



Organization for Security and Co-operation in Europe

Invitation To Bid

ITB No. 31/2006/CPA89709

**Supply and Delivery of IT Hardware Equipment
and Provision of Ancillary Services to the OSCE**

Pre-Bid Meeting in Vienna

12 January 2007

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The Organization for Security and Co-operation in Europe



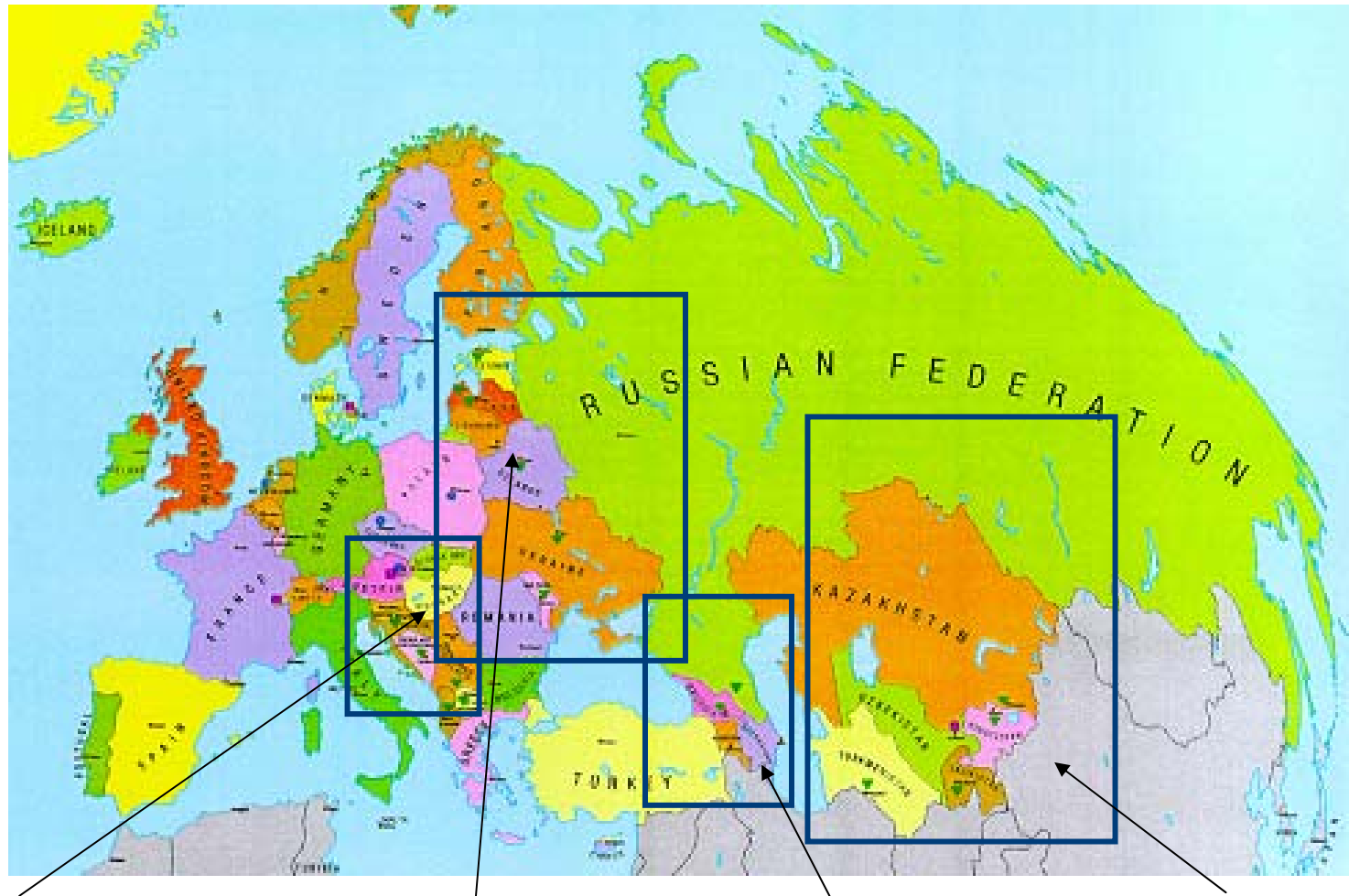
What makes us different?

- comprehensive and co-operative security approach
- decision-taking political, not legally binding
- operates by consensus
- participants are equal and sovereign states
- strong network:
 - 19 field missions
 - 3 institutions

Missions in

- Albania, Bosnia and Herzegovina, Croatia, former Yugoslav Republic of Macedonia, Kosovo, Montenegro, Serbia
- Belarus, Moldova, Ukraine
- Armenia, Azerbaijan, Georgia, Conflict dealt with by the OSCE Minsk Conference (Nagorno-Karabakh)
- Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan

Areas of operation



South-eastern Europe

Eastern Europe

Caucasus

Central Asia

Institutions

- **Office for Democratic Institutions and Human Rights (Warsaw)**
- **High Commissioner on National Minorities (The Hague)**
- **Representative on Freedom of the Media (Vienna)**

Plus:

- **OSCE Parliamentary Assembly**

Facts and figures

- Budget 2006: €168.2 m
- some 3,400 staff
- 2,500 local staff, 650 international seconded staff
- secondment system equals lean structure

Objective of the Tender

- Select one or two duly qualified and experienced contractors having a proven track record in the IT industry to supply IT hardware equipment and ancillary services to the OSCE Secretariat, Institutions and Missions on a non-exclusive and an 'as and when required' basis

Scope Of Services

The Contractor (s) shall be responsible for:

- Provision of IT Hardware Equipment, including IT hardware configuration, and initial installation if required;
- Management of OSCE exclusive storage kit;
- Provision of warranty services in respect to all IT Hardware Equipment;
- Provision of key account management in respect to all supply chain management, services, reporting, and customer relationship management issues;
- Provision of 2nd level and off-warranty support;
- Information on contract execution via Extranet Portal with shipping and supply chain monitoring and product information and updates as a primary communication platform.

Amendments to ITB Documents

Three product categories:

1) Computers

- ☐ Desktop computers
- ☐ Notebook computers
- ☐ Services

2) Printing

- ☐ Inkjet and laser printers
- ☐ Maintenance kits
- ☐ Cartridges

3) Imaging

- ☐ Scanners
- ☐ Projectors
- ☐ Digital cameras (no longer optional)

Amendments to ITB Documents

(1) Computers (2) Printing (3) Imaging

- All items within a single Product Category must be of the same manufacturer (OEM)
- But one bidder can have different OEMs for different Product Categories

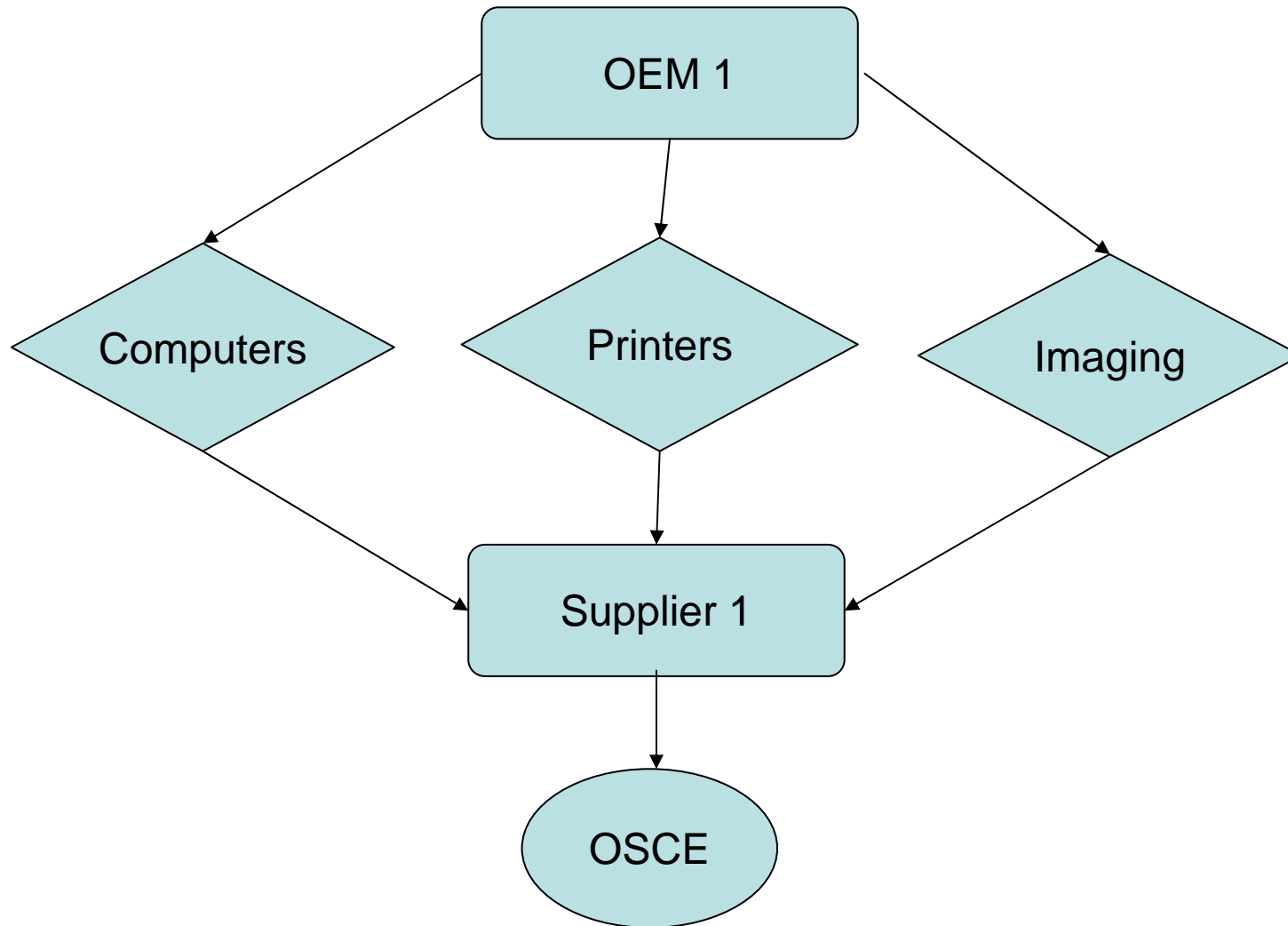
Amendments to ITB Documents

- Tender will be divided into 2 LOTS:
 - LOT 1 : Computers
 - LOT 2 : Printing and Imaging
- One bidder may submit a bid for one or both lots.
- One bidder may not split the Printing and Imaging Categories

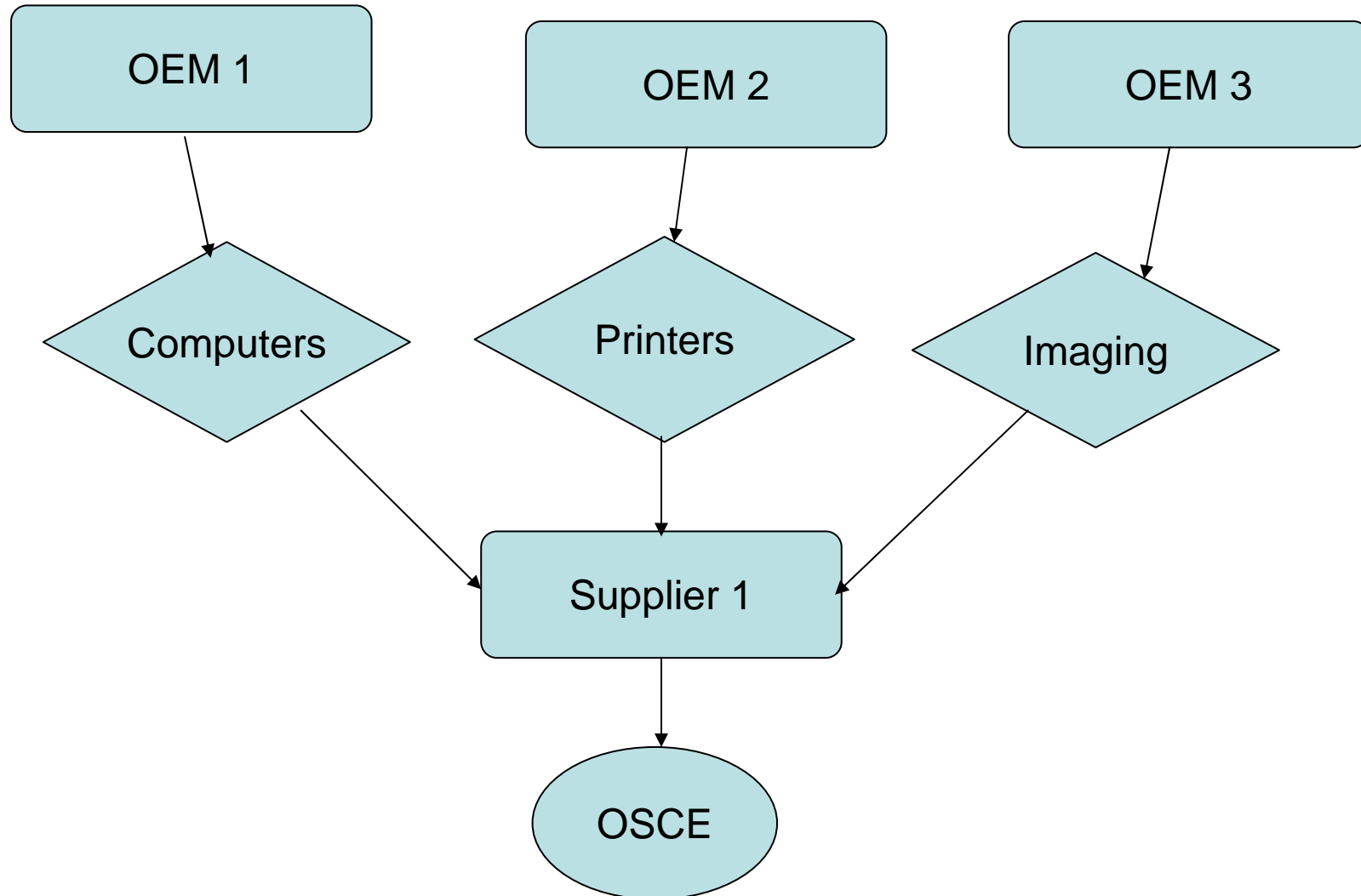
Amendments to ITB Documents

- Deadline is extended to FRIDAY 02 March 2007
- Specifications are *minimum standards ie.* Bids can be submitted for equal or better than the prescribed technical specs
- ISO 9000 requirement has been qualified
- ITB Documents will be re-worked to include all changes and re-issued to all interested parties

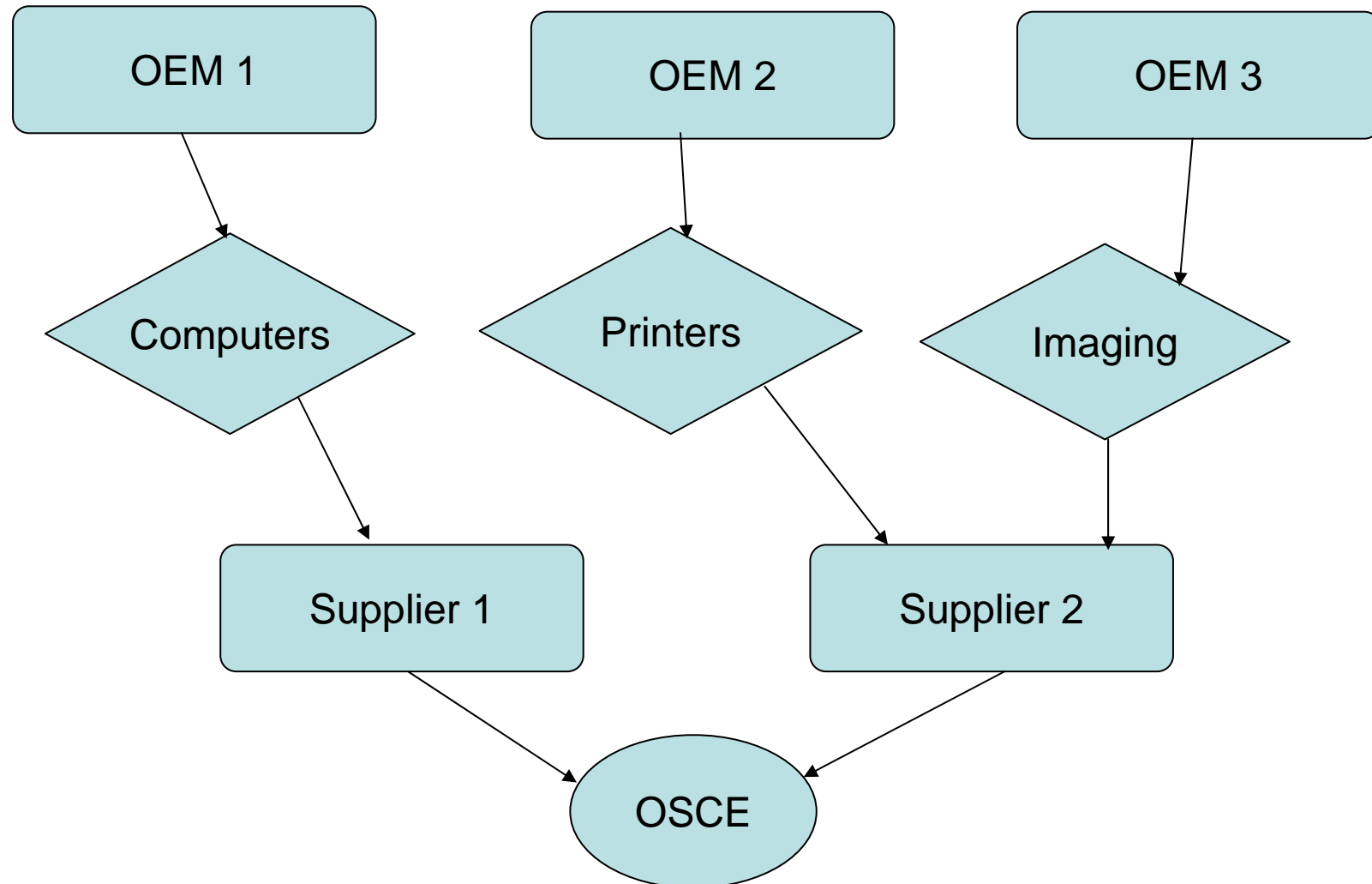
Supply Chain Channels



Supply Chain Channels



Supply Chain Channels



Bidders' Responsibilities

- Examine all instructions, forms, terms, documents and specifications contained in the ITB Documents.
- Prepare a Bid by completing the forms and furnishing all other information specified in the ITB Documents.
- Failure to furnish all information required by the ITB Documents or to submit a Bid not substantially responsive to the provisions in those Documents will be at the Bidders' risk and may result in the rejection of their Bids.
- Submit Bid by deadline for receipt of bids, 02 March 2007, 12:00 hrs CET, and in a form specified in the ITB Documents.
- Any Bid received after the closing time for the receipt of bids will be returned unopened.

Clarification of ITB Documents

- Clarification may be requested in writing up to twelve (12) calendar days prior to the deadline for receipt of bids (ie. 19 February 2007)
- The OSCE will respond to any reasonable request with a written copy of the OSCE's response (including a description of the contents of the query but without identifying the source) that will be published on the OSCE web-site and also sent out to all potential bidders who have expressed an interest

Amendments to ITB Documents

- At its sole discretion, the OSCE may modify the ITB Documents by amendment which will be published on the OSCE website at <http://www.osce.org/tenders/>
- The amendments will be legally binding on all Bidders. The OSCE will assume neither responsibility nor liability for Bidders' non-familiarity with any amendment.

Preparation of Bid

In respect to each and any Lot offered, the Bid shall consist of all the required documents as specified in the ITB Documents, including:

- ☐ Bid Submission Form
- ☐ Qualifications and Experience of Bidder
- ☐ Item by Item Commentary on the Terms of Reference
- ☐ Description of the Methodology and Work Plan for performing the Contract
- ☐ Key Team Composition and Task Assignments
- ☐ CVs for Proposed Key Personnel in the format provided
- ☐ Item-by-item Model, P/N and Statement of Compliance of proposed hardware equipment
- ☐ Price Schedule for Computer Hardware, Monitors and Ancillary Services
and/or
- ☐ Price Schedule for Printing, Imaging Hardware and Ancillary Services
- ☐ Operating Cost Schedule for Selected Printing and Imaging Products
- ☐ Third Party Price List
- ☐ Names and Addresses of Companies providing After-Sales and Warranty Facilities in the Countries of OSCE Operations
- ☐ Item-by-item Delivery Schedule
- ☐ Manufacturer's Authorisation Form
- ☐ Bid Security Form signed by your Bank OR Cashier's or Certified Cheque for EURO 20,000

Preparation of Bid

- The outer envelope shall bear the submission address, the name and address of the Bidder, and be clearly marked:
“BID FOR THE SUPPLY AND DELIVERY OF IT
HARDWARE EQUIPMENT AND PROVISION
OF ANCILLARY SERVICES TO THE OSCE –
ITB NO. 31/2006/CPA89709 – DO NOT OPEN
BEFORE THE TENDER DEADLINE”

Evaluation Process

Evaluation and Contract Award will be made on a per Lot basis:

- Preliminary Examination
- Technical Evaluation – Phase I
- Technical Evaluation – Phase II
- Financial Evaluation
- Contract Negotiation
- Contract Award

Preliminary Examination

- To establish conformity with the terms and conditions of the ITB Documents without material deviations
- Bids must include duly completed bid forms contained in the ITB Documents, including bid security form and manufacturer's authorization form as necessary
- Must include evidence of ISO 9000 certification or a detailed risk mitigation plan
- Submission will also be examined for evidence of at least 3 years experience as a supplier of similar type of goods, a minimum liquidity ratio of 1.1 and a maximum debt ratio of 75%

Technical Evaluation – Phase I

- Responsiveness to the project management requirements specified in the Terms of Reference - **max. 10 points**;
- Quality/responsiveness of the proposed methodology and work plan to the requirements of the Terms of Reference - **max. 30 points**;
- Qualifications and competence of the Key Personnel proposed by the Bidder - **max. 10 points**;
- Responsiveness to the 2nd level support requirements specified in the Terms of Reference - **max. 10 points**
- Responsiveness to the reporting requirements specified in the Terms of Reference - **max. 20 points**.
- **Total points: 80.**
- Bids found to be substantially responsive to the OSCE's requirements and having passed a **minimum score of 60 points** will be eligible for Phase II of the technical evaluation.
- A Bid shall be rejected at this stage if it does not respond to material aspects of the Terms of Reference or if it fails to obtain the minimum score of 60 points.

Technical Evaluation – Phase II

- Those Bidders whose Bids have passed phase I of the technical evaluation will be requested to provide physical sample products of proposed selected IT Hardware Equipment for the purposes of conducting extensive quality and performance tests, including but not limited to ergonomic design, usability, quality, design, interconnectivity, etc of the proposed Goods in relation to the existing IT infrastructure within the OSCE.

Financial Evaluation

- The financial evaluation for each LOT will be conducted on the basis of the unit rates, discount percentages and life-cycle costs comparison (printing equipment).
- For the price comparison purpose, the OSCE will extrapolate past annual purchase volumes indicated in Section II, Terms of Reference.
- As the OSCE has achieved a certain level of standardisation on Hewlett-Packard branded equipment, the **offered purchase prices** proposed by the Bidders in respect to non-HP branded equipment will – solely for financial evaluation purposes - be adjusted downwards by a factor **of twenty four point six (24.6) percent**.
- In case of FCA quoted delivery terms, the OSCE will for evaluation purposes take into consideration the relevant shipping and insurance costs customarily charged by the Organization's dedicated freight forwarding company.

Negotiations and Contract Award

- Of the bidders who have passed both the Preliminary Examination and Phase I and II of the Technical Evaluation, for each LOT 1 and LOT 2 the Bidder with the lowest evaluated bid price will be invited to negotiate the contract
- Should the negotiations fail for whatever reason or the outcome of the negotiations are not satisfactory, the OSCE will invite the second lowest evaluated Bidder to negotiate a contract
- Upon conclusion and countersignature of the contract, the OSCE will notify all unsuccessful bidders and discharge the bid securities