

## NOTICE OF INTENT TO SOLE SOURCE

The Medical University of South Carolina (MUSC) is a public institution of higher learning the purpose of which is to preserve and optimize human life in South Carolina and beyond. The university provides an environment for learning and discovery through the education of health care professionals and biomedical scientists, research in the health sciences, and provision of comprehensive health care. The faculty, staff, and trainees at MUSC are currently actively engaged in collaborative global partnerships in the areas of education, public health, clinical care, and research. Our students benefit from exposure to and participation in global efforts. In order to build on achievements made globally and to capitalize on the diverse opportunities available to expand global efforts, MUSC has chosen to make globalization a strategic priority.

### Scope of Work

Given MUSC's emphasis on globalization, it is the intent of MUSC to obtain services as a sole source procurement pursuant to Section 11-35-1560 of the South Carolina Code of Laws from Internatinal SOS Assistance Inc., for a comprehensive, global support service for MUSC travelers. Specifically, MUSC is requesting a safe travel assistance provider services and international travel assistance insurance coverage in order that MUSC can appropriately prepare and protect its international travelling population. The intent is to provide a proactive service to travelers that connect with them appropriate integrated support (medical, clinical, security, adverse travel) in an appropriate timeframe, 24/7 for emergency response.

This support must include emergency medical evacuation, medically supervised repatriation, security evacuation, repatriation of mortal remains, and transportation to join a hospitalized member. Additionally, this support should be available in the event of medical emergencies, political/civil unrest, security threats, and natural disasters. Furthermore, MUSC needs the ability to view where their faculty members, students, or employees (hereinafter referred to as "agents") are traveling to, and if any incidents have been reported as affecting them. The platform for achieving both should be accessible via an on-line secure web portal or registry. Insurance providers must be able to engage in a direct billing relationship with the assistance provider.

Currently, MUSC estimates an average of 200 faculty members and 100 students travel to global locations annually. The estimated average duration of travel is 10 days per trip.

The initial period of coverage shall be July, 1 2019 – June 30, 2020.

#### **A. Medical and Security Support Services**

Provider must deliver consistent service 24 hours a day, 7 days a week, 365 days a year across all time zones. Provider must deliver the following services:

- 1) Emergency and Routine Medical Advice
- 2) Medical and Dental Referrals

- 3) Medical Evacuation and Repatriation: provider must arrange for emergency medical evacuation/repatriation of the agent(s) from the place of accident/sickness to a medical facility which will respond to a reasonable expectation of satisfactory care and treatment. Additionally, provider will arrange for medical evacuation/repatriation of the agent(s) to his/her home country by appropriate air or surface transportation means. Medical escorts and mobile emergency medical equipment will also be arranged if warranted.
- 4) Outpatient Case Management
- 5) Outpatient Medical Expense Guarantee & Payment
- 6) Arrange for Inpatient Admission and Identify Receiving Physician
- 7) Inpatient Medical Expense Guarantee
- 8) Cost Review & Payment, Medical Monitoring
- 9) Dispatch of Medication and Medical Equipment
- 10) Legal Referrals
- 11) Emergency Message Transmission
- 12) Lost Document Advice & Assistance
- 13) Advance of Emergency Personal Cash
- 14) Assistance with Documentation for Insurance Claim Forms
- 15) Arrange Transportation & Accommodation for Accompanying Family Members
- 16) Compassionate Visit/Family Travel Assistance
- 17) Return of Minors
- 18) Repatriation of Mortal Remains
- 19) Translations and Interpreters
- 20) Security services through timely information, analysis, and recommendations: Provider should provide timely reports that explain the direct and indirect implications of an event which may present disruption or threatening situation to MUSC agents. Reports must provide a clear explanation of global travel risks, putting them into context and provide practical advice. At a minimum, the following must be provided by email, online, or over the phone: Special incident advisories or alerts which give analysis, recommendations and travel tips within 30 minutes of an event.
  - a. Daily situation updates of emerging and safety threats by country and level of risk
  - b. Global, regularly updated security guides
  - c. Special pre-travel incident advisories or security analysis reports
  - d. Proprietary risk ratings
- 21) Security services through 24/7/365 security assistance
- 22) Crisis support and emergency evacuation

**B. Secure Web Portal/Travel Registry**

Provider must deliver a secure web portal/registry (herein after referred to as the “system”) which provides specific destination information and contains information submitted by MUSC agents specific to ongoing, planned, and/or historic trip itineraries. A registry of agent specific information must be provided which allows agents to enter emergency contact information in advance of a trip in addition to itinerary information. The registry must be secure. Additionally,

the system must provide additional guidance for higher risk destinations and support for MUSC agents while travelling globally, including but not limited to printable membership cards, links to country guides, details of provider emergency contact information..

This system will be created for MUSC and its agents and will be accessible from MUSC's website. In addition to the information listed above, the system must allow MUSC personnel to communicate on MUSC specific travel, health and security policies and allow authorized individuals to search the data based on a traveler's name, dates of travel, and destination country. The system must be customizable (i.e. College, purpose of travel, type of traveler) to allow for additional information to be captured that is useful for MUSC's global tracking and analysis.

The system must have secure, password-protected area to allow Members to store and retrieve their emergency contact information, information regarding the Member's personal physician(s), medical history, immunization record, allergies, medications, copy of passport and other similar information.

**C. Insurance Blanket Coverage**

MUSC is requesting an assistance provider who can offer international travel insurance as a blanket coverage policy for university faculty, staff, and students or has the flexibility to enter into a direct billing agreement with an insurance provider who coverage policy includes any case fees incurred by assistance provider.

- 1) Provider must make every effort to include wrap around indemnification for continuation of services in the event of excluded emergencies. This endorsement should provide continued coverage of provider's services in the event of political and/or civil unrest, security threats, and natural disasters.
- 2) At minimum, insured benefits must be provided per traveler, per incident as follows:

a. Emergency Medical Evacuation	\$	250,000	
b. Medically supervised repatriation	\$	250,000	
c. Repatriation of mortal remains	\$	100,000	
d. Security Evacuation	\$	250,000	
e. Accidental Medical Expense	\$	100,000	
f. Emergency Sickness Medical Expense	\$	25,000	
g. Accidental Death & Dismemberment	\$	10,000	
h. Accidental Death & Dismemberment Aggregate Limit	\$	250,000	per accident
i. Transportation to join a hospitalized member	\$	2,500	
j. Accommodation when joining a hospitalized member	\$	2,500	
k. Return of Minor Children	\$	2,500	
l. Return of Traveling Companion	\$	2,500	

To the best of their ability, Provider will coordinate and allow for the use of existing MUSC and/or MUSC agent insurance policies prior to, during, or following incident response

(policies may include, but not be limited to Business Travel Accident, Personal Accident, and International Medical).

- 3) Provider must name The Medical University of South Carolina as named insured for insured benefits and The Medical University Hospital Authority will be an additional insured. All MUSC agents and those associated with an MUSC affiliate will receive benefits provided through this contract.
- 4) Provider and all subcontractors used by provider will maintain in full force and effect throughout the performance of this contract insurance and/or self-insurance coverages (e.g., Comprehensive General Liability, Professional Liability, Automobile Liability, Employer Liability, etc.) and limits of liability appropriate for its industry. A Certificate of Insurance evidencing the appropriate insurance coverage shall be made available to MUSC upon MUSC's request and shall have The Medical University of South Carolina, The Medical University Hospital Authority, and affiliates named as additional insured. Provider shall notify MUSC in writing at least thirty (30) days prior to any cancellation, non-renewal or material change in coverage.

Provider must have established history of working with top-ranked universities to lead their international study abroad programs travel assistance programs.

Provider must have a strong history in customizing emergency assistance programs for scholastic study abroad programs with demonstrated capabilities including but not limited to an experienced and dedicated account manager to assist MUSC program leaders, a dedicated scholastic line for university clients, tailored communication tool kits available.

The contact person for this intent to sole source is:

Belinda Holloway  
Manager, Solicitations and Strategic Initiatives  
Medical University of South Carolina  
843-792-4967  
[brownbr@musc.edu](mailto:brownbr@musc.edu)

Qualified vendors should contact Belinda Holloway via email prior to the contact deadline: March 29, 2019; 5:00 PM Local Time. **Please address your subject line as follows: Notice of Intent to Sole Source Global Emergency Medical and Security Evacuation.**