

## Clarification Questions and Responses

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

Date: 12<sup>th</sup> November, 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>