

Request for Information (RFI) for Software-as-a-Service (SaaS) Event Registration System

Background

The Organization for Security and Co-operation in Europe (OSCE) is an international non-profit organization with its Secretariat in Vienna, Austria. Detailed information about the work of the OSCE is available at www.osce.org

The OSCE Secretariat organises a large number of meetings, conferences and events. Conference and Language Services (CLS), part of the Office of the Secretary General (OSG), is the organisational unit responsible for administrative and logistical issues relating to these events. Events are organised for the OSCE bodies of the Permanent Council (PC) and the Forum for Security Co-operation (FSC), as well as for the related bodies of the Open Skies Consultative Commission (OSCC) and the Joint Consultative Group (JCG).

CLS requires an Event Registration System (ERS) that will be used to manage the registration of event attendees and support more efficient event organisation. This Request for Information (RFI) is targeted towards Software-as-a-Service (SaaS) providers with substantial capabilities, qualifications, and experience in the provision of hosted ERS.

1. Purpose of RFI

This RFI shall provide the OSCE with information to:

- Identify potential qualified service providers for the subsequent competitive tender;
- Enhance the Terms of Reference (ToR) for the competitive tender;
- Identify technical obstacles/limitations;
- Structure the tender to lower operational cost.

2. Description and Scope of Services

The objective of the competitive tender expected to follow this RFI is to enter into a contract with a SaaS provider for the provision of a hosted and managed ERS service.

Place of Performance: External SaaS hosting.

Nature of the Contract: Services.

Contract Award Procedure: RFI followed by a competitive tender.

Contract Duration: The OSCE intends to enter into a Contract with a qualified Contractor for the performance of these 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.

3. Current Situation

The OSCE Secretariat organises up to 500 conferences, workshops, and meetings per year, attended by approximately 10,000 participants. Most events take place in the Vienna Hofburg. CLS is responsible for organising the majority of events, although some are organised by other OSCE organisational units. In total there are approximately 30 event organisers in the OSCE Secretariat. At the current time CLS handles registration activities for all events, including those organised by other OSCE organisational units.

Currently there is no specialised IT system for the management of event registrations at the OSCE. Event attendees are managed manually using Microsoft Excel spreadsheets. Tracking all details and modifications in these spreadsheets is complex, time-consuming, and error-prone.

The current system is also inefficient and cumbersome for event participants. Registration for OSCE events requires interested persons to fill out a form for each specific event and send it back to the Organization by email, post or fax. This must be done by all potential attendees, including permanently accredited delegation members and attendees of previous events. Attendees of multiple events (including many frequent participants) need to submit the same information repeatedly when registering for each event.

A different registration form is created for each event. The attendee information that is required for different OSCE events can vary, and so event-specific registration forms are used to gather attendee attributes. For example, these attributes can include:

- Basic information, such as country, institution/organization name, first name, family name, and title;
- Contact details;
- Travel details;
- Special dietary requirements;
- Blood group;
- Visa requirements.

4. Requested Information

Vendors are requested to provide the following information as part of their RFI response:

1. General company and product information;
2. A statement (maximum 2 pages), attesting that the Vendor has the capabilities, qualifications, and financial and human resources to perform the services listed under the chapter **Summary of Desired System**;
3. Access to a demonstration version of the product hosted by the Vendor;
4. A description of the delivery model/pricing mechanism for the Vendor's product (e.g., subscription based, perpetual license, cost per super user, cost per event participant, etc.);
5. Reference information for projects of a similar size and nature carried out for other customers.

5. Summary of Desired System

The new ERS shall increase the efficiency and effectiveness of the event registration process and the management of attendees by OSCE event organisers. The primary users and business owners of the ERS shall be CLS. The system shall also allow CLS to delegate event and registration management activities to other OSCE departments.

5.1. User Roles

The system must support different user roles granting different system permissions. Profiles of the required user roles are given below. The precise names of the roles are not important, these are simply the names used in this document.

- **System Administrators:** authenticated OSCE users who can manage system settings, users, groups, and permissions.
- **Event Registrars:** authenticated OSCE users who can create and manage specific events, manage/approve the registrations for these events, and grant access to these events to other users.
- **Event Participants:** authenticated OSCE and external users who can browse event information and register to participate in events.
- **Basic Users:** authenticated OSCE and external users who can browse detailed information about events including read-only participant lists and event reports/statistics.
- **Anonymous Users:** unauthenticated OSCE and external users who are able to browse public content and event information on the site.

The system must allow authenticated users to be assigned more than one role, e.g. an Event Registrar may also be an Event Participant or a System Administrator.

5.2. Key Functional Requirements

Essential functional requirements of the desired system are:

1. **Event Management:** OSCE Event Registrars must be able to create and manage events and their participants. The system must be flexible and allow basic customisation of event titles, logos, descriptions, and additional information sections. The system must allow the upload, approval, and distribution of event and session specific documents by authorised users;
2. **User creation and management:** OSCE and external users must be able to create their own ERS user accounts or have them created for them by Event Registrars or System Administrators. Event Participants will be able to enter their information once and subsequently register for any further event they wish to attend without being required to re-enter this information. The system must allow Event Registrars to set event-specific attributes for Participants, including marking Participants as VIPs,

- indicating their affiliation, placing them in groups, or tagging them as speakers, moderators or other roles;
3. **Event Registration:** participants must be able to register for events using configurable, event specific forms that will gather all necessary participant data for that event. It will be possible to configure approval workflows for selected events;
 4. **Reporting and Printing:** The system must allow Event Registrars to create, export and print lists of participants for each event (Excel export is essential), print badges, and generate reports and statistics about events and their participants;
 5. **Extensibility:** The system must have the capability to be upgraded and extended with additional functionality/modules for handling more general event management functions, including Room Management, Task Management, Facility Management, Equipment Management, Catering etc.

5.3. Key Technical/Non-Functional Requirements

Essential technical/non-functional requirements are:

1. **Online Event Registration web site:** the ERS must be a SaaS web site, compatible with all modern web browsers and accessible by OSCE and external users. OSCE technical staff shall not install, manage, and upgrade the system software; this will be carried out by the Vendor or their partners;
2. **Customisability:** The system must allow for basic branding of the user interface to align with the OSCE look-and-feel (logos, fonts colour schemes, etc.);
3. **Privileges and Immunities:** The hosting provider and location must respect the privileges and immunities of the OSCE;
4. **GDPR Compliance:** The vendor must be able to comply with the EU General Data Protection Regulation (GDPR);
5. **Certification:** The SaaS platform should be ISO 27001 certified. Other cloud security certifications such as SOC2 are desirable;
6. **Capacity:** The system must support at least 500 events per year, with at least 10,000 event attendances per year (this number includes participants attending multiple events);
7. **Security:** the system must implement strong web application security controls, including authentication, authorisation, HTTPS-only services, secure storage of password hashes, password policies, input validation, output encoding, secure sessions, malware scanning, auditing, and CAPTCHA/anti-bot protection;
8. **Support:** The vendor must provide technical support during OSCE Secretariat business hours (08:30 - 17:30 CET).

Please see next page

6. Tentative Timeline

Table no. 1 – Tentative timeline

No.	Activity	Duration from Start
1.	Issuance of RFI	-
2.	Evaluation of RFI responses received Remote demonstrations by Vendors, if required	+ 2 months
3.	Issuance of Competitive Tender Bidder’s Conference, if required	+ 4 months
4.	Proposal submission deadline Evaluation technical proposal Evaluation financial proposal	+ 7 months
5.	Contract negotiations/drafting Contract entry into force Implementation starts	+ 8 months
6.	Deployment completed, system operational	+ 10 months

7. Communication

The OSCE requires all communication, documentation, software, training, and support to be in the English language.

8. Request for Information Procedure

Please note that this is not an invitation for submission of a bid or proposal. This RFI intends to identify interested service providers and support the planned tender development process.

Kindly respond by email to Mr. Yury GOLOVKOV, OSCE Secretariat Associate Procurement Officer at yury.golovkov@osce.org by 9th February 2018 should you wish to request clarification or provide information and express your interest in participating in the planned competitive tender.

Your response shall describe the knowledge and experience your company possesses in the area of the above mentioned requirements, and include the items detailed in the “Requested Information” chapter; there is no specific template designed to provide your response to this RFI.

Please be informed that the project team will be providing clarifications concerning this RFI; clarifications will be available online at <https://procurement.osce.org/tenders/request-information-saas-event-registration-system>

END.