**Questions & Answers**

RFP/SMM/61/2021: Provision of Hostile Environment Awareness Training (HEAT) for the OSCE Special Monitoring Mission to Ukraine.

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| **No** | **Question** | **Answer** |
| 1 | What is the anticipated start date?  | The services are needed from 1 April’22.  |
| 2 | In the Paragraph 3 of the Terms of reference Task and Deliverables:i. Design, develop and conduct an Internationally Certified HEAT course (for example, ISO, or ENTRi certified HEAT training under the C³MC-label); Participants will be certified on course completion. Please clarify which accrediting bodies are acceptable. Please can you also clarify the meaning of C3MC label. | * ENTRi
* ISO
* National/International equivalents of ISO
 |
| 3 | We already have an existing contract with OSCE for the provision of medical support services (contract number Sec/03/2020) and we are also registered at level 2 UNGM.Please can you confirm whether we still need to go through the vendor registration for HEAT training. | Vendor registration is needed for new vendors |
| 4 | Is it 24 participants per training session or 24 participants for all 8 trainings each year? | 24 participants per each session |
| 5 | We note that SMM will be providing the training venue throughout the course. We also note that there is a requirement for a final exercise. For this, there is usually a need for a certain number of role-players in order to conduct such an exercise. Will the organisation and cost of this be absorbed by SMM or the contractor | Role players will be provided and paid for by SMM via a local provider. However, please note that these are neither professional actors, nor do they have a Military / Security background. They are simply regular citizens and need to be briefed on their roles (soldier, first aid casualty, etc.). Currently we usually procure 3 such role players. Before the pandemic it used to be more. |
| 6 | May we take it that SMM will be providing the vehicles, body armour and vests and other SMM specific equipment for the practical exercises? | Yes |
| 7 | Will SMM organise role players (how many) and weapons for the field day? | Role players and weapons will be provided and paid by SMM, see also Q5. |
| 8 | How much time before the start of the HEAT will we be notified to start organising the training? | Planning is usually done 2-3 months in advance and no longer required courses are cancelled up to 2 weeks before taking place. |
| 9 | Does SMM expect an evening programme (is it possible to train in the evening?) | Whilst this is possible, if deemed necessary, the previous Kyiv based courses have tended to stick to 09:00-18:00 working hours with 1h more on the final exercise day (Thursday). The wrap-up and debriefing day (Friday) has tended to end earlier in the afternoon. |
| 10 | Does the tender include the possibility for inflation correction? | No |
| 11 | In Annex F, we read this sentence: *This includes preparation and distribution of all written materials necessary for a successful completion of the* ***two courses****, such as the student handouts and the exercise files and Course Certificates.* Does SMM expect a price offer per (1) training or per two training courses? This sentence is confusing. | The price is expected to be received for one training course as per Technical requirements stipulated in Annex E. Courses can take place individually, or in blocs of two or more. |