

Technical Assistance to Optimise Emergency Medical Transport Systems in Priority States

VISTA Resources Integrated Consultancy (VISTA), is pleased to invite your organization to submit a proposal for technical assistance to strengthen the documentation and administrative coordination of emergency medical transport systems across Akwa-Ibom, Benue, Ekiti, Enugu, Kebbi, Ondo, Taraba, and Zamfara.

1. Background and Rationale

Delays in reaching definitive care remain among the most significant, and most addressable, contributors to preventable maternal death in Nigeria. Even where facility-based emergency obstetric and newborn care capacity exists, its impact is substantially diminished if patients cannot be transported to that care quickly, safely, and reliably. Across the eight priority states of Akwa-Ibom, Benue, Ekiti, Enugu, Kebbi, Ondo, Taraba, and Zamfara, emergency transport performance is shaped not only by the number of vehicles available, but by how effectively existing transport assets are deployed, dispatched, tracked, and coordinated with receiving facilities — factors that are frequently overlooked relative to the more visible question of fleet size.

Experience from emergency medical services (EMS) systems strengthening efforts in comparable settings consistently shows that operational and coordination inefficiencies — including poorly optimised vehicle basing relative to demand, informal or inconsistent dispatch protocols, limited real-time visibility into vehicle location and availability, and weak referral linkages between dispatch and receiving facilities — can constrain system performance as significantly as constraints in fleet size itself. In many of the focal states, response times vary widely not only by geography but by time of day and by which facility or LGA is requesting support, suggesting that deployment and coordination practices, rather than absolute vehicle numbers alone, are a major driver of inconsistent performance.

This assignment is therefore designed to support NEMTC and state-level SEMSAS structures by strengthening the documentation, record-keeping, and administrative coordination of emergency transport activities across the eight priority states. This includes compiling and organising existing information on vehicle deployment, dispatch practices, and the referral handoff process between transport personnel and receiving CEmONC and BEmONC facilities, and providing administrative support to help these structures coordinate more effectively.

The assignment further recognises that sustainable improvements in emergency transport coordination require dependable documentation and administrative systems, not only the transport assets themselves. Providing NEMTC and SEMSAS with organised records, updated protocol documentation, and administrative support for coordination meetings is therefore a core component of this work, alongside compiling information on cost-efficient and sustainable models — such as public-private partnerships or community-based transport schemes — already under consideration to complement and extend the reach of the existing emergency transport system across the eight priority states.

2. Objectives of the Assignment

- Strengthen the documentation and record-keeping of existing emergency medical transport arrangements across the eight priority states.
- Support coordination between NEMTC, SEMSAS structures, and CEmONC/BEmONC facilities.

- Compile accessible, organised documentation on transport deployment, dispatch practices, and referral processes to support ongoing coordination of obstetric and SRH emergency transport.

3. Scope of Work

- **Document the current emergency transport system across the eight priority states.**
 - Compile existing vehicle inventory, deployment, and utilisation records provided by NEMTC/SEMSAS, organised by state and LGA.
 - Organise available response-time records into a structured format for review by NEMTC/SWAp.
- **Document existing deployment and dispatch practices.**
 - Record current vehicle basing arrangements as practised by state.
 - Compile existing on-call rostering arrangements and dispatch decision practices into organised reference documents.
 - Maintain a record of dispatch communication practices currently in use across states.
- **Support administrative coordination of dispatch arrangements linked to the NEMTC call centre.**
 - Compile an inventory of existing tracking/communication tools in use across states.
 - Provide administrative support for coordination between state dispatch points and the NEMTC call centre.
- **Provide administrative and coordination support to NEMTC/SEMSAS staff.**
 - Organise and provide secretariat support for coordination meetings and information-sharing sessions among relevant NEMTC/SEMSAS staff.
 - Maintain organised records to support ongoing performance monitoring by NEMTC/SEMSAS.
- **Document referral-linkage practices between transport dispatch and receiving CEmONC/BEmONC facilities.**
 - Compile current handoff practices between transport personnel and receiving facilities, as reported by relevant staff.
 - Document existing handoff and pre-arrival notification practices.
- **Compile documentation on cost-efficiency and sustainability arrangements for the emergency transport system.**
 - Compile available information on public-private partnership or community-based transport arrangements already under consideration.
 - Organise a summary of options and considerations, prioritised by relevance, for review by the SWAp Coordinating Office.

4. Key Deliverables

- Compiled documentation of the current emergency transport system, organised by state, including available coverage information.
- Geospatial database of emergency transport coverage, including population density and facility linkages.
- Documented deployment and dispatch practices, compiled into a reference document.
- Documentation of dispatch/tracking arrangements linked to the NEMTC call centre.
- Coordination and meeting support records covering engagement with NEMTC/SEMSAS staff.
- Final report consolidating compiled documentation and cost-efficiency/sustainability information.

5. Duration and Reporting

The assignment is expected to run for approximately twelve (12) months, covering documentation compilation, administrative coordination support, and final reporting.

The successful bidder will report to the SWAp Coordinating Office, in coordination with NEMTC and state-level SEMSAS coordinators.

6. Qualifications and Experience Required

- Demonstrated experience in programme documentation, administrative coordination, or technical assistance within the health sector.
- Experience compiling and organising programme records, reports, or protocol documentation.
- Track record of providing coordination or secretariat support to public-sector or multi-stakeholder health programmes.
- Understanding of Nigeria's emergency medical transport architecture (NEMTC/NEMSAS/SEMSAS) is required.

7. Proposal Submission Requirements

Interested firms are required to submit:

- Technical Proposal: Approach and workplan
- Financial Proposal: Detailed cost breakdown

Submission Guidelines

Interested firms are required to submit their proposal to vistaprocurementad@gmail.com no later than five (5) working days from the date of this publication. All enquiries should be directed to the same email address.

Note: Kindly submit all hardcopy proposals to Vista Resources Integrated Consultancy Limited, No. 13 Lingu Street, Wuse 2, FCT Abuja.

We look forward to receiving your proposal and appreciate your interest in supporting this critical initiative.