

Clarification Note No. 3

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

B3Q1. Would OSCE provide transportation and accommodation for instructors delivering the courses, if so is this gratis or is there a charge and if there is a charge what is the Euro amount per day?

Answer: As indicated in the tender documents, the offer should include all costs (including travel, accommodation, per diems, and any other possible expense)

B3Q2. Will students bring their own protective equipment to the courses which can be used as demonstration kits or will the vendor be required to transport and display items such as Body Armour, Helmets etc.?

Answer: The protective equipment will be provided by OSCE SMM.

B3Q3. Can vendor's equipment be stored at OSCE locations between training sessions?

Answer: Yes, OSCE SMM can store vendor's equipment.

B3Q4. What is the anticipated start date of the first course?

Answer: We anticipate starting with the first course in end of August/September 2018.

B3Q5. Is there an incumbent currently in place, if so is a handover scheduled into the training calendar?

Answer: SMM will provide all the necessary information about the previous training and the foreseen calendar.

B3Q6. In regards to International certification for HEAT, there is no International certification however there are governing body accreditation approvals, will this suffice?

Answer: Desirable standards are stated in the Terms of reference. Vendors may submit any type of standard confirmation, in English language.

B3Q7. For outdoor practical sessions, what is the distance in kilometers to the training area to be used?

Answer: The same location is envisaged for both activities. This may suffer changes according to the future SMM's contracts and availability of venues.

B3Q8. If successful would the bidder/vendor have the opportunity to visit the classroom locations and practical areas pre course starting?

Answer: Yes, this is possible.

B3Q9. Will OSCE provide classrooms for exclusive use over the 5 days of each course?

Answer: Yes, OSCE SMM will provide such classroom.

B3Q10. Will OSCE dedicate a point of contact within the organization for course liaison and materials?

Answer: Yes, there will be such focal point.

B3Q11. Will OSCE provide administration support in the form of printers and paper for exam printing or is the vendor expected to bring their own equipment?

Answer: Yes, OSCE will provide access to the printers.

B3Q12. Under 'tasks and responsibilities' of your TORs lies this statement: "*The trainers should remain flexible enough for short-notice changes and possible training of trainers to be delivered within the contract period*" – please clarify: as the dates for the proposed courses are not fixed and part of the contract, what notice will SMM give the successful HEAT provider in terms of:

a. minimum advance notice of required course dates (flights triple in price the later they are booked)?

Answer: The OSCE SMM will propose tentative dates for the training sessions until the end of the year, and will be confirming the dates of courses at least 3 weeks in advance to the provider.

b. minimum notice period of a cancellation or change of a start date of a course, whereby if the course is cancelled/changed after that time, the service can still be reasonably charged for by the provider?

Answer: Minimum notice period for cancellation or change of dates to the provider should be communicated by SMM at least one week prior to the scheduled course due to unexpected reasons

that occurred in such short notice: low number of planned participants due to personal and unplanned matters, deteriorated security situation in country or any other urgent and non-changeable issue (Force Majeure) that would require cancellation or change of dates with the provider.

B3Q13. What documents do we need for the tenders?

Answer: All required documents are listed in the tender documents: Invitation letter, paragraph 2, 11 and 12, Annex C – ToR and Annex D – Technical Compliance Form.

B3Q14. Will locations for the delivery of training in Ukraine be made available (Government and Non-Government controlled areas) or will the sourcing of training locations be a requirement for the contractor?

Answer: The SMM will organize the locations and venues for training.

B3Q15. If training locations are made available what cost will the use of these areas incur?

Answer: The locations' costs will be covered by SMM.

B3Q16. What security, life support and medical arrangements, insurance are in place currently, or will be available for contracted personnel (Trainers) for the duration of delivering training?

Answer: OSCE will provide the same conditions as for its employees – transport in armored vehicles (where needed), Personal Protective Equipment (PPE - bullet proof vests and helmets), logistics, medical support by paramedics and SMM medical staff, accommodation in OSCE rented hotels (when training conducted in hazardous areas). Insurance **is not** provided by the OSCE.

B3Q17. Will the OSCE support the fact finding trips to the East of Ukraine? And if so what support will be provided i.e. transport, life support and medical arrangements etc.?

Answer: The OSCE will support the fact finding trips in logistics, by organizing transport where needed, providing medical support, PPEs, accommodation in OSCE rented hotels (in hazardous areas)

B3Q18. Will the fact finding team be required to visit both the Donetsk and Luhansk regions or will a visit to one area be sufficient?

Answer: Fact findings trips should be conducted in accordance with the requirements and in line with operational, safety and security situation and will be convened together with the provider.

B3Q19. Will novel bids be accepted if they can demonstrate quantifiable opportunities to add value?

Answer: All requirements concerning tendering companies are stated in the tender documents.

B3Q20. Under objectives it mentions “dealing with threats in an effective manner” can more detail be provided in how the authority expects this to be achieved?

Answer: The training should address the actions on when being confronted with a specific threat in order to mitigate their impact.

B3Q21. Have the SMM been directly targeted and if so in what form (IED, Small Arms Attack, Intimidation, Extortion etc.) and in what area / areas?

Answer: Specific incidents could be disclosed with the provider after signing contract. Information in regard to incidents could be checked through daily reports published on OSCE website.

B3Q22. What type of vehicles are the SMM currently deployed in and what level of PPE is being provided to SMM personnel?

Answer: Armored (B6) and ballistic vests and Kevlar military helmets.

B3Q23. What background do current and proposed SMM personnel have with regard to skills and experience i.e. do deployed personnel have a predominantly Law enforcement or military background or no experience in working in conflict affected and dynamic environments?

Answer: Mixed background – military/police/civilian, and various and different experience profiles depending on the position held in the SMM.

B3Q24. Can OSCE reporting on the effectiveness of currently delivered training be made available?

Answer: Not at this stage.

B3Q25. Is any other requirement being delivered by the current incumbent to SMM personnel such as driver training or other relevant and related requirements and if so will the current incumbent continue to deliver these elements?

Answer: No other requirements in addition to the ones indicated in the tender document will be requested from the awarded contractor.

B3Q26. Can we invoice after the successful delivery of one 5 day course? Is the acceptable practice for OSCE?

Answer: Yes, this is the standard practice.

B3Q27. Mission specific equipment is supplied; can you confirm what this covers?

Answer: This info would be available only to the contracted and successful provider.

B3Q28. Is ENTRi the preferred accreditation or are other recognized accrediting bodies acceptable? If ENTRi is required, will the successful applicant be given time to gain ENTRi accreditation?

Answer: It is highly expected to have an internationally certified HEAT course provider. The OSCE SMM does not bear responsibility in allowing time to gain ENTRi accreditation; successful bidder should already possess recognized international accreditation.

B3Q29. Will trainers need work permits for the Ukraine?

Answer: The OSCE is searching for contractor that is capable of providing the requested service in line with all related requirements. Any permission is the responsibility of the contractor. However, based on previous experience, no work permits were required.

B3Q30. Please confirm whether OSCE is intending to require bidders to provide any performance security?

Answer: No performance security is required for this tender.

B3Q31. Please confirm whether bidders can include reasonable limitations on their liability including a financial cap linked to the value of the contract and an exclusion of consequential/indirect loss?

Answer: The OSCE is looking for a reliable vendor to establish a long term contract. The evaluation criteria are stated in the Request for Proposal cover letter paragraph 13.

B3Q32. In Annex E (pricing format), it has a column for "extended price". Could you please confirm that the extended price means?

Answer: Extended price is unit price multiplied by quantity.

The prices in Pricing Format should be indicated per one (1) HEAT, and per one fact finding trip. In case the training materials will be provided once per training session or once per year, it should be clearly indicated for evaluation purposes.

B3Q33. In your Pricing Format (Annex E), you are requesting a "Unit Price", is this referring to price per student or price per group?

Answer: The unit price refers to price per one HEAT course/fact finding trip/set of materials for one HEAT course/group, etc.

B3Q34. Travel Costs

Annex E – Pricing Format identified Item 2 as Staff Costs (travel, accommodation etc.). Can you specify which travel costs should we price in i.e. should that be international-to-Ukraine travel costs, accommodation in Kiev and travel costs from Kiev to the areas where training will be conducted and so on?

Answer: Item 3 of the Pricing Format refers to Staff Cost when HEAT is provided.

The SMM will provide transport in armoured vehicles and support in organising accommodation only when traveling to the areas is not accessible by air and railway, including the areas not controlled by the Government of Ukraine. In any case accommodation costs should be covered by supplier.

B3Q35. Fact findings trips

In regards to the fact finding trips, please clarify what will be the purpose, more detailed description of the tasks that will be required by the offer or during these fact finding trips, expected duration and will there be any requirement for special equipment (EOD equipment for example)?

Answer: The purpose of the fact finding trip is to travel to the areas that are considered hostile in SMM mandate, notably in the Donetsk and Luhansk regions, so that the training provider can have a complete understanding of the situation and the threats associated with the work of SMM. The task is for the trainers to travel with a SMM HR/Learning and Development Team representative, discuss with SMM personnel in the field, and ride along on a patrol. The trainers will then be expected to tailor the HEAT course they provide to the Ukraine context, this should be visible in the presentations and materials provided to course participants. The specific deliverables of the fact finding trip will be subject to agreement between SMM and the training provider. There will be one fact finding trip arranged at the beginning of the contract with the approximate duration of 3-4 days, this will be dependent on the operational safety and security situation. All special equipment, if needed, will be provided by the SMM.

B3Q36. Module 3: Outdoor Field Training Exercise / c. response to Ambush/Attack.

Per our understanding OSCE personnel do not carry weapons or any other type of defensive assets except for PPE. In order for us to understand the risk contributing factors and current mitigation measures which will be used as inputs in designing the curriculum, please provide non-confidential details on the following:

- **Are OSCE convoys/motorcades/field trips protected by any type of security force such as PSD teams or QRF assets available?**

Answer: No, SMM is an unarmed mission civilian monitoring mission and does not have any force protection. Further details regarding SMM operational safety and security will be provided to the awarded contractor.

- Does OSCE use personal GPS trackers for its employees and does OSCE Mission in Ukraine maintain an operations centre which tracks movements, coordinates response with local or any other security entities?

Answer: Details will be provided to the awarded contractor.

B3Q37. Project Staffing

The ToR requires 2 Trainers. Will OSCE permit a third person – Senior Risk Manager – to be included in the team in line with our internal risk management policies? The third person will be considered as Operational OH and will not be billed additionally however would OSCE accept the third person when it comes to accommodation in OSCE rented hotels and OSCE organized transportation?

Answer: It is acceptable for a third person to be present. However, the OSCE SMM will not provide accommodation or transportation to the trainers, or any person who accompanies the trainers, during the conduct of courses in Kyiv. For the purpose of a fact finding trip, this will be subject to agreement between parties, and probably substantive part of the contract between the provider and SMM. When travelling in non-government-controlled areas transport, PPE and accommodation will be arranged for the training providers.

B3Q38. Are all the necessary documents also available in Russian language?

Answer: Unfortunately, we do not have the Russian version of the documents. Please use the English version.

B3Q39. I am unable to locate Annexes A and B on your website as indicated in batch 1 of the questions and answers.

Answer: You can find all documents under given link <http://www.osce.org/procurement/> go to key documents.

B3Q40. Do OSCE provide food/refreshments for the trainer along with the delegates/students?

Answer: OSCE SMM covers expenses for two breaks per day with coffee, tea and water in addition a small snack during the courses, no meals are provided.

B3Q41. Will the SMM Training Team be available to act as 'actors' in the exercise phase of the HEAT course?

Answer: The SMM Learning and Development Team arranges for 7 external role players for the exercise phase, members of the Learning and Development Team are occasionally available.

B3Q42. Are the students identified sufficiently early enough to be able to complete prior learning?

Answer: Due to administrative procedures prior to deployment for international mission members, and specifically for the context of the HEAT course, participants are not able to complete prior learning.

B3Q43. Given the lack of time available, would an extension of the closing date be considered?

Answer: Please see attached Amendment 1. The Proposal delivery deadline has been changed to 29 May 2018, 12:00 hours (Kyiv time).

B3Q44. Is there a minimum number of participants per course?

Answer: There is no obligatory minimum number of participants but we have never had training with less than 14 participants.

B3Q45. Would it be possible for your office to provide us with Annex A and B as acquiring them from the OSCE website proved to be somewhat difficult?

Answer: As in the invitation letter stated you can find Annex A and B on the official website of OSCE under the following address (key documents): <http://www.osce.org/procurement>

B3Q46. How is the agenda setting for this kind of HEAT course?

Answer: As stated in ToR there are some training sessions foreseen to be conducted in the classrooms and some outdoors, as practical exercises.

B3Q47. How many trainings per annum, how many trainees?

Answer: 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.

B3Q48. Who would provide the dataset for eligible candidates?

Answer: OSCE SMM to Ukraine will deal with the organizational aspects also in regard to the receiving the candidates or communicating with them for organizational purposes. The list of participants will be delivered by OSCE SMM.

B3Q49. As per your table template, are we correct in our understanding that the total extend price (bottom right box) you have requested, should be for a single 5-day HEAT course?

Answer: Yes, it is correct. We are asking about the whole price for one training session (which we assume as 5-day training) as well as the price breakdown.

B3Q50. Please confirm, who is going to provide the necessary equipment for this course? We are not talking about Power-Point documentations or handouts, but the following material:

- **4x4 vehicles**

OSCE SMM will provide the vehicles

- **Vehicles recovery equipment, e.g. spades, winches, sand plates, lifting jack, wheel spider)**

OSCE SMM will provide this equipment.

- **Simulation- or training-weapons and ammunition (blank rounds or simunition)**

OSCE SMM will provide what is required but ammunition will not be used.

- **Simulation of mines, UXO's and IED's, Booby traps, RPG's (or real devices but without explosives and detonator/demilitarised)**

OSCE SMM will provide the required items.

- **Smoke grenades, Metal detectors and Simulation of explosions (Flashbangs, bangs or similar) and accessory, e.g. trip wire and detonators**

This is not required, cannot be used at our current HEAT location

- **GPS devices**

OSCE SMM will provide these devices.

- **Satellite telephones, radios and ballistic vests and helmets.**

OSCE SMM will provide.