

## **Term of Reference (ToR) for the provision of Information and Communications Technology (ICT) advisory and research services**

### **1. Background**

The Organization for Security and Co-operation in Europe (OSCE) Secretariat seeks independent ICT research service, advisory and support based on proven and extensive industry research experience for:

- ICT Technology and Managed Services;
- Sourcing and Contracting;
- ICT Organization;
- Other related services, e.g., specialized events, ICT conferences and webinars.

### **2. Scope of Services**

The Vendor shall provide independent research and analysis, based on own extensive and up to date research data in both the private and the public sector. The Vendor shall provide these services through its respective analysts or experts, documents, reports, briefings, webinars, templates, toolkits in the specific technology, vendor and services in following main areas:

#### **2.1. ICT Technology and Managed Services:**

- a) Documents and evaluation on vendors and products for, but not limited to: Oracle E-Business Suite (EBS), Microsoft (Office 365, Azure, SharePoint, etc.), Collaboration, Public/Private Cloud services, technological innovations, Managed Services.

#### **2.2. Sourcing and Contracting:**

- a) Screening and assessment of sourcing options various technologies and provider to identify best fit sourcing options based on OSCE requirements;
- b) Toolkits, templates and advisory for the preparation and review of Request for Proposals (RFPs) that matches OSCE requirements to respective vendors ecosystem offerings;
- c) Vendor selection and management and assessment including independent vendor and product ratings;
- d) Best practices guidance for cloud and outsource vendor management;
- e) Guidance to optimize license and maintenance costs;
- f) Validation of commercial terms and pricing (market benchmark).

### 2.3. ICT Organization:

- a) Industry Benchmarking related to cost and resources;
- b) Key ICT metrics for ICT services;
- c) Industry best practice organizational change methods, continues service improvement, transformation and operational excellence;
- d) ICT Strategically support and advice.

### 2.4. Other related Services:

- a) Specialized events;
- b) ICT conferences
- c) Webinars on above listed topics.

## 3. Service Requirements

### 3.1. Mandatory Requirements:

- a) 1 seat subscription with web access to relevant research and advisory documents
- b) Access to relevant sourcing and IT processes and methodologies up to date templates and toolkits (web access);
- c) Access to up to date vendor, technology, applications, IT analysis and research documents (web access);
- d) Unlimited analysts inquiries (email/phone) for an independent validation of sourcing projects, technologies and other related IT initiatives;
- e) Capability to conduct independent proposal and contract reviews;
- f) Capability to advise on different initiatives to improve the IT existing services and processes in ICT Service;
- g) Service delivery team/contact persons to cover indicated scope; Local support as and if needed, in general it is no expected to have on site sessions.

### 3.2. Additional (optional) Services

Besides the above mandatory requirements, it would be an advantage that the Bidder can offer:

- a) Web access to relevant IT webinars;
- b) Attendance to relevant IT workshops and seminars organized in Vienna, Austria;
- c) Web access to a community (forum) of IT specialists/peers that can share their experiences.

#### **4. Bidder Qualification**

To ensure relevancy and coverage for the above requested services, the Bidder should provide proven quantifiable, independent and up to date technology and market researches for Oracle, Microsoft–Cloud, Sourcing/managed services:

- a) At least 10 years' experience in the area of advice and research on ICT related topics;
- b) At least 50 proposals and contract reviews for outsource/managed service and cloud contract conducted in the last 12 months;
- c) At least 50 IT outsourcing researches (analysts documents) conducted on in last 12 months;
- d) At least 50 cloud related researches (analysts documents) conducted in last 12 months;
- e) At least 50 IT collaboration platforms related researches (analysts documents) conducted in last 12 months;
- f) At least 50 independent vendor/industry specific benchmarking and assessments performed in last 12 months;
- g) At least 50 analysts in outsourcing, managed services, Cloud, Microsoft, Oracle;
- h) Up to date toolkits and templates for sourcing (RFP, evaluation), cloud, contracts with SLAs/SLRs, etc.;
- i) 5 references customers in the preferable in the public sector with similar scope and organization.

#### **5. Contract duration**

The OSCE Secretariat is interested to establish a Contract for the provision of (ICT) advisory and research services for the period of 3-year subject to the need of services, funds availability and Contractor's performance.

Service renewal and payment are to be done on an annual basis; the service termination option shall be included in the proposal.

**END.**