



Organization for Security and Co-operation in Europe

Date: 16 December 2005

Request for Proposal No. 22/2005 Provision of Novell Support Services

The Organization for Security and Co-operation in Europe (hereinafter referred to as “the OSCE”) invites sealed proposals from qualified companies (hereinafter referred to as “the Bidders”) for the provision of Novell Support Services (hereinafter referred to as “the Services”) in accordance with the requirements outlined in the Terms of Reference (hereinafter referred to as the “TOR”) attached hereto.

The duration of the proposed contract will be for a period of one year with a possibility of two annual extensions, up to a maximum aggregate duration of three (3) consecutive years.

The Request for Proposal documents (hereinafter referred to as the “RFP Documents”) include:

- Section I: Information to Bidders
- Section II: Technical Proposal - Standard Forms
- Section III: Financial Proposal - Standard Forms
- Section IV: Terms of Reference
- Section V: Form of Contract

Proposals must be delivered to the OSCE at the address stated below on or before **12 January 2006, 12:00 hours (CET)**.

The address for the submission of proposals is:

**Organization for Security and Co-operation in Europe (OSCE)
Secretariat
Attn: Central Records and Documents Management Section
Kaerntner Ring 5-7
A-1010 Vienna, Austria**

Proposals sent by fax or e-mail will not be accepted.

Nothing in or relating to this Request for Proposal shall be deemed a waiver, expressed or implied, of any of the privileges and immunities of the OSCE. The OSCE reserves the right to accept or reject any Proposal, and to cancel, in whole or in part, or to suspend the solicitation process, or to reject all Proposals, at any time and without reason prior to the date of contract award.

A complete set of the RFP Documents may be obtained by interested bidders on the submission of written application to the address given below.

Please address your queries or comments in writing and kindly refrain from any personal visits or telephone calls.

**OSCE Secretariat
Procurement and Contracting Unit
Kärntner Ring 5-7
A-1010 Vienna, Austria
Attn: Mrs. Khawla Farah, Senior Procurement Assistant
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