**RESPONSES TO QUESTIONS REGARDING TENDER 2022-12-025**

Assignment Name: *Security Monitoring and Protective Services in International IDEA Areas of Operation*

**Based on questions received, the information below is provided for clarification regarding**

**The tender referenced above. Please note if new questions are received, they will be added to this document.**

1. **Question:** According to Annex B page 3, service orders will be raised against the Framework Contract to provide specific instructions for each assignment. Could you please specify if the contracting authority will contact the contractor for a quotation for each assignment? If so, can you confirm that the contractor will have to provide a technical and a financial proposal (i.e. price broken down in fees) for each specific assignment?

 **Response:** Please refer to the tender notice for a detailed break down of what should be included in the technical and financial proposals. Service orders will merely be raised to provide the specific requirements of assignments. The quotation to be used will be as provided in the financial proposal for this tender.

1. **Question:** Can you confirm that the tenderer may use sub-contractors within the framework of the implementation of protective services? If that is the case, should all subcontractors be presented in the proposal?

**Response:** There is no prohibition against the use of sub-contractors. If bidders are using this mode of operation, they must provide details of sub-contractors and also provide details of how these relationships are managed.

1. **Question:** International IDEA holds permanent offices in several countries listed in Annex 1. Could you please specify whether continuous services might be required in these countries, or if the services will be limited to short timeframes during International IDEA staff deployment?

**Response:** Please refer to a summary below and refer to the tender notice for more details:

* Security threat monitoring: this will be required on an ongoing basis and will be a subscription or fixed fee based service.
* Protective services: these services will be subject to a framework contract and will be called for when required by International IDEA.
* Training: these services will be subject to a framework contract and will be called for when required by International IDEA.
1. **Question:** Could you please elaborate on the notification period given to the contractor for specific in-country security services that are to be provided?

**Response:** Such information will be specified in the contract/s that will be entered into with the winning bidder.

1. **Question:** According to Annex B page 3, security training other than HEATs may be asked from the tenderer. Could you please specify the types of training that should be expected from the tenderer?

**Response:** At this stage, there are no specific details yet but such trainings would relate to staff visiting specific locations for the first time. Detailed requirements will be provided as and when needed.

1. **Question:** Could you please specify the notification period given to the contractor for specific in-country security services that are to be provided?

**Response:** Such information will be specified in the contract/s that will be entered into with the winning bidder.

1. **Question:** Could you please provide an estimate of the number of assignments required per year within the framework of this contract?

**Response:**  As per the tender documents, International IDEA intends to enter into a term contract for routine monitoring services AND a framework contract for which the number of assignments cannot be estimated as it will be on a need basis.

1. **Question:** Could you please specify if there is a set template to be used for the financial proposal?

**Response:** There is no set template for the financial proposal. However, bidders should ensure that all requirements in the tender notice are considered in the proposal.

1. **Question:**  According to Annex B point 3. a. “The company will conduct a combination of regular reporting, and ad hoc alerts following significant security incidents to support International IDEA’s operations in the relevant country / countries. This will take the form of daily alerts and access to a real time online platform that contains risk and security information globally as well as:  Regular reporting: a monitoring of the security and political environment and periodic reports throughout the duration of any specific assignment as requested by International IDEA. This will include “big picture” analyses of specific security issues in areas that are of interest to International IDEA.  - Ad hoc alerts in the event of a major security incident that could impact International IDEA’s operations.”

Could you please confirm that the “regular reporting” and “ad hoc alerts” listed in the bullet points should be part of the real time online platform that will also contain risk and security information globally referred to in the paragraph above? If not, could you specify what form you wish the regular reporting and ad hoc alerts contained in both bullet points to take?

**Response:** Ideally, the regular reporting and ad-hoc alerts should be part of the real time platform. However, bidders are free to propose how these services would be provided if they are not part of the real-time platform.