



REQUEST FOR PROPOSAL

Provision of satellite voice and data services and supply of satellite communications hardware equipment to the OSCE

1. The Organization for Security and Co-operation in Europe (OSCE) seeks proposals from qualified contractors for the provision of satellite voice and data services and supply of satellite communications hardware equipment to the OSCE, in accordance with the requirements, terms and conditions stipulated herein.

2. This Request for Proposal (RFP) consists of this document and the following annexes:

Annex A: Instruction to Bidders (www.osce.org/procurement)

Annex B: OSCE General Conditions of Contract for Services and Goods (www.osce.org/procurement)

Annex C: Terms of Reference

Annex D: Technical Compliance Forms

Annex E: Pricing Format

Annex F: Acknowledgement Letter

3. In submitting a proposal, the Proposer accepts in full and without restriction the requirements of this RFP including the Terms of Reference and the OSCE General Conditions of Contract for Services and Goods as the sole basis of this tender process, and waives his own conditions of sale, whatever they may be. The Proposer business practices shall be in accordance with the principles set out in the OSCE Supplier's Code of Conduct available on www.osce.org/procurement.

4. Proposals must be received by the OSCE at the address shown in paragraph 17 no later than **16 October 2018, 12:00 hours (CET)**. Proposals received after the designated time will be automatically rejected. Submission of proposals by fax or email is not accepted.

4.1 Pre-tender Meeting and Site Visit

No pre-tender Meeting is foreseen.

INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

General

5. The OSCE intends to award a Contract for the provision of satellite voice and data services and supply of satellite communications hardware equipment to the OSCE for a period of five years. Services are expected to commence on 1 January 2019. The assignment is NOT divided into LOTS. Proposers are required to submit proposals to the assignment as a whole. Submitting a partial Proposal or variants will result the rejection of the Proposal.

6. Proposers shall submit a proposal directly responsive to the terms of this tender. Proposals should include detailed information demonstrating compliance with the requirements, terms and conditions of this RFP. It is the responsibility of the Proposer to verify all aspects of the services involved prior to submitting a proposal.

7. This RFP, including its Annexes and Attachments will form part of any purchase order or contract entered into by the OSCE as a result of this RFP.

Proposal Format



8. The Proposal has to be submitted in two separate parts, the technical and financial part. The Proposal shall be submitted in two copies, one original and one copy.

9. The **Technical Proposal** shall address all aspects of the Terms of Reference of this RFP and should include models, examples and technical solutions to problems raised in the specifications giving an answer to each of the points mentioned with regard to the methodology, deadlines and organization. The technical proposal must respond to the technical specifications and provide, as a minimum, all the information needed for the purpose of awarding a contract. The level of practical details provided in the tender will be extremely important for the evaluation of the tender.

The Technical Proposal MUST NOT contain any price or cost information.

10. The **Financial Proposal** shall contain clear, concise price information presenting all costs associated with the assignment, including but not limited to remuneration for staff, transportation, equipment and materials, insurance, surveys, etc. Prices (excl. taxes) shall be quoted in EURO unless indicated otherwise. Prices shall be quoted on the basis of the delivery terms specified in the solicitation document. In case the delivery terms are not indicated, FCA (INCOTERMS 2010) shall apply.

Each part has to include the following information:

11. **TECHNICAL PROPOSAL**

- Company Profile:
1. Completed and duly signed **Vendor Registration Form** (<http://www.osce.org/procurement/74772>).
 2. Copy of the company's **registration document/license(s)**.
 3. Company's **Financial Statement** for the last two years.
 4. **Descriptive summary** of the company's professional capacity and experience, including a list of services relevant to the subject of this solicitation that were provided to other clients during the past three years. The Company shall demonstrate a minimum of three years of experience providing Satellite Communications Services.
 5. **Description of the approach and plans** towards satisfying and supporting the requirements set out in the RFP (applied methodology, timelines, etc.). An item-by-item commentary on the Terms of Reference demonstrating responsiveness to the following technical requirements (Sec. 2-5 of Annex C).
 6. **Three references** with the short description of the provided services and the aggregated value with names and contact details, addresses and telephone numbers.
- Proposed Personnel:
7. **Detailed CVs of proposed personnel** for the OSCE designated account management team (1 primary and 1 back-up – preferably in an international, EUROPASS format), and indication of proposed position and mandatory good English language communication skills.

Other documents to submit to demonstrate the substantial responsiveness of the RFP:

- (i) **Duly completed Technical and Financial Proposal;**
- (ii) **Duly completed Technical Compliance Form (Annex D)** with an item-by-item commentary on the Terms of Reference demonstrating substantial responsiveness to the requirements;

Please note that the Technical Proposal MUST NOT contain any price or cost information.

12. **FINANCIAL PROPOSAL**

Completed and signed Annex D "Pricing Format".

Currency of Bid: EUR (preferable)



Since the OSCE is exempt from TAXES and DUTIES, all prices are to be expressed exclusive of VAT and other taxes and duties.

In case the Proposer wishes to submit its Financial Proposal in USD, then it shall attach "Annex E: Pricing Format" in EUR as well, converting the USD amounts to EUR using the European Central Bank (ECB) USD/EUR reference exchange rate applicable on 28 September 2018.

Evaluation of Proposals

13. As a general rule, only tenders that are technically acceptable and that provide all the necessary evidence required in the RFP will be considered for financial evaluation. The proposals will be evaluated according to the following criteria, not necessarily listed in order of priority:

- a) Demonstrated ability and willingness to meet RFP requirements (fail/comply).
- b) Demonstrated financial and managerial capability for executing the contract.
- c) Demonstrated understanding of the OSCE's need for quality service.
- d) Detailed implementation plan demonstrating the capability to provide the required services.
- e) Responsiveness to the RFP.
- f) Cost comparison between responsive proposals. From among all technical acceptable proposals, the award will be made to the technically acceptable lowest cost proposal.

Bank Guarantee

14. Not applicable.

Language of Proposal

15. Proposals must be submitted in the English language and must respond in detail to the requirements set out in Annex C.

Period of Validity

16. Proposals and all price offers shall remain valid and open for acceptance for at least ninety (90 days) from the date of closing.

Submission of Bids

17. Your proposals must be enclosed in two separate envelopes, one for the technical and the other for the financial part of the Proposal, clearly marked as follows:

CONFIDENTIAL
TENDER – DO NOT OPEN
TECHNICAL PROPOSAL
Reference No.: SEC/RFP/19/2018 – Provision of satellite voice and data services and supply of satellite communications hardware equipment to the OSCE
Closing Date/Time: 16 October 2018, 12:00 hours (CET)
Name of your Company

CONFIDENTIAL
TENDER – DO NOT OPEN
FINANCIAL PROPOSAL
Reference No.: SEC/RFP/19/2018 – Provision of satellite voice and data services and supply of satellite communications hardware equipment to the OSCE
Closing Date/Time: 16 October 2018, 12:00 hours (CET)
Name of your Company

The Technical and Financial envelopes must be secured in one envelope, clearly marked and addressed as follows:



CONFIDENTIAL
TENDER – DO NOT OPEN

Chairperson, Bid Opening Board
OSCE Secretariat
Wallnerstrasse 6
Vienna, Austria

Reference No: SEC/RFP/19/2018 – Provision of satellite voice and data services and supply of satellite communications hardware equipment to the OSCE

Closing Date/Time: 16 October 2018, 12:00 hours (CET)

Name of your Company:

18. Proposals delivered to any other address will be rejected.
19. The Proposal must indicate the date, bidder's name, address, and must be signed by an authorized representative of the bidder.
20. Please note that the terms set forth in this RFP, including the contents of the annexes will form part of any contract awarded by the OSCE. Any such contract will require compliance with all factual statements and representations made in the bid.
21. This RFP does not commit the OSCE to consider any proposal or to award a contract or to pay any costs incurred in the preparation or submission of proposal, or to procure any services from any proposer. This RFP contains no contractual offer of any kind. Any proposal submitted will be regarded as an offer by the proposer and not as an acceptance by the proposer of any offer by the OSCE. No contractual relationship exists, except pursuant to a purchase order or contract document signed by the authorized representatives of both parties. The OSCE reserves the right to reject any or all proposals received in response to this RFP, to split the award, and to negotiate with any of the proposers or other firms in any manner deemed to be in the best interest of the OSCE or cancel the procedure.

Acknowledgement of Receipt of this RFP

22. Upon receipt of this RFP, you are kindly requested to return the attached Acknowledgement Letter (Annex F) as soon as possible to balazs.fule@osce.org, advising whether or not your company intends to submit a proposal.

Questions

23. Any questions pertaining to this RFP shall be addressed in writing, by email to the attention of Mr. Balazs Fule, Procurement and Contracting Unit (balazs.fule@osce.org), no later than 17:00 hours (CET) on 10 October 2018. The OSCE will notify all the invitees in writing of the questions raised and the corresponding responses. Kindly refrain from telephone calls and personal visits.



Darko Stojmenovski
Chief, Procurement and Contracting Unit