



Organization for Security and  
Co-operation in Europe

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Date: 09 Nov. 2016

**Clarification Note No. 1**  
**Invitation to Bid No. ITB/SEC/23/2016**  
**Provision of Counter-Fraud and Identity Protection Services**

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The Organization for Security and Co-operation in Europe has received a request for clarifications from potential bidders. In accordance with "Submission of Bids" Article 16 of the ITB Document, the OSCE would like to provide the following clarification:

**Questions 1 to 3 relate to the Technical Compliance Form, Annex C**

**Question 1:**

**Point 6:** *Bringing fraudulent activities to the attention of the OSCE within 24 hours*  
Is this within 24 hours of discovery or 24 hours of creation?

**Answer 1:**

Fraudulent activities need to be reported within 24 hours after discovery

**Question 2:**

**Point 10:** *Covering all relevant social media platforms, including third party blogs and forum sites*  
Are there any specific networks, forums that are required to be monitored? If so we can look at adding these and bring them into our monitoring scope if possible.

**Answer 2:**

The OSCE looks forward to off-the-shelf monitoring services. Therefore no special sources will be announced. Please add a separate line for costs for additional services

**Question 3:**

**Point 12:** *Provide dark web monitoring solutions*  
More information is required.

**Answer 3:**

This is included in the TOR to ensure that the services offered cover the monitoring of all aspects of the internet, including the dark web. If there are additional costs for the monitoring of the dark web then these should be highlighted there.

**Question 4:**

What languages will be searched, and what language(s) will results be delivered in?

**Answer 4:**

Searches have to be conducted in English only. In case the bidder offers other languages as well, they have to put costs for additional languages in a separate line.

**Question 5:**

What brands other than OSCE will be included?

**Answer 5:**

The OSCE intends to monitor only OSCE related key words.

**Question 6:**

What specific domains are you interested in protecting / monitoring?

**Answer 6:**

The OSCE is interested in monitoring domains related to OSCE. The OSCE will start with \*.osce.org.

**Question 7:**

What is the level of phishing you have experienced in the past twelve (12) months (break down monthly if possible)?

**Answer 7:**

As this is confidential information the OSCE cannot provide detailed information.

Bids must be received by the OSCE at the email address shown in section 8 no later than **14:00 hours (CET), on 14 Nov. 2016**. Bids received after the designated time will be automatically rejected.