



Request for Proposal (RFP)

Solicitation No. RFP-FY19-GS01

Title: Travel Assistance Services

Contracting Entity: University Research Co., LLC (URC)

Release Date: Tuesday, 29 January 2019

Deadline for Questions: Sunday, 03 February 2019; 11:59 PM (Eastern Standard Time)

Deadline for Bids: Sunday, 17 February 2019; 11:59 PM (Eastern Standard Time)

Award Start Date: Wednesday, May 1, 2019

Questions and Answers (Follow-up)

Q1. We would kindly request a copy of URC's Terms and Conditions for review prior to submission. If we are unable to understand the expected contracting terms, it puts us in a precarious place for submitting a bid since we're unable to understand if we can actually deliver our bid contractually.

Please find URC's General Terms and Conditions attached. Obviously these are for a PO, but a service agreement terms and conditions might sometimes be based on these. Typically, however, we would look to the vendor to provide their terms and conditions for us to consider.

Q2: Would URC entertain an introduction to an insurance broker? From the RFP materials and the answers sent out to previous questions, it seems there may be some confusion between Travel Assistance and Insurance. These are best kept separate, from a Duty of Care/conflict of interest perspective, as one is concerned with fiscal risk mitigation (insurance) and the other is concerned with travel risk mitigation (assistance). An insurance broker is specifically trained and licensed to be able to consult on, recommend and manage both insurance and assistance providers to best suit your needs and risk profile.

URC has a long-term relationship with an insurance broker. We are aware of the difference between insurance and assistance, but combined these functions in the RFP as both contracts were expiring, and because there is a certain synergy in looking at them at the same time. URC accepts that it may be beneficial to issue the award to multiple vendors, as stated in the RFP.

Q3: Coverage for additional individuals / family members. Please explain what you mean “premium costs will be paid by staff.” Are you indicating that your staff will pay the cost to insure themselves when working on your behalf? Or are you indicating your staff will pay the cost of the assistance program set-up to support them abroad while working on your behalf? Or both? Is it your vision to receive a quote to cover your entire population for assistance and then divide the total cost by the number of individuals and charge them each a portion for the services quoted?

Historically URC has paid the policy/program costs for travel assistance and emergency triage and evacuation; staff were never billed for services. URC would expect expats (and dependents) to be covered for travel.

Q4: Any chance you can breakdown the expats by location? We have the breakdown of dependents and we know the expat countries but it would be useful to get these by country.

Currently 15 total expats. Cambodia (3), Eswatini (4); Ghana (3); Guatemala (1); Nigeria (1); Philippines (1); Uganda (2)

Q5: Details of the medical claims – We will need some further information. We will need some high level details of what happened (heart attack, etc.)

There was one (1) instance of emergency evacuation in 2017 for acute appendicitis; There were no emergency evacuations in 2018.

Q6: For Q25 you asked for clarification- We are asking if expats have any sort of insurance coverage.

Expats have insurance coverage which gives them medical/dental benefits. In some instances they also have access to emergency assistance services (for medical referrals, assistance, evacuation, and repatriation services).

Q7: Answers include 1,500 personnel to be covered in this program but the only details provided were 350 international travelers, 60 domestic travelers, and 20 expats with 28 dependents. Understanding that “the total number of personnel tracked in the system is likely to be less than the number of personnel with coverage, what category(ies) do the remaining 1070 personnel fall into?

URC staff based overseas booking through travel agents that don’t provide a data feed but may still need medical assistance. In addition, another population is of guest travelers – people traveling on behalf of URC to conferences and other events.

Q8: Could you please provide a complete census that outlines each person’s age and description of primary vs. dependents for travelers? Dependent ages are also required.

Insurance will not be required for expats as they already have this coverage (see above). However, we would like to know what travel assistance for that population would cost