



**Organization for Security and Co-operation in Europe**  
**The Secretariat**  
**Procurement and Contracting Unit**  
Wallnerstrasse 6, A - 1010 Vienna

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Date: 11 February 2009

**Clarifications Note No. 1**

**Invitation to Bid – RFP 02/2009 Web Conferencing and Meeting Services to the OSCE**

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In accordance with paragraph 8 “Clarification of Bidding Documents” of Section I, the OSCE would like to provide the following clarifications:

**Question 1:**

It has been mentioned that three different vendors have been benchmarked against their product range. Can you give us some more details about the benchmark, including the criteria that were used to do the benchmark?

**Answer to Question 1:**

There was no formal benchmarking exercise as such. The OSCE took on a 6 month trial period with one provider of these services in order to establish (i) the usefulness of the services and potential demand within the organisation and (ii) likely profile of usage within the organisation. Once it was established that there is a demand for these services, a formal tender has been launched to establish a contract with a reputable supplier.

**Question 2:**

We would like more detailed information about the actual solution that has to be implemented as it is very difficult to quote a solution without knowing the exact needs. Can you therefore provide us with contact details of the project manager to get more details?

**Answer to Question 2:**

According to the Procurement Regulations of the OSCE, in the interests of transparency Bidders are not allowed to contact the project managers during a tender process. If a Bidder has any questions relating to any issue in the bidding documents, the request for clarification may be sent to the Procurement Assistant named in the bidding documents (See paragraph 8 on page 5 of the bidding documents for more information).

**Question 3:**

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Would it be possible to use the help of a certified solution provider to implement the Web Conferencing and Meeting Services?

**Answer to Question 3:**

Yes.

**Question 4:**

As we read through the document we noticed that you think about a hosted solution. In our opinion this procedure includes a large safety risk and we want you to consider the following facts: With a hosted solution all information (meeting minutes, voice recording, video, documents, etc.) will be placed on a central Server at the provider. Contrary to an in-house solution where the data sovereignty remains to OSCE. For this reason we would suggest an in-house solution.

If we could convince you of an in-house solution we would be pleased if we could visit you with our partners to show you the advantages of an in-house product.

**Answer to Question 4:**

You may provide details of the alternative in-house solution you are proposing on page 16 of the bidding documents "Comments and Suggestions of the Bidder on the Terms of Reference", where you can suggest a better model which will be evaluated accordingly.

However, as in the answer to Question 2 above, in the interests of transparency and fairness to all Bidders, we cannot meet Bidders on an individual basis to discuss the requirements before the tender is closed. Any questions or clarifications must be addressed in writing to the Procurement and Contracting Unit of the OSCE.