

Invitation for Prequalification (IFP) in relation to the planned tender for the provision of the Client Management Tools

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. To get an overview about where OSCE operates please see our web site www.osce.org/where-we-are

Located in Vienna, Austria, the ICT Service & Support in the Secretariat is responsible for the end user devices and is using Client Management Tools (CMT) to automate system administration and support functions that would otherwise be handled manually, such as CMT image client systems, track inventory, deploy configuration changes (such as software or patches), enforce configuration standards and assist with troubleshooting. Windows PCs are the primary object of management, however OSCE would, given the possibilities extend these services to manage Apple Macs and mobile devices.

1. Scope of the Invitation for Prequalification

The OSCE is using Microsoft System Center 2012 Configuration Manager (SCCM 2012) and VM AirWatch as the current ICT device management solutions. However, the OSCE is looking ahead in upgrading its client fleet from MS Office 2010 to Office 365 and Windows 7 to Windows 10. SCCM 2012 is incompatible with Win10 distribution and device management and will have to be replaced before Win10 upgrade.

In addition, recent information security requirements in the OSCE have led to a re-defined security patch management process. SCCM 2012 partially meets the implementation and reporting requirements of this process. Due to

- limited internal resources,
- stricter demand on real-time reporting, and
- faster service delivery,

the need has arisen to evaluate CMT on the market and prequalify the most suitable product(s) that meets updated and future OSCE ICT requirements.

The current environment consists out of 4,000 desktop/laptop devices and 1,500 mobile devices in approximately 20 locations (distribution points).

The outcome of the prequalification process should allow the OSCE to:

- Identify and prequalify Vendors that fulfil the below technical and functional requirements;
- Decide if Cloud or Software as a Service (SaaS) implementation is acceptable;
- Advance the quality of the Terms of Reference (ToR) for the planned tender.

2. Technical and Functional Requirements

The OSCE Secretariat ICT Project Technical Board (hereinafter “CMT Technical Board”) has identified the following desired technical and functional requirements that should be provided by CMT:

1. Hardware and software inventory;
2. Native O/S deployment incl. driver implementation;
3. Patch deployment:
 - O/S (MacOS, MS Win 7 to 10, all branches, 32 and 64bit);
 - Applications.
4. Software distribution;
5. Real time (live) monitoring and status of distribution progress;
6. Powerful reporting, for both predefined and custom reports;
7. Auditing of admin tasks;
8. Remote control;
9. End user self-service portal to install software on demand;
10. License management and usage tracking;
11. MDM functionalities;
12. Security baseline:
 - Compliance checking (e.g., via vendor CVE lists);
 - Compliance checking (old/outdated software versions);
 - Checking configuration (e.g., via registry keys/files on disk, etc.).

3. Invitation for Prequalification Procedure

To be eligible to participate in the planned Request for Proposal (RFP), the interested Vendor should provide its response to the OSCE on the following:

1. General company details, including information on offering CMT and providing related after sales services;
2. Response on the technical and functional requirements proposed by the CMT Technical Board.

All responses received will be evaluated by the CMT Technical Board; as the outcome of the evaluation process, the list of shortlisted Vendors will be established; these Vendors will be invited to participate in the Request for Proposal (RFP).

The planned RFP will include:

- A technical proposal including proposed architecture, prerequisites and Bill of Materials (BoM);
- A full project plan including the illustration of an implementation timeline with estimates on resources required for an OSCE global rollout;
- The solution to offer an off-the-shelf comprehensive catalogue of English, free and shareware software, to be chosen from for rapid installations;
- A free of charge Proof of Concept installation in our Microsoft test lab during 2017, fully installed, assisted and documented by the Vendor;
- Pool consulting hours for troubleshooting, training and assistance during peak times.

The tender is planned to take place at the end of Q2 2017; the Proof of Concept and product selection should take place during Q3–Q4 2017.

Interested Vendors wishing to participate in the prequalification process are requested to submit their response on the Invitation for Prequalification by email to Yury Golovkov at yury.golovkov@osce.org by 30 April 2017 22:00HRS CET.

4. OSCE Disclaimer

The OSCE reserves the right to accept or reject any prequalification documentation, and to annul or to suspend the prequalification 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.

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