

Questions and Answers

Ref: BAH-ITB-01-2018 - Provision of Security Services

Batch #2

In line with paragraph 22 of the Invitation to Bid reference number BAH-ITB-01-2018, OSCE Mission to Bosnia and Herzegovina received the following request for clarification between 25 and 30 May 2018:

Question #1

At the page number 3, of Annex C, in the last sentence of “Equipment” article, it is mentioned that existing OSCE’s “installed systems, equipment, network, power supply or other technical systems” must be compatible with Contractor’s equipment. Please provide us with the information on existing equipment, type and manufacturer of that equipment and if there are any elements of the technical protection system that will remain at the location and that must be integrated into the new system that Contractor has to offer?

Answer #1

This requirement is for workstation PC unit
HP EliteDesk 800 G1 SFF - for OS Windows 7 and 10

Question #2

At the page number 4, of Annex C, it is mentioned that OSCE Monitoring Centre will receive alarm signals via telephone lines and then at the page number five it is mentioned that OSCE shall provide SIM cards for back-up equipment. In Annex D, Alarms Section I-2 under item 2 requires GSM communicator, compatible with monitoring station receivers – does it refer to monitoring centre of Contractor (Duty Operation Centre) or OSCE SITCEN monitoring center? If it refers to OSCE SITCEN, is OSCE going to provide this receiver or it should be provided by the Contractor?

Answer #2

The contractor should provide compatible receiver.

Question #3

At the page number 5 of Annex C please clarify if mentioned “attendance reports” refer only to access control system or it includes OSCE employees working hours report as well?

Answer #3

It refers to both and must include an emergency report in case of evacuation –
The number of people within OSCE premises (per floor).

Question #4

At the page number 5 of the Annex C in “Response to Alarm/Incident” it is mentioned that Contractor shall respond to triggered alarms within 15 minutes of the notification by the OSCE SITCEN – does this mean that there is no alarm signal going to Contractor’s Duty Operations Centre and all signals are going to OSCE SITCEN?

Answer #4

The signal will go to both centres, OSCE SITCEN and Contractor’s Operations Centre.

The contractor will respond to triggered alarms within 15 minutes of the notification received in Contractor’s Centre.

Question #5

At the page number 6 of Annex C, it is mentioned that the security guards will move on routes that are covered by checkers – are the checkers already installed at those locations or should checkers be included into the offer?

Answer #5

The contractor will install the guard tour system in each field office with checkpoints established by OSCE Security.

Checkpoints are used to identify the locations to be visited during security guard patrols, to identify the officer performing the patrol, and to note any incidents or observations.

Question #6

At the page number 9 of Annex C, regular services do not specify requirement of equipment check-ups every 6 months (minimum one service in 6 months as stated at the page number 4). Should the service of 6 months check-up be specified and included at page number 9 Annex C?

Answer #6

Inspection and Replacement of Equipment refers as follows:

The Contractor shall inspect the installed equipment and test the whole system at regular intervals (once in six months at a minimum) and provide OSCE Security Office with appropriate written certification of all inspections and tests carried out.

Question #7

In line with the agreement from pre-tender meeting that was held on 8 May 2018, please provide us with floor plans of all locations as well as dimensions of those locations.

Answer #7

OSCE has provided HO floor plans with Questions and Answers batch #1.

The dimensions of Filed Offices are as follows:

1. Travnik Office: private house 13 x 15m; ground floor + two floors;
2. Mostar Office: private house, not square, 5 outer walls - ground floor area 230m²; ground floor, first floor and attic;

3. Foca Office: private house 8 x 11m; ground floor + two floors;
4. Brcko Office: private house 13.5 x 9m; ground floor + first floor;
5. Srebrenica Office: private house 10.5 x 9.5m; ground floor + first floor + attic;
6. Drvar Office: private house 11 x 10m; ground floor + first floor + attic;
7. Tuzla Office: office building 15 x 45m; first floor only;
8. Banja Luka Office: office building 17 x 30m, 4th floor of office building;
9. Maglaj Office: office building, one office, first floor.

Details of equipment to be installed in each office are presented in Annex D to ITB. Photos of OSCE buildings are sent as attachment to this document.

Question #8

Are SITCEN operators employees of the OSCE or Contractor?

Answer #8

SITCEN operators are employees of the OSCE.

Question #9

How does OSCE plan to ensure that fair treatment and equal starting position of bidders since the existing contractor already has made initial investment in form of cables and other existing installations; and existing contractor, when bidding for this procurement, will be in position to offer lower price?

Answer #9

Any supplier will have to install the whole system at the beginning (including new parts of the system currently not present) and, after the end of the contract, remove the whole system and installations to bring all premises back in the original status prior to installation. Any supplier will include all costs, from installation at the beginning of the contract to removal at the end of the contract, and calculate its own all-inclusive monthly service fee based on the overall requirements presented in the Invitation to Bid and its Annexes.

Question #10

In the case of a Joint Venture, does each member of the Joint Venture must have a membership at the International Code of Conduct for Private Security Service or it would be sufficient to have only one partner of the Joint Venture to fulfil this requirement?

Answer #10

In accordance with the Paragraph 9 of the Invitation to Bid, "In the case of a Joint-Venture, the same information and documentation needs to be submitted for each member of the joint-venture.", thus each member of the Joint Venture must have a membership at the International Code of Conduct for Private Security Service.

Regards

Procurement Office
OSCE Mission to Bosnia and Herzegovina