

**Request for pre-qualification in relation to the planned tender for the provision of
Life-Cycle Support and Technical Consultative Services for the
Organization for Security and Co-operation in Europe (OSCE)
Conflict Prevention Centre (CPC)
Integrated Notification Application (INA) Software**

Background

The mission of the Organization for Security and Co-operation in Europe (OSCE) is to promote security and cooperation among 57 participating States through arms control, preventive diplomacy, confidence and security building measures, human rights, democratisation, election monitoring, and economic and environmental security. It uses the instruments of early warning, conflict prevention, crisis management and post-conflict rehabilitation to facilitate political processes, prevent or settle conflicts, and promote civil society and the rule of law. More information about the Organization can be found on the OSCE web site: www.osce.org

The Integrated Notification Application's (INA) purpose is to provide the OSCE Participating States with a single application to standardize the creation and processing of outgoing and incoming Notifications according to the information exchange provisions of the following Conventional Arms Control (CAC) treaties and agreements:

- Conventional Armed Forces in Europe (CFE) Treaty;
- Vienna Document 2011 and successors of the Negotiations on Confidence- and Security- Building Measures (CSBM);
- Open Skies (OS) Treaty;
- Dayton Peace Accords; and
- Document on the Confidence and Security Building Measures in the Naval Field in the Black Sea.

The OSCE intends to procure software life cycle support and IT-based consultative services for a software application currently in use by the OSCE.

This Pre-qualification Notice is targeted towards international software Vendors with substantial capabilities, qualifications and experiences in the provision of software life-cycle support and IT-based consultative services.

The objective of this Pre-qualification Notice is to shortlist Vendors who will be invited to participate in a subsequent Request for Proposal (RFP).

1. Description and Scope of Services

The main objective is the regular provision of technical and application support, the preparation of user training documentation, support of acceptance testing as well as testing and evaluation of software and documentation.

Place of Performance: Contractor(s)'s premises/facilities. Attendance of meetings at various OSCE locations may be required.

Nature of the Contract: Services.

Contract Award Procedure: International open competitive, pre-qualification/tender.

Contract Duration: The OSCE intends to enter into a Contract with Contractor(s) for the performance of the above services. The initial Contract will be for a period of 1 year, and will be subject to annual renewals for a total of up to 4 years.

2. Expected Tasks

During an initial two-month period, the Contractor(s) will develop advanced expertise and understanding of the existing INA software code, features and documentation. The OSCE Conflict Prevention Centre (CPC) Network Management Team (NMT) will provide 1st line user (help desk) technical and application support for INA from its office in Vienna, Austria. Close interaction between the OSCE NMT and the Contractor(s) (providing 2nd line support) will be required. The Contractor(s) will be expected to perform the following tasks:

- i. Regular provision of Project Management and Release Management Plans, the latter, addressing the management of multiple software maintenance releases as well as transition between different versions of the INA software;
- ii. Provision of technical support and assistance to the NMT on implementation of software corrective actions and interfaces; technical input for Software Problem Reports; troubleshoot, analyse and resolve software problems; respond to inquiries and provide complete documentation (in English) on technical assessments, item impact analysis, software corrections, and procedures to the NMT;
- iii. To provide application support; troubleshooting support within 24 hours of first notification; troubleshoot, analyse and correct application problems; provide System Change Request analysis, requirements assessments, development of new specifications, modify INA software due to operational requirements and change requests approved by the OSCE Configuration Control Board / Communications Group (including design, development, review and documentation activities); program and test modifications (regression, integration, and acceptance testing activities); provide monthly action reports;
- iv. To provide INA user training documentation; update and maintain OSCE-furnished training materials;
- v. To modify INA documentation, consistent with the Project Management Plan to reflect modifications to the INA;
- vi. To provide INA software for acceptance testing; including all software user, system administrator and installation manuals and to provide staff to answer questions and to conduct the acceptance testing when required;
- vii. To provide final report and final versions of all deliverables;
- viii. To provide monthly status reports identifying problem areas, proposing corrective actions, describing corrective actions taken, and documenting progress made.

3. Requirements and pre-qualification criteria

To be eligible to participate in the forthcoming Request for Proposal (RFP), the Vendor should provide its response on the following mandatory pre-qualification requirements and evaluation criteria:

- ✓ Requirement No. 1 – General company details; the Vendor(s) must be a registered firm with a proven track record and experience of software management, development, and support;
- ✓ Requirement No. 2 – A statement (maximum 1 page), attesting that the Vendor(s) have the capabilities, qualifications, and financial and human resources to perform the services listed under the Expected Tasks;
- ✓ Requirement No. 3 – Vendor should also provide details of intended cooperation with other Vendor(s) to realize the project (the subcontracted amount of work to be performed by a partner company shall not exceed **30%**;
- ✓ Criteria No. 1 – Evidence of adherence to IEEE/EIA 12207 standards, or equivalent, for defining, planning, managing, developing, verifying, validating, and documenting software products pertaining to the tender;
- ✓ Criteria No. 2 – Evidence of ISO 9001 and ISO 9000-3 certification. Such certification may be replaced by the provision by the Vendor of a detailed risk mitigation plan and schedule, describing actions to be taken to remove/address deficiencies, which were the reasons for not having obtained the above ISO certifications;
- ✓ Criteria No. 3 – Confirmation/evidence of the Vendor's capabilities to perform software programming in the following program languages: Visual Basic, C++, XML;
- ✓ Criteria No. 4 – Confirmation/evidence of the Vendor's capabilities to administer the following database systems: Microsoft Access, Microsoft SQL Server;
- ✓ Criteria No. 5 – Provision of at least 3 references for services of a similar nature. Client references shall include the following information: Scope and nature of services provided; duration of service contract; client contact person and contact details; preferably, client base should include international organisations similar to the OSCE;
- ✓ Criteria No. 6 – Written confirmation by the Vendor to provide, if awarded with Contract, the OSCE with a performance security (irrevocable and unconditional bank guarantee) in an amount of 15% of the annual value of the service contract and for a duration of six months from the effective date of Contract;
- ✓ Criteria No. 7 – Written confirmation by the Vendor that in the event of short-listing such Vendor shall – in connection with the provisioning of software specific and sensitive information for the purposes of participating in the tender – be required to execute a non-disclosure statement, authorizing the OSCE to take legal action against any such Vendor in case of non-compliance with the OSCE's non-disclosure provisions;
- ✓ Criteria No. 8 – Written acceptance by the candidate of the OSCE General Conditions of Service Agreement which are available online at www.osce.org/procurement/15

4. Estimated Time

No.	Action	Date
1.	Period for submitting pre-qualification documentation:	September 2016
2.	Date of tender issue:	October 2016
3.	Date of tender closure:	November 2016
4.	Date of contract award:	November – December 2016
5.	Effective date of contract:	1 January 2017. It is expected that the Vendor(s) be granted a two-month period to familiarize themselves with the INA software package

5. Request for Pre-qualification procedure

Interested Vendors wishing to participate in the pre-qualification process are requested to submit relevant pre-qualification documentation by email to Yury Golovkov at yury.golovkov@osce.org by **30 September 2016 22:00HRS CET**.

All responses will be rated against the mandatory requirements and pre-qualification criteria. At the end of the evaluation process, Vendor will be notified where its response rated as acceptable or not.

6. OSCE Disclaimer

The OSCE reserves the right to accept or reject any pre-qualification documentation, and to annul or to suspend the pre-qualification and subsequent tender process and reject all solicitations at any time and without reason prior to the date of Contract Award, without thereby incurring any liability or responsibility to affected participants of this pre-qualification or tender process.

7. Amendments to this Pre-Qualification Notice

At any time prior to 7 calendar days before the deadline for receipt of pre-qualification documentation, the OSCE may for any reason, whether at its own initiative or in response to a clarification requested by an interested Vendor, modify this pre-qualification notice by amendment. Such amendment shall be published at the OSCE and UNGM website and shall be binding on all Vendors. It is recommended that all Vendors regularly check the above mentioned websites.

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