

CONTRACTOR REQUIREMENTS

Provide NASA-wide medical evaluation, support, and evacuation/repatriation services to NASA civil service employees that have been injured or have fallen ill while on Agency official international business travel. Types of travel shall include but not be limited to temporary duty travel, permanent change of station transition travel, and/or extended duty assignments in any part of the world other than the United States.

The Contractor shall provide the following:

1. Land and/or air medical evacuation of NASA civil service employees (hereinafter “patients”) to the closest medical facility in duty station country or other country with the provision that the medical facility is Western equivalent in medical treatment capabilities and expertise. At NASA’s option, NASA may request that Contractor transport patients from their foreign location directly to the United States, which may result in a substantial increase in costs to NASA.
2. Fully trained, licensed, and certified medical personnel and medical equipment sufficient to maintain patients in a stable mode from the time of acceptance of the patient until he/she is transferred to a receiving medical treatment facility.
3. A password protected website/webpage designed specifically for NASA employees with resources, tools, and guidance, such as destination/travel health reports for international destinations, online videos/podcasts, information sheets, recent alerts, international embassy/consulate contact information, pre-travel checklists, vaccination requirements/recommendations, links to other valuable websites (e.g., Department of State, Centers for Disease Control), etc. The website/webpage shall be available for access before and during employees’ travel abroad to increase awareness and provide necessary resources.
4. Arrangements for a companion air transportation ticket for relative, friend, or co-worker to join the patient who has been, or will be, hospitalized/treated outside his/her home country or country of normal duty assignment.
5. Arrangements for transportation of patient’s minor children who might be left unattended as a result of the patient’s injury, illness, or medical evacuation to the patient’s home country or to meet with patient’s relative in country of duty assignment.
6. Assistance to patients in obtaining documentation for medical insurance claims for care involving the Contractor, especially ensuring documentation is in English or translated into English.
7. Timely and confidential privacy-protected transmission of emergency messages between NASA civil service employees and their family members.
8. Repatriation of NASA civil service employee/patient mortal remains, including arranging for transportation of remains from the place of death to the United States. If requested by an authorized family member or legal representative, Contractor shall arrange for local burial at or near the individual’s place of death.
9. A guarantee of payment as NASA’s Agent, for all costs associated with in-patient or out-patient medical care provided in the patient’s international location, until invoices can be prepared and submitted to NASA for payment.
10. Medical monitoring of patient’s condition and provision to the NASA-designated physician(s) with medical evaluations of the patient’s condition, recommendations,

and other patient health-related information that will assist NASA to ensure the health and safety of the patient.

11. Where practical and legal, arrange for delivery of medicines, drugs, and medical supplies that are required for patient's care or treatment but which are available at or near the patient's location.
12. At no extra cost, provision of non-emergency medical advice and referral recommendations (e.g., location of physicians, how to obtain replacement prescription medication, medical clinics, dentists, pharmacies, etc. near their duty/assignment area) by telephone for NASA civil service employees who contact Contractor for assistance.
13. At no extra cost, provision to NASA civil service employees non-emergency contact information (e.g., names, addresses, phone numbers) for lawyers or legal professionals within the area near their foreign duty/assignment area.
14. At no extra cost, provision of assistance to NASA civil service employees in obtaining replacements of important travel documents (e.g., visas, passports) while they are abroad.
15. Standard business-card-sized laminated cards with information for travelers that provide phone numbers and/or websites to access for immediate assistance while traveling. Template is available from NASA if desired. Approximate number for initial distribution NASA-wide is 1,000, which should be sufficient for one year.
16. A quarterly report summarizing all services (including no-cost support) provided to NASA for that time period, even if the entry is "no services provided during this time period".
17. Electronic submission of invoices to NASA as costs are incurred, making sure that supporting documentation transmitted is protected as required by all privacy and HIPAA requirements/regulations.
18. Timely submission to NASA of the final invoice associated with Contractor-provided medical evacuation, transportation, and/or repatriation services. All medical assistance, evacuation or repatriation related invoices shall be provided within 21 calendars of the last day of service provided to the patient. Invoices shall not include any patient's medical information that is protected by the Privacy Act or HIPAA.

Areas Serviced

Contractor shall provide assistance to NASA civil service employees in any part of the world, outside of the United States, with proven capability of patient extraction from remote locations. NASA civil service employee medical evacuations conducted in the past include ground and air transport from the Ukraine, Japan, Russia, Germany, Kazakhstan, and Italy. Examples of other areas that NASA civil service employees travel to include (but are not limited to):

Argentina	Peru	Malta
Australia	Poland	Mexico
Austria	Portugal	Morocco
Belgium	Romania	Netherlands
Brazil	Saudi Arabia	New Zealand
Greenland	Singapore	South Africa
Guatemala	Canada	Spain
Hungary	Chile	Sweden
Iceland	Costa Rica	Switzerland
India	China	Thailand
Kenya	Czech Republic	Turkey
South Korea	Columbia	Uganda
Norway	Finland	United Emirates
Oman	France	United Kingdom
Panama	Kyrgyzstan	

NASA points of contact (available 24/7) for Contractor's obtaining authorization to proceed with services for NASA employees are as follows:

Primary:	Designated civil service physician from Kennedy Space Center
Secondary:	NASA's Chief Health and Medical Officer or Deputy Chief Health and Medical Officer
Tertiary:	Contracting Officer's Representative located in the Office of the Chief Health and Medical Officer

Period of Performance: February 18, 2016 – February 17, 2017, with NASA's option to extend each year thereafter with final performance period ending on February 17, 2022.

Notification Protocol

Contractor shall contact the designated authorized NASA contacts as follows:

1. Medical Evacuations: Immediately by telephone
2. Hospitalizations in Developing Countries: Immediately by telephone for critical cases. By telephone during waking hours (0800-2000 Eastern) 7 days per week for non-critical or routine events
3. Hospitalizations in Industrialized Countries: Immediately by telephone for critical cases and confidential notification to a NASA secure fax or electronic mail for non-critical or routine cases.
4. Outpatient Care: Confidential notification to a NASA secure fax or electronic mail unless the Contractor physician express concern and requests immediate telephone contact.

Evacuation and Repatriation

Contractor shall provide transportation of patients under medical supervision.

Contractor shall communicate with the appropriate designated NASA representatives regarding plans to transport, hospitalize, and the means and methods of transporting patients, including circumstance such as the patient's medical condition, degree of urgency, fitness to travel, distance and availability of airports, and current weather conditions.