

05 November 2024

Request for Quotation

The International NGO Safety Organisation is issuing this RFQ to invite suitable bidders to submit bids for the procurement of:

PROVISION OF ACTORS FOR THE DELIVERY OF IMMERSIVE HUMANITARIAN TRAINING

RFQ No: UKR333HTC2024

Critical Dates:

RFQ Issuing Date: 05 November 2024

RFQ Closing Date: 18 November 2024 Time 23:59 CET

Confidentiality Statement

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1. Background

The [International NGO Safety Organisation \(INSO\)](#) is a non-profit humanitarian organisation providing dedicated safety support services to the NGO community in Ukraine since 2015.

INSO is exclusively funded by institutional donors and provides a range of services to NGOs in more than 16 countries operating in conflict-affected areas, including security information and advice, training, and crisis management support.

The INSO vision is a strong, safe, and empowered humanitarian community able to deliver aid to vulnerable individuals in the world's most challenging contexts with the minimum of risk to their staff, partners, and beneficiaries.

The INSO mission is to work on the ground alongside NGOs to provide them with comprehensive, high quality, real time and relevant information, analysis, alerts, and advice on the local safety conditions, along with practical support, training and assistance that improves their situational awareness and supports informed decision making and crisis response.

2. Tender Requirements

INSO aims to contract a service provider for the provision of actors for the delivery of immersive humanitarian training.

The training, known as Humanitarian Environment Individual Safety Training (hereafter HEIST), goes over 4 (four) days, and involves a variety of simulated active training components, including roleplaying, practical activities, and immersive simulated emergencies. The purpose is for participants on the HEIST course to interact with actors who simulate real-life humanitarian conditions and emergency situations, in which the participants need to react and respond as part of their training.

INSO has been contracted to deliver 31 (thirty-one) sessions between 1 January and 31 December 2025. The schedule of the sessions is listed further below.

3. Detailed Requirements

Scheduled trainings between 01 January 2025 – 31 December 2025 (all trainings are Tuesdays to Fridays):

January	February	March
14-17 January	04 – 07 February	11 – 14 March
21-24 January	11 – 14 February	18 – 21 March
	25 – 28 February	
April	May	June
01 -04 April	13 – 16 May	03 – 06 June
08 – 11 April	20 – 23 May	10 – 13 June
15 – 18 April		17 – 20 June

July	August	September
01 – 04 July	05 – 08 August	02 – 05 September
08 – 11 July	12 – 15 August	09 – 12 September
22 – 25 July	19 – 22 August	23 – 26 September

October	November	December
07 – 10 October	04 – 07 November	09 – 12 December
14 – 17 October	18 – 21 November	
28 – 31 October	25 – 28 November	

Detailed specifications

The delivery of acting services will require the following components:

1. The total number of acting days per HEIST session is a maximum of 64 (sixty-four):
 - 1 (one) acting day refers to approximately 6 (six) hours of acting and preparations during the 10 (hour) period per day.
 - The same actor(s) can work several days during the HEIST session. Ideally, as many as possible of the same actors return each day.
2. The maximum 64 (sixty-four) acting days are divided over the following days per training:
 - Day 2 (Wednesday): approx. 16 actors
 - Day 3 (Thursday): approx. 16 actors
 - Day 4 (Friday): approx. 27 actors

Note:

- These are the total number of actors per day, and each one may be involved in several different simulations and activities per day.
 - Both male and female actors are needed. The exact number of actors per session or the sexes required per day may slightly change, as simulated activities and practices are adapted and modified over time. However, the maximum number of days worked per session remains at 64 (sixty-four).
3. Actors must be at least 18 years of age.
 4. Actors must be able to speak Ukrainian.
 5. The working hours will vary slightly each day, but will generally fall between 08:00 and 18:00:
 - Each actor will be required to stay at the training location for a maximum of 10 (ten) hours per day
 - No actor will be required to work the entire duration of these hours. Typically, the actual working hours, including acting and preparation for simulated activities, do not exceed 6 (six) hours
 - In instances where actors need to remain at the training location beyond the times specified in the arrival and departure schedule, INSO will pay compensation on an hourly basis.

6. The acting methodology will involve acting in simulated emergency situations, in which the participants in the HEIST training course will respond and interact with the actors provided. Scripts, briefings, and directions for each simulated activity will be provided. Simulations include, for example:
 - Situations where the actors act as injured in an accident, and participants need to treat them with correct First Aid
 - Situations where the actors act as being in emotional shock and participants need to provide correct Psychological First Aid
 - Situations where the actors act as soldiers, with whom the participants need to negotiate and interact appropriately
 - Situations where the actors act as recipients of humanitarian aid and require organization and interaction
 - Situations where the actors act as mannequins for practicing First Aid protocols
7. Coffee and snacks will be provided throughout the day for all actors present. Lunch will not be provided.
8. INSO will not provide transportation to and from the training location.
9. **Number of days required:** maximum 64 (sixty-four) acting days over 31 sessions, equals to the maximum of 1,984 (one thousand nine hundred eighty-four) acting days for the duration of the contract.
10. **Location of HEIST training sessions:** Lviv or near Lviv.

The list described above is not exhaustive and might be supplemented by INSO during the validity period of the contract. In that case, the service provider will be informed accordingly.

Important contract conditions

1. If a scheduled actor/actress becomes unavailable for a contracted HEIST session at the Humanitarian Training Centre (HTC), the Supplier is obliged to make substitutions under the following conditions:
 - **Substitution with an Actor/Actress from Existing Pool:** If the scheduled actor/actress is to be replaced by another actor/actress already within the HTC actors/actress pool, the Supplier shall provide notification to INSO at least one (1) day in advance of the scheduled engagement. The Supplier is required to seek and obtain consent from INSO in writing for the proposed substitution.
 - **Substitution with a New and Unknown Actor/Actress:** In the case of substitution with a new and previously unknown actor/actress, the Supplier must notify INSO at least 2 (two) days before the scheduled engagement. Additionally, the Supplier is required to seek and obtain consent from INSO in writing for the proposed substitution. Alongside the consent request, the Supplier shall provide a profile of the replacement actor/actress.
2. INSO acknowledges that such substitutions may be necessary due to unforeseen circumstances, and the Supplier commits to making the best effort to ensure that any replacement actor/actress possesses comparable skills and qualifications to those of the originally selected actor/actress.

3. **Duration of contract:** 12 (twelve) months, starting from 1 January to 31 December 2025.
4. **Currency of quotation and contract:** Ukrainian hryvna (UAH).
5. **Payment terms:** on a monthly basis, full payment within 7 (seven) calendar days from the receipt of the invoice.

4. Bid Submission Requirements

Bid Validity

All bids must be valid for a period of thirty (30) days. The bid validity period must be stated in the financial proposal.

Bid Documentation Requirements

The Bid is to include the Technical and Financial Proposals, and all documents identified below.

Technical Proposal

The Technical Proposal must include the following documents:

- ✓ A cover letter from a company principal with the Power of Authority (POA) to represent the company. Attached to the letter must be the following documents:
 - Copy of the senior representative ID.
 - Copy of the company registration.
 - Official evidence of business address such as utility bill or bank letter.
 - The INSO Supplier Registration form (Annex A) has been duly completed and signed.
 - The INSO Code of Conduct (Annex B) duly signed.
- ✓ Recent customer references/testimonials

Financial Proposal

- ✓ Financial proposal with the costs (see Annex C).
- ✓ The price should be quoted excluding VAT, but if VAT is charged, the percentage must be stated in the proposal.
- ✓ All bids must be in Ukrainian hryvna (UAH).
- ✓ The Financial bid must state that the bid validity is at least thirty (30) days

All bid documents must be saved in pdf file and attached to the bid email.

Links to documents stored on cloud hosts will not be evaluated and will result in the bid not being accepted.

Bid Submission Deadline

The tender closes at 23:59 CET on 18 November 2024.

Bids received after this time will not be accepted or evaluated.

Tender Questions and Answers and Notice of Intention to submit a Bid

Please send an email to the address below advising us of your intention to bid.

ops.manager@ukr.ngosafety.org

Any request for clarification regarding the RFQ or questions on the RFQ must be sent to the above email address by 23:59 CET Tuesday 12 November 2024. All questions and answers will be shared with all bidders.

Bids sent to the above email address will not be accepted.

Method of Submitting Bids

All bid submissions must be submitted electronically in pdf document(s) to the INSO Electronic procurement tender box at:

rfq@ngosafety.org

In the email subject line please include the following **“RFQ UKR333HTC2024 Provision of actors for HEIST sessions bid”**

No other method of bid submission or sending to another INSO email address will be accepted.

5. Tender Evaluation Process

All bids will be kept unopened until after the tender closing date. A Tender Evaluation Committee will open all bids and apply the following process:

- ✓ Administration Compliance check: to ensure all tender requirements have been complied with, and all required documentation has been received.
- ✓ Technical Evaluation: A comprehensive evaluation of all Technical Proposals received against the criteria stated in Part 2 ‘Tender Requirements’ and Part 3 ‘Detailed Requirements’.
 - The Technical evaluation may include an interview with the short-listed suppliers.
- ✓ Financial Evaluation: A comprehensive financial evaluation of only the Technical Proposals deemed acceptable at the Technical Evaluation stage.
The Financial evaluation is based on the Financial Proposal and the criteria that will be applied is ‘best value for money’ for the venue that best fits the detailed requirements.

Notification of Tender Result

All bidders will be informed of the outcome of their proposal within twenty (20) calendar days of the tender closing date.

6. Conditions for Submission of Bids

Submission of Bids

Bidders are solely responsible for ensuring that the full Bid is received by INSO in accordance with the RFQ requirements, prior to the specified date and time above (Part 4 ‘Bid Submission Requirements’). INSO will consider only those Bids received prior to the closing date and time specified and any Bids received after that time will not be considered.

Only bids submitted in pdf format will be accepted at the Administration Compliance check.

Currency

The currency of the Bid must be in Ukrainian hryvnia (UAH).

Language

All correspondence and documents related to the Tender must be in English. Official supporting documents and examples of menus can be provided in their original language.

Presentation

Bids should be typewritten, if handwritten they should be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations must be initialed by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. All Bids must be signed by a duly authorized representative of the Bidder.

Acceptance

INSO reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc; c) not received in the correct tender email address ; and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the RFQ Closure.

Award of Contracts

This RFQ does not commit INSO to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by INSO. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of INSO and the successful Bidder.

INSO may award contracts for part quantities or individual items. INSO will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. INSO reserves the right to cancel any RFQ, to reject any or all Bids in whole or in part, and to award any contract.

Collusive Bidding and Anti-competitive Conduct

Bidders and their employees, officers, advisers, agents, or sub-contractors must not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relation to:

- The preparation of submission of Bids,
- The clarification of Bids,
- The conduct and content of negotiations,
- Including final contract negotiations,

in respect of this RFQ or procurement process, or any other procurement process being conducted by INSO in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to INSO, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

Improper Assistance

Bids that, in the sole opinion of INSO, have been compiled:

- With the assistance of current or former employees of INSO, or current or former contractors of INSO in violation of confidentiality obligations or by using information not otherwise available to the public, or which would provide a non-competitive benefit,
- With the utilization of confidential and/or internal INSO information not made available to the public or to the other Bidders,
- In breach of an obligation of confidentiality to INSO, or
- Contrary to these terms and conditions for submission of a Bid,

shall be excluded from further consideration.

Without limiting the operation of the above clause, a Bidder must not, in the absence of prior written approval from INSO, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this RFQ was an official, agent, servant, or employee of, or otherwise engaged by, INSO and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this RFQ relates.

Corrupt Practices

All INSO Bidders and Suppliers shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.

All Bidders attention is drawn to the INSO Code of Conduct (Annex B) which will be an integral part of any contract award between the INSO and the Bidder.

Conflict of Interest

A Bidder must not, and must ensure that its employees, officers, advisers, agents, or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of INSO and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any INSO contract a conflict of interest arises, or appears likely to arise, the Bidder must notify INSO immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of INSO, or cases in which any INSO official, employee or person under contract with INSO may have, or appear to have, an interest of any kind in the Bidder's business or any kind of economic ties with the Bidder. The Bidder must take steps as INSO may reasonably require to resolve or otherwise deal with the conflict to the satisfaction of INSO.

Withdrawal/Modification of Bids

Requests to withdraw a Bid shall not be honoured. If the selected Bidder withdraws its Bid, INSO shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, INSO shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the INSO suppliers List.

A Bidder may modify its Bid prior to the RFQ closure. Any such modification shall be submitted in writing to the RFQ bid email address, marked with the original Bid number stating 'Modification' in the Subject line. No modification shall be allowed after the RFQ closure.

Annexes

- A. INSO Suppliers Registration Form
- B. INSO Code of Conduct
- C. HEIST Actors Bid Form