German Red Cross Headquarters

Carstennstr. 58

12205 Berlin Germany

Berlin, 06.06.2024

**Call for tenders: Hostile Environment Awareness Training (HEAT) provider**

The German Red Cross (GRC) is inviting quotations for the provision of participant seats for the Hostile Environment Awareness Training (HEAT).

The tenderers are requested to read this document carefully and ensure compliance with all instructions therein. Non-compliance with instructions in this document may disqualify the bidders from the tender exercise.

**Procurement procedure**

The procurement is handled via a public tender.

**Context**

The German Red Cross Surge and Readiness Unit frequently deploys delegates in response to crises and disasters. For this reason, the Unit maintains specialized and available personnel who can quickly deploy. Since there are only 48-72 hours between notification and deployment in the best-case scenario, the Surge delegates must be extensively trained before. To also enable deployments to crisis and conflict areas and for GRC to meet its duty of care requirements, Surge Delegates who are willing and experienced to also work in such areas should complete a HEAT training.

**Expected output**

The services are to be provided as part of a framework agreement, which is to be concluded between GRC and the HEAT provider until 31.12.2025. The anticipated number of HEAT seats is 40.

**Description of HEAT requirements**

Course objectives

The overall objective of the HEAT is to enhance staff understanding of the main security considerations when operating in higher risk environments and providing personnel with the basic tools and techniques needed to avoid and mitigate against potentially dangerous situations. By the end of the course participants will be able to:

* Better understand their own instinctual reactions to critical incidents and explain how they should respond to reduce negative effects.
* Remember field safety skills through theory and practice, e.g. checkpoints and roadblocks, active shooting, ambushes, carjacking, kidnapping and hostage situations.
* Demonstrate behaviors and awareness that promote personal safety and security in the field.
* Assess common safety and security risks in overseas countries.
* Provide emergency vehicle repair and recovery.
* Know their own personal risk profile, taking gender, age and other factors into consideration.
* Discuss appropriate risk mitigation measures to prevent critical incidents.
* Deal with own and third person’s aggression including de-escalating communication.
* Provide peer support and remote first aid.
* Have more background information on dealing with stress and trauma and learned basic mechanisms for coping.

Means of facilitation

The training has to be a mixture of classroom presentations, small group activities and simulation exercises. The learning must be designed as a shared experience, and participants have to be encouraged to contribute to the learning by sharing past experiences.

Frequency

The training must be offered at least four times a year. Allowing participants on short notice is an asset.

Duration

The training must last three consecutive days.

Accommodation and meals

The training package must include accommodation and full board for the duration of the training, including non-alcoholic beverages.

Training material

All training material, including additional online trainings, must be accessible to the participants for at least one year after the completion of the training.

Language

The course must be held in English. All training material provided (online trainings, readings etc.) must be provided in English.

Certificate

After the training, the GRC participants must receive a certificate stating their name, the date and duration of the training. The certificate must also automatically be shared with GRC.

Number of participants

Training cohorts must consist of no more than 25 participants. Smaller groups are an asset.

Participants’ background

The GRC participants’ backgrounds vary. While some participants might be experienced in conflict-settings, some might not have worked in such environments or not even internationally at all. Professional backgrounds also vary from hospital staff (nurses, doctors etc.) to WASH, operations management, or logistics delegates.

**Content of tenders and alternative offers**

All tenders submitted must comply with the requirements in the tender dossier and comprise of:

* Financial offer indicating the price of 40 HEAT seats valid until 31.12.2025.The offer has to include accommodation and meals for the duration of the training.
* HEAT training agenda. This may be the agenda of a past or future HEAT or a general agenda which is customized for every HEAT training.
* HEAT training content including list of objectives.
* ENTRi reference.
* References of other humanitarian actors, preferably Red Cross/Red Crescent Movement partners, for whom the provider has trained staff or delegates in the past.
* ISO 9001:2015 certification.
* Provision of more information material regarding the HEAT training is an asset.
* A signed declaration of conformity (in Annex).

Alternative offers are permitted and must be marked as such.

**Submission of quote and further communication**

The following forms of submission of tender proposals are permitted:

* Submission of quotes, including annexes and supporting documents, in a sealed envelope. Please state on the envelope:

Tender Documents – Please do not open! Ref. 2024-HEAT and send it to the following address:

Deutsches Rotes Kreuz e.V.

Generalsekretariat

Bereich 6 - Internationale Zusammenarbeit

T61/SG Surge

Carstennstr. 58

12205 Berlin

Deutschland

* Submission of proposal in E-Mail protected with a password as attachment to  [c.goettsche@drk.de](mailto:c.goettsche@drk.de) and [surge@drk.de](mailto:surge@drk.de) stating “Tender documents” and the reference number “2024-HEAT”.

Tenderers must raise questions online to this e-mail address [c.goettsche@drk.de](mailto:c.goettsche@drk.de) and [surge@drk.de](mailto:surge@drk.de) 4 days prior to the deadline for submission of quote latest, otherwise the extension of the deadline is not feasible anymore.

GRC reserves the right to continue further communication after submission of quotes via a combination of media (e.g. post, e-mail, phone).

**Deadline of submission and period of validity**

The submission deadline for the complete tender documents is on the 25.06.2024 at 12:00h midday (Europe/Berlin time zone). The tender documents must state the period of validity until 25.07.2024.

**Evaluation & award of contract**

The decision for the award of contract will be based on the following criteria and evaluation scheme:

Preconditions:

* Duration of training: 3 days
* Training package includes accommodation and full-board for the duration of the training
* Training and all training materials provided in English
* At least four HEAT trainings offered per year
* ENTRi based or standardized training according to RCRC requirements
* ISO 9001:2015 certification
* Certificate provided at the end of the training

Graded evaluation criteria:

* Price (50%)
* Training content meets requested objectives (30%)
* Duration of training without breaks (10%)
* Location of training venue (10%)

Evaluation scheme

The total number of points achieved by the respective offer is calculated by determining the price point value (PPV) and the quality point value (QPV). Based on the point values calculated in each case, the total number of points is determined according to the weighting of price and quality.

For the price, the quotient of the cheapest offer and the offer to be evaluated is formed and multiplied by 100 and the percentage weighting.

*((cheapest offer price / offer price to be valued) x 100) x weighting factor = price points*

Please note that the school grading system is of course not applicable to the evaluation of the price.

The quality is evaluated for as follows:

* Training content meets requested objectives
  + 0 – none of the above listed objectives is met by the training
  + 1 – one or two of the above listed objectives are met by the training
  + 2 – three or four of the above listed objectives are met by the training
  + 3 – five or six of the above listed objectives are met by the training
  + 4 – seven or eight of the above listed objectives are met by the training
  + 5 – nine or all above listed objectives are met by the training

For the training content, the quotient of the actual grade received and the maximum grade possible is formed and multiplied by 100 and the percentage weighting.

*((actual grade received / maximum grade possible) x 100) x weighting factor = content points*

* Duration of the training without breaks

For the duration of the training, the quotient of the to be evaluated offered training hours and the most offered training hours is formed and multiplied by 100 and the percentage weighting.

*((training hours to be evaluated / most offered training hours) x 100 x weighting factor = duration points*

* Location of training venue
  + 0 – training venue is outside of Europe
  + 1 – training venue which is in Europe but more than 5 hours car drive or train ride from the next international airport
  + 2 – training venue which is in Europe but more than 3 hours car drive or train ride from the next international airport
  + 3 – training venue which is in Europe but more than 1 hour car drive or train ride from the next international airport
  + 4 – training venue which is in Europe and less than 1 hour car drive or train ride from the next international airport
  + 5 – multiple training venues on different continents, at least one of which is in Europe and less than 1 hour car drive or train ride from the next international airport

For the training venue, the quotient of the actual grade received and the maximum grade possible is formed and multiplied by 100 and the percentage weighting.

*((actual grade received / maximum grade possible) x 100) x weighting factor = location points*

The quality point value (QPV) is the sum of the calculated content, duration and location points.

Calculation of the total points:

*Price point value + quality point value = total value of offer*

In case of competitive procedure, GRC reserves the right to award a contract based on the first non-negotiated offer.

The GRC may – but is not obliged to - ask each tenderer individually for clarification of its quote including samples, breakdowns of prices etc. within a reasonable time limit to be fixed by the evaluation committee. The samples will remain the property of the GRC. The tenderer must bear possible additional costs for a sample delivery abroad.

**Terms of contract**

The award will lead to a framework contract with GRC until 31.12.2025 and which is attached to this tender as a draft.

GRC intends to conclude a framework contract with one contractor. The contract ends automatically after reaching the budget limit. The Contractor shall not be entitled to be awarded certain orders or a certain number of orders.

The contract starts from signature and ends ordinarily on 31.12.2025.

GRC plans on working and communicating closely with the contractor via online communication channels and will discuss and agree on concrete application processes for the HEAT participants.

The draft contract sent with the invitation to tender contains the specifications of GRC of the contractual relationship with the consultant and is the basis for the processing of the contract after its award.

In the event of the contract being awarded, the key contractual points listed in the specifications/framework agreement shall apply. These key points of the contract may be further specified in the bids.

**Proposed timeframe**

The services shall be provided starting the contract award/signature of contract and last until 31.12.2025.

**Terms of delivery and payment**

The HEAT provider may invoice GRC after the delivery of each training with GRC participants.

**Costs and ownership of tenders**

Costs incurred by the tenderers in preparing and submitting the quote requests are not reimbursable. The GRC retains ownership of all quotes received under this quote request. Consequently, tenderers have no right to have their tenders returned to them.

**Confidentiality and publication**

All recipients of tender documents, whether they submit a tender or not, shall treat the details of the documents as confidential as possible.

According to German/European procurement law information about the award of contract (name of company, type of product, extent, and duration of contract) might be made open to the public unless you disagree within your quotation, giving the reason of refusal.

**Self-Declaration**

The signee of the attached “Declaration of Conformity” (Ref. Annex) assures that:

1. no reasons for exclusion as mentioned per EU guideline 2014/24/EU, Art. 57, Paragraph 1 exists.
2. the tenderer fulfils GRC’s claim on good governance, environmental and social responsibility.
3. the tenderer agrees on participation in checks and audits as described.