OSCE

Organization for Security and Co-operation in Europe
The Secretariat
Department of Management and Finance
Kärntner Ring 5-7, A - 1010 Vienna, Austria

REQUEST FOR PROPOSAL NO. 18/2005
PROVISION OF ICT COMPONENT BUSINESS SERVICES DOCUMENTATION FOR THE ORGANIZATION FOR SECURITY AND CO-OPERATION IN EUROPE(OSCE)

Minutes of Pre-Proposal Meeting Held on 17 October 2005

In accordance with the provisions of the RFP documents a pre-proposal meeting was held on October 17, 2005 in Vienna, Austria.

Presentation by Procurement Officer

Mr. Almazbek Djanaliev, Procurement Officer in the OSCE Secretariat, opened the meeting by briefing the participant's tender document, tender process, evaluation procedures and contract award procedures.

The participants were reminded that all Bidders shall examine all instructions, forms, terms, and specifications in the RFP Documents and failure to furnish critical information required by the RFP Documents procedures may result in rejecting their proposals.

The OSCE will evaluate the proposals taking into account the following principles:

Administrative Evaluation

A first step in evaluation process, the proposals will be examined to verify whether all important information was submitted and the proposals are generally in order. The proposals failing to provide all necessary documents, forms, etc may not be admitted to further evaluation.

Technical Evaluation
This part of evaluation will be mainly conducted by ICT Section using a point system established in the RFP Documents. If technical proposal fails to meet certain critical provisions and does not pass a minimum qualifying mark (80 points), then such proposal will not be allowed for financial evaluation.

Financial Evaluation
The last step in evaluation process will be conducted by the Procurement and Contracting Unit, for Proposals that have passed the two above stages. The bidders are requested to complete the Price Schedules provided in the RFP Documents by specifying a lump-sum with cost breakdown and the man-day rates which may be applied for any additional tasks not included in the original scope but may arise throughout the implementation of the project.

The evaluation results and award recommendation will be presented to OSCE's Fund Materials Management Committee (FMMC) for approval. If award is approved, the OSCE intends to enter into the contract negotiations. That's why the period of validity of proposal of thirty (30) days after the proposal submission deadline is important. The OSCE General Conditions for Service Contracts shall govern any contract placed as a result of this RFP.

Presentation by Chief Technical and Networking Unit

Mr. Christian Rührig, Chief TNU, made presentation on the Scope, pointing out the main topics of the deliverables: Service Enabled Diagram, GAP Analysis, Product Identification and the Project Handbook.

As the ICT Unit provides business services to OSCE Missions, it is of utmost importance to document when and why services have failed and try to secure services at all times. OSCE is present around the globe, and requires a 24/7 service monitoring. Long term goal (in 2006) of this exercise is to find a suitable monitoring solution.

ICT would like to learn what is available at the market, which products match the OSCE technical environment, and try to find a monitoring solution, for the future.

The Project Handbook should include a rough estimate of a product plan solution which does monitoring. Methodology should be suggested, in a form of a work-plan. As it will be a close co-operation with the ICT Team, it is important to understand the companies working methodology and time requirements to the OSCE ICT staff.

The list of locations is provided, to give an idea of OSCE's activities, and users who receive the services. The Data Centre and actual location to be supported is in Vienna/Austria (three locations). The corporate services are to support the Missions.

Questions & Answers:

Question:	Do the services need to be carried out by 30 December 2005?
Answer:	Yes, we will try to come to a decision, and obtain approval asap. So that the services can start, possibly mid November.
Question:	Should we focus on how to monitor existing servers?
Answer:	Yes, the list of servers plus typical infrastructure in between, like switches, routers, etc.
Question:	Does OSCE have a way of collecting the requirements, and is it documented?
Answer:	A network diagram is existing. Currently SILO monitoring is done by ICT, i.e. firewalls are monitored with the firewall software, server hardware with server HO SIM software, etc.
Question:	Should a solution for monitoring corporate services be presented?
Answer:	Yes. The end picture should show the solution implementation in 2006, after this exercise, and be pictured from end-user perspective.
Question:	How many licences and number of clients are at the OSCE?
Answer:	There are about 3500 users, maybe 50 ICT staff will use the monitoring solution actively. A management view of the monitored service processes shall be presented in the OSCE Intranet to all staff.
Question:	Availability of OSCE Staff that are 'keeper' of information?
Answer:	Approximately 10 designated ICT staff to document services.
Question:	Is it possible to install agents for the discovery process?
Answer:	Yes, during the regular OSCE maintenance weekends.
Question:	Is the certification of staff a mandatory requirement?
Answer:	Compliance with certification requirements is important to ensure capability of the contractor to perform the services, especially the Novell certification is critical.

Mr. Rührig advised the bidders to pay special attention to the Methodology page of the TOR and urged to provide:

 - List similar projects
 - Samples of services documentations
It is important to understand how you are going to perform the work, e.g. work-plan is required as we need to plan.

Annex of services is structured as corporate services (important to all OSCE Missions) which shall be documented. During this documentation effort the infrastructure services in the middle will be documented also as they are an integral part of the corporate services.

The local services, which are not of mission wide criticality, are however critical to enable ICT staff the perform duties to enable and manage the corporate services (working tools to provide Corporate services).

Mr. Djanaliev thanked all for coming and asked the participants to send their requests for clarifications (if any) in writing and up to seven calendar days before the proposal submission deadline as specified in the RFP documents.