



International Organization for Migration (IOM)

The UN Migration Agency

Date: 19.03.2024

## **Bid Bulletin No 3**

### **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:

*Per the Price schedule, there are no non-medical clinic/field site support staff listed such as interpreters? Will IOM be providing interpreters at the sites of services, and if so, what languages will be available?*

#### Answer 1:

As per scope of services within SECTION 3: DATA SHEET of the bidding documents “The aim of the present ITB is to hire Service Provider(s) for the Provision of Medical and Psychosocial Services in accommodation facilities throughout Greece”. For this purpose, the relevant lines for FORM H: PRICE SCHEDULE need to be filled out by interested bidders. Interpreters will be provided during the implementation.

#### Question 2:

*Who will be coordinating the field teams? Will there be someone from IOM or another actor?*

#### Answer 2:

The coordinator will be one of the doctors.

#### Question 3:

*Concerning medical staff, could Nurses be replaced by Health Visitors on certain sites? NOTE: Health Visitors in Greece are NOT certified nurses, however they have official training to perform vaccinations, evaluate child development, educate on health issues, provide basic first aid and in general support other medical professionals in primary health care.*

#### Answer 3:

Only nurses will be acceptable as per the relevant lines of FORM H: PRICE SCHEDULE.

#### Question 4:

*Can the part time medical staff schedule have some flexibility, like working 2 or 3 full days/week instead of 4 hours/day ?*

#### Answer 4:

Interested bidders are kindly requested to refer to the *Required services/ Staff* under FORM H: PRICE SCHEDULE in which the part-time/full-time is indicated. Furthermore, the mentioned

flexibility can be done in accordance with the medical and psychosocial needs and in coordination with the medical coordinator.

**Question 5:**

*In the bid, there is a list of non-prescribed medications and some other consumables. Is this list exhaustive, or can we include other necessary materials and non-prescription medications? FORM H does not take into account first aid medicine and consumable yearly needs, such as povidone iodine solution, adrenaline and atropine injection etc, even though they fall both under the non-prescribed and primary healthcare category. Furthermore, consumables which are used both in primary healthcare and the mobile labs (syringes, plasters) are also excluded. Are they expected to be covered from the service provider?*

**Answer 5:**

Interested bidders are kindly requested to provide their bid for non-prescribed medication as indicated in *Medicines, pharmaceutical materials and consumables* under FORM H: PRICE SCHEDULE. The Service Provider shall be responsible for providing all the necessary medical supplies in order to perform the requested services to children and adults in each location of presence. The mentioned list is non-exhaustive and might be amended as per the actual medical needs of the beneficiaries.

**Question 6:**

*Per the Price Schedule, there are no prescription medications covered. Will the patients be responsible for covering these costs or will IOM support beneficiaries in need of prescription medication? For remote locations with no nearby pharmacies and for individuals without AMKA or PAAYPA, how does IOM expect patients to receive prescription medication?*

**Answer 6:**

There is only the requirement for non-prescribed medication under this tender.

**Question 7:**

*Will there be any access to vaccines to be used by the healthcare providers under this project, through channels facilitated by local health authorities or IOM?*

**Answer 7:**

There is only the requirement for non-prescribed medication under this tender.

**Question 8:**

*According to the bid, NGOs are required to be registered with the Ministry of Migration. For international NGOs, is it acceptable that the local office/Greek organization is registered, while the parent organization is not, if applying as the parent organization provided that there is documentation of the relationship between the parent organization and the local Greek organization.*

**Answer 8:**

If the services will be provided by the local office NGO and it is registered in the registry of the Ministry of Migration and Asylum in Greece, then it is accepted.

**Question 9:**

*Can you clarify the reference to "Direct or indirect subsidy" on page 5, in relation to a consortium/joint venture bid? What is considered a direct or indirect subsidy? Does this include other projects where one or more of the bidders has been subgranted or subcontracted by the other in the past?*

Answer 9:

As per clause 21 of SECTION 2: INSTRUCTIONS TO BIDDERS refers to the fact that a bidder (including the individual members of any Joint Venture) shall submit only one bid, either in its own name or as part of a Joint Venture. Bidders should not be related to each other's to the points which are described in abovementioned clause. Subsidies are financial aid which can have many forms. Previous collaboration in projects or subcontracting is not considered as subsidy.

Question 10:

*Regarding Form F (page 40) and Previous Contracts, does prior grant history fulfill the criteria of a contract, and does a grantor/foundation fulfill the criteria of a customer?*

Answer 10:

In the section "Previous Relevant Experience" under Form F prospective bidders are requested to list previous similar assignments successfully completed in the last 3 years and are requested to enclose relevant proofs of completion. As an assignment, can be considered any commercial agreement or grant agreement similar to the requested activities under this tender.

Question 11:

*For "Statements of Satisfactory Performance from Top 3 (three) Clients or more" (page 39), what does "Top" refer to? Highest grossing clients? Or the clients/projects listed in the table above this checkbox?*

*Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.*

Answer 11:

This section refers to the top 3 clients of the proposed list of contracts.

Question 12:

*In the bid there is no extra cost for external examinations, x-rays, labs, etc. Will these be available on site or if not, who will offer these external services? The patient, service provider, or IOM?*

Answer 12:

The service provider shall be responsible for providing the consumables for the laboratories/ xrays not the equipment. Furthermore, the service provider is responsible for the Primary health care needs and for any referrals needed to the public health facilities.

Question 13:

*In the bid, you are referring only to emergency transport. Who will carry out these transports? For other transports to planned hospital appointments, who will provide the transport cost? In case a patient is discharged from a hospital, how will they return to the camp? What happens for people on islands who want to be referred to Athens for further examination?*

Answer 13:

As per the ToRs of the bidding documents transportation and/or accompaniment assistance for individual cases will be provided by IOM.

The transportation will be conducted during working hours and if it is deemed necessary accompaniment assistance will be provided by the appropriate staff (medical or psychosocial).

Question 14:

*For patients that require further care than what is described in this ITB, what is expected of the*

*service provider? Is it expected that the service provider covers those additional needs or does IOM have referral mechanisms in place?*

**Answer 14:**

The tender is looking for prospective bidders 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. Furthermore, and as per the ToRs of the bidding documents "The Service Provider will provide Medical and psychosocial Services that fall under the Primary health care needs. Furthermore, the medical and psychosocial units, which are the beneficiaries' first point of contact with the national health system, will receive the beneficiaries upon their arrival for their initial assessment or for their referral to the National Healthcare System in case of such need."

**Question 15:**

*What are the exact specifications of the mobile clinics lab and X-ray equipment? This info is required to calculate the operational consumables cost. In general, what is included in the Mobile Clinic and what is expected to be covered by the service provider?*

**Answer 15:**

For the mobile clinics, the service provider shall be responsible for providing the consumables for the laboratories as per FORM H: PRICE SCHEDULE.

**Question 16:**

*Will the service provider be responsible for maintenance and repairs of existing lab and X-ray equipment? Do they have a warranty?*

**Answer 16:**

No, the service provider will not be responsible for the maintenance and repairs of existing lab and X-ray equipment. For the operation of the mobile clinics, the service provider is required to provide only Radiologists and Lab Technicians.

**Question 17:**

*Are the mobile clinics equipped with AEDs?*

**Answer 17:**

The mobile clinics are fully equipped, including AEDs.

**Question 18:**

*In the table provided in Form H, are mentioned these consumables: Glucose Strips For Code 23983 (Box Of 50) and Hemoglobin Strips for Code 23983 (Box Of 10) These consumables apply to a specific device and which is that device (brand and model) and its specifications?*

**Answer 18:**

Relevant devices within the laboratory are the following:

Data Reading Software for Code 23983

Lux Monitor for Lipid, Glucose, Hemoglobin

Automated Hematology Analyzer, Rayto RT-7600

Benchtop High Speed Centrifuge, Pioway TG16WS

Benchtop Low Speed Centrifuge TDZ 4 - WS, Pioway TD4

Blood Gas Analyzer, Cornley

Blood Mixer, KJMR-IV

Coagulation Analyzer CA 52, Genrui

**Question 19:**

*Can you clarify if all sites of service already have existing clinic spaces? Will the service provider be expected to cover any of the facility costs (rent, utilities, etc)?*

**Answer 19:**

Yes, there are clinic spaces. There is no need for facility costs to be covered by the service provider.

**Question 20:**

*Are the sites equipped with necessary non medical furniture (desks, chairs, fridge) and non medical equipment like computers/tablets that can help with documentation and data entry?*

**Answer 20:**

All medical facilities are equipped with non-medical equipment (desks, chairs, fridge) and the IT equipment will be given by IOM to the appointed staff in each location. The Service Provider shall be responsible for providing all the necessary medical equipment in order to perform the requested services to children and adults in each location of presence and to ensure the proper operation of the medical offices.

**Question 21:**

*For successful bids with a start date of May 1 for the LTAs, what is the timeframe for when Purchase Orders will be issued and when services will commence?*

**Answer 21:**

The purpose is to establish a Long-Term Agreement and upon signature the estimation is to commence the activities in May 2024.

**Question 22:**

*According to the bid, the payments shall be made within 30 days after receipt of the invoice and IOM's acceptance of delivery/completion of service. What frequency/period will the service provider invoice IOM (monthly, quarterly, annual)?*

**Answer 22:**

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 awarded bidder, IOM can provide advance payment up to the amount of 25,000 USD. For above this threshold a bank guarantee equivalent to the amount of the advance payment shall be issued by the awarded bidder. Please refer to the Addendum No.2 dated 12/03/2024. A general practice of IOM has been the processing of invoicing monthly. However, prior to signing of the agreement between IOM and the respective awardee the period of invoicing can be examined.

**Question 23:**

*For a JV bid, should all partners submit Form A, or only the lead agency?*

**Answer 23:**

The Form A is submitted by the interested bidder. In case the interested bidder is a JV/Consortium/Association then one Form A should be submitted by its leading partner.