



Organization for Security and Co-operation in Europe
The Secretariat, Procurement and Contracting Unit
Wallnerstrasse 6, A - 1010 Vienna

Date: March 5, 2012

Clarification Note No. 2

Request for Proposal No. 04/2012/CPA253143 - Provision of Management Training Services to the OSCE

The Organization for Security and Co-operation in Europe (“the OSCE”) has received the request for clarification from potential bidders with regard to RFP No. 04/2012/CPA253143.

In accordance with paragraph 8 “Clarification of RFP Documents” of Section I – Information to Bidders - the OSCE would like to provide the following clarification:

Question 1.: Does cost for the design of the course include the cost of conducting a preliminary training needs assessment, as required by the Terms of Reference, or should this cost be shown separately.

Answer 1.: The costs for conducting a training needs assessment should be indicated separately.

Question 2.: The bidder inquiries how to reflect the cost options in the price schedule, in the case that they want to propose three different options for undertaking a preliminary training needs assessment.

Answer 2.: The bidder can indicate it in the Section III – F, by showing it as option A, B, and C, with corresponding table.

Question 3.: The Terms of Reference require the provision of 360-degree feedback. Should the cost of this feedback be included in the “daily fee per trainer”?

Answer 3.: No, this should be indicated in break down cost as requested in the Section II- F. Please note that bidders should also indicate with 360 system you intend to use.

Question 4.: The Terms of Reference require the provision of a training workbook for each participant. Should the cost of this workbook be included in the “daily fee per trainer” or does OSCE intend to photocopy and prepare these materials once an electronic/soft copy has been provided to the OSCE Training Coordinator?

Answer 4.: No this should not be included in the daily fee for trainer. Bidder should indicated associated costs if they print/provide the materials by themselves and this should be indicated on the break down cost. However, please note that the OSCE will be able to photocopy and prepare materials on the basis of electronic copies therefore the printing costs should not occur.

Question 5.: The Terms of Reference call for offering follow-up coaching opportunities to participants, but does not specify how many such opportunities/hours should be provided. It therefore seems impossible to include them in the “daily fee per trainer”. Please clarify how these should be presented.

Answer 5.: The number of coaching hours is not fixed at this stage. The Section F clearly specifies – Daily fee per trainer to be indicated.

Question 6.: The Terms of Reference call for evaluating and reporting on the training programme in accordance with an OSCE template and identifying outstanding training needs. Please advise if this means administering an evaluation form at the conclusion of each two-day workshop and then preparing a short report to OSCE? If so, should all of this be included in the “daily fee per trainer”?

Answer 6.: Yes, this would entail administering an evaluation form, with the option of preparing a short report to the OSCE. This should be indicated on the separate line of the breakdown costs under Section III-F.

Question 7.: The Terms of Reference do not indicate whether OSCE intends to deliver any Austria based workshops on a back to back format (2 workshops in one week). Knowing whether this is the intention of OSCE is important from a cost calculation basis. Can you please clarify?

Answer 7.: First training session is planned for June 2012 (most probably in Austria) and subsequent training sessions will be ordered on “when required basis”. For the other trainings, back to back workshop would be organized wherever possible to reduce travel cost. Therefore, the bidders are encouraged to indicate the breakdown of all costs to be incurred, as indicated under Section III – F – first sentence.

Question 8.: The Terms of Reference do not clarify whether the organization intends bidders to provide one or two trainers per workshop. The wording “daily fee per trainer” suggests that it intends that the bidder should propose two trainers. Can you please clarify?

Answer 8.: Bidder may indicate whether they propose one or two trainers or whether a fixed number of participants for which two trainers are recommended. Section III – F – specifies – Daily fee per trainer.

Question 9.: Bidder requested clarification on “daily fee per trainer for training in Austria” includes travel, to and from Austria.

Answer 9.: Section III- F – clearly indicated that daily fee for training in Austria to include all expenses – see note below “Within Austria”
Within Austria

The costs shall cover all expenses incurred by the Bidder for performing the Services as specified in the Terms of Reference and including, but not limited to the cost of the remuneration of the Bidder's personnel and all other compensations, insurance and social charges as well as overheads, technical assistance, supervision costs, travel costs (to and from training locations in Austria) and any other costs incurred by the Contractor's personnel for the purpose of performing the Services.

Question 10.: In order to more accurately estimate travel costs, can you please indicate the intended beginning and conclusion of this contract.

Answer 10.: The intended beginning of the contract is May 2012 as and indicated on the cover letter of the RFP document - first training session is planned for June 2012 and subsequent training sessions will be ordered on "when required basis".

Question 11: Regarding the RFP, bidder required explanation on what information exactly should be specified in Section III F, price schedules? Please advise what level of details is requested.

Answer 11: Please see the above answers 5,6,9 and Clarification No. 1.