



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 2) Session

The first document on meeting minutes of the pre-bid conference and site visit (9 August 2018) and Questions and Answers (Batch 1) Session was provided to you on 17.8.2018.

Below are Questions and Answers (Batch 2) which resulted from extended deadline for consolidated questions and clarifications in relation to Mico and the venues: Torre Generali, Palazzo Reale or Grattacielo Pirelli.

Questions and Answers

1.) Palazzo Reale, could you please indicate whether the provision of A/V technical services, cleaning services and the internal staff of the venue (staff for the cloakroom and reception in the venue) are already included in the contracted cost of the venue? If not, could you clarify if they must be foreseen by the tenderer and please quantify these services? In addition, could you please indicate a contact person to deal with in this venue?

Palazzo Reale charges NO rental fee as being a state organization. Therefore it is foreseen that the Bidder/tenderer quotes for technical services, extra cleaning power and internal staff (such as Hostesses for welcoming the guests). There will be guides (employers) of Palazzo Reale who will show around within the museum, but all the personnel – as indicated in the Pricing Annex F (Hostesses) and of course for catering services (with all personnel) need to be provided by the Bidder.

At this stage, no contact person for this venue can be provided.

2.) Could you please indicate which is the space in Palazzo Reale to be dedicated to the cloakroom?

The space for the cloakroom has to be defined but, as mentioned during the site inspection, an option could be the area at the entrance on the ground floor.

3.) In reference to the requested accommodation arrangements, could you please provide information on the costs, conditions and the hotels where you've foreseen the 80 suites and 15 executive rooms?

For operational reasons can we urgently get in touch with MiCo staff supporting OSCE/Italian MFA in hotel reservation and accommodation?

Based on the contacts established with the 5-star hotels in the city centre area where the 80 suites and 15 executive rooms have been foreseen, their average rate is:

- for Suites € 650
- for Superior/Executive rooms € 400.

The financial offer template, should then contain for the 2 nights “104.000 €” in line 181 of Annex F. and “12.000 €” in line 182 of Annex F.

At this stage contacts cannot be provided.

4.) Regarding Torre Generali, Palazzo Reale and Grattaciolo Pirelli: Is the wifi connection available in these venues and how powerful (how many connections can it support at the same time)?

Please note: wifi coverage will not be essential for the receptions (as these are not working dinners). However the following information can be provided:

- Torre Generali Wi-Fi is available in all the floors of the building. On each floor, it can support approx. 100 data connections.
- Also for Grattaciolo Pirelli Wi-Fi is available.
- In Palazzo Reale the main halls (Sala Cariatidi and Sala delle Otto Colonne) have Wi-Fi. In each hall 120 connections are guaranteed.

5.) Is the cleaning service foreseen (in particular for the restrooms during the dinner) and is there any additional cost?

For Torre Generali and Grattaciolo Pirelli extra cleaning service is included in the support provided by the venue.

In Palazzo Reale cleaning service is provided only in the exhibition rooms. When an event is organized in the areas needed in the OSCE dinner the required services such as cleaning, before and after have to be provided by the bidder. Bathrooms have also to be cleaned and furnished with towels and soap.

6.) Are there any additional costs for the special opening hours during the night (ex.. doorman or other)?

- Torre Generali: included (no extra costs for bidders)
- Grattaciolo Pirelli: included (no extra costs for bidders)
- Palazzo Reale: additional costs have to be quoted by the Bidder (security service approx. € 15,00 + VAT per hour; internal staff approx. € 23,00 per hour).

7.) Price quotation for Triennale di Milano

(Provided by Triennale di Milano!)

Option A: Welcome cocktail and seated dinner (200 participants)

- Will be served on the first floor of the facility.
- The cocktail will be hosted in the “Atrio del primo piano”
(<https://www.dropbox.com/sh/up25qvx58cgudqx/AABB7xhCErjOdz32F4CwBiPGa?dl=0>)
- The seated dinner will be hosted in Salone d’Onore (Hall of Honor) and has a capacity of 260 people and 370 m2 large.
(<https://www.dropbox.com/sh/5tc1zhkzcgwqhva/AAB505pWliGUdXE0dQ8JS8bra?dl=0>)
- Pieces of furniture included: 260 Vitra chairs; a wooden stage (9 m X 3 m); registration tables and a podium. Triennale can provide with tendiflex as well.
- The space has no audio-video service or catering exclusive.
- Internal catering service may be provided by:
OSTERIA CON VISTA
Terrazza Triennale
Viale Alemagna 6
20121 Milano
Rif. Serena Pambianchi: info@terrazzatriennale.org
- Extra costs for services such as the cleaning and security services that will be counted on the basis of the dynamics of the event.
- A projection of the extra costs: set-up and dismantling from 7:00 am (December 6th) to 7:00 am (December 7th), cloakroom service, cleaning service during the event, attendance during the entire duration of the event (both set-up and dismantling processes as well as on-site exhibitions and rooms surveillance): EUR 3.500,00 + VAT.

Within Option A: Buffet/snack for Staff and Security (150 people)

- Venue: Atrio del piano terra
(<https://www.dropbox.com/sh/up25qvx58cgudqx/AABB7xhCErjOdz32F4CwBiPGa?dl=0>)
- The space has no catering exclusive but contacting our internal catering (the above-mentioned company) will ease the process because the Design Café (located on the same floor of the Atrio del piano terra) may be used as a kitchen for the service.
- Rates: EUR 22.000,00 + IVA
(Atrio piano terra € 5.000,00 + IVA; Salone d’Onore € 8.000,00 + IVA; Atrio primo piano € 4.000,00 + IVA; exclusive opening of our exhibitions € 5.000,00 + IVA – normally this rate is related to the exclusive opening of one exhibition).
We apply a 30 % discount on the above mentioned rate:
Total EUR 15.400,00 + VAT.

Option B: Buffet dinner for delegates (700)

- Could be served on the “Atrio del primo piano” and the “Salone d’Onore” altogether (both rooms are located on the first floor of the facility).

- Rates: EUR 17.000,00 + VAT
(Salone d'Onore € 8.000,00 + IVA; Atrio primo piano € 4.000,00 + IVA; exclusive opening of our exhibitions € 5.000,00 + IVA – normally this rate is related to the exclusive opening of one exhibition).
Once again, we apply a 30 % discount on the above mentioned rate:
Total EUR 11.900,00 + VAT.

For both options: as for the English-speaking guides: considering 6 guides for a 2-hours exclusive opening (of all our exhibitions): around EUR 1.020,00 (changes may occur according to the event's agenda).

Please note that for both options a EUR 2.000,00 deposit is required (which will be returned after the event)."

8.) When the set up will start in MiCo in order to know how long the presence of the Bidder/company is needed there?

- In principle the works in MiCo will start not later than 26th November; before the area will not be accessible. For the company it will be allowed to enter the premises not earlier than the 30th November 2018.

9.) Triennale di Milano:

- Please provide location plans in dwg:
Please find dwg plans attached
- Please provide info about power capacity available for the catering service in the area where kitchen will be located on the first floor:
9 Kw, upgradeable upon request
- Please provide suggestions for a cultural events, 30/45 minutes (ie exhibition visit):
Please find attached the list of the exhibitions that will be on (changes may occur). The exhibitions will all be open and our guides will be positioned in "stations" and will involve the guests in lively explanations throughout the exhibit ways.
- Please provide location rental fees and associated costs including cafeteria area for Staff & Security buffet dinner-snack (i.e. cleaning service, security):
Exclusive opening of the Design Café EUR 3.000,00 + VAT (Triennale will confirm this rate next Monday, August 27th). As previously mentioned, the approximate costs concerning cleaning, attendance and cloakroom service are around EUR 3.500,00 + VAT
- Please provide any useful information for set-up and dismantling (timing limit, service entrance):
Set-up rules in attachment.
- Triennale - it seems that the max capacity for Triennale is around 600 participants (pending confirmation) - do we need to amend the financial offer with the actual max capacity?
No, please quote as per Financial Annex F. (700 people).

10.) MiCo:

- Please, confirm location of the main accreditation center:
As per the site visit the delegates' registration will be in MiCo on Level 0, where the delegates will enter the building. (The delegates will be due to a security control prior to their registration.) Note: The HoDs will not go through any security check points and will not be registered at counters – they will receive their pins from the Liaison Officers.
- Please, confirm availability of the parking lot within MiCo area to host the 200 vehicles and if there is any cost for the Bidder for the usage of the parking area:
There is adequate and GATED parking capacities for 200 cars within MiCo area.
No extra costs for the Bidder to quote for.
- How many entrances must be covered with security metal detector?
Not relevant for the Bidder – within MiCo.
- How many personnel MiCO will provide for the Task Force and the Venue management?
Not relevant for the Bidder.
- Who is responsible for cleaning services at MiCO? Is the responsibility of the contractor or quotation for that is included in the rental fee agreed with OSCE?
MiCo is the only responsible for cleaning services at MiCo. It is included in the rental fee of MiCo.

11.) Grattacielo Pirelli

- Please provide location plans in dwg (31st floor and ground floor where HoDs will access the building):
http://mailbox.regione.lombardia.it/Mailbox/rl_maiboxpubb.nsf?OpenDatabase&ID=bHVkb3ZpY2EuYW5nZWxvbWVAZXN0ZXJpLml0QFNFUeBGRVNPLUIzWEM1Ng
- Please confirm if at the entrance there are metal detectors available and if there is a cost to have them working during the event:
since the entrance that will be used by delegations is the same used by high ranking personalities, there is no metal detector an not need of it. Metal detectors are present in other accesses points.
- Please confirm if there are associated costs (i.e. cleaning service, security): included (no extra costs for the bidder)
- Please provide any useful information for set-up and dismantling (timing limit, service entrance):
At present there is a reservation from 5 to 7 December.
To access the building an email shall be sent explaining what are the reasons, the time of arrival and departure, the list of persons who shall enter and a scanned copy of their I.D.'s. If vehicles need to load or unload in the special dedicated area, the vehicle registration and the name of the driver shall be provided.
- Please provide info about power available for the catering service in the kitchen area: In the catering area of the 31st floor electric sockets can provide 380V with both 16A and 32A. They can support electric ovens.

12.) Palazzo Reale

- Please provide location plans in dwg if available.
Find plans attached
- Please confirm if there are associated costs (ie cleaning service, security):
see previous points 5) and 6).
- Please provide any useful information for set-up and dismantling (timing limit, service entrance
Not provided at this stage
- Please provide info about power available for the catering service in the kitchen area:
electric sockets is available as follows:
in SALA QUATTRO COLONNE (room n. 117) available 16A;
in SALA CARIATIDI (room n. 120) available 32A (to be verified 63A);
in SALA DELLE OTTO COLONNE available plugs of 3KW
in SALA PICCOLO LUCERNARIO or BUFFET (room n. 119) available 125A

13.) Torre Generali

- Please provide location plans in dwg if available (including the area dedicated to staff and security buffet
Not provided at this stage
- Please confirm if company has to provide cleaning service for toilets or Torre Generali provides this service:
included (no extra costs for Bidders)
- Please provide any useful information for set-up and dismantling (timing limit, service entrance
Outmost attention has to be provided to not interfere with the working activities of Generali. Ideally 48 hours are given between the beginning of the set up and the dismantling of the all the catering areas.
- Please provide info about power available for the catering service in the kitchen area:
Not provided at this stage
- Please provide info about any additional space available for kitchen set up:
consider that the Restaurant space at 40th floor will be available for catering purposes. Special care will have to be considered when using this area, that must be returned in its original set up at the end of the social event. A plan of the activities foreseen and of the set-up will be requested to the Bidder
- Please provide info about power available at the 37th floor.
Not provided at this stage

14.) Hotels for Press Accreditation: as the Bidder has to provide a proposal for the press accreditation centre, it will be useful to know which will be the hotel/hotels reserved for the press

- To be identified.

15.) Meals for personnel: Also meals for hostesses and agency personnel considered/included within the agreement of MiCo?

- It is included in the contract between MiCo and TF. Bidders don't have to pay.

16.) Accreditation centers: please confirm if we have to provide also the accreditation process (including badges) for press and NGO as per financial proposal, as if this is confirmed press and NGO delegates accessing MiCo will have a different badge / please confirm where the accreditation centre at MiCo will be located and who will be responsible for the set up of the centre?

The main accreditation process at MiCo (online registrations, production of badges and set up of the centre) is not part of this tendering. However the Bidder shall support the management of the accreditation centre and provide on-site personnel within MiCo. The accreditation centre will be located in the area (MiCo).

All the badges will be provided by another Supplier. (Also the badges for the Press and NGO members will be produced by the other Supplier, who is responsible for the main accreditation) – not part of this tender! However these badges (for Press and NGO members) will be distributed by the Bidder (of this current tender) at the two accreditation centres (Press/NGO). At these centres the set ups (tables/graphics) will be managed by the Bidder (of this tender) and also the registration and badge distribution will be managed by the Bidder.

17.) Interpretation - the amended financial offer includes a sub-total of euro 18.500 - is this the amount we have to consider for this service?

- Yes.

18.) Farewell reception - in the initial Tor the request is for "a farewell buffet dinner and dancing entertainment purposes" but in the amended version of the Financial proposal the line for the Farewell buffet is missing - please clarify what we need to provide?

- Please provide with what is stated in the amended Annex F.

19.) In big events companies has to prepare a lot of documents for structures safety (DUVRI, DURC, allegato H, etc). Is it something that should be within the responsibility of the Bidder? Or is it up to OSCE?

All regulations and documentation for safety at work must comply with the Italian Legislation. The Bidder has to provide adequate security documentation for space adaptation (i.e. POS, DUVRI, DURC, etc.). these administrative duties that totally fall under the companies' responsibility.