



Joint Support Command  
*Ministry of Defence*

## Request for information

Regarding

# Global health care for the Royal Netherlands Marechaussee (RNLM)

|                |           |
|----------------|-----------|
| Version number | 1.0       |
| Date           | 14-3-2023 |
| Status         | Final     |

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## **Definitions**

### **Contracting authority**

The State of the Netherlands, Ministry of Defence

## **Abbreviations**

|         |                                     |
|---------|-------------------------------------|
| NL MOD  | The Netherlands Ministry of Defence |
| POR     | program of requirements             |
| RFI     | Request for information             |
| RNLM    | Royal Netherlands Marechaussee      |
| EEA     | European Economic Area              |
| MEDEVAC | medical evacuation/repatriation     |

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## 1. Organisation

### NL MOD

The Netherlands Ministry of Defence (NL MOD) employees actively promote the interests of the Kingdom of the Netherlands and the Dutch on a daily basis. By doing so, the NL MOD contributes to the safety and economic interests of the Netherlands now and in the future. The global deployment of military personnel strengthens international cooperation and contributes to the ambition of the Netherlands to allow people all over the world to develop their talents freely and safely. NL MOD delivers commitment that matters and is there when needed. For the Netherlands.

### *The Royal Netherlands Marechaussee*

The Royal Netherlands Marechaussee (RNLM) is one of the seven divisions of NL MOD and stands guard over the security of the Kingdom of the Netherlands, including the Netherlands' territories in the Caribbean. It is deployed globally at locations of strategic importance, from royal palaces to the EU external borders, and from airports in the Netherlands and the Caribbean to theatres of war and crisis areas all over the world.

The RNLM has 3 core tasks:

- border control tasks;
- security and surveillance;
- international and military police tasks.

The RNLM performs various security tasks abroad. This includes securing an embassy, but also incidental assignments in various countries.

## 2. Subject of the proposed tender

This request for information (RFI) is taking place in preparation for a proposed (European) tender for global health care. the Ministry of Defence will be the Contracting authority.

Chapter 5 describes the desired situation. This is a description based on the information as known to the NL MOD at the time of issuing this RFI document.

**Annex 1** contains a draft version of the program of requirements (POR). This draft is based on the current approach, and it may change as a result of this RFI. The POR may be incomplete or insufficiently clear. The NL MOD wishes to use this RFI to test whether the POR is complete, acceptable and clear. No rights may be derived from this schedule.

**Annex 2** contains a questionnaire we would like you to answer.

## 3. The Request for information

### 3.1 Introduction

The NL MOD has decided to start with a RFI in preparation for its proposed (European) tender for global health care.

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In general, a RFI enables a Contracting authority to gather knowledge and experience of market participants and to use this in the preparation of the tender process. The knowledge and expertise of market participants is used to test the Contracting authority's own ideas and thereby improve the quality of the tender documents.

### **3.2 Purpose of this RFI**

The NL MOD currently doesn't have adequate insight into the interest and capabilities within the market in the field of global health care. This insight is necessary to conduct a proper tender and achieve the desired result.

The NL MOD considers it important to do market research and ask you to share your knowledge and experience during the tender preparation phase. While we have thoughts on the usefulness and necessity of a particular direction, it may be that the market has newer or different insights or offers other possibilities. Through this RFI, we would like you to share your knowledge and experience with us.

The purpose of this RFI is threefold, namely:

1. Identifying the potential and capabilities within the market;
2. Obtaining information for the purpose of defining the procurement strategy, e.g. choice of tender procedure, duration of the contract, pricing, coherence of products and services, preconditions, etc.;
3. Creating interest among market participants to promote competition.

### **3.3 Conducting the request for information**

The RFI is conducted in 6 stages. These are described and explained below.

#### *3.3.1 stage 1 – Call for participation in the RFI*

The RFI will be announced through Tendered (www.tendered.nl). Publication on Tenders Electronic Daily (TED) (<http://ted.europa.eu/TED>) will take place through Tendered. This achieves a broad and public market approach. All market participants interested in participating in the RFI based on this publication can download the RFI document(s) via Tendered.

#### *3.3.2 stage 2 – Questions about the RFI documentation*

This document provides you with the information you need to determine whether to participate in the RFI.

Should there be any questions, they can be asked until the closing date for asking questions mentioned in section 3.4. Questions can only be asked in the 'question and answer' section in the Tendered platform.

Your remarks and or/supplements are highly appreciated. If any questions are missing which you think should have been asked in the Questionnaire (Annex 2), please do not hesitate to use the opportunity to point out which questions are missing in your opinion.

All questions will be answered anonymously and will be published in an information memorandum. The (final) information memorandum will be made available on Tendered in accordance with the planning in section 3.4.

You can find instructions at the instruction page of Tendered:

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<https://www.tenderned.nl/cms/nl/english>

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### *3.3.3 stage 3 – Submitting your answers to the RFI*

If you wish to participate in the RFI, you must answer the questionnaire as included in Annex 2. On the latest date mentioned in Section 3.4, we would like to receive your response to the questions through Tenderned.

You are not obligated to answer all the questions from the questionnaire in order to participate in the RFI.

The NL MOD would like to thank you in advance for your time and effort by answering our questions.

### *3.3.4 stage 4 – Assessment of the response to the RFI*

After the closing date for participation in this RFI, all responses to the Questionnaire will be analyzed by the NL MOD.

### *3.3.5 stage 5 - Invitation for further explanation*

Depending on the content of your response to the Questionnaire as included in Annex 2, the NL MOD may ask you to provide further clarification (either by email via Tenderned or in person).

### *3.3.6 stage 6 – Report*

The results of the RFI will be processed by the NL MOD in the form of a report. All company-specific data will be anonymized. All parties who participated in this RFI by answering the Questionnaire will receive this report.

The report will also be part of the tender documents in case a (European) tender procedure will be carried out following this RFI. This will ensure that all interested parties (including those who have not participated in this market consultation) have the same information at the time of the (European) tender procedure to be held.

## **3.4 Schedule**

| <b>Date</b>            | <b>Stage</b>                                                                         |
|------------------------|--------------------------------------------------------------------------------------|
| March 14, 2023         | Stage 1:<br><br>Announcement of this RFI via Tenderned                               |
| March 30, 2023         | Stage 2:<br><br>Closing date for asking questions in response to the RFI document(s) |
| April 12, 2023         | Stage 2:<br><br>Sending final information memorandum                                 |
| <b>April 21, 2023</b>  | <b>Stage 3 :</b><br><b>Submit responses to Questionnaire in Annex 2</b>              |
| April 24 – May 4, 2023 | Stage 4:<br>Assessment of the response to the RFI                                    |
| May 8 – May 12, 2023   | Stage 5:<br>Possible invitation for further explanation                              |

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|              |                                                   |
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| June 1, 2023 | Stage 6:<br>Report ready and sent to participants |
|--------------|---------------------------------------------------|

The table above provides an overview of the intended planning. The dates listed are indicative and subject to change during this RFI.

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#### 4. Administrative conditions

##### 4.1 Contact information

All communication will take place via Tendered. Only in the event of technical difficulties with Tendered may this contact be contacted in a different way:

*First point of contact:*

Bettie Alting-Boudewijn  
[BR.Altling.Boudewijn@mindef.nl](mailto:BR.Altling.Boudewijn@mindef.nl)

*If contact is unsuccessful:*

Ingrid van Bommel  
[I.v.Bommel@mindef.nl](mailto:I.v.Bommel@mindef.nl)

##### 4.2 Language

All RFI documents are in the English language. Respondents are requested to use the English language, or when this is inconvenient, the Dutch language.

##### 4.3 Instructions for responding

The NL MOD requests you to answer the questions in this questionnaire in as much detail as possible. Any other information that you consider important is appreciated.

In order to enable careful evaluation of your information please refrain from limiting yourself to the use of cross-references to answers to other questions.

##### 4.4 Compensation for costs

The NL MOD will not compensate any costs related to the preparation and participation in the RFI.

##### 4.5 Restrictions

This document has been written in the context of the RFI for global health care for the RNLM. Participation in this RFI cannot be regarded as an invitation to the intended (European) tender for which this RFI serves as preparation. Nor can any right to selection or award in the context of the actual (European) tender to be held be derived on account of participation in this RFI.

The NL MOD reserves the right to:

- change the schedule as set out in section 3.4;
- carry out the intended (European) tender in a different way in terms of form and content than described in this RFI document;
- temporarily or permanently discontinue this RFI;
- decide not to carry out a (European) tender;

- use or not (fully) use the results of the RFI for (a) future tender(s) (if any).

#### **4.6 Confidentiality**

The NL MOD will treat your response confidentially. All company-specific data will be anonymized in the report (section 3.3.6).

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#### **5. Description of the desired situation**

To the best of our knowledge at the time of providing this RFI, the proposed tender can be described as follows:

The RNLM performs various security tasks abroad. This includes securing an embassy, but also incidental assignments in various countries.

The quality of medical health care varies worldwide. To ensure proper care for our military personnel when they are abroad, the NL MOD is investigating the possibility of contracting a party for providing global health care that meets appropriate quality standards. The applicable quality standards are included in Annex 1 – Program of requirements.

##### The desired situation:

A. Global health care for the Royal Netherlands Marechaussee (RNLM);

B. medical evacuation/repatriation in the country concerned, to the airport and in some situations to neighboring countries.

The quality and availability of health care is of great importance. In this regard, the contractor is responsible for periodically testing the clinics (from e.g. subcontractors) for the required quality standards.

We wish to conclude a contract with 1 party that ensures that the required health care and medical transport/repatriation to and from the airport can be provided anywhere in the world.

##### **A. Global health care for the Royal Netherlands Marechaussee (RNLM)**

This concerns health care for military personnel who secure the embassies at permanent posts, but also health care for military personnel who can be deployed anywhere in the world due to incidental deployments.

It does not concern health care for relatives of the military personnel.

In case of health problems, the personnel usually will approach a local doctor. However, if the quality or availability of health care in the concerned country is not adequate, the military personnel will contact the contractor.

The contractor must ensure that someone is available 24 hours a day and 7 days a week to be able to speak to the aforementioned serviceman. This is in view of worldwide deployments, differences in times and possible emergencies.

After an alarm call is received, contractor must be able to provide proper field care

and patient transportation (medical evacuation) 24/7/365 and proper hospital care (as further described in the POR).

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The contractor will also be contacted in case of acute dental problems or problems regarding general/family healthcare. The contractor must be able to provide the proper care (as further described in the POR).

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When the contractor is contacted by military personnel, he informs the Chief Medical Advisor Royal Marechaussee in the Netherlands (through a central telephone number) about the transportation and/or treatment.

## **B. medical evacuation/repatriation (medevac)**

If a medevac (with medical supervision) is required contractor must provide medical evacuation/repatriation in the country concerned. This consists of transport:

- from point-of-injury/illness to clinics/hospitals;
- between clinics/hospitals;
- to the airport in the country concerned, including hand over take over to an external strategic medevac team on the airport ;
- to the airport in neighboring countries of the country concerned if requested so by the RNLN.

This transportation might include transport by ground, water or air, depending on the area in question.

The medevac is coordinated in consultation with the Chief Medical Advisor Royal Marechaussee in the Netherlands, so that he can also arrange subsequent medevac to the Netherlands.

## **The services can be divided into 3 levels**

### 1. Permanent locations

These are the locations where we currently have a permanent presence.

These include the following locations or regions:

- Baghdad
- Tripoli
- Kiev

### 2. Countries we visit regularly

- Mogadishu
- West Coast Africa

### 3. Other remaining countries

These are all the countries we may visit occasionally, except for the countries that are out of scope as described below.

## **Out of scope**

### Countries

In a number of countries, the level of health care is adequate enough that regular local care is used. These countries are therefore outside the scope of this contract.

It concerns the following countries:

The 30 countries of the European Economic Area (EEA countries), Canada, The United States, the United Kingdom, Switzerland, Singapore, Australia and New Zealand.

### Medical evacuation

Medical evacuation from the airport (in the country concerned, or neighboring country concerned if requested so by the RNLN) to the Netherlands .

### **Volume of the contract**

At the time of providing this RFI, to the best of our knowledge, we expect to use the services 3 times per year, with the main focus being general/family healthcare and emergency care.

### **Intended number of service providers to be contracted**

The intention is to conclude an agreement with 1 service provider.

### **Proposed pricing system**

The intention for the execution of the contract is to assume an all-in annual service fee for the provision of the services in accordance with the POR.

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