**Date: 02 February 2020**

**Clarification Note**

to

**RFP/SMM/57/2020** **Provision of Event Management and Hotel Accommodation Services for the OSCE Special Monitoring Mission to Ukraine (SMM)**

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|  | **QUESTION** | **ANSWER** |
| 1 | Can you confirm price for booth simultaneous interpretation is for a double booth fully equipped, including interpreters' consoles | Booth for simultaneous interpretation should be fully equipped and ready for use, including interpreters’ consoles |
| 2 | Which documents shall be provided for the reporting and final payments?    Service providers in Ukraine, mostly large hotel networks, cannot issue payment documents to the Contractor registered in Greece without VAT.  However the Contractor registered in Greece is not a VAT payer, so all final invoices issued by the Contractor to the OSCE for all services will be VAT exempt.  The question is whether the Contractor will be requested to submit initial invoices from services providers to the OSCE, which will be VAT inclusive, and subsequently will the Contractor be reimbursed the amounts according to his final invoices in full. | OSCE SMM is exempt from VAT, however invoices can be submitted including VAT and will be paid in full (initial invoices from service providers and any other information required for confirmation of services provided can be requested).  Payment will be done only upon submission of full set of payment documents in original authorized by the vendor for local contractors: invoice, tax bill (in case the Contractor is the VAT payer) and acts of acceptance, everything authorized by the Contractor. For international contractors submission of full set of documents via e-mail is possible, with further original set delivery via mail. |
| 3 | The bidder is requested to indicate the cost of meals during events in the price schedule (Annex F). However extra 5-10% service charge (depending of the service provider) will be added to the indicated cost at the payment stage. Shall the bidder include this service charge to the cost of meals at the tender stage or shall only actual cost of meals be indicated in our proposal? | According to the guidance provided in Annex F, t*he prices in the Proposal shall cover* ***all costs*** *for performing the Services including but not limited to remuneration for staff, reimbursable expenses, transportation, equipment and materials, insurance, etc.* |
| 4 | Many hotels cannot provide a fixed cost for services, however they can provide a fixed discount for services. Shall the bidder indicate the percentage of discount in his price schedule instead of the price itself, as the fixed price is not provided by a hotel? | ANNEX F “Price schedule” Table 1 presupposes fixed prices in UAH |
| 5 | In case when a hotel can provide multiple conference halls able to accommodate 20-50 participants, shall the Bidder indicate cost of renting and area of every such hall in his price schedule? | According to ANNEX E *conference facilities suitable for 20-50 persons are requested.* It is expected that the proposed room will be suitable for up to 50 people, thus if multiple selection is given, kindly provide the price for the room where it is possible to house the maximum required number of participants. |
| 6 | Since the Bidder is a company registered in Greece, can invoices for services provided be issued in Euros? | Yes |
| 7 | Does the bidder can be consortia or include to the its Kiev Subsidiary | The bidder shall comply with all mandatory requirements stipulated in ANNEX D Qualifications of the Contractor |
| 8 | What are the requirements for the bidder submitted by the consortium for this tender? | The bidder shall comply with all mandatory requirements stipulated in ANNEX D Qualifications of the Contractor |
| 9 | We noticed the Tender Ref/SMM/58/2020 *Provision of Hotel Accommodation Services for the OSCE Special monitoring Mission to Ukraine.*    Can you confirm that the company which will be awarded the contract for Tender Ref/SMM/57/2020 - *Provision of Conference and Event Services for the OSCE Special Monitoring Mission to Ukraine (SMM) –* will be providing Hotel Accommodation/Catering/Conference Services for the list of Hotels included in this tender? | RFP 57/2020 and RFP 58/2020 are not interconnected, the winners of the tender RFP 57/2020 will be requested to provide various event related services mentioned in the tender documents, along with accommodation as well. |
| 10 | Does this contract imply exemption from VAT and will these documents be provided from you in case of signing the contract | OSCE SMM is exempt from VAT, however final invoices for payment can be submitted including VAT and will be paid accordingly |
| 11 | How many providers are planned to be approved based on the results of the tender? | The OSCE SMM reserves the right 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 SMM. |
| 12 | Is it possible to participate in a tender as an affiliated party of a legal entity? It means that there is a group of companies under the brand of which several legal entities operate and one of them will be offered for tender and for the conclusion of a contract, and the other shows that the company / brand has existed for more than 5 years as indicated in the terms of the tender. Since both legal entities work under the same brand and in the same company. | The bidder shall comply with all mandatory requirements stipulated in ANNEX D Qualifications of the Contractor |
| 13 | If the offer will be more than 25 MB, is it possible to download a full version to Google disk and provide access? | NO, submission by e-mail only is requested, kindly split e-mails accordingly |
| 14 | Do we need to include the tourist tax in the room rate at once? Since it is different for residents of Ukraine and non-residents, which one to use? | Provided in the ANNEX F room rates shall be excluding VAT and tourist tax |
| 15 | Do we need to include the % for restaurant service in the cost of coffee breaks, lunches, dinners or just specify the size of this %? | According to the guidance provided in Annex F, t*he prices in the Proposal shall cover* ***all costs*** *for performing the Services including but not limited to remuneration for staff, reimbursable expenses, transportation, equipment and materials, insurance, etc.* |
| 16 | You are asking to calculate the cost of a conference room for 20-50 people. But the cost for a smaller and a larger hall is different, since the area is different. Should we calculate the average cost or take into account the cost of a larger hall? | According to ANNEX E *conference facilities suitable for 20-50 persons are requested.* It is expected that the proposed room will be suitable for up to 50 people, thus if multiple selection is given, kindly provide the price for the room where it is possible to house the maximum required number of participants. |
| 17 | Будь ласка, уточніть, на яку кількість місць мають бути розраховані "bus" і "mini-bus"/ Kindly indicate the capacity of ,inibus and bus ? Адже від цього залежить вартість трансферу./ The price will depend on this | Kindly refer to ANNEX E, paragraph 4.3 Hotel transfers |
| 18 | Is there a possibility to get advance payment by OSCE in cases where service providers (hotels, transfer company, etc.) will insist to get paid in advance for reservations and bookings?  This is especially important for bigger events where number of rooms and nights and volume for catering is bigger and also where more transfers are needed. | No advance payment is possible |
| 19 | Regarding the cancellation policy  *«Cancellation policy» providing «free» cancellation in case of notification by the OSCE SMM maximum 7 (seven) calendar days before the Event(s) start* – in the ToR this is referring to the Accommodation Services, point H.  Work for event organizing already takes place from the moment OSCE Request comes in. If OSCE will cancel the event will the event organizer still be able to charge its fee for the work that has been done prior to cancellation (setting up all the logistics, mobilizing service providers, managing the service order, etc.)? | *The «Cancellation policy»: providing «free» cancellation in case of notification by the OSCE SMM maximum 7 (seven) calendar days before the Event(s) start* presupposes the free of charge cancellation in case of notification maximum 7 (seven) calendar days before the Event(s) start. |
| 20 | Can you confirm that in the Price Schedule (*Company`s service charge:  please specify the fee (% ) per event: )*the % fee for company service is calculated as a % of the total cost of all services provided for the specific event (e.g. the total of hotel services, conference and interpretation equipment, hospitality assistants, transfer services). | Company’s service charge is the service charge implied by the service provider for the particular event and is calculated as a % of total event cost. |