

## REQUEST FOR PROPOSAL

### Establishment of Long-Term Agreements (LTAs) for Ground Transportation Services in Support of the United States Refugee Admissions Program (USRAP)

#### Bid Bulletin Addendum No. 2

- This Amendment #2 to **RFPUS2023-002** is being issued to address questions from prospective vendors.

#### 1.1 Questions received from the Pre-Proposal Conference held 07 November 2023

	Clarification	Response
1	Is the PDF, is it writable? In other words, the form that's out there for us to fill in	It is editable. We have again annexed section 7 – Proposal Forms to this file.
2	Is there a general or typical amount of time that's provided to vendors as far as the upcoming schedule? Are we looking at 24-hour notice? 48-hour notice. Is there any clarification you can provide on that end?	IOM plans out every week in advance to see what ground transportation will be needed. So typically, IOM know those routes a week in advance and will request the transport needs at that time. Then IOM confirms the schedule, a day before
3	Do we need any registration with the UN for this process of bidding?	UNGM registration is not required initially, but the successful vendor will be required to complete the registration at UNGM prior to the signature and finalization of the contract.
4	If we get a job and the job, we totally understand that the flights get delayed like four or five hours, hours. How do we deal with the next job? For example, if it requires driving for six hours and it gets delayed four or five hours? . How does this get counted?	A delay of more than 2 hours can be chargeable to IOM on hourly basis. This must be included in the breakdown of cost in the offer.
5	Is there a projected breakdown of revenue based on the port of entry?	On the bid Bulletin posted earlier this week, there is an estimate of 15,000 beneficiaries, plus IOM staff. The estimated percentage for each POE is as follows: IAD – 33% JFK – 41% LAX – 22% ORD – 2% IAH – 2%
6	There is a total of five airports, but if the company is entrusting to bid only on one the company can submit a single bid, right?	Yes, this is correct. Vendors can submit a single bid per POE, for multiple POEs, or all POE locations.



7	I note there is a bid security of \$6,000. Do we prepare a certified check and send it to IOM by mail?	All electronic submission of offers should be via email to <a href="mailto:wasusrapprocurement@iom.int">wasusrapprocurement@iom.int</a> while the bid security should be submitted via post or to the following address: <b>1625 Massachusetts Avenue NW, Suite 500, Washington, DC 20036</b>
8	What is the cancellation policy?	Due to the dynamic nature of IOM operations and the unpredictability of factors outside of IOM's control (e.g. flight cancellations) the service provider must accept cancellations up to four hours prior to the scheduled time with no cancellation penalty. If less than four hours, IOM will incur a 50% cancellation fee. Per Bid Bulletin No 1, IOM is willing to consider adjusting the required notification period.
9	If we want to add a subcontractor in the middle of the contract, can we discuss with IOM and receive permission to add a subcontractor?	Should the service provider require the need to subcontract some or all vehicles, while this is permitted, a written summary of the subcontracted vehicles must be provided, as well as a narrative explaining the need to subcontract, and steps taken to ensure the requirements of this contract are met.

## 1.2 Questions received via email:

	Clarification	Response
1	Based on the proposal we see ORD has many destinations, some long haul, some short trips. Are the long-haul trips like Detroit, Ohio, Lansing, Indianapolis Mosine wi and Cedar Rapids IA, is it going to be a special request?	All long-haul trips will be upon advanced request utilizing the IOM Ground Transportation Request Form (Annex X). Note these are proposed new ground transportation routes and are not guaranteed.
2	Regarding the following statement in the RFP, what is the "Financial Proposal Sum referring to?"	This is the standard IOM template. Vendors can refer to <i>Table 3: Breakdown of Fees as applicable</i> .
3	We have never done business with IOM or the UN. To participate in the online Pre-proposal conference scheduled for November 7, 2023, at 1:00 PM, do we simply need to join the provided link, or are there any additional documents or regulatory processes required to access the Pre-proposal conference?	The Pre-proposal conference is open to the public. There are no additional documents or regulatory processes required to access the meeting.
4	What are the working hours for daily and monthly POs? Are they on an 8-hour shift or a 12-hour shift? In other words, if my driver is on a daily contract, how many hours do they need to work to	Per the Bid Bulletin, the only quotations accepted on a daily or monthly rate would be for inter-terminal/staff shuttle service which would be for 12-hour shifts.



	count as a full day?	
5	Proposal Security, in last meeting I was told we can get a surety bond for 2% of the bid value, but we don't know what the bid value is, can you please specify what that is?	Proposal Security has been amended to <b>USD 6,000.00</b> ; the acceptable forms shall remain the same as per Section 2 and Section 3 Article 17 of the RFP.
6	Do we also send the ORIGINAL proposal security template to the Washington DC address? Does this also have to be received in Washington DC by 11/15?	Yes, this must be submitted by 15 November 2023, before 01:00 PM EST. Original documents which are required (e.g. Proposal Security) should be sent to the IOM Washington DC address with a PDF copy submitted as part of the electronic submission to: 1625 Massachusetts Avenue NW, Suite 500, Washington, DC 20036
7	Do we also send the certified check to the Washington DC address or is the proposal security sufficient?	Yes, the check must be submitted by 15 November 2023, before 01:00 PM EST at 1625 Massachusetts Avenue NW, Suite 500, Washington, DC 20036
8	Please confirm that there will be an IOM staff member (i.e., handler) with each group of refugees that will maintain chain of custody throughout the transportation and that the Contractor will not be required to accept chain of custody.	No, an IOM staff member will not always accompany the group of refugees, and the contractor should ensure the refugees are properly handed over to the designated point of contact at the final destination.
9	Does the UN require an additional contractor staff member on long-haul trips to assist with meal/water dissemination and other coordination?	No, an additional staff member is not required. Also note meal and water service is on an exceptional basis. IOM typically provides food for refugees prior to departing via ground transportation.
10	Would the UN like us to include an optional ODC line item for an interpreter on trips or a language service, as needed?	This is not required but may be considered on an exceptional basis.
11	In what proposal (technical or financial) should we put the insurance certificates and proof of ownership?	Insurance certificates and proof of ownership should be part of the Technical Proposal.
12	In the case of urgent medical cases, such as minor injuries and illness, does the UN require medical transport (e.g., ambulances)? Do we need to have medically trained staff (e.g., EMT) available for the trip?	No. Contractors are not expected to be medically trained. In the event that an EMT would be required, IOM would call for an ambulance to transport the individual to a hospital.
13	For long-haul trips, can the UN provide historical data on how many long-haul trips it expects annually and an estimated headcount of how many people travel per trip?	IOM tracks only the number of ground transportation trips. Please see the following graph for historical data since 2010:



		<p style="text-align: center;"><b>Total GT by POE since 2010</b></p> <table border="1"> <thead> <tr> <th>POE</th> <th>Count of GT</th> </tr> </thead> <tbody> <tr> <td>IAD</td> <td>12,172</td> </tr> <tr> <td>JFK</td> <td>35,853</td> </tr> <tr> <td>LAX</td> <td>19,273</td> </tr> <tr> <td>ORD</td> <td>1,733</td> </tr> </tbody> </table>	POE	Count of GT	IAD	12,172	JFK	35,853	LAX	19,273	ORD	1,733																																													
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<p>14</p>	<p>Can the UN provide a historical trip history, by location, duration, and headcount?</p>	<p>IOM only tracks the number of ground transportation trips, kindly refer to the table below:</p> <table border="1"> <thead> <tr> <th>Year</th> <th>IAD</th> <th>JFK</th> <th>LAX</th> <th>ORD</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>~0.5K</td> <td>~1.5K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> <tr> <td>2012</td> <td>~0.5K</td> <td>~2.5K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> <tr> <td>2013</td> <td>~0.5K</td> <td>~3.0K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> <tr> <td>2014</td> <td>~0.5K</td> <td>~3.5K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> <tr> <td>2015</td> <td>~0.5K</td> <td>~4.0K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> <tr> <td>2016</td> <td>~0.5K</td> <td>~5.8K</td> <td>~3.8K</td> <td>~0.1K</td> </tr> <tr> <td>2017</td> <td>~0.5K</td> <td>~2.0K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> <tr> <td>2018</td> <td>~0.5K</td> <td>~1.5K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> <tr> <td>2019</td> <td>~0.5K</td> <td>~1.5K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> <tr> <td>2020</td> <td>~0.5K</td> <td>~1.0K</td> <td>~0.2K</td> <td>~0.1K</td> </tr> </tbody> </table>	Year	IAD	JFK	LAX	ORD	2011	~0.5K	~1.5K	~0.2K	~0.1K	2012	~0.5K	~2.5K	~0.2K	~0.1K	2013	~0.5K	~3.0K	~0.2K	~0.1K	2014	~0.5K	~3.5K	~0.2K	~0.1K	2015	~0.5K	~4.0K	~0.2K	~0.1K	2016	~0.5K	~5.8K	~3.8K	~0.1K	2017	~0.5K	~2.0K	~0.2K	~0.1K	2018	~0.5K	~1.5K	~0.2K	~0.1K	2019	~0.5K	~1.5K	~0.2K	~0.1K	2020	~0.5K	~1.0K	~0.2K	~0.1K
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<p>15</p>	<p>How many Child and infant seats are estimated to be needed? Can the UN provide historical data on how many children and infants are escorted annually?</p>	<p>In fiscal year 2023, there were about 3,000 children and infants who utilized ground transportation.</p>																																																							
<p>16</p>	<p>Regarding the requirement for handicap vans accommodating persons in wheelchairs and one to two additional people, can the UN provide additional details as to if it requires a wheelchair lift</p>	<p>Medical cases requiring specific accommodations will be planned in advance to understand the specific needs. Upon request wheelchair accessible vans with wheelchair lift are needed.</p>																																																							



	and other handicap related accommodations?	
17	Please confirm that the offeror may submit a single proposal package to bid on all five (5) international airports, if we are able to demonstrate the ability to provide the full scope of services at each of the airports in a single bid.	Yes, the bidder can bid on all 5 airports. However, IOM may select the bidder for less than 5 airports, as such, proposals should be able to stand alone, per POE.
18	To confirm, is the request for Contractor support done through the IOM Ground Transportation Request Form that is submitted by IOM to the Contractor?	Yes, this form is completed and sent to the contractor for every trip.
19	What deliverables will need to be completed weekly, monthly, and annually? Is there reporting that is required after close out of a trip by the Contractor?	IOM requires weekly reporting as well as a notification of close out of a trip to IOM focal point. Noting that reporting requirements are subject to change.
20	At any given international airport, is the UN awarding a single award or multiple awards per airport? In other words, will the UN have multiple contractors at one airport, or just a single contractor per airport?	IOM may award more than one contract per airport depending on its requirements.
21	Will the contractor be responsible for returning IOM staff to the airport or another destination after dropping off refugees to their destination? If the contractor will be responsible for transporting IOM staff after dropping off refugees, please provide a list of those locations and how they should be priced	This is typically not required. Should the need arise, IOM will request in advance via the Ground Transportation Request Form (Annex X). Additional fees will be agreed upon in advance by both parties.

**4. All other terms and conditions of the RFPUS2023-002 remain unchanged.**

Prepared by: BEAC Secretariat

Approved By: David John