

Clarification Note No. 6

ITB/SMM/04/2018 - Supply and delivery of Ten (10) small mid-range Unmanned/Unarmed Aerial Vehicles for the OSCE Special Monitoring Mission to Ukraine (SMM)

B6Q7 The bidder shall indicate the costs of this service after the warranty period of 1 year. Does "this service after the warranty period of 1 year", refers to the service including the on-site technical, operational and repair support Service ?

Answer: Yes, the service described in requirement B.18 refers to the On-Site Technical, Operational and Repair Support Service.

B6Q10 What documents you will need to prove the operational record of min. 200 hours flown of the UAV?

Answer: A declaration/statement signed by the General Manager or his delegate confirming the equipment's flight record of 200 flight hours will be accepted, should the bidder be unable to provide the original flight records.

B6Q14 Ref: Annex C, Section A1: Given that, for confidentiality reasons, our customers are not willing to provide a Recommendation Letter stating the past performance of a given contract, please be so kind to waive the requirement to "provide a corresponding recommendation letter" with the submission of our bid.

Answer: Requirement A1 is mandatory and cannot be waived. However, OSCE SMM acknowledges confidentiality reasons and requires a detailed description of the project, signed and stamped by the General Manager or his delegate, to be provided instead. Nevertheless, it should be noted that in case the bidder will be accepted for financial evaluation the references will have to be provided before finalisation of the financial evaluation.

B6Q17 Annex C, Section B.10 & ANNEX D, line item 10: Please confirm that you require a total quantity of Depot Spare Parts equal to 500 Flight Hours; i.e. 100 hours of flight X 5 Qty.

Answer: This is correct; section B.10 requires a total quantity of Depot Spare Parts that includes replaceable assemblies, basic tools and consumables for 1 year of intense operation. This equals 500 Flight Hours, as in 100 hours per system for 5 systems.

B6Q20 Annex C, Section B.18 & ANNEX D, line item 21: Please confirm that the Price of the Post Warranty Operational and Repair Service is:

- a. Applicable only for 1 year and starts when Warranty has expired.
- b. Should include the same services and quantities as per ANNEX D line items 18 and 19 with the only difference that this service will be contracted for the second year.

Answer: Please refer to clarification for the question B6Q7.

Regarding a) it is applicable for 1 year and starts when the offered warranty period expires.
Regarding b) Yes, confirmed.

B7Q3 What kind of detailed documentation do OSCE need for B.18 criteria to be fulfilled?

Answer: Please refer to question's B6Q19 answer and the following: The Factory Servicing/ Predictive/ Preventive Maintenance plan needs to include at least and not only: Establish Principles, Concepts, Objectives, Scope, Definitions, Goals, and Interim Targets (milestones), Develop System Details by Individual System/Component, source documents, Perform Failure Mode and Maintenance Analysis (FMMA), Analyze equipment history, Review available records, Inventory Equipment, Appraise Equipment Condition, Identify critical items, Prevention vs. Predictive vs. Combination Inspections, Prepare and code written standard practices, instructions, and check sheets for all PPM work, Consider equipment status required for PPM performance. The offered PMM plan will be scored during the technical evaluation based on the above configuration.