

MAG 25 02 HEAT: Questions & Clarifications

1. **We are based in South Africa and are unable to do a physical presentation would we be able to offer a virtual meeting?**
 - a. Yes, if the committee deems it necessary, suppliers may be asked to provide virtual presentations, but this is not a requirement of your bid and initial submission.
2. **Would our bid be considered, considering we host our courses in South Africa?**
 - a. Yes, MAG is a global organisation with global requirements.
3. **How many courses per year?**
 - a. This is not possible to confirm. We have had courses in the past where we have sent a full contingent of MAG staff, and other courses that we have had 1 single member of staff attend – and the course provider was running an open course. What we can confirm is that we have approximately 6,000 staff globally, of when approximately 3,000 could travel, but regular travellers make up a much smaller number. Only those travelling to high-risk environments would be considered to need HEAT.
4. **How many people on each course?**
 - a. We would ideally like the option of sending an individual member of staff on a course (that would obviously contain people from other organisations and industries), to also having a fully MAG staff course. The maximum or minimum number of participants can be defined by the bidder.
5. **Which locations (within the 5 regions) will be used?**
 - a. It depends on what is offered by the bidders. The issue we have faced in the past, which we are trying to address is as follows: A staff member is hired for a programme in Papua New Guinea, they are an Indian passport holder and reside in India. We cannot afford to wait for a Schengen visa, or to pay to fly that staff member to Europe to conduct a HEAT, nor would a Middle East HEAT be appropriate. We therefore are looking at global options whereby we could send the staff member to somewhere within their region / somewhere with an easy visa option. This is applicable in many other cases in various locations globally.
6. **In the tender documents you make reference to Lots but there are no specifications about different Lots and related services. Could you please clarify on this point?**
 - a. Apologies, there are not multiple lots, just the essential criteria questionnaire, supplier offer questionnaire and supplier registration form documents to complete.
7. **In the “Supplier Registration Questionnaire, Section 3 Experience” you request the provision of criminal records checks for each of the trainers. This process could be costly and time-consuming considering summer holidays. Is it possible to provide a self-declaration and in case the company is selected for the tender to proceed only then with the request for official criminal records checks?**
 - a. Yes
8. **You mention that MAG is seeking to establish a two-year non-exclusive framework agreement to allow MAG to enroll its personnel on HEAT training iterations provided by the contracted suppliers. Is it correct that you are looking to enroll MAG staff in trainings already scheduled or planned by the provider and you are not requesting tailor-made trainings for specific groups of your staff?**

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- a. Either/or and both. As answered in previous questions. Where we have enough staff needing a HEAT update and can fill a course, then a course with 100% MAG staff. Where we have individuals or smaller groups needing a HEAT, then places on a course would suffice.
- 9. In the tender you request to indicate planning for 2025 – 2026. In case we do not have the final planning yet for the entire period but only a tentative preliminary planning, how should we proceed?**
- a. Indicate that it is tentative and just provide as much information as possible.
- 10. In case in some Lots you are requesting ad hoc trainings in different locations, what is the expected number of participants for each training?**
- a. You may define a minimum number of participants to make the training a viable product, or how often you have had available slots on historic trainings that could have been utilized.
- 11. How many MAG staff members are you expecting to train in the 24-month contract?**
- a. This is an unknown, but with the rise of staffing for high-risk locations foreseen, it should be a significant number. See the answer to question 3.
- 12. How many in Europe?**
- a. Currently, the majority. But, longer-term the idea of this tender is to allow the option for more localized HEAT provision to reduce the cost of flights and/or visa restrictions.
- 13. What is your expectation in terms of duration of the HEAT training?**
- a. The completion of the specification for minimum standard in Annex II – timings can be included as part of the bid and defined by the bidder. Just ensuring that the content can be taught to an acceptable standard in the timeframe indicated.
- 14. In case tailor-made HEAT trainings are foreseen in the tender, is it possible to submit an offer with a partner or you are accepting only offers from individual companies?**
- a. Yes, you may offer a partner, collaboration, subcontract or similar, as long as this is indicated in the bid and the Supplier Registration Form. The main bidder would be liable for the quality of the service provision by any outsourcing.
- 15. If a provider is planning HEAT trainings in a specific country but is able to organize ad hoc HEAT trainings in different locations relevant to MAG staff, should this possibility be mentioned in the offer?**
- a. Yes
- 16. In Annex 2 you refer to Accredited First Aid (trauma). What is the meaning you attribute to "Accredited"?**
- a. A training provided by certified trainers. How that trainer is certified or accredited can be mentioned in the bid.
- 17. Does the item "previous experience 30%" refer to the experience of the company in the sector or also to the experience of each individual instructor?**

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- a. The section “previous experience” covers experience of the company/supplier and their instructors.
- 18. How many MAG staff members would the provider be training in total?**
- a. Unknown, see previous answers.
- 19. What would be the approximate size of each group per training, and where would MAG like these trainings to take place?**
- a. Unknown. The minimum or maximum number of participants can be defined by the bidder to ensure a viable product. Location dependent on availability / staff member location / new starter home location etc. Unfortunately, it cannot be defined at this stage.
- 20. Will MAG select and provide the facility for training and manage lodging and meals as needed, or is the provider responsible for these logistical details?**
- a. The facility for training, lodging and meals are to be provided by the supplier/provider. The pricing of lodging and meals are not covered in this tender due to the variability of the prices based on each location.
- 21. How in-depth should the provider deliver training on weapons and blast threats, given that MAG staff do receive additional training on mine and arms management?**
- a. Most MAG staff do not receive additional training on mine and arms management. Only those staff members who are part of the technical teams will either receive that training or have that experience. That is a small minority of our travellers.
- 22. Does MAG have existing hibernation/relocation/evacuation policies that the provider should incorporate into their training guidance?**
- a. We do, and if the bidder wishes to offer a tailored programme like that they can be provided on a successful bid.
- 23. Would MAG like participants on the HEFAT course to receive take-home medical kits for their personal use?**
- a. It can be indicated as an option in the bid.
- 24. We would like to inquire about the lots mentioned in Annex II, specifically lot 3 for which it seems to be a requirement to hold courses in French. There has been no mention of lots outside of this or how these lots interact with the weighting of preferential criteria. Would you please elaborate?**
- a. Apologies, there are not multiple lots, just the essential criteria questionnaire, supplier offer questionnaire and supplier registration form documents to complete.
- 25. Annex II – Course Content: "Image and Acceptance": Could you please provide additional details on what this specific requirement entails?**
- a. Acceptance can be defined as: Reducing risk by gaining acceptance for our work from the communities in which we deliver operations. Image can be defined as: how the brand / staff / reputation of an organisation can affect acceptance, legal status, risk exposure of an organisation.

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- 26. Annex II – Course Content: "Training Evaluation Forms and Analysis": Please elaborate on the scope of this requirement and the level of detail you expect in the evaluation and analysis.**
- a. Feedback forms, a retention of that information, and use in terms of learning and adaptation. The scope can be as defined by the bidder.
- 27. Notice Period: To ensure we can effectively prepare and meet all logistical requirements, could you please advise on the anticipated notice period before the commencement of the training?**
- a. This can be defined by the bidder.
- 28. How many providers is MAG looking for?**
- a. There is not a fixed number of providers required. MAG is looking to have multiple global options to fulfil the provision of HEAT courses in countries or regions where the course is required.
- 29. Do we have to provide HEAT courses across all regions?**
- a. No, you do not. Courses can be provided in one region or all six.
- 30. Must we use HF and VHF radios during the practical training exercises?**
- a. The use of the actual radios themselves is not necessary if the course content covers the theoretical use, and communications more widely. As appropriate for the content of your proposed HEAT curriculum.
- 31. What level of accreditation is required for the trauma first aid?**
- a. To be defined by the bidder.
- 32. What is the desired duration of the course, including the first aid training?**
- a. Can be defined by the bidder, as long as the minimum course content is covered.
- 33. Can the indemnity in clause 5 of the MAG T&Cs be amended to only cover third-party IP infringement claims?**
- a. No
- 34. CR must be covered by a liability limit, there is none in the T&Cs?**
- a. A credit account can be established between the supplier and MAG. In this credit account a supplier usually sets a credit limit, and this can be negotiated at the point of contracting.
- 35. How many MAG International delegates will require HEAT training over the 12-month period?**
- a. Unknown
- 36. What is the minimum group size that you require HEAT training for?**
- a. It would be ideal if slots (on existing trainings) were available for ad hoc requirements, but for larger groups i.e. solely MAG staff groupings, the minimum number of participants can be defined by the bidder.
- 37. Please could you provide an explanation of the different Lots forming this tender?**

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- a. Apologies, there are not multiple lots, just the essential criteria questionnaire, supplier offer questionnaire and supplier registration form documents to complete.

38. Are your delegates prepared to travel to the HEAT venue in another country?

- a. Yes. HEAT courses can be provided in a country or region in which MAG operates as per the regions in ANNEX III & ANNEX IIII.

39. Please could you confirm the full tender timeline (i.e. is there an RFP stage, presentation to follow)?

- a. The full tender timeline is as per the cover letter and instruction sheet. The only date subject to change is the date of awarding the contract/agreement which can change. The full tender timeline is below for clarity.

Activity	Date
Publication of ITT	25/07/2025
Deadline for submission of clarification questions	08/08/2025
Clarification questions answered and published	14/08/2025
Deadline for tender proposals submission	<u>29/08/2025 17:00 BST</u>
Award Contract/Agreement	19/09/2025

40. There was an error in the weighted criteria breakdown which added up to 90%, not 100%. Please can you clarify the final weighting of the criteria?

- a. Apologies, there was a typo in the weighting breakdown on the cover letter and supplier offer questionnaire documents. The final and corrected weighting is below. The tender pack has been revised and is now available to download from the MAG tender page.

Weighting of Preferential Criteria

- 20% Pricing Per Participant
- 5% Discount Pricing
- 30% Previous Experience
- 5% Trainer Contracts
- 30% Planned HEAT Courses
- 10% Desirable

41. Can MAG please confirm how many suppliers are expected to be awarded under this tender?

- a. There is not a fixed number of providers required. MAG is looking to have multiple global options to fulfil the provision of HEAT courses in countries or regions where the course is required.

42. Can MAG please confirm if accommodation and meals for both students and trainers are to be excluded from the pricing and quoted separately at the enrolment stage for each training course?

- a. The accommodation and meals for students are to be excluded from the pricing and submissions for this tender. These prices can be provided at the enrolment/quotation stage for each training course. The costs of a course must

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include the training personnel, do not leave the cost of providing training personnel outside of your bid submission, this includes accommodation, meals and anything else required for a supplier to provide training personnel.

43. Can MAG confirm if trainer travel expenses are to be excluded from the pricing and quoted separately at enrolment stage, given that travel costs may vary depending on the training location?

- a. The costs of a course must include the training personnel, do not leave the cost of providing training personnel outside of your bid submission, this includes accommodation, meals and anything else required for a supplier to provide training personnel to run the course.

44. Can MAG confirm if travel expenses for students will be covered directly by the client and therefore should be excluded from the pricing submission?

- a. Travel expenses for the students to and from the course must be excluded from the pricing submission. Travel for students during the course, if required, is to be provided by the supplier and included in the submission.

45. Could MAG please confirm if suppliers are permitted to propose an alternative discount methodology that better aligns with their pricing models?

- a. Yes, if a discount can be provided, please provide details in the relevant section in the supplier questionnaire.

46. Can MAG please provide the anticipated number of students to be trained annually and/or by region under this Framework Contract to help suppliers assess the expected workload?

- a. Unfortunately, this is not possible to confirm at this stage. But, has been discussed in previous answers.

47. Additionally, it would be appreciated if last year's training data could be shared to support planning and resource allocation.

- a. One of the issues of our current HEAT provision is the non-centralised booking of HEAT. Therefore, this data is not stored centrally, and therefore unavailable. We understand this makes the bid harder to provide, but please indicate any difficulties you are having within your bid submission, and it will be taken into consideration.

48. We understand the training may be required in the UK, Europe, Middle East, West Africa, and East and Southern Africa, with potential for other regions as well. Could you please confirm the specific countries or locations within each region?

- a. There are six regions in which MAG requires the provision of HEAT courses as outlined in ANNEX III & ANNEX IIII. There are no specific countries or locations within each region.

49. How many sessions are you planning to conduct in each location?

- a. We do not plan to conduct HEAT sessions or courses. This is a question in the tender pack and suppliers are invited to complete this section along with all other applicable sections that they are able to complete.

50. How many participants do you expect in each location?

- a. Unfortunately, this is undefined. Please refer to previous answers for more details.



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- 51. How many days would you like to allocate to deliver the full course content per session?**
- As many days as the bidder defines as sufficient to fully teach the participants the course content.