

Clarification Note to RFQ SER 09 2022 English Language Course

Q1: Could you, please, inform us about the time frame/deadline for creating, submitting for approval, copying and distributing an original course book?

R1: Developing the original textbook is a very important task, which would start as soon as OSCE signs a contract with the selected bidder, hopefully in mid-July. The selected bidder shall consult the Sector for Emergency Management during the process of developing this original textbook and include adjustments if necessary, prior to its finalization. The textbook shall be developed and approved by the OSCE and the Sector, designed and printed (not copied, but printed as the original publication!) by the end of August/beginning of September at the latest.

Q2: Supplier Registration Form – Annex A

Since we are already registered with the OSCE are we obliged to complete and send the Supplier Registration Form?

R2: If in the meantime you did not have any statutory changes – legal representative, address or bank account, you are not obliged to resubmit the Vendor Registration Form . Still, we draw your attention that the submission of at least three references with names and contact details is mandatory: addresses and telephone numbers to prove experience in working with international institutions and / or national public authorities and/or other private companies (you may provide this information as a separate document if you do not submit Vendor Registration Form);

Q3: Terms of Reference / Submissions

Bearing in mind that we submitted our APR excerpt, together with our previous offer, on 21 June 2021, do we have to provide a new excerpt? Please note that there have been no changes as regards the data.

R3: If there were no statutory changes – you are not obliged to submit APR excerpt.

Q4: We are also in the Register of Bidders run by APR. The electronic, i.e. scan version of the excerpt was also submitted within our previous offer. Do we have to submit the new excerpt, although there have not been any changes?

R4: No.

N.B. We could also provide the links to the official website of the Serbian Business Registers Agency where all information as regards our company could be found

R5: Please feel free to share the link.

Q6: The bidders should provide a copy of licence / certificate for performing required services. Please note that our business code – 8559 – allows us to perform language teaching services in Serbia. Unfortunately, there is still no licencing of language schools by the Ministry of Education, Science and Technological Development. Consequently, all legal entities with business code 8559 have the legal right to perform requested services in the Republic of Serbia. This information is available in APR excerpt. Since we have been providing English teaching services to the high officials of the Ministry of Education, Science and Technological Development for more than 10 years, are we obliged to request from the Ministry the provision of any additional document as the proof of our legal capacity to perform the requested services or their letter of recommendation will suffice?

In your previous RFQ you mentioned LCCI – London Chamber of Commerce – licence. Since the LCCI exams were taken over by Pearson, all schools in Serbia are in the process of renewing their licences. Furthermore, we have the letter issued by Pearson representative in Serbia confirming not only our 10-year experience of being an LCCI exam centre, but also our ongoing application process. Please note that the situation with COVID-19 has slowed down the abovementioned process.

R6: We understand the situation and the context in Serbia. Accordingly, above mentioned link to APR will suffice, but you can also supplement it with a recommendation from the Ministry of Education.

Q7: Curriculum - Do we need to submit only one detailed curriculum for group lessons by choosing one of the following levels A2, B1, B2 or C1?

R7: Yes, you can choose one of the mentioned levels.

Q8: Having in mind that the original tailor-made textbook will be provided for B1 and B2 levels, are we obliged to provide for A2 and C1 students additional material, including the following:

- emergency management / disaster risk reduction terminology, as well as civil protection and emergency management topics,
- the EU integration aspects of civil protection and emergency management and
- business English (topics related to meetings and email correspondence).

R8: For A2 and C1 students original English language textbooks shall be provided (published by other publishers). We understand that it is difficult (if not impossible) to find textbooks on the market covering emergency management/DRR/EU integration/business English topics. This is why original textbooks for these levels shall be supplemented with photocopies of learning materials covering these specific topics.

Q9: Do we need to submit the detailed curriculum for the the training session – *English for Business Skills*?

R9: No.

Q10: Previous tailor-made textbook(s)

How large could be the file we would like to send to OSCE-Serbia-RFQ@osce.org ? Since the PDF file of our previous tailor-made textbook is rather large, would it be possible to send it via *We Transfer* platform to OSCE-Serbia-RFQ@osce.org by 20 June or to have it further compressed?

R9: Yes.

Q11: Qualifications

Please confirm that only one author of previous tailor-made textbook(s) is required within the team of three teachers.

R11: Confirmed. Minimum three teachers, minimum one author (who can be the teacher at the same time).