



Organization for Security and
Co-operation in Europe

Date: 27 September 2016

Clarification Note No. 1

**Request for Quotation RFQ 108/2016
Production of Hate Crime videos for the ODIHR**

The Organization for Security and Co-operation in Europe has received a request for clarification and we would like to provide the following clarification:

Question 1: AUDIO/VOICEOVER - Would OSCE take care of voiceover selection, production or recording? Or it's meant to be on us/service provider?

Answer 1: The voiceover selection, production and recording will be provided by the bidder.

Question 2: ACCESSIBILITY - Would the videos need the voiceover and the subtitles (caption) to be translated in different languages?

- If yes, would OSCE take care of the translation?
- If yes, would OSCE take care of the voices recording in different languages?
- Otherwise, if we should take care of this task, how many translations/languages would OSCE need (both for voiceover and subtitles)?

Answer 2: No

Question 3: LIVE ACTION - For what concern this sentence: "The live action sequences will feature ODIHR employees and select partners and will be filmed at ODIHR's premises." would OSCE provide existing video materials or should we take care of filming and interviewing people?

Answer 3: The bidder should provide filming and interviews.

Question 4: If OSCE needed to film real events/situations, where and which will be the location and in which countries?

Answer4: Warsaw, Poland.

Question 5: How many videos should be presented on November 10th?

Answer 5: Two Videos.

Question 6: Should travel expenses for the shooting in Warsaw be included or excluded?

Answer 6: All costs have to be included to provide these services (hotel, transport, etc.) ODIHR can assist with hotel arrangement (approx. 50 Euro per person/night).

Question 7: We are not yet registered with the OSCE and still need to complete the Vendor Registration. Does the vendor registration need to be sent via post or can it be emailed?

Answer 7: The Vendor Registration form should be attached with the offer. In this case email is sufficient.

Question 8: Do you need letters of reference or can we submit the contact details for the three references?

Answer 8: Ideally letters of reference should be included. But if not available at this stage, please list three references. You may be asked at a later stage, during the evaluation process to still provide the actual references.

Question 9: Project timeline; “The contracted production company will be expected to begin its work in October 2016 and publish the first videos by 10 Nov 2016.” But in later text; Services are expected to commence in September 2016.

- 18 October 2016: Presentation of the drafts of the first two videos
- 20 December 2016: Delivery of all final materials.

Answer 9: Services should commence asap, early October. Presentation, etc. may be discussed and changed. Final product is needed by 20 December 2016.

Question 10: Is there a set or ideal budget for this project from your side?

Answer 10: The budget cannot be disclosed. ODIHR will evaluate best technically compliant offer at least cost.

Question 11: Our consortium partner (the bidder) works uniquely with museums and science centres creating and producing multimedia expositions - do you consider museums and science centres as relevant experience in the bidders portfolio? Museums are mainly local (not international) and governmental organisations.

Answer 11: It is acceptable as relevant experience.
Note: any sub-contractors that will be part of the services should be listed.