

**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**

**Clarifications**

**Questions 1**

How important is the software development part?

**Answer 1**

The work as described in this request requires, **once acquainted with the current software solution**, a profound knowledge of **that** solution, the functions it provides, and how to change it (at some point in time even redesign it) according to changed functional requirements or changed soft- and hardware infrastructure. This work shouldn't be performed by a company, out (sub-) contracting the SW development part. It requires a close relation between the software developer and the (international) customers, where a consultancy company would mainly be an unnecessary and cost-inducing "man-in-the-middle" with low added value. We could almost state that the contract is for 80% about software development/life cycle maintenance (functional requirements, developing, testing, roll-out, documentation, etc.) and maybe 20% or less consultancy.

**Question 2**

If it less or equal to 30%, is it possible to prepare a submission together with a partner specialized in Software development that satisfies the requirements which we don't have? (ISO 9000-3, IEEE/AIA or equivalent and use of Visual Basic, c++ e XML).

**Answer 2**

As stated in the answer to the first question, the SW development part (maintenance of current SW solution) is close to 80%. Having a separate partner to do this major part of the work, does not seem to be the most cost-effective solution to the issue.

**Question 3**

What is current architecture of INA?

**Answer 3**

Client server application developed using the VB6, .NET, C, C++, DCOM, Microsoft SQL Database and Microsoft Access Database

**Question 4**

Can you provide me some sample of use cases?

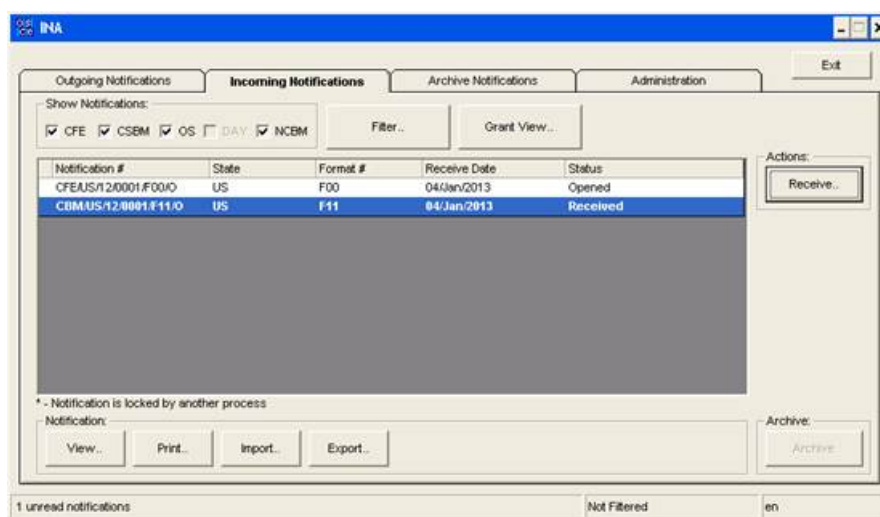
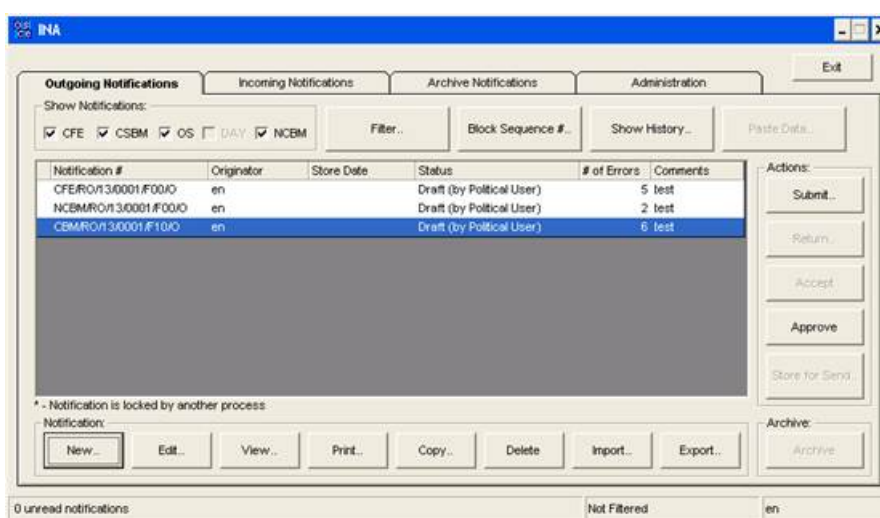
**Answer 4**

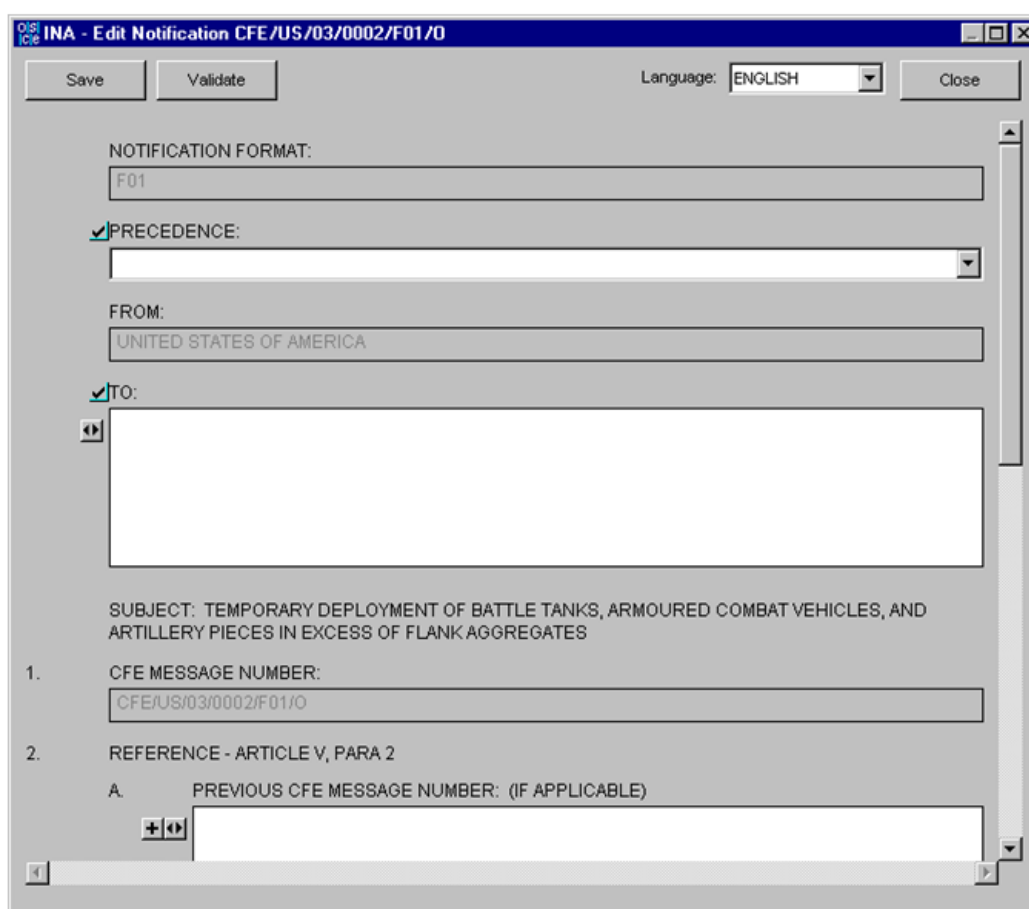
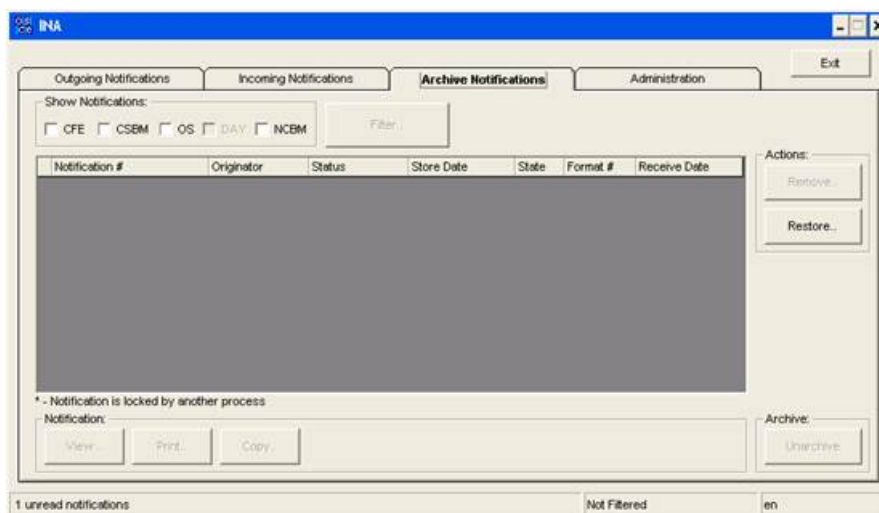
Use Case: Country A sends official information in electronic format to Country B using one of the agreed “Notification Formats” (please see attached notification formats for Vienna Documents 2011 - VD 2011 Formats (ENG).pdf)

**Question 5**

I will also appreciate if you can send me some samples of screenshots of application.

**Answer 5**





**Question 5**

There is no specific mention of **/product name removed/** in your request. Has **/product name/** been identified as a tool that can fit with your requirements specifically, or is this more of a generic request, in which you expect to uncover the appropriate solution?

**Answer 5**

Our given request concerns a more traditional application. Using **/product name/** tools might be a solution as far as 2nd level support management concerns, and might even be a solution for future developments (including using project management tools from **/company**

**name/**). However, this is not a prerequisite at this time. It definitely cannot replace the current INA application. The main purpose of this request is supporting the current application in the languages and tools which have been described in the Request.

### Question 6

Do you expect this engagement to be primarily support, or development services, or a mixture of both? We have different teams that can accommodate these areas but it would be good to establish how involved each would need to be in this, particularly as there is likely to be travel involved.

### Answer 6

It is primarily support, including change requests from the user community and solving problems at 2nd level of the current INA application. However, it is also a mixture with development, since improving the functionality could well imply re-engineering the solution with a complete make-over of the application with state-of-the-art software solutions.

### Question 7

Under '3. Requirements and pre-qualification criteria', there is reference to a number of certifications that you require the chosen vendor to possess, particularly IEEE/EIA 12207 and ISO 9001 and ISO 9000-3. At **/name of the company removed/**, we adhere to and work in the spirit of each of these processes on a daily basis. We don't however have the official certification to support this, and whilst we could look into this area, the time required to obtain the relevant paperwork would mean we miss the deadline for submitting the pre-qualification documentation. Therefore, it would be good to understand if you are happy to proceed on the basis that we would honour the practices mentioned, or if official certification is required.

### Answer 7

In the Criteria we have described it as follows:

*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.*

This clearly states that adherence to IEEE/EIA 12207 must be proven, and if there is no certificate of ISO 9001 and ISO 9000-3, a detailed risk mitigation plan must be provided. We would think this gives enough clarity about what is required.

**In addition, we are extending the deadline of the pre-qualification notice until 30 September 2016 22:00HRS CET.**

**Question 8**

Are you able to confirm which company originally developed the INA application and whether they will be bidding for this?

**Answer 8**

The software was developed by a North American-based company; at the moment, we have no information whether this company is interested to participate in the given tender

**Question 9**

Are you able to confirm if there is currently an incumbent for the INA application support, who they are and whether they will be bidding for this?

**Answer 9**

The current service provider is a North American-based company; this company is welcome to participate in the OSCE tender; this company is subject to pre-qualification procedure as all other interested vendors

**Question 10**

The INA application has been developed using a combination of VB6, .NET, C and C++. Are you able to confirm roughly what percentage of the application codebase is implemented within each language/technology?

**Answer 10**

NET - 10%;

VB6 - 30%;

C - 30%;

C++ - 30%

**Question 11**

You wrote about “troubleshooting support within 24 hours of first notification”. What exactly do you expect and what are your exact SLA requirements?

**Answer 11**

SLA expectations are:

No.	Severity	Description	Reaction Time	Response Time
1.	1	Critical processing time. Production has stopped, urgent request for information, use of application cannot continue	4 hours	24 hours
2.	2	Part of application fails. Processing of other components can continue. Resolution required before next usage	24 hours	7 business days
3.	3	Non-critical problem. Workaround performs the functionality. Small documentation errors	24 hours	Next software release

**Question 12**

What type of Close interaction between the OSCE NMT and the Contractor(s) (providing 2nd line support) will be required?

**Answer 12**

Very close interaction on phone, e-mail and in person.

**Question 13**

What is the expected frequency/duration of meetings at various OSCE locations?

**Answer 13**

One week, up to three times per year

**Question 14**

All such meetings should attended personally, or remote attendance will be also acceptable in some cases?

**Answer 14**

Remote attendance would be acceptable, but in person presence cannot be excluded

**Question 15**

How many software maintenance releases do you plan to have annually?

**Answer 15**

1

**Question 16**

How many deployments of INA software exists? How many of them should be upgraded after every release? Who will be responsible for the upgrade process?

**Answer 16**

150, NMT in close cooperation with contractor

**Question 17**

Will we receive the full access to all software code and required resources?

**Answer 17**

Yes

**Question 18**

Concerning the Prequalification of the Call for Tender in Subject we would like to put to your attention the following request for clarification concerning **(company name removed)** among affiliated companies:

In the corporate Group X, company A is the 'Parent Company' and company B is the 'Daughter Company'.

1) Company A and company B would like to jointly participate in this RFPQ and further answer with their Joint Offer, where A is the 'Leader' and B is the 'Member' of the Consortium Y:

Provided that all requirements are (singularly or jointly) fulfilled by both companies, can you please confirm that such a Consortium with these two members is acceptable by the Contracting Authority and it can participate in the subject RFPQ issued by OSCE?

2) Within the Consortium Y, Company B is also relying on its Parent Company A:

Should then Company A also produce a 'Written Endorsement' stating that the Contracting Authority will have at its disposal the resources necessary for performance of the contract, in case of awarding?

### **Answer 18**

Please read the RFPQ carefully. We will assess the proposals according to the criteria therein. We see no arguments to comment on this theoretical proposal.

### **Question 19**

Which languages should be supported by our team? Will it be enough English only, or additional languages must be supported?

### **Answer 19**

English

### **Question 20**

Could you, please, share with us the description of your environment to be supported? Locations quantity, hardware units quantity, etc. - all data, that can help us to estimate the best approach for quantity of staff in a support team. Or, may be, it makes a sense to get your input about the preferred quantity of staff.

### **Answer 20**

We have to have capacity to support 57 OSCE participating States, and each participating State can install up to 15 instances of the software on the computers connected to the OSCE Communications Network. In addition any participating State might wish to install additional (unknown number) of instances on the computers and laptops that are not connected to the OSCE Communications Network. Current minimum requirements for an End User Station on the network are: Off the shelf computer with either Windows XP or Windows 7 installed and the software is required to be fully operational on an approved and agreed operating system. In the future, we would assume Windows 10 will be added as well.

### **Question 21**

While preparing our responses for the pre-qualification process, I noticed that in the clarification document, question #14 and its respective answer, stipulates that personal attendance to meetings at the OSCE locations is a must.

In that regard, our company does not have local presence in Europe, we are based in **(county name removed)** and work for our clients remotely. That's how our model works. From time to time we travel to work on our clients' facilities, but we do not do this on a



regular basis and we charge the client for the travel expenses. We would propose you the same approach in this case.

Please let me know if this is something acceptable or if it is a deal-breaker, so we decide to continue or stop our efforts on preparing the pre-qualification document.

#### **Answer 21**

We cannot exclude requirement for on-site availability, however this is usually well planned in advance and travel expenses, since those are predictable, were part of the contract where we reimbursed the travel costs for the number of times when we requested on-site availability.

Therefore, we do not think this is a deal breaker.

#### **Question 22**

Can you please provide us with an approximate expected workload per year (in staff days) or the monthly basis.

#### **Answer 22**

We expect the work load not to exceed 1,500 work hours per year.

#### **Question 23**

Can you please provide us with an approximate expected workload per year per specific technology.

#### **Answer 23**

We cannot differentiate the workload per specific technology since this is not a new development but maintenance of a current product.

#### **Question 24**

I cannot find the OSCE General Conditions of Service Agreement on the link provided. I can only find the following:

1. General Conditions of Contract (Goods)
2. General Conditions of Contract (Services)
3. OSCE shipping and delivery instructions
4. Russian language version of the standard OSCE purchase order form
5. Instructions to Bidders – Invitation for Bids (Works)

6. Instructions to Bidders – Invitation to Bid (Goods)
7. Instructions to Bidders – Request for Proposal (Services)
8. Instructions to Bidders – Request for Quotation

Could you please inform me which one of these I am supposed to fill out? I assume it might be the 2nd one?

#### **Answer 24**

Non from the above is to be fill out; the given procurement case is govern by the OSCE General Conditions of Contract (Services) which is available online on the OSCE website under the Procurement/Key Documents; for your easy reference, here is the direct link:

<http://www.osce.org/procurement/43309>

Kindly familiarize yourself with this document.

#### **Question 25**

And I was also wondering about the criteria No.6. As I am unaware of the annual value of the service contract, I cannot guarantee a bank guarantee of 15% of the annual amount. Could you please inform me of the budgeted annual value og the service contract?

#### **Answer 25**

Please consider EUR 150,000 is an average annual expenditure amount under INA Service Contract.

#### **Question 26**

While reading the new set of answers for the OSCE project, we noticed that the amount of work expected is around 1500 total hours per year. If our understanding is correct, this represents less that one FTE allocated to the project. Please confirm me if this the case.

#### **Answer 26**

No, it doesn't. It states that the expected work is around 1,500 total hours per year. How many FTE's or individuals that might comprise, is a different matter altogether.

### Question 27

Could you please clarify some points regarding Criteria No 8? What is the meaning of “these accounts and records” in art. 22

### Answer 27

Reference is made to the Article 22 of the OSCE General Conditions of Contract (Services) which is available online at <http://www.osce.org/procurement/43309?download=true>

#### 22. AUDIT

The Contractor shall permit the OSCE or its designated representative periodically, and up to 7 (seven) years after the completion, expiration, cancellation or termination of the Contract, **to examine these accounts and records**, to have them audited by third parties appointed by the OSCE and to have copies made. Any price charged to the OSCE for copies shall not exceed reasonable, actual expenses incurred by the Contractor.

With regard to INA case, you will need to maintain the copy of the Contract, all related Annexes and Amendments, minutes of the meetings, requests received from the OSCE, quotations produced based on a mutually agreed Terms and Conditions, related pricing and invoicing information.

### Question 28

Will **[name removed]** bank be a “bank acceptable to the OSCE” within the meaning of art. 29.

### Answer 28

Any bank that has a license to operate and who is fully authorized to submit a Performance Bond on behalf of your company will be acceptable to the OSCE.

In addition, we received a number of comments on the OSCE General Condition of Contracts (T&C's). At the stage of tender preparation, we do not see a point to discuss and negotiate on our T&C's with the potential Bidders which are subject to the pre-qualification procedure therefore, if you have any comments on our T&Cs please file them together with your formal response on our prequalification notice and we will review them together with our Legal Service; in general, some Articles can be negotiated whereas Govern Law, Advance Payment and some others are not subject to discussion; thank you for your understanding in this regard.

**Question 29**

Just to make sure that I understand correctly clarification 11 regarding SLA. This is 24/7 support? Or those 4 hours and 24 hours cover business hours?

**Answer 29**

The below table is taken from the Request for Proposal (RFP) document which is almost ready; for your kind attention please.

No.	Severity	Description	Reaction Time	Response Time
1.	1	Critical processing time. Production has stopped, urgent request for information, use of application cannot continue	Within the next 4 business hours	Within the next 8 business hours
2.	2	Part of application fails. Processing of other components can continue. Resolution required before next usage	Within the next 8 business hours	Within the next 7 business days
3.	3	Non-critical problem. Workaround performs the functionality. Small documentation errors	Within the next 8 business hours	Next software release

**END.**