

**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**

The pre-qualification document is available on the OSCE website at
<https://procurement.osce.org/tenders/website-hosting-and-related-services>

Questions and Answers (Q&A)

27 March 2017

Question no. 1

Section 3.8 talks about migration of website form current infrastructure to new provider. Has OSCE selected an hosting provider other than Acquia to migrate out of Acquia cloud?

Answer no. 1

No.

Question no. 2

Are there any geographical restriction on where the hosted environment? This is to know if OSCE prefers to have the data centers located physically within European Union?

Answer no. 2

The OSCE does not limit the competition to countries. The OSCE region includes 57 participating States form Europe, Asian and North America. Data Center(s) hosting the OSCE website that limit the network latency from these locations are preferred.

Question no. 3

Section 1 mentions contract duration as - 1 year for initial contract and optional renewals for up to 5 years based on budget availability and contractors performance. Does OSCE prefers to work on a time and material contract approach with the vendor or is it a fixed price contract for each year.

Answer no. 3

Fixed amount per year for a clearly defined web site hosting services. Also, we would like to have various related consultancy services with a fixed rates; these services may be consumed by the OSCE on demand.

Question no. 4

During the initial 1 year contract period and during the migration of the website - Does OSCE expects the successful vendor to manage the current website and infrastructure while a new platform is built for migration?

Answer no. 4

Yes, the appointed service provider would be requested to support the OSCE migrating its website to a new hosting platform.

Question no. 5

Can OSCE share any information on availability of funds for the 1 year initial contract?

Answer no. 5

Funds will be available to cover the cost of the initial contractual period.

Question no. 6

Can the vendor propose a hosting partner like Amazon, Microsoft, Acquia or other such providers for meeting requirements section 3.1, 3.2, 3.3 and 3.4?

Answer no. 6

Subcontracting and partnership are welcome if duties and responsibilities are clearly outlined.

4 April 2017

Question no. 7

The tender document refers to both a “Drupal 8 multisite with 50 sites...” and also content/files “in almost 50 languages”. Can you please confirm if the “50 sites” from the first reference are effectively just language/location-specific variations of the main site or if they are indeed 50 ‘unique’ sites running under different domains/sub-domains (or perhaps a combination of both)?

Answer no. 7

No, the different sub sites do not represent language variations of the main site. The sub sites bundle various aspects and activities of the organization. A sub site serves a specific target audience and may have varying data classification requirements.

In addition, please be advised that the Request for Pre-qualification is not a tender document. The objective of the Pre-qualification Notice is to shortlist Vendors who will be invited to participate in a subsequent Request for Proposal (RFP) therefore, at this stage, we are only interested to receive your company’s response on the criteria and technical mentioned in our Pre-qualification Notice.

Question no. 8

Could you give an indication of the approximate number of admin/editorial users on the current website, both in terms of total numbers and an average of consecutive logins on the site.

Answer no. 8

The current website has 120 active editorial and a couple of administrative accounts. During OSCE Secretariat’s business hours (Monday to Friday, 08:00 to 18:00) up to 5 authenticated sessions are handled by the system concurrently.

Question no. 9

What is the approximate frequency of content additions/updates on the site (i.e. new/edited items per day/week). This will give us an indication of the migration strategy required.

Answer no. 9

Throughout a working day up to 200 content operations occur. If migration can be scheduled outside business hours a temporary content freeze window can be arranged.

Question no. 10

Is there an approximate breakdown available of traffic split by country (to help us establish how many potential data centres we'd be ideally looking to place the site in)?

Answer no. 10

A single data center should be sufficient as we use a CDN to distribute the website's content to the OSCE regions. The location of the origin data center should be beneficial for the editors working in the OSCE institutions and missions.

Question no. 11

With regards to the requirement "compatibility with third party Intrusion Detection Systems", do you have any specific systems/services in mind at this stage?

Answer no. 11

If you offer an IDS solution as part of your hosting services, then you should not forget to mention it. If you have any recommendations regarding external vendors or partners, please include them as well.

Question no. 12

With regards to the "expert consultancy", would you see this being purely a consultancy task (eg we make recommendations for OCSE internal developers or a third party provider to implement) or is there a desire for either first or second-line support for the new Drupal 8 site going forward?

Answer no. 12

We would like to avail oneself of the opportunity of filing consultancy tasks, as well as support requests, directly with the hosting provider. You should elaborate on your level of expertise and the capabilities of providing relevant services.

Question no. 13

Finally, in question 3 of the clarification doc issued on Monday, you state that you would be looking for "Fixed amount per year for a clearly defined web site hosting services." Our proposal will be based around a cloud solution in Amazon Web Services (AWS). While the cost of the infrastructure is likely to be fixed, AWS operate a "pay-for-what-you-use" approach when it comes to bandwidth, so it's difficult to give an exact fixed cost for a full year because of this. Estimates can of course be given though for budgeting purposes. Will this be acceptable or is a completely fixed cost approach the only method you can consider?

Answer no. 13

We would like to state again that at the stage of the pre-qualification we do not require any financial information to be provided in response to our Pre-qualification Notice (please see our Answer no. 7); however, we do understand the nature of your question and can advise as follows: the OSCE follows an annual budgeting cycle, therefore a fixed rate is mandatory. We have already provided estimates regarding bandwidth, disk space etc. in the RFPQ on which your company's proposal should be based on in future.

24 April 2017

Question no. 14

What is the expected memory consumption of the multi-site?

Answer no. 14

The web servers are estimated to require an average memory usage of 3 GB, the database servers approximately 6 GB.

Question no. 15

What is the expected peak time concurrency?

Answer no. 15

The infrastructure should be able to handle 5 uncached (=PHP) requests per second.

Question no. 16

Will the 'expert consulting'/'best practices' be done via documentation, or classroom/online seminars?

Answer no. 16

The service provider has the liberty to decide how expert consulting and best practices are provided. We prefer a pragmatic approach.

Question no. 17

Our understanding from the RFQ is that our response is to simply detail our experience in handling requirements such as OSCE's and (as mentioned in the RFQ) provide confirmation/evidence of the Vendor's capabilities to provide a high-availability hosting Infrastructure.

Answer no. 17

Please be informed that the OSCE has published the Request for Prequalification (RFPQ) and not the Request for Quotation (RFQ). At the stage of the prequalification, your company should produce a written response on the set of requirements and prequalification criteria that will allow us to evaluate your company to be skilled and experienced to participate in our planned tender.

Question no. 18

Our understanding is our RFQ Response does not have to include a technical proposal at this stage; and a technical proposal will be needed at the time of responding to the subsequent RFP to be released.. Please confirm this.

Answer no. 18

At the stage of prequalification, we do not require any technical/financial proposals.

26 April 2017

Question no. 19

Is the ISO 27001 requirement a hard criterion? [Company name was removed] runs in ISO27001 certified datacenters, however, the PaaS itself is not ISO27001 certified

Answer no. 19

As you stated correctly the ISO 27001 requirement - or equivalent proven implemented security measures - relates to the infrastructure. Regarding the platform itself we are interested in the security processes, controls etc. ensuring safe operations. If you possess other security certifications, please mention them as well.

Question no. 20

Is the requirement for email and phone support a hard one? [Company name was removed] provides ticket-only support as this ensures the trackability of all issues.

Answer no. 20

Support via a ticketing system meets the requirements. The response times depending on issue urgency are critical.

END.