

Clarification Note No. 1

RFP/SMM/37/2018: Provision of Hostile Environment Awareness Training (HEAT) for the OSCE Special Monitoring Mission to Ukraine.

B1Q1 Could you please confirm that course numbers could not be guaranteed but would be between 4-20 students per course?

Answer: Information is provided in Annex C – Terms of reference of RFP documents. The OSCE SMM requires the services of a contracted company to prepare and conduct a HEAT course for groups with up to 24 participants. The contractor shall be available for traveling to Ukraine and delivering approximately 4 (four) programmes per first contracted year and approximately 8 (eight) programmes per each of the following 3 (three) years in case the contract will be prolonged. The OSCE SMM does not bind itself to any amount stated above. The specified above amounts are approximate and may change.

B1Q2 I have noticed that the dead line for submission of tender has already elapsed. Kindly advise whether this has been extended.

Answer: Information is provided in Invitation letter of PFP documents. Deadline for submission of documents is 12:00 (Kyiv time), on Thursday, 24 May 2018.

B1Q3 The RFP Terms of reference states: "It is highly expected to have an internationally certified HEAT course (for example ISO, documented experience delivering ENTRI certified HEAT training under the C³MC-label". According to ENTRI "Private companies are not eligible as applicants and requests for certifications of their courses will therefore not be considered or processed". (<http://www.entriforccm.eu/certification/faq.html>). Does this mean that the OSCE only will accept proposals from public (state) entities? If not; could you please refer to which international certifications for HEAT-training you would accept?

Answer: An internationally certified HEAT programme relates to certified training providers by ISO, ENTRI under the C³MC-label, or equivalent. Successful bidders should possess one of the above certifications, as usual standard world-wide.

B1Q4 In the financial bid, would you like our price to be per course, per 4 courses (for the initial year), or both? We note that you have asked for a single copy of each proposal (technical and financial) to be sent. I would like to respectfully check that it is indeed only one of each you are requesting.

Answer: In the financial proposal price per 1 (one) HEAT course shall be indicated. One copy of each proposal (technical and financial) is enough.

B1Q5 Please confirm our understanding that no bid bond or performance bond- as referred to at clauses 9 and 10 of the RFP- is required. Similarly, please confirm that no "Performance Security"

(as defined in the General Conditions of Contract and stipulated at Section VI, clause 29 thereof) will be required. The contract refers to 3 year option periods. Please confirm whether these are by agreement of both parties or on demand solely by OCSE?

Answer: Bid bond or performance bond is NOT required. "Performance Security" is NOT required. The contract may be prolonged for up to 3 (three) additional years by agreement of both parties. Prices indicated in the Proposal shall be firm and fixed for at least 2 (two) years.

B1Q6 Can you please confirm that you wish to conduct training courses with up to 24 delegates with 2 trainers? We usually find that for these courses (with both theoretical and practical modules) that 2 trainers per 12 delegates would be the optimal number to maximise training value.

Answer: The training sessions would be delivered for a number of approx. 20 participants, as per latest proven practice. In cases there would be 24 participants it would be the decision of the company to engage as many trainers as needed from their pool (2, 3 or 4) for successfully conducting the course. The engagement of additional trainers (more than 2) should not be charged additionally, and should fall under the total cost per course indicated in the financial proposal. Also, all trainers that would be engaged and their CVs should be proposed well in advance to the L&D team and included in the contract.

B1Q7 To help us ensure that we deliver what you want, are there any lessons learned from this year's provider/course that you can share, that would help us design the course you need? If price is your final determinant, we need to understand whether an international provider, who has travel costs associated with the course, will be able to be competitive with a local or more local provider. Any advice you can offer on this aspect would be gratefully received.

Answer: All the requirements are indicated in the tender documents. Information is provided in Invitation letter of PFP documents. From among all technically acceptable proposals, the award will be made to the lowest cost bidder.