



International Organization for Migration (IOM)  
The UN Migration Agency

Date: 12.03.2024

## **Bid Bulletin No 1 (REVISED)**

**Reference No.: ITB.2024.GR10.01.MEDSERV**

**Provision of Medical and Psychosocial Services in accommodation facilities throughout Greece for one (1) year with the possibility of extension for two (2) years.**

Question 1:

*Section 2: INSTRUCTIONS TO BIDDERS – point 20, page 5:*

*“JV, Consortium or Associations cannot be changed before the completion of the project”*

*Please elaborate on the above. Does this mean for example that each member of the JV – Consortium or Association cannot change their share composition before the completion of the project?*

**Answer 1 (revised):**

The composition of the JV, Consortium or Association cannot be changed during the implementation of the agreement. In the case of participation of JV/Consortium/Association, a Letter of Intent to form a joint venture or Joint Venture Agreement needs to be submitted in accordance with clause 20, SECTION 2: INSTRUCTION TO BIDDERS. For this purpose, submission of FORM E: JOINTVENTURE/CONSORTIUM/ASSOCIATIONINFORMATION is required to indicate the composition and the proportion of responsibilities of each partner.

Question 2:

*Section 4: EVALUATION CRITERIA / QUALIFICATION CRITERIA / PREVIOUS EXPERIENCE – page 17*

*“Minimum three (3) years of relevant experience”*

*Please elaborate on the above. Does this mean for example that each member of the JV – Consortium or Association has to have three (3) years of experience in the healthcare sector?*

**Answer 2:**

The three (3) years of relevant experience refers to Medical Services and Psychosocial Services. In the case of a JV, Consortium or Association, then the JV, Consortium or Association as a whole shall have a minimum of three (3) years of relevant experience in medical services and a minimum of three (3) years of relevant experience in psychosocial services.

At the same time, each member of the JV, Consortium or Association shall have a minimum of three (3) years of relevant experience in either medical services or psychosocial services.

Question 3:

Section 4: EVALUATION CRITERIA / QUALIFICATION CRITERIA / PREVIOUS EXPERIENCE – page 17

*“Minimum two (2) contracts of similar nature and complexity implemented over the last three (3) years”*

*Please elaborate on the above. Does this mean for example that each member of the JV – Consortium or Association has to have minimum the above criteria for providing healthcare services to immigrants and/or refugees?*

Answer 3 (revised):

A minimum of two (2) contracts of similar nature and complexity for the provision of medical and psychosocial services implemented over the last three (3) years are required to be submitted by bidders.

For JV/Consortium/Association, each Partner should have a minimum of two (2) contracts implemented over the last three (3) years in their field of expertise (medical or psychosocial). Previous experience relevant to medical services and psychosocial services to migrants and/or refugees will be considered as an asset.

Question 4:

Section 5: SCHEDULE OF REQUIREMENTS –point d), page 21, paragraphs: 5-6-7:

*“There is a description of managing -operating 8 modular clinics fully medical equipped.”*

*We have not seen at the tables of personnel, any kind of personnel description for the operation of the modular clinics. To run them efficiently we need to have an analytical table of personnel for the modular clinic (i.e. drivers – workers to open and close the clinics-operation cost (gasoline, service and insurance of the clinics) – medical and non-medical staff etc.). Also in which Lot do you include it?*

Answer 4 (revised):

For the operation of the modular clinics, the service provider is required to provide only Radiologists and Lab Technicians. For this purpose, the relevant lines for FORM H: PRICE SCHEDULE need to be filled out.

Question 5:

*At Section 3: Data Sheet and specifically at Ref. Article 7, it is stated that “bidders shall be allowed to quote prices for either option of lots of participation: Option A: Lot 1: Aegean Islands or Option B: All Lots (Lot1: Aegean Islands, Lot2: Mainland - North Greece and Lot3: Mainland - South Greece) ... The evaluation will be conducted per Lot. In detail, the lots of evaluation are the below: Lot No. 1: Aegean Islands; Lot No. 2: Mainland - North Greece; Lot No. 3: Mainland - South Greece”, while at Ref. Article 20 it is stated that “IOM will award a contract to: One Bidder per below Lots”. Please confirm that bidders shall bid for Aegean Islands only or all lots while the evaluation will be conducted per lot; i.e. that it is possible to approve either Aegean Islands only, or Mainland North Greece only, or Mainland South Greece only, or a combination, since it is not stated that there must be a different bidder for each lot, but simply the fact that IOM will not award more than one for the same lot.*

Answer 5:

As per article no. 7 of Section 3: Data Sheet, for bidders to be eligible to participate, a bid shall be submitted for either Option A (Lot 1: Aegean Islands) or Option B (All Lots). The evaluation

will be conducted per lot. Therefore, a bidder may be awarded one or more Lots. Each lot will be awarded to one bidder.

**Question 6:**

*At Section 3: Data Sheet and specifically at Ref. Article 7, a bid security is “Required in the amount of 2% of total bid amount. Total bid amount is the summary of bids of Option A or Option B of participation.” Please clarify who is obliged to issue the bid security in the case of a bid submission by a Joint Venture, Consortium or Association of two or more members. Is it safe to assume it’s the bidder, as the Bid Security form starts with naming the Bidder, as the signee?*

**Answer 6:**

As per Form E: Joint Venture/Consortium/Association Information of Section 7, prospective bidders that wish to participate as a JV/Consortium/Association need to submit either the “Letter of intent to form a joint venture” (in the case of intent to form a joint venture) or the “JV/Consortium/Association agreement” (in case of bidding as an established joint venture). In the case of an already established joint venture the bid security will be issued by the established entity itself. In the case of intention of establishment of the joint venture, the bid security shall be issued by the leading partner as indicated in the letter of intent.

**Question 7:**

*At Section 4: Evaluation Criteria and specifically at the “Qualification Criteria” table, there is a recommendation of the bidders Previous Experience as follows: “Minimum three (3) years of relevant experience” and “Minimum two (2) contracts of similar nature and complexity implemented over the last three (3) years”. Please define the criteria of relevance, similarity and complexity that will be considered. Also, at the same section and table it is stated that “For JV/Consortium/Association, all Parties should meet requirement”. Please clarify to us whether each member of the JV/Consortium/Association should meet the requirements stated above or the JV/Consortium/Association, additively, and cumulatively.*

**Answer 7 (revised):**

The three (3) years of relevant experience refers to Medical Services and Psychosocial Services. A minimum of two (2) contracts of similar nature and complexity for the provision of medical and psychosocial services implemented over the last three (3) years are required to be submitted by bidders.

In the case of a JV, Consortium or Association, then the JV, Consortium or Association as a whole shall have a minimum of three (3) years of relevant experience in medical services and a minimum of three (3) years of relevant experience in psychosocial services.

At the same time, each member of the JV, Consortium or Association shall have a minimum of three (3) years of relevant experience in either medical services or psychosocial services.

Previous experience relevant to medical services and psychosocial services to migrants and/or refugees will be considered as an asset.

**Question 8:**

*At Section 4: Evaluation Criteria and specifically at the “Qualification Criteria” table, there is a recommendation of the Contract’s Manager Previous Experience as follows: “five years’ experience in the required services of an equivalent nature and volume, including no less than three years as Manager”. Please define the “equivalent nature and volume” of the services. Also, please clarify whether there is a need for identifying a Contract Management team. If*

*so, please state if and how the Contract Manager and the rest of the management team members' work effort cost will be reimbursed since such staff positions are not included in the A. Summary of Requirements tables of Section 5: schedule of requirements, neither in the Form H: Price Schedule tables of Section 7: Bidding Forms.*

**Answer 8:**

Relevant experience will be considered as experience in the sectors of medical services and psychosocial services. Furthermore, previous experience relevant to medical services and psychosocial services to migrants and/or refugees will be considered as an asset. Moreover, there is no need for a Contract Management team.

**Question 9:**

*At Form H: Price Schedule tables of Section 7: Bidding Forms we haven't noticed provision to include indirect costs related to the management team's remuneration, procurement, logistics and shipping costs related to the Medicines, pharmaceutical materials and consumables purchased, travel and transportation costs, etc. Please confirm whether such costs are eligible or not.*

**Answer 9:**

Interested bidders are required to operate as service providers and to provide medical and psychosocial services. Bidders are required to indicate the cost of the required services in accordance with the terms of references as described in SECTION 5: SCHEDULE OF REQUIREMENTS.

**Question 10:**

*At Section 3: Data Sheet and specifically at Ref. Article 17 regarding Bid opening it is stated that "Public bid opening will not be held". Please confirm that this is the case and if so please clarify whether the bidders will have the possibility of understanding the selection process, the bidders list, and the evaluation of their proposals.*

**Answer 10:**

Upon award of the tender, the tender results will be published in the United Nations Global Marketplace (UNGM). Please refer to the following link [Provision of Medical and Psychosocial Services in accommodation facilities throughout Greece for one \(1\) year with the possibility of extension for two \(2\) years \(ungm.org\)](https://ungm.org). Furthermore, to provide prospective bidders with more information regarding the tender including its evaluation and selection process as well as other requests for information, a pre-bid conference will be conducted on 12th of March 2024 at 15:00, Greece local hours. Please refer to Addendum No.1 dated 07/03/2024.

**Question 11:**

*At Section 3: Data Sheet and specifically at Ref. Article 25 it is stated that advance payment is not allowed to the contractors. Please clarify whether it is so or if there is such a possibility.*

**Answer 11:**

IOM's regular payment method is within 30 days after receipt of the invoice and IOM's acceptance of delivery/completion of service. At the request of the vendor, IOM can provide advance payment up to the amount of 25,000 USD. For above this threshold a bank guarantee equal to the amount of the advance payment shall be issued by the vendor. Please refer to the Addendum No.2 dated 12/03/2024.

**Question 12:**

*In addition, since it is necessary to calculate the cost of the bid first and in the case of a Joint Venture, Consortium or Association the signing of a relevant agreement between them before the extremely time-consuming banking process of issuing bid security can be started, as well as your reply to ours' and possible other potential bidders' requests may alter decisively the ITB's terms and references and in order to design our bid on a timely manner, please consider extending the date of submission of bids by a reasonable period of 2 weeks (15 days).*

**Answer 12:**

Kindly note that prospective bidders interested in submitting a bid as Joint Venture, Consortium or Association have the option to either submit a 'Letter of intent to form a joint venture' or a 'JV/Consortium/Association agreement'.

To allow prospective bidders sufficient time for their bid preparation the deadline for bid submission is extended until 26/03/2024 on or before 14:00, Greece local hours.

In addition, the deadline for submitting requests for clarifications/questions and the submission of the Form A: Bid Confirmation by email to [iomgrprocurement@iom.int](mailto:iomgrprocurement@iom.int) is extended until 15/03/2024 on or before 16:00, Greece local hours.

Furthermore, a pre-bid conference will be conducted on 12th of March 2024 at 15:00, Greece local hours. Please refer to Addendum No.1 dated 07/03/2024.

**Question 13:**

*In case the former point is accepted, will acknowledgment of the Bid and expression of interest (currently dated until no later than 12 March 2024), be extended as well?*

**Answer 13:**

Please note that the deadline for submitting requests for clarifications/questions and the submission of the Form A: Bid Confirmation by email to [iomgrprocurement@iom.int](mailto:iomgrprocurement@iom.int) is extended until 15/03/2024 on or before 16:00, Greece local hours.

Furthermore, a pre-bid conference will be conducted on 12th of March 2024 at 15:00, Greece local hours. Please refer to Addendum No.1 dated 07/03/2024.