

## Clarification Questions and Responses

### Project Title: Provision of Helicopter Service for the MVO and MoHSS MEDEVAC Services

Date: 15<sup>th</sup> December, 2020

Clarification Question	Government of Montserrat Response
1. How many medevac flights are conducted from Montserrat on an annual basis?	We typically see an average annual frequency of about 20 emergency medevacs, of which, about 5 are critical cases.
2. What percentage of these flights are dispatched to Antigua, Guadeloupe, Martinique and or St. Maarten respectively?	Approximately 90% of fixed wing medevacs flights are to Antigua. The remainder of the fixed wing medevacs go to a variety of other major trauma centres in the region depending on certain specialties required, or who is able to accept a patient if Antigua isn't able to receive a patient at that time. This has meant fixed wing medevacs as far afield as Barbados. Guadeloupe is the closest alternative we use, but we would consider helicopter medevacs to other emergency/specialist options to other nearby islands such as St Maarten and Martinique, if that would optimally fulfill the MEDEVAC.
3. The required service is described as "On-call 24/7".....is the service provider able to 'base' their aircraft at John A Osborne Airport, Montserrat.	Yes, the service provider could base their aircraft the John A. Osborne Airport, but the supplier would be responsible for their parking and landing fees for the aircraft. There presently is no hanger space available, only the apron/tarmac with tie down for the aircraft. There is also an unsecured Helipad available at the Montserrat Volcano Observatory, at the Service Provider's risk. Relevant charges to base at the John A Osborne Airport can be found here: <a href="https://www.gov.ms/wp-content/uploads/2020/06/Aviation-Act.pdf">https://www.gov.ms/wp-content/uploads/2020/06/Aviation-Act.pdf</a>

<p>4. Is the service provider required to repatriate the Montserrat based Doctor, Nurse, Paramedic etc. back to Montserrat at the completion of each medevac flight?</p>	<p>This is not a definitive make or break requirement. Depending on the additional indicated costs in the tender to repatriate, it would be advantageous to return the Montserrat based Nurse/Doctor after their handover of the patient. This may not always be necessary depending on connecting flight availability and our staffing challenges etc.</p>
<p>5. What are the standard payment terms with the MOHSS and what agency is responsible for these invoiced payments?</p>	<p>This Ministry of Health and Social Services is responsible for payment of invoiced medevac services. Payments are processed as soon as invoices are received and the service carried out. Payment is typically processed within a week of the invoice.</p>
<p>6. Is the service provider responsible for the "20% Withholding Tax" on any of their invoiced amounts?</p>	<p>Except in cases where there is an exemption from tax, of which proof must be provided; residents of Montserrat for tax purposes are subject to tax on the profits from this project while non-residents are liable to a 20% Withholding Tax deduction from the gross amount.</p>
<p>7. We understand that there are approximately twenty (20) medevac flights conducted annually from Montserrat. How many of these flights are conducted at "Night" from John A. Osborne Airport?</p>	<p>Currently, the John A. Osborne Airport does not operate at night as there are no 'night' flights of fixed wing aircraft. We are seeking Rotorcraft providers with capability to operate in Montserrat at night with the relevant regulatory approvals from ECAA and ASSI.</p>
<p>8. Is the contracted service provider expected to perform ALL potential medevac flights from Montserrat or is there a daytime air operator who conducts these using fixed wing aircraft as well?</p>	<p>The contracted service provider is not expected to provide all potential medevac flights. There is a fixed wing day time operator. However, the decision on which medevac provider may be called upon depends on the particular case, destination and availability to conduct the mission.</p>

<p>9. Does the John A. Osborne Airport have the necessary runway lighting to conduct 'Night' time medevac departures?</p>	<p>Yes. Further details and information on ASSI permissions may be sought from the Airport Manager: +1 664 491 6218 Ext: 249 / +1 664 496 4227 <a href="mailto:airport@gov.ms">airport@gov.ms</a></p>
<p>10. Is the MOHSS responsible for planning, activation and 'cost' for opening the John A. Osborne Airport for any potential night time medevac departures?</p>	<p>Night-time operation arrangements will be defined and confirmed after award, but it is expected that medevac costs would be inclusive of any landing/departure costs necessary to achieve the medevac at night.</p>
<p>11. Is the MOHSS responsible to for the respective 'costs' of opening the receiving airports during after hours 'night' medevac flights?</p>	<p>MoHSS would be closely engaged with John A. Osborne Airport on the ultimate best approach to facilitate the contract arrangements for the particular awarded provider, which are suitable for accessing the airport for medevacs at night. However, it is expected that medevac costs would be inclusive of any arrival/departure costs necessary to achieve the medevac at night.</p>
<p>12. Do we have the possibility of implementing a base at John A. Osborne Airport?</p>	<p>Yes, that is a possibility. However, there is no Hanger space currently available, but the helicopter can be secured on the apron. Further details may be garnered from the Airport Manager, Joseph Irish: +1 664 491 6218 Ext: 249 / +1 664 496 4227 <a href="mailto:airport@gov.ms">airport@gov.ms</a></p>
<p>13. How long will it take for crews to be alerted for medical evacuations by helicopter during their stand-by period in Montserrat?</p>	<p>This is a case by case basis depending on the severity and potential deterioration of the patient. However, the hospital will usually have early idea on the potential likelihood for a medevac and can alert crews as soon as the decision has been made for the need for medevac. Crews would be given enough notification to prepare for the medevac arrangements and this protocol /process can be defined together with the hospital team on award of the contract.</p>

<p>14. Is it possible to base our crews in rest on the island of Guadeloupe?</p>	<p>We welcome operators to come from other islands to conduct medevacs in Montserrat.</p>
<p>15. For the aerial work helicopter, can you confirm that we can operate outside the three contractual days scheduled?</p>	<p>During those two working days we would expect the helicopter to be solely working for MVO to enable the maximum amount of working time and to reduce travel time from off-island bases.</p>