



Organization for Security and  
Co-operation in Europe

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Date: 28 Sept. 2017

## **Clarification Note No. 1**

### **Request for Proposal No. RFP/SEC/23/2017**

#### **Provision of Infrastructure Operation Support Services to the OSCE**

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The Organization for Security and Co-operation in Europe has received request for clarifications from potential bidders. In accordance with “Submission of Bids” Article 22 of the RFP Document, the OSCE would like to provide the following clarification:

#### **Question 1:**

We understand that for Service Division No. 4-6 there are no recurrent working tasks, all tasks will be requested by OSCE. Can we expect a minimum/maximum number of requests or number of hours per month/year for these service divisions?

#### **Answer 1:**

No, there is no minimum number of hours/tasks, except for the quarterly coordination meetings.

#### **Question 2:**

Reference to 6.8 “Work Schedule“ and 3.1 “Service Divisions“:

We understand that OSCE requires the contractor to perform maintenance work during the maintenance window.

But do you require that the team is available - independent of planned activities - for incidents during the maintenance windows?

If yes, for which Service Divisions and with which response time?

#### **Answer 2:**

If additional support is required during OSCE maintenance windows, aside of the planned maintenance activities performed by the contractor, we will request it in advance including the divisions to be supported. The response time should be 2 hours.

#### **Question 3:**

Reference to 3.2 “Contractor’s Responsibilities”

Do we understand correctly that there should be 1 quarterly knowledge transfer and coordination meeting for each of the divisions 4 to 6 or is it 4-6 times a quarter for each Service Division?

Can these meetings be setup as telephone conferences?

#### **Answer 3:**

There shall be 1 (one) quarterly coordination meeting per division 4 to 6, so a total of 4 per year per division.

The coordination meetings shall take place onsite. Telephone or remote meetings shall only be done on exceptional basis.

**Question 4:**

Reference to 6.3 “Proactive Services”

Do you expect the support team for Service Division 4-5 to provide proactive information about available (security) patches? If yes, how should this be charged?

**Answer 4:**

No, this is not required.

**Question 5:**

Reference to 10.1 “Holidays”

Does the team need to be available for incidents during Austrian holidays that are not holidays at OSCE?

If yes:

1. For which Service Divisions?
2. What is the required response time?
3. Which holidays? (only the ones that are not holidays for OSCE Vienna or all that are not holidays in any of the OSCE missions (as of “OSCE Official Holidays in 2017”).

Do remote checks need to happen on these holidays?

**Answer 5:**

1. Service Divisions 1 to 3 are subject for this availability.
2. Response time would be 4 hours.
3. Remote checks and other regular tasks can be rescheduled around the holiday, subject to mutual agreement.