

Clarification Note No. 2

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

B2Q1 What are the backgrounds of the delegates?

Answer: Participants are secondees from 57 participating States including international and national contracted staff with diverse background in police, military and civilian area. The SMM is a civilian and unarmed Mission.

B2Q2 What is the anticipated "start state" of the delegates in terms of experience and skills specific to this course?

Answer: The expected curriculum of the HEAT course to be delivered should be tailored to SMM needs, as a basic hostile environment preparedness/pre-deployment course for SMM personnel.

B2Q3 Is there a pre-deployment training package that we can have visibility of?

Answer: Yes, there is and it will be made available to successful bidder. All requirements based on desired pre-deployment package are reflected in the ToR through the set objectives and expected outcomes.

B2Q4 What is the pre-deployment process and selection criteria for deployed staffs?

Answer: The process is in accordance with OSCE rules and regulations on staff deployment.

B2Q5 What PPE and Support Equipment is issued to deployed personnel? Can we have access to equipment lists?

Answer: OSCE SMM issues PPE and support equipment in accordance with OSCE rules and regulations. Such lists of equipment cannot be provided at this stage.

B2Q6 Is there an OSCE Induction Programme? If so, can we have visibility of that programme?

Answer: Yes, there is Mission Induction Course/MIC activities conducted after the HEAT course to new arrivals. It contains important internal information and briefings on the specifics of the Mission and all its Units. The induction period of SMM new arrivals contains: 5-days HEAT, 4-days MIC, complemented with one day theoretical driving course, one day stress management programme and one day MIC practical exercise. All programmes/agendas will be shared with the successful bidder.

B2Q7 Do the delegates undertake any formal annual skills training? If so, is this certified and by whom?

Answer: This information is not relevant for this tender process.

B2Q8 Who holds the training records for the deployed personnel?

Answer: The OSCE SMM HR/Learning and Development Team maintains extensive training database of all learning and training activities, including HEAT courses attendance.

B2Q9 How will the training pipeline be managed and by whom?

Answer: This is unclear, more specifics is needed on what is meant by managed training pipeline? If related to the HEAT course conduction– it is full responsibility of the provider with partial logistical support by the SMM HR/Learning and Development Team.

B2Q10 What are the required Training Standards for each subject area? (Eg: Introductory Knowledge Only, Limited Knowledge and Skills, Full Knowledge well practiced skills and highly competent to carry out task and role)

Answer: As per the described objectives in the ToR. The main aim of the HEAT course is to provide SMM Mission members, particularly those travelling or deployed in high-risk areas, with security awareness training to contribute to their safety and preparedness to conduct themselves and operate in a hazardous environment.

B2Q11 Who is the Risk Owner once training is complete?

Answer: The provider needs to assure successful achievement of all set objectives. Participants are responsible for successfully achieving all set objectives and expected outcomes in accordance with fail/pass criteria set by the training provider in agreement with the SMM.

B2Q12 Who holds the liability should a delegate be injured during training delivery?

Answer: All OSCE SMM mission members are enrolled in an insurance scheme when signing individual contract with the Mission. This process is completed before attending HEAT or starting with any work engagement. In addition, the responsibility also lies with the supplier, who needs to ensure that preparations and delivery of exercises is conducted in a safe and secure manner and within a safe learning environment.

B2Q13 Who holds the liability should a delegate be injured on operations following training delivery?

Answer: As above.

B2Q14 Is the course length fixed at 5 days as per the documentation?

Answer: the pre-deployment HEAT course should last no less and no longer than 5 days.

B2Q15 Is there a current Lessons Identified Process? If so, can we have access to Lessons Identified specifically pertaining to this Tender?

Answer: Yes, there is and it will be made available to the successful bidder.

B2Q16 Is there any Operational Analysis available that underpins the specified training requirements?

Answer: Yes, there is and it will be made available to the successful bidder.

B2Q17 Has a full Training Analysis been completed? If so, can we have access to that document?

Answer: Yes, however for pre-deployment HEAT course this analysis is not pertinent. If such need arises for a HEAT course in the pre-deployment phase, it will be made available to the successful bidder.

B2Q18 Are there suitable secure facilities available for equipment storage and training material storage?

Answer: Yes.

B2Q19 Is there a preferred training venue and/or location where delegates pass through prior to deployment?

Answer: Yes, there is an allocated venue for conduction of the HEAT course in Kyiv.

B2Q20 Will there be access to Intelligence Fusion Centre(s) to enable development of TTP's to meet emerging threats?

Answer: This will be discussed with the successful bidder.

B2Q21 The link for the vendors registration form that you sent in the RFP <http://www.osce.org/procurement/74772> contains the document. You will see under section 3, 'Annual value of total turnover for the last three years' the form pre-populates the years 2014, 2015 and 2016. But actually, the last 3 financial years for many of us is 2015, 2016 and 2017. What years would you like us to present? The years described on the form or our actual last 3 financial years? Can we have permission to change the pre-populated years?

Answer: The information is required for the last 3 financial years: 2015, 2016 and 2017. Please correct years in the form.

B2Q22 On the Annex D 'technical compliance form' reference 9, it mentions training of trainers. We can certainly offer that, but we couldn't see ToT being referenced anywhere in the terms of reference. May we have clarity on whether this will be required please?

Answer: The same additional requirement is reflected in the ToR under: *should remain flexible enough for short-notice changes and possible training of trainers to be delivered within the contract period*. The delivery of a ToT is not mandatory requirement, rather potential if needed. It would be feasible if potential bidders include that possibility in their offers.

B2Q23 We are trying to second guess if the training unit would like a practical kidnap exercise. A theoretical module is mentioned in the TORs, but no mention of a practical component either way. Is this up to the bidders to decide whether we offer it? Or does the Mission have a view.

Answer: It is up to the bidders to offer suitable training programme in accordance with the ToR.

B2Q24 RfQ Page 2/ 11. Technical Proposal – CVs

- Do you require FULL CVs of all personnel or will a comprehensive summary suffice?
- Do you require all personnel certificates as there are quite a few! Is it possible to send these on award (if awarded)?

Answer: Yes, full CVs of trainers should be made available well in advance. All their certificates would be welcome to be included as either a summary or in full, and received during the bidding process.