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**Ref.: RFQ/KOS/621825/2021**

# REQUEST FOR QUOTATION

**“Provision of On-line self-pace training EnCase Certified Examiner (EnCe) AND EnCase® for two (2) Kosovo Police Officials”**

The OSCE Mission in Kosovo (hereinafter called “the OSCE”) invites you to submit your quotation as per Terms of References “TOR” (hereinafter called “the Services”) as specified in this Request for Quotation and its attachments (hereinafter called “the RFQ Documents”).

**NOTE:**

* **QUOTATIONS SHOULD BE ADDRESSED TO:** [**Tenders.omik@osce.org**](mailto:Tenders.omik@osce.org) clearly marked with the RFQ reference number and title. (*please do not use email address:* [*procurement.omik@osce.org*](mailto:procurement.omik@osce.org) *for submission of quotations*)
* **QUERIES FOR CLARIFICATION SHOULD BE ADDRESSED TO:** [procurement.omik@osce.org](mailto:procurement.omik@osce.org) (*kindly note that queries and matters for clarification are accepted until 18 October 2021 - CoB).* **INTERESTED BIDDERS SHOULD REGULARLY VISIT**

[**https://procurement.osce.org**](https://procurement.osce.org) **to get updated with any CLARIFICATION,AMENDMENT, EXTENSION issued on the RFQ, during the process**

* **DEADLINE FOR SUBMISSION OF QUOTATIONS: On or Before 21 October 2021 at 12:00 hrs (CET) LATE QUOTATIONS AND QUOTATIONS SUBMITTED TO OTHER EMAIL/ADDRESS WILL BE REJECTED**
* **Upon receipt of this RFQ, you are kindly requested to return the attached Acknowledgement Letter (Annex F) as soon as possible to Procurement.OMiK@osce.org, advising whether or not your company intends to submit a quotation.**

This Request for Quotation (RFQ) consists of the following annexes:

**Annex A**: Qualification Information Form

**Annex B** Terms of Reference

**Annex C:** Methodology and Proposed Training and Certification schedule

**Annex D**: Pricing Format

**Annex F**: Acknowledgment Form

**Any Contract or Purchase Order will be subject to the OSCE General Conditions of Contract** which can be viewed at [**http://www.osce.org/procurement**](http://www.osce.org/procurement)**.** Detailed “Instructions to Bidders – Request for Quotation” are also provided on this website.

Service Delivery time: as per TOR

Payment terms: as per TOR (Multiple)

Validity of offer (60 days minimum): ………….

Company name:

Authorized representative’s name and signature:

Address:

Email:

Telephone:

## Annex: A Qualification Information Form

## 

**General Information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Bidder’s Full Legal Name: |  | | | |
| 2. Street Address: | Postal Code: | | City: | Country: |
| 3. P.O. Box and Mailing Address: |  | | | |
| 4. Telephone Number: |  | | | |
| 5. Fax Number: |  | | | |
| 6. E-mail Address: |  | | | |
| 7. Web-site Address: |  | | | |
| 8a. Contact Name: |  | | | |
| 8b. Contact Title: |  | | | |
| 9. Corporate Seat: | |  | | |
| 10. Type of Business: | |  | | |
| 11. Year Established: | |  | | |
| 12. Number of Staff Employed: | |  | | |
| 13. Parent Company, if any (full legal name): |  | | | |
| 14. Principal subsidiaries, associates, and/or representative(s), if any, that are relevant to the Services: | | | | |

*-Please provide copy of Business Registration Form*

**Financial Information**

|  |  |  |
| --- | --- | --- |
| 15. For the last three financial years: | | |
| Year | Turnover (EUR) | Working Capital (EUR) |
|  |  |  |
|  |  |  |
|  |  |  |

**Experience**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 16. Contracts of similar scale/volume during the last three years: | | | | |
| Customer Name and Contact Details | Value (EUR) | Year | Services Provided | Country |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Signature of Bidder: \_\_\_\_\_\_\_\_\_\_\_\_**Key Personnel

|  |
| --- |
| ***Note****: Please list the Key Personnel proposed for performing the Services and attach recently signed CV(s).* |

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Task** |
|  |  |  |
|  |  |  |
|  |  |  |

**Section 5: Banking details**

|  |  |
| --- | --- |
| 1. Name of Bank: |  |
| 2. Account Number: |  |
| 3. Account Name: *Must be in the name of the vendor* |  |
| 4. BIC: |  |
| 5. IBAN: |  |

Signature of Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex: B TERMS OF REFERENCE

**“Provision of On-line EnCase Certified Examiner (EnCe) & EnCase® Training for two (2) Kosovo Police Officials”**

1. **Background and Objectives**

The Department for Security and Public Safety (DSPS) of the OSCE Mission in Kosovo (the Mission) continues to proactively participate and support the development of the security and public safety sector in Kosovo. To ensure the sustainability of progress made by Kosovo Police (KP) and Kosovo Agency on Forensic (KAF) in the area of criminal investigations, Police Development and Monitoring Section (PDMS) will support the aforementioned partners to achieve their objectives set out in the KP Strategic Development Plan 2016-2020, KP Human Resources Strategy 2016-2020, KP Training Strategy 2019-2022 and KAF Development Strategy 2016-2020.

In this regard, based on training needs assessment requests received from beneficiaries, which was followed by an external discussion (with both beneficiaries and stakeholders in order to avoid overlapping of activities) and internal (intradepartmental) discussion, PDMS developed tailored activities for the implementation of this project.

Based on the above, in 2021, PDMS will continue to support the KP in their efforts to further develop their operational and scientific capabilities to provide credible and professional forensics services. The training activities for KP and KAF are based on the needs assessment identified by the stakeholders.

In order to achieve the programme objective of this project of “a sustainable, accountable and equitable security sector is able to fight crime, ensure public security and protect human rights”, and objectives of the project, PDMS is requesting to hire a company to provide online self-paced training and to certify (upon successful completion) two (2) KP experts (Oct-Dec 2021).

This service is necessary, as the Mission does not have the internal capacity to deliver this training activity to its partner. The service requested is one-off service type and does not foresee continuation of service delivery.

1. **Scope of Services**

The service provider shall provide the following training for 2 Kosovo Police (KP) officials:

* 1. Provide online access on Self-paced training for two (2) KP experts to attend the following modules of the online training;
     1. Foundations in Digital Forensics with EnCase;
     2. Building an Investigation with EnCase
  2. The activity under these terms of reference should be delivered between October to December 2021.
  3. The language used to provide the services is English and all correspondences between the service provider and Mission will be done in English
  4. Official certification upon successful completion of modules listed above.
  5. If participant/s fail to pass the exam for certification after the first attempt, one additional opportunity for re-examination must be provided .

1. **Expected Outputs / Deliverables / Reports**
   1. The main output is the granted access for two participants, to EnCase trainings, within year 2021.
   2. The Successful bidder is expected to provide all needed Training materials and agenda;

3.2 The Successful Bidder will Provide access to the two KP experts to attend the online self-paced training on the modules required.

3.3 The Successful Bidder will Provide the official certificates for the participants upon successful completion of the modules.

1. **Key Performance Indicators**

4.1 Training schedule, agenda, presentations, exercises, case studies and training evaluation questionnaire

4.2 Certifications of the two (2) KP officials upon completion of training.

4.3 Improved knowledge among KP as reported through Regular meetings between OSCE and KP.

1. **Time Frames and Milestones**

5.1 The assignment will commence in 2021 and will be concluded in 2021.

1. **Risks and Constrains**

6.1 A potential risk in implementation is the failure of KP experts to participate in the online training delivered by contractor.

6.2 Another risk is if participants at the training do not pass the final test and do not get certified. The risk is mitigated by the provision of a re-examination of participants by the contractor.

1. **Liaison Arrangements/ OSCE Data, Services, Personnel or Facilities to be provided** 
   1. This activity will be delivered under direct supervision of the PDMS project manager who will be assisted by a designated activity manager;
   2. The Contractor’s focal point will communicate (in-person, phone, email) with the Activity Manager from OMiK and the beneficiaries to ensure effective and timely implementation;
2. **Minimum Qualifications of Bidder**
   1. Legally registered Company with Minimum 3 years of training experience in forensics related areas;
   2. The bidder should possess and present the international licenses and/or the partnership agreement which authorizes to provide the EnCase training as requested under this ToR.

8.3 The bidder should have qualified Trainers with at least 3 years of training experience in EnCase. *Staff CV’s and their EnCASE Certificate/Licence must be provided with the quotation.*

8.4 Proven previous experience, preferably 3 years, in providing similar trainings to law enforcement agencies.

* + 1. **Evaluation Methodology**

Administrative Evaluation

## 9.1 Compliance with the administrative requirements of this RfQ, including but not limited to:

* 1. Proof of business and tax registration in country of operation (If the proposal includes services to be provided also by subcontractor, the consortium agreement needs to be submitted listing the services to be provided by each consortium party and consortium leading party and provide business registration documents for each consortium party listed as subcontractor); and
  2. Completed Annexes:
     1. Annex A, Qualification Information Form for primary bidder and any subcontractors (if applicable in proposal), including documented references for successfully completed contracts as per section 16. Experience.
     2. Annex C, Description of the Approach, Methodology and Work Plan for Performing the Services; and
     3. Annex D, Pricing Format.

A quotation shall be rejected at this stage if it fails to meet any or several of the administrative requirements.

Technical Evaluation

Least Cost Selection: (Comply/Fail)

Each quotation will be evaluated on the basis of its responsiveness to the technical requirements contained in the RFQ Documents by applying the “comply/fail” evaluation criteria as per below specified criteria:

* At least three years of experience: *based on the proof presented against the requirement under point 8.1;*
* Compliance with the requirements under the “Proposed Methodology and Training Schedule”–Annex C.
* Proven previous experience in providing similar trainings to law enforcement agencies. *Based on the proof presented against the requirement under point 8.4 as well as Reference letters from previous related engagements*
* Qualifications and competence of the proposed Key Personnel based on the proof presented against requirement under point 8.3

A quotation shall be rejected at this stage if it fails to meet any or several of the requirements specified in the TOR

The OSCE will select the bidder that submits the lowest priced quotation among those responsive to the technical requirements set out in the Terms of Reference.

**Annex: C**

## Proposed Training Methodology; Schedule and Certification:

*[Provision of this Annex with bid is mandatory].*

Signature and Stamp of Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Annex D:**

***PLEASE SUBMIT THE SIGNED/STAMPED FINANCIAL OFFER (ANNEX D) AS A SEPARATE DOCUMENT TO THE TECHNICAL PROPOSAL***

**PRICING FORMAT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Component** | **Quantity**  **(if applicable)** | **Total Price (excluding VAT)** | |
| **Price Breakdown (Mandatory**) |  |  | |
| Provision of online access to Self-paced EnCase training for two (2) KP  *as per ToR requirements* | 2 (Two) participants |  | |
| **Total Quotation Price:** | | |  | |

**NOTE:**

1. *It is preferred that quotations are submitted in Euro. Quotations received in other currencies will be converted into Euro, by using the OSCE converting rate of the respective period of RFQ financial evaluation.*

Signature and Stamp of Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**Annex F: Acknowledgement Letter**

Reference: **RFQ/KOS/618670/2021**

Subject: **‘Provision of On-line EnCase Certified Examiner (EnCe) AND EnCase® Training for two (2) Kosovo Police Officials”**

Closing date/Time: **21 October 2021 at 12:00**

Company Name: ……………………………………………………………………………

Contact Points: ……………………………………………………………………………… (email, phone, fax etc.)

We

/\_/ INTEND /\_/ DO NOT INTEND

to submit a bid/proposal in response to the above-mentioned tender.

If you do not intend to submit a bid, please specify the reason:

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

Signature:

Date:

Please return this form to [Procurement.OMiK@osce.org](mailto:Procurement.OMiK@osce.org) by no later than 12:00 hours (CET) on 18 October 2021.