

# Tender Questions & Answers

FROM:	DANISH REFUGEE COUNCIL
Tender No:	RFP-UKR-2026-012
Tender Title:	HEAT Training Services
Tender Issuing Date:	07-04-2026
Tender Closing Date:	29-04-2026

Danish Refugee Council Ukraine has in reference to above tender period received the following questions

to the Tender, and hereby provides responsive answers by best endeavour to all relevant Vendors & Suppliers.

#	Enquiries to the Tender		
	Date	Question	Answer
1	09-04-2026	Is Danish Refugee Council implementing this tender under a duly registered International Technical Assistance (ITA) project and is the present procurement included within an approved procurement plan under the framework agreement?	<p>As outlined in the Invitation Letter RFP-UKR-2026-012 (page 10 Section B)</p> <p>“There are two options for a contract conclusion:</p> <ul style="list-style-type: none"> <li>- a contract in EUR will be concluded with the REPRESENTATION OF DANISH REFUGEE COUNCIL IN UKRAINE and all payments will be conducted in UAH according to the exchange rate of UAH to EUR set by the National Bank of Ukraine (NBU) on the date of Service Order. In this case, the services will be provided under an international technical assistance project and will be exempt from VAT according to the project's registration card. The project card will be provided to the winner upon signing the contract. Clarifications on the legal basis for VAT exemption are detailed in Annex F.</li> <li>- a contract in EUR will be concluded with DRC HQ (Denmark) and payments will be proceeded in EUR. In this case, the supplier registered in other country is responsible for determining its tax liabilities and for paying any taxes and/or duties in accordance with local laws. DRC will not reimburse the supplier for any taxes, duties, or other contributions payable by the supplier.”</li> </ul> <p>According to Ukrainian tax regulations, VAT exemption mechanisms primarily apply to transactions with suppliers registered in Ukraine. Therefore, if a contract is concluded between the REPRESENTATION OF DANISH REFUGEE COUNCIL IN UKRAINE and a supplier registered in Ukraine, VAT exemption may be applied provided that a valid project card and procurement plan are available at the time of placing the Service Order.</p> <p>In Annex A.2 (Financial Bid), all bidders are required to propose unit prices both with and without VAT.</p>

2	09-04-2026	Are all listed certifications mandatory for the trainers ? E.g., should the lead trainer have all these qualifications : BLS (basic life support) + TCCC (tactical combat casualty care + EORE (explosive ordnance risk education) or Ukrainian alternative certificate?	As outlined in the Invitation Letter RFP-UKR-2026-012 (Section B: Technical Evaluation) and Annex A.1 (Terms of Reference, Clause 4.6), all listed certifications are essential requirements. Both the Lead Instructor and the Deputy Lead Instructor are required to possess the full set of qualifications, including BLS (Basic Life Support) and TCCC (Tactical Combat Casualty Care).  EORE (Explosive Ordnance Risk Education), or a Ukrainian equivalent, is required only for the Lead Instructor, while for the Deputy Lead Instructor it will be considered an advantage.
3	09-04-2026	What distance from Kyiv is acceptable for organising the training ?	An acceptable distance for the training site is no more than 30 km from Kyiv.
4	09-04-2026	Will DRC accept the order of sessions in training agenda to be changed?	During the tendering process, specifically at the technical evaluation stage, DRC will evaluate all training agendas in accordance with the criteria outlined in the Invitation Letter RFP-UKR-2026-012 (Section B: Technical Evaluation).  DRC does not restrict suppliers from proposing their own training agendas, however, such agendas must cover all topics outlined in Annex A.1 (Terms of Reference) and follow a logical sequence, ensuring that participants acquire the necessary knowledge and skills required for HEAT operations.  After contracting, any changes to the order of training sessions proposed by the awarded supplier must be discussed and agreed in advance with the DRC Head of Safety. Such changes must be clearly justified and may be considered only if the service provider provides a logical and well-reasoned explanation.
5	09-04-2026	Will digitally signed documents (e.g., Docusign) be accepted as signed, rather than printing everything and wet signing?	Yes, DRC can accept digitally signed tender documents.
6	20-04-2026	Will the framework agreement be split between two or more suppliers, or will only one supplier be awarded the contract?	At this stage the aim is to have FWA with selected supplier. However, DRC reserves the right to split the award at the award stage should any circumstances arise for this. DRC may appoint a primary supplier together with a backup supplier, subject to internal requirements, and operational considerations. This would not constitute a change to the scope of the ToR, however, rather an operational arrangement to ensure continuity of service provision.

7	20-04-2026	Is the requirement for the practical training site to be within a 5-minute walking distance from the classroom/ accommodation location mandatory, or would a nearby site accessible within 5–10 minutes by transport (provided by supplier) also be acceptable? Additionally, would DRC consider an alternative schedule where theoretical sessions are conducted separately from a full practical training day at the training site?	The 5-minute walking distance indicated in the Terms of Reference (Annex A.1) should be understood as DRC's preferred option rather than a strict mandatory requirement. This preference is intended to maximise training time, minimise unnecessary travel between the theoretical and practical venues, and ensure the most efficient use of time for staff travelling from high-risk operational locations to attend the training in Kyiv. DRC will consider all proposed training plans submitted by bidders, including the overall methodology, logical sequence of sessions, and the practicality of movement between venues. A practical training site located approximately 5–10 minutes away by car may also be acceptable, provided that transportation is arranged by the supplier and the proposed schedule demonstrates that travel time will not negatively affect the quality, duration, or coverage of the required training topics. Accordingly, such arrangements would not automatically lead to disqualification. Each proposal will be assessed based on its overall feasibility, efficiency, and ability to deliver the maximum training value in line with the requirements of the the Terms of Reference (Annex A.1).
8	20-04-2026	Could DRC please clarify whether the trainings will be conducted primarily in English or Ukrainian? If both languages are to be used, could DRC please provide an estimated distribution between them?	Both language options will be used for the trainings; however, the sessions will predominantly be conducted in Ukrainian. The estimated language distribution is approximately 80% Ukrainian and 20% English.
9	20-04-2026	Could DRC confirm whether the explosives training will include live demonstrations or controlled explosions?	To ensure full alignment with the module "Basics of Landmines and UXOs: Types, Risks, and Identification," no real explosives shall be used at any stage of the training. All practical demonstrations and exercises shall be conducted exclusively with inert training devices and simulation tools that contain no explosive materials. For sound and visual effect simulation, only blank training grenades (inert pyrotechnic simulation devices filled with non-explosive substances such as chalk or powder-based inert compounds) may be used. These devices are intended solely to replicate the sound and visual effect of an explosion without any live explosive charge. No live or controlled detonations involving real explosive substances shall take place. All training activities shall remain strictly non-hazardous and focused on safe, realistic simulation.
10	20-04-2026	Should driving exercises be included as part of the training program (e.g., emergency procedures such as escaping from a moving vehicle)?	The Terms of Reference for this tender do not require the inclusion of driving exercises as part of the training programme. However, DRC does not restrict bidders from proposing driving exercises or any additional modules they consider relevant. All proposed training programmes will be evaluated in accordance with the technical criteria outlined in the Invitation Letter RFP-UKR-2026-012 (Section B: Technical Evaluation).
11	20-04-2026	Does DRC have an established calendar of training courses which can be shared?	No, not at the tendering stage. The training schedule will depend on a number of factors, including grant timelines and operational requirements. At present, DRC anticipates conducting approximately one training every 4–6 weeks.

12	20-04-2026	Does DRC confirm that the service provider shall provide each participant with their own medical kit (IFAK) that will stay with them after the training?	<p>As outlined in Annex A.1 Terms of Reference, for scenarios conducted within the medical training modules, the service provider must ensure that each participant is issued with an individual training first aid kit. Each kit must contain, at a minimum: one blue training CAT (Combat Application Tourniquet), one trauma bandage, one occlusive dressing, gloves, emergency blanket and one pair of trauma scissors.</p> <p>All training equipment provided by the service provider, including medical kits, shall be issued for use during the training only and must be returned to the service provider upon completion of the course.</p>
13	20-04-2026	Should all the documents be signed by both Bidder and the sub-contractor?	All tender documents should be signed by the Bidder submitting the proposal. The Bidder shall bear full responsibility for all personnel engaged in the delivery of the training, including any subcontracted staff.
14	20-04-2026	Could DRC provide an estimated number of training sessions per year and expected scheduling frequency?	DRC currently anticipates conducting approximately 12 training sessions per year. The expected scheduling frequency is approximately one session per month, subject to DRC operational planning, DRC demand.
15	20-04-2026	What is the expected timeline between contract award and first training delivery?	As outlined in Annex A.1 (Terms of Reference), DRC will provide notification no later than 21 days in advance of each training session. Following contract signature, the DRC Safety Team will coordinate with the service provider to confirm the timeline for delivery of the first training.
16	20-04-2026	At what stage will DRC provide its SOPs, and to what extent should they be integrated into the training design?	Following the selection of the supplier (after contract signing), induction sessions will be conducted by the DRC Safety Department, covering key DRC safety procedures, including: Incident Reporting, Combat Threats, Air Raid Siren Procedures, and Drone and Informant Risk Information. The supplier will be required to adapt and incorporate these procedures into their training programme into this phase.
17	20-04-2026	What is the indicative budget for the contract period?	<p>While DRC provides the information about number of participants, DRC does not disclose the estimated budget for this framework agreement. The awarded supplier will be formally notified of the contract award and the maximum amount of the Purchase Agreement.</p> <p>The Purchase Agreement does not bind DRC to place any Purchase Orders/Service Contracts. The actual order volume will depend on DRC's needs.</p>

18	21-04-2026	<p>Could DRC please clarify how bidders are expected to demonstrate compliance with §4.7 of the Terms of Reference regarding permits for the use of pyrotechnic materials, given that such permits are typically issued by local authorities only after the training location, dates, materials, and other operational details are finalised following contract award?</p>	<p>As outlined in the Invitation Letter RFP-UKR-2026-012, a valid permit issued by the competent authorities in accordance with the legislation of Ukraine for the use of pyrotechnic materials at the designated training location is mandatory in order to pass the administrative evaluation stage.</p> <p>Furthermore, as outlined in the Invitation Letter RFP-UKR-2026-012 and Annex G (Technical Proposal), bidders are required to indicate the premises for both theoretical and practical sessions, including their location, the distance between them, and to provide photographs for evaluation at the technical evaluation stage.</p> <p>Moreover, as outlined in the Invitation Letter RFP-UKR-2026-012, after the award, DRC reserves the right to conduct a site visit and reject the supplier if the training premises, HEAT equipment, or site arrangements do not correspond to the supplier's tendered proposal. The visit will verify:</p> <ul style="list-style-type: none"> <li>• Compliance of the training classroom, practical exercise areas, distance between theoretical and practical areas, accommodation, and overall suitability of the venue for HEAT delivery according to the Terms of Reference (ToR).</li> <li>• Availability and compliance of proposed equipment, tools, materials, including medical and first aid equipment, and safety resources for HEAT exercises.</li> <li>• Practical effectiveness of safety measures in line with the Bidder's declared policies and ToR requirements.</li> <li>• Practical ability of Lead, Deputy Lead Instructors (for groups of 18–25 participants) and Medical Instructor to deliver HEAT training fluently in English and Ukrainian (minimum B2), demonstrating strong expertise, instructional, and facilitation skills for scenario-based and practical training.</li> </ul>
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On behalf of DRC

Yours sincerely,

Yaroslava Kulichenko  Digitally signed by Yaroslava Kulichenko  
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