

**Request for pre-qualification in relation to the planned tender for the provision of
Website Hosting and Technical Consultative Services for the
Organization for Security and Co-operation in Europe (OSCE)
Corporate Public Website**

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.

Located in Vienna, Austria, the Communication and Media Relations unit (COMMS) of the OSCE Secretariat is responsible for the development and maintenance of the OSCE public corporate website (www.osce.org). This application is built on the Drupal Open Source Content Management System (CMS) framework (www.drupal.org), and is hosted by a specialized hosting provider outside of the OSCE facilities.

This Pre-qualification Notice is targeted towards international website hosting providers with substantial capabilities, qualifications and experiences in the provision of Drupal CMS website hosting services and Drupal CMS 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 objective is to enter into a contract with a Platform-as-a-Service (PaaS) provider for the provision of web hosting services for the OSCE website. The website, currently running on Drupal 6, is hosted on Acquia Cloud shielded by DOSarrest security services, e.g. DDoS, network or web attacks, providing 24/7 support. The main incentives for this tender are:

- Adequate PaaS platform for a multisite architecture, running on Drupal 8 at the time of the new contract;
- Seeking for budget saving opportunities.

Place of Performance: Dedicated PaaS hosting

Nature of the Contract: Services

Contract Award Procedure: Pre-qualification/competitive tender.

Contract Duration: The OSCE intends to enter into a Contract with a qualified Contractor 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 5 years subject to the need of service, funds availability and Contractor's performance.

2. Specification of the OSCE website application

The OSCE public corporate website can be defined as an application with the following metrics:

- Drupal 8 multisite with 50 sites having custom site themes sharing
 - 80 contributed modules
 - 12 custom modules
 - 60 features
 - 10 patches
 - single toolkit and theme
- 1M page views and 1TB bandwidth usage per month
- 99% anonymous traffic, no user contributed content
- 130K nodes (web pages) and 250K files in almost 50 languages encoded in the character sets Latin, Cyrillic, Armenian, Georgian, Greek, Arabic and Persian
- Multilingual web content and file search
 - 7 M search requests per year
 - 75K indexed documents
 - 8 GB index size
 - File extraction of 75K PDFs

3. Expected Services Deliverables

Provided the OSCE website application specification (see above), the Contractor is expected to provide Drupal CMS website hosting services and Drupal CMS consultative services covering the following:

3.1. Platform

- Managed LAMP (Linux Apache MySQL PHP) stack optimized for Drupal sites
- ISO 27001 certified platform with web application firewall and isolated network
- Hypertext Transfer Protocol (HTTP) accelerator (reverse proxy) providing cache management and invalidation Application Program Interface (APIs)
- Application management console for continuous delivery
- At least 2 development environments including Version Control System (VCS)
- Development & Operations (DevOps) tools
- Compatible with third party Intrusion Detection Systems (IDS)
- Rapidly respond to changing traffic conditions and attacks within 1 hour and conduct adequate measures immediately, e. g. scaling or reducing of infrastructure components, given a clearly indicated pricing table

3.2. Infrastructure

- High Availability (HA) servers and storage guaranteeing 99.9% uptime
- Dedicated high performance file hosting providing 100 GB disk space
- Dedicated HA and disaster recover hosting of databases having a total size of 20 GB
- Application object caching, such as Memcache, Redis or APC
- Major maintenance windows scheduled outside OSCE Secretariat’s business hours
- Disaster recovery system for Drupal assets
- On-going security scanning and monitoring
- Supporting Secure Sockets Layer (SSL) encryption

3.3. Backups

- On-demand database backups
- Platform snapshots, distributed across different physical locations, with the following frequency and retention:
 - 4-hour incremental backups with 1 day retention
 - Daily incremental backups with 1 week retention
 - Monthly incremental backups with 3-month retention

3.4. Search

- Lucene/Apache Solr powered and managed search as a service configured for integration with the website that contains multilingual content for indexing, including the possibility to adapt the search engine’s configuration and schema

3.5. Support

- The 24/7 technical support must include unlimited email, phone and ticketing channels following the response times outlined below:

Urgency	Description of the issue	Required initial response times
Critical	The website is offline or its functioning is severely impacted with no available workaround; Critical security issues	1 hour
High	The website is operational but its performance and functions are severely impacted	4 hour
Medium	The website is operational and impact of the issue to its performance and functions is low	8 hours
Low	Minor issue that does not impact performance and operations of the website in significant way	1 business day

3.6. Expert consulting

Drupal Administration:

- Drupal core security updates
- Module installation and configuration
- Module security updates
- Performance tuning
- Implementation of revision control

Web Server Administration:

- Review system logs to diagnose issues or upon request
- Assist with setup of database backup routine
- Minor adjustments to Apache, MySQL and PHP configuration
- Changes for service diagnostics, and deploy new sites
- Web server configuration changes
- php.ini changes
- my.cnf changes

Expert consultancy on the following topics:

- Security best practices
- Drupal modules selection advice
- Migration best practices
- Performance best practices
- Architecture best practices
- Drupal modules development best practices
- Search engine best practices

3.7. Monitoring, testing and reporting tools

- Set of integrated monitoring and testing tools such as Blitz, Munin, Nagios, Cacti, Traceview, NewRelic or equivalents, and expert assistance to ensure:
 - 24/7 monitoring of all server environment components including SLA and uptime compliance
 - 24/7 application performance monitoring including SLA and uptime compliance
 - Load performance testing
 - Access to real time reporting, notifications and forensics tools covering overall functioning of the platform including, infrastructure and application performance and usage, downtimes, incidents and security based alerts

3.8. Consulting service for setup and migration (*on-boarding*)

- Dedicated expert support in preparing for and implementing the migration of the website from the current infrastructure to the new provider. Full and dedicated support is required for the complete transition period.

4. Requirements and pre-qualification criteria

To be eligible to participate in the forthcoming Request for Proposal (RFP), the interested 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 Drupal CMS website hosting, support and consulting services;
- ✓ 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 Services Deliverables;
- ✓ Requirement No. 3 – Vendor should also provide details of intended cooperation with other Vendor(s) to realize the project, including detail of third-party infrastructure providers (servers, monitoring tools, etc.);
- ✓ Criteria No. 1 – Confirmation/evidence of the Vendor's capabilities to provide a Platform for hosting Drupal CMS website, as defined in 3.1;
- ✓ Criteria No. 2 – Confirmation/evidence of the Vendor's capabilities to provide a high-availability hosting Infrastructure as defined in 3.2;
- ✓ Criteria No. 3 - Confirmation/evidence of the Vendor's capabilities to provide Backup solutions as defined in 3.3;
- ✓ Criteria No. 4 - Confirmation/evidence of the Vendor's capabilities to provide an integrated Search environment solutions as defined in 3.4;
- ✓ Criteria No. 5 - Confirmation/evidence of the Vendor's capabilities to provide 24/7 Technical Support with response time matching the requirements defined in 3.5;
- ✓ Criteria No. 6 - Confirmation/evidence of the Vendor's capabilities to provide Expert consulting covering the areas defined in 3.6;
- ✓ Criteria No. 7 - Confirmation/evidence of the Vendor's capabilities to provide integrated Monitoring, Testing & Reporting tools as defined in 3.7;
- ✓ Criteria No. 8 - Confirmation/evidence of the Vendor's capabilities to provide Consulting service for the migration/on-boarding of the OSCE web application to the Vendor's hosting facilities as defined in 3.8;
- ✓ Criteria No. 9 – 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;

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 April 2017 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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