed Monthly Fee for Operational Cost	
		Fixed Monthly Fee Crew Costs <i>Including rotation, local travel, accommodation and meals</i>	
		Flight Hour Cost (\$/Hour)	

SECTION 3: For Standby/On-Call Services

11. Please indicate which service/s your company can provide from the options below:

- Option 1: Aircraft can provide BOTH Passenger and Air Ambulance / MEDEVAC Service

Option 2: Aircraft can provide ONLY Air Ambulance / MEDEVAC Service

Comments: _____

12. Please indicate the aircraft type/model that your company would be able to offer:

13. Is your company the Air Operations Certificate (AOC) holder of the aircraft(s)?

14. Please indicate the lead time your company would require to make the aircraft(s) available under a contractual arrangement for tasking by the UN, on a stand-by, non-exclusive and non-guaranteed availability basis:

15. Please indicate where you could locate the Main Operations Base for an aircraft(s) and indicate the number of hours in advance (response time) you require before the aircraft can be operationally available for tasking following notification from the UN for the required transportation:

a. Aircraft Type: _____

b. Main Operations Base(s): _____

c. Notification time for tasking (hours): _____

16. Please specify any guarantees or assurances required from the UN to ensure your commitment and availability, if contracted.

17. What is the minimum and maximum period of time (months/years) that you require for contract duration?

18. Please complete the following table with indicative pricing based on the Aircraft configuration as per your response to Question #1 above. Please provide **all-inclusive** hourly rates, which shall include all costs, fees, and expenses associated with performing the service such as, but not limited to, aircrew & medical personnel, equipment, clearances, permits, ground handling, etc. **except for fuel.** *(It is envisaged that fuel will be reimbursed to a contractor at actual cost.)*

Aircraft Options	Aircraft Type/Model	Flight Hour Cost \$
Option 1: Aircraft can provide Passenger and Air Ambulance / MEDEVAC services.		
Option 2: Aircraft can provide ONLY Air Ambulance / Medevac Services.		

19. Please provide a list of types of aircraft available for the above-mentioned services.

SECTION 4: Additional Information

20. What additional information do you require in order to commit to the services required?

21. Will you encounter challenges in obtaining overflight clearances for global service? If yes, how long will it take you to obtain required clearances?

22. Are you able to provide MEDEVAC / Air Ambulance Services specifically for COVID-19 patients? If so, please specify the arrangements and equipment in place.

23. Please provide brief information regarding your experience with medical evacuations (years/numbers of evacuations)

24. Please provide information regarding standard staff onboard for medical evacuations (i.e. number of medical personnel and professional categories)

25. Provide a list of standard medical equipment carried onboard during evacuations.

26. What is the aircraft's capacity for stretchers?

27. Please describe/provide your special equipment and SOP (if any and available) for transport of contagious patients/COVID-19 patients.

28. Please provide a photo of the interior of aircraft in medical configuration.

29. Please indicate if your company carries any international accreditation for aeromedical evacuations (EURAMI, CAMTS, NAAMTA or equivalent).
