



## **Organization for Security and Co-operation in Europe**

**Request for Proposal No. RFP/SEC/16/2018**

**Provision of Services and Supply of Equipment for Organizing OSCE Ministerial Council, Preparatory Committee Meetings, Working Group meetings, NGO Conference, side-social and cultural events**

**Meeting minutes of the pre-bid conference and site visit (9 August 2018)**

**and**

**Questions and Answers (Batch 1) Session**

OSCE Secretariat, Procurement Officer provided the overall picture of the RFP requirements, pointing out the main requirements from RFP documents and its Annexes. Italian Task Force also explained in details the Annex C Terms of Reference which was followed by the site visit of the proposed venues.

During the meeting several requests for clarifications were received. In accordance with Instruction to bidders "Clarification of Bidding Documents", the OSCE would like to provide the following clarifications to all prospective proposers:

### **Questions and Answers**

#### **Administrative clarifications concerning the form of proposal and conditions of procurement process:**

- 1.) Could you kindly clarify how offers will be evaluated? Specifically, is there a specific threshold that the technical offer has to meet to be considered acceptable?

As stated in the Invitation letter of the RFP/SEC/16/2018 on page 3, under point 13 "Evaluation of Proposals", the evaluation of proposals will be done based on technical acceptable least costs selection. First review will be evaluation of the mandatory requirements. Seven (7) mandatory requirements are given in the Annex E, Table 1.

Tenderers who pass the mandatory requirements will be evaluated for their organizational capacity presented in their offers as per ratio of 40 points for background, previous experience, financial resources, managerial capability and 60 points for implementation and capability to provide the required services under this tender.

As for the specific threshold and weighting of technical offer, the information cannot be disclosed.

Only proposal which passed the technical evaluation (mandatory and points) will be further evaluated.

Financial proposals will be opened only of the technically acceptable proposals and will be evaluated through cost comparison. The Contract will be awarded to the Least Cost Financial Proposal.

- 1) Tax free status of the OSCE? Further explained.

OSCE is a tax exempted organization. All direct costs incurred between the Bidder and the OSCE will be tax exempted. Since a third party cannot be exempted, all costs incurred between the Bidder and their subcontractors are not exempt of taxes.

- 2) One bid per bidder. Further explained.

As per OSCE Instruction to Bidders, ([www.osce.org/procurement](http://www.osce.org/procurement)) Bidders are eligible to send one Bid per Bidder, meaning if a joint venture is formed between one or more Bidders, a Consortium must be officially formed between companies. In case of Consortiums, please refer to the Instruction to Bidders and follow the given instructions for submitting the bid by Consortiums.

- 3) Format of the technical proposal: PPP, Word...?

All formats of the Technical proposal are acceptable. However, Annexes D and E of the Technical Proposal must be filled in and signed in the format sent by the OSCE. All contents of the Technical proposal are required to be sent in soft copy as well. Please add USB with technical proposal in the ORIGINAL envelope (technical proposal).

- 4) In the financial offer template, section - Project Management, could you kindly clarify if the contractor can add lines to quote possible assistants?

Please do not use any other formats except the Annex F – Pricing Format, for your financial proposal. You may add as many lines as necessary within each segment in the Format, not only in Project Management segment. New amended Annex F - Pricing Format, included as the annex 1 of this document.

- 5) Could you kindly confirm that the prices in the financial offer cannot be modified by Contractors?

Confirmed. Prices given in the Financial proposal cannot be changed upon closing of the tender on 31 August 2018, however quantities in some parts may vary and the final invoice will be made based on the final consumptions.

During the evaluation of financial proposals, Bidders may be requested clarifications on their pricing. While clarification may be given to further explain the items and quantities, unit prices will remain the same.

OSCE deserves the right to cancel partially or in full the services offered in each segment.

- 6) Insurance of vehicles – how is it envisaged to be regulated?

There is no need for the Bidder to quote for any car insurance services.

- 7) In the Annex D, Table No. 2 – Administrative Compliance Documents under point 3. Company's Financial Statement is required for the last two years, while in the Annex E, the required number of years is three. What is the correct number of years?

Three years is a requirement. The updated Annex D, Table No. 2 – Administrative Compliance Documents is attached to this document as an annex 2.

- 8) In Annex E, table 1 - Point 5: do we need to provide a list with names and references or just profiles of type of resources we will assign to each task?

Please provide exact names and profiles, indicating the years or number of events already managed in cooperation with the proposed personnel (employer, sub-contacted personnel...). If the company has no past experience with the manager (hired for this event), please introduce the indicators that you consider important once selecting/appointing the coordinators.

- 9) In Annex E Table 2, Please clarify the difference between point 4 and point 10 and 11.

Please consider point 4 duplicated and herewith deleted. Attached is amended Annex D. You are needed to reply to points 10 and 11.

#### **Technical clarifications concerning the Terms of Reference clarifications:**

- 1) Could you kindly confirm which kind of interpretation services the Contractor will be required to provide on occasion of events outside MICO?

- For the NGO conference:  
Three booths for simultaneous interpretation services with all necessary related equipment and technical personnel (microphones, headsets, control consoles...etc.) for English/Russian/Italian languages have to be provided by the Bidder. Two interpreters per languages (six in total).

Note: The interpreters will be identified by OSCE, however their salaries, travels (if any) and DSA's will be financed by the Bidder.

- For the following duration of the event to accompany and support the Chairmanship with simultaneous and consecutive interpretation (during press conference, side events or other special meetings):
    - 4<sup>th</sup> to 7<sup>th</sup> December (four full days): one English/Russian/Italian interpreter on standby.
    - 5<sup>th</sup> to 7<sup>th</sup> (three full days) one English/Italian interpreter on standby.
    - Note: The interpreters will be identified by OSCE, however their salaries, travels (if any) and DSA's will be financed by the Bidder.
  - For official dinners/receptions NO extra interpretation will have to be provided.
- 2) Could you kindly send us the list of 15 hotels where you have already pre-booked the 80 suites and the 15 superior executive rooms, as mentioned in the ToR under paragraph "8. Accommodation"? Should the 15 superior executive rooms be provided or not?

At this stage, the list of Hotels with pre-booked rooms cannot be distributed. Furthermore, the 15 superior executive rooms are included in the allotment reserved.

- 3) Could you kindly clarify the estimated number of journalists attending the event?

Estimated number of journalists is approximately 200.

- 4) Could you kindly clarify if the Contractor has to pay or not the rental of venues outside MICO? If yes, has OSCE negotiated rental fees with identified venues? If yes, could you kindly let us know the agreed rates?

The following rental costs are to be financed by the Bidder:

- Triennale di Milano
- The venue for the NGO Conference (most probably Milan Marriott Hotel where a conference room has already been pre-booked).

No rental costs for the Bidder to pay for:

- Torre Generali
- Grattacielo Pirelli
- Palazzo Reale
- Venue of the Farewell event (7<sup>th</sup> December)

- 5) Could you kindly specify which type of executive cars will be provided to the HoDs? What is the type of vehicles in general need to be provided?

100 Sedan for HoDs and 100 vans (1 driver plus eight seats for the members of the delegation).

- 6) Could you kindly confirm that "transport service incl. shuttle buses (from 5 to 8 December)" is to be foreseen for 1500 participants?

The needs of all related services can be defined only at a stage when the number of participants will be confirmed. Until then an average/approximate amount will be calculated. Nota Bene: all related numbers will be modified, eventually decreased.

Members of delegations travelling independently will arrange own transfers to the city, but a series of transfers and airport pick-up services shall be arranged between 2nd and 3rd December 2018 in view of the PrepComm Meeting.

- 7) Could you kindly confirm the exact number of liaison officers that have to be provided by the contractor? 40 or 80? How many hostesses are needed to be provided? What is the number of shifts they are required to be hired for?

The Bidder will provide and quote for 80 Liaison Officers, at full disposal.

- 8) Could you kindly confirm if security equipment has to be foreseen in all hotels or only in the 15 hotels where rooms have been already pre-booked? Is the security equipment needed in all other venues outside MICO? What kind of equipment?

In all Hotels for HoD's (maximum number is 15 Hotels) and to all venues outside MiCo (where it is not provided by the venue itself - as per site Visit).

- 9) Could you kindly confirm the exact number of participants in the Welcome Reception for HoDs? Should we consider 200 participants as per the ToR or 100-150 as indicated during the inspection visit?

The 200 is the maximum amount always.

- 10) Could you kindly confirm the exact number of participants in the Official Dinner for the rest of the delegates (6th December)? Should we consider 700 pax or 500 pax as mentioned during the inspection visit?

At this stage up to 700 participants are envisaged for the Official Dinner for the Delegates, however the exact number will depend on which venue will be selected.

Two options to be considered and quoted for:

- Palazzo Reale: 550 participants
- Triennale di Milano: 700 participants.

- 11) Where is the side event planned? Could you kindly confirm that hostesses/stewards for Side Event are not to be envisaged?

There will be no side event.

12) What are the responsibilities of the Bidder (event management company) within MiCo?

All set-ups (offices, machinery, plenary...etc.) will be managed/built by MiCo. However the Bidder will ensure a coordinated and general supervision of all activities inside MiCo:

- a.) coordination and control of set-up of all areas (offices, HoDs entrance, plenary, bilateral, catering...etc.),
- b.) coordination and control of delivery of all materials - in preparation of the venue (including sign-post, back drops, visuals, flags, banners, stationery, gadgets...etc.)
- c.) technical assistance to interpretation services,
- d.) accreditation assistance, welcome desk and welcome services (hostesses, stewards),
- e.) coordination of all catering services (coffee corners, luncheons, beverages...etc.)  
E.g.: time coordination, hygienic and tidiness check-ups at the servicing areas...etc.,
- e.) all thematic areas must be covered with a coordinator/manager, who will be in continuous contact with the Task Force and the Venue management;
- f.) travel desk services (e.g.: support for personal travel needs or private car rentals, shuttle information...etc.).

13) In order to coordinate all activities needed to be on site during the setup of the main venue, please let us know when the setup of MICO will start.

The setup of the MiCO should start a few days prior to the event. Contact of the MiCo is provided below.

14) Who will be the preferred contact of the TF OSCE in MiCo? The Project Manager of the Bidder or MiCo contact?

Depending on the situation, both, the MiCo contact or Project Manager of the Bidder will be considered a preferred contact. As we move further in the event the Project Manager of the Bidder will be more responsible.

15) Please, confirm if we need to include meals for personnel in our quotation or if you already included this service in the agreement with MICO.

Meals for personnel will be included in the agreement with MiCo.

16) The Bidder will provide Thematic Coordinators (20) and appropriate personnel to manage the complete preparation, organization and implementation of the entire project. In the financial doc the list is for 20 resources including the Project Manager:

- Do we have to quote 20 + PM or 20 resources in total?
- Please confirm if we have to provide Cultural Programme coordinator?

The financial proposal should include the quote for 20 Thematic Coordinators including a Project Manager as well as a quotation for the Cultural Programme Coordinator as per Annex F

17) Where are printers provided, are they provided in MiCo and potentially at any other venue location?

Within MiCo all equipment will be provided. For the NGO Conference the Bidder needs to provide computers (PC's) and printers as per Pricing Annex F – ten working stations.

18) Where will the NGO conference take place? Can the information on what Hotels were contacted already be shared with the Bidders?

The Milan Marriott Hotel – still to be confirmed.

19) Does the company need to provide the NGO working area with copy machines/printers...etc.?

There will be a separate working area for NGO within MiCo on -1 level. This area will be equipped with the – photo copy machines and printers by MiCO. Stationery - including paper - will be needed from the Bidder.

On 5 December 2018, there will be an NGO Conference (location tbc : Milan Marriott Hotel). For this conference the Bidder needs to provide all the machines detailed in the ToR/Financial Annex F.

20) Please, provide hotel list and hotels where you plan to accommodate the Press and NGO delegates.

At his stage, the list cannot be distributed. A list of available, selected Hotels for Press and NGO Delegates will be provided at a later stage.

21) Will subcontractors and hired staff be subject of control/check by the police?

All people hired (sub-contracted) by the Bidder will be due to police control by the local police department.

22) What is the budget for the gifts and gadgets?

In the MFA the presents for the ministers is up to a maximum amount of 150 Euros. Furthermore, usual gift bag for delegations include some touristic information, notebook, pencils, umbrellas and similar with printed logo.

23) Who is dealing with accreditation? Are personnel only, needed for acc. centres? What is the location of acc. centres? What are operating hours?

There is a separate company contracted to prepare and manage the main accreditation process of all participants for the Ministerial Conference and the preceding meetings in MiCo. However to guarantee precise, smooth and stress-free registration (including handing out necessary circular information, badges...etc.) a high level and welcoming assistance has to be realised. These assistants have to have a thorough knowledge of the proceedings and the whole venue to be able to support the attendees.

However, there will be two accreditation processes to be managed by the Bidder - outside MiCo (as stated in the ToR): one accreditation for the Press and one for the NGO Conference. Venue to be identified by the Bidder. However the Accreditation Centre for the NGO Conference should be managed/organised in the same Hotel (Marriott Milano). Note: The Press accreditation has to be served/managed at a different venue.

(These accreditation centres processes are different from the main accreditation within MiCo..

For all the accreditation centers, set-up, including additional furniture if required, graphics, banners and internet connection has to be provided by the Bidder.

Operating hours for these two accreditation desks:

- NGO Conference:  
From 4<sup>th</sup> December 08.00 hours until 6<sup>th</sup> December 16.00 hours.
- Press Conference:  
From 5<sup>th</sup> December 08.00 hours until 7<sup>th</sup> December 16.00 hours.

24) Is transport plan part of the Tech. proposal?

Yes, it is.

25) Are HoD's transfers required 24h?

Yes, they are.

26) How has pre-booking of the Hotel accommodation been organized? Until when are the pre-booked rooms reserved?

The pre-booking deadline is now foreseen on 15 September 2018; however, the deadline is expected to be prolonged until the Contract is awarded to the successful Bidder.

27) If the Contracting authority is covering the 2 nights' accommodation, what about the other nights between 2nd and 8th December?

Those will be covered directly by the participants/delegations.

28) What is hospitality desk in Hotels operating hours?



The Bidder should consider 2 shifts per day (approx. from 08.00 to 16.00 and from 16.00 to 24.00 hrs. If additional hours are envisaged by the Bidder, the cost of the additional hours should be reflected in the separate lines of Annex F- Pricing Format.)

29) Can more information be provided on printed materials? Please, provide more details about Handbooks, if possible please provide examples.

The delegates' handbook should be in a practical format (for participants to easily put in a pocket or bag); size A5 or any smaller.

It contains information about the program, venue, city, opening hours of the venue, accreditation, travel desk, media centers, first aid, smoking area, liaisons officers, floor maps, shuttle service information, notes pages...etc. The content will be prepared by the Host Country.

Participants will receive them at the accreditation desk.

30) As discussed during the site inspection, please confirm that we will have to provide just stationery and not equipment (computers, printers, etc.) at MICO.

Correct. As stated in the Pricing Annex F.

31) In the section Various in the financial proposal, please confirm number of mobile phones to provide, umbrellas, number of passes for public transport and for how many days cost for shipping services

- a) Please note that walkie-talkies are not needed and below are approximate numbers of the following: Mobile phones to provide: 130
- b) Umbrellas: 100
- c) Passes for public transport including number of days: 400 per 1 week + 200 per 3 days)
- d) Shipping services: average of 4 shipping's.

32) For the NGO conference, please confirm how many working stations we will have to provide?

Approx. 10 working stations will be needed for the NGO conference.

33) Can the Bidders receive the contact list of all venues visited at the site visit, as well as ISPI contact?

- a.) MiCo - Contact provided below
- b.) Triennale di Milano Contacts provided below

Note: all questions regarding Torre Generali, Palazzo Reale or Grattaciolo Pirelli are to be sent directly to the OSCE. Questions are to be sent in Italian and English languages. OSCE will collect and forward the questions and then harmonise/send the answers.

- 34) The kitchen facility in the Torre Generali (40. floor) has a direct elevator connection to the 37. floor where the dinner of HoDs will take place. However, the kitchen's capacity is not adequate and big enough to prepare and serve the dinner for the HoDs. An alternative/extended catering (cooking) capacity/facility is being examined. This will be communicated the soonest.
  
- 35) 6 December 2018, Cocktail and dinner for the HoDs. Note: it will be a seated dinner (not a reception). Cocktails for the HoDs are foreseen to be served on the ground floor – directly after entering the building.
  
- 36) If the seated dinner and cocktail take place in the Torre Generali, then also this building will serve for the light buffet for the staff and security on the same evening. This separate buffet will be served downstairs in the Torre Generali. Alternative to this venue is Triennale di Milano (both for the seated dinner of HoDs and for the light buffet of staff/security).
  
- 37) For the venue Triennale di Milano, on 6 December the following facts need to be considered:
  - a) HoDs will be served on the top floor, in the Ceremony Hall by a caterer company organised by the Bidder. The kitchen facility can be set-up in the area close to the hall.
  - b) The light buffet for staff/security will be then performed in the same building, but on the ground floor. The catering services for this group will be provided by the in-house caterer - based on the sub-contract with the Bidder.
  
- 38) For the Welcome Reception on 5<sup>th</sup> December in Grattaciolo Pirelli the following facts needs to be taken into consideration: The HoDs' cocktail reception will be served on the 31<sup>st</sup> floor, while the snacks for the staff/security will be served on another level inside the same building.
  
- 39) All uncertainties of the venues will be cleared not before 21 September 2018.
  
- 40) Please note for all the light buffet receptions for staff and security:  
Staff and security are accompanying and supporting the HoDs. Therefore in the buffet areas of staff/security there will be no extra musical entertainments, decorations, any

kind of extra equipment needed to be provided by the bidder – apart from the light buffet/snack food and beverage.

## CONTACT LIST

### For the Venues

<b>MiCo – Milano Congressi</b> Piazzale Carlo Magno, 1	Matteo Trezzi <a href="mailto:matteo.trezzi@fieramilanocongressi.it">matteo.trezzi@fieramilanocongressi.it</a>
<b>Triennale di Milano</b> Viale Alemagna, 6	Caterina Concone <a href="mailto:caterina.concone@triennale.org">caterina.concone@triennale.org</a>  Valentina Barzaghi <a href="mailto:valentina.barzaghi@triennale.org">valentina.barzaghi@triennale.org</a>

### For recruiting LL.OO.

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