

Questions and Answers (Q&A)

*in relation to the Request for Information (RFI) for
Software-as-a-Service (SaaS) Event Registration System*

No.	Question from the Market Operator	Answer from the ERS Project Team/ Procurement and Contracting Unit
Q&A 1–5 release date: 18 December 2017		
1.	Please send us the tender document	Kindly note that the Request for Information (RFI) – SaaS Event Registration System (ERS) is not an invitation for submission of a bid or proposal (i.e., it is not a tender); it intends to identify interested service providers and support the planned tender development process. The RFI document is available on the OSCE website
2.	What information shall we send and when?	Please refer to the RFI document/Chapter 8.
3.	<p>Please give us more detailed information about:</p> <p>Security requirements regarding: 3. Privileges and Immunities: The hosting provider and location must respect the privileges and immunities of the OSCE</p>	<p>The hosting provider and location must respect the privileges and immunities of the OSCE. At the present time the following 8 countries have committed to this: Austria, Czech Republic, Germany, Hungary, Italy, Norway, Poland, Slovakia and Switzerland (this list is amended on 20 December 2017)</p> <p>In view of it, the ERS Team would prefer that the data centre facility of the interested Market Operator is physically located in one of the above listed countries.</p> <p>The ERS Team will be able to provide addition clarification on this issue at the stage of the tender (2018).</p>
4.	<p>Please give us more detailed information about:</p> <p>Security requirements regarding: GDPR Compliance: The vendor must be able to comply with the EU General Data Protection Regulation (GDPR)</p>	<p>Refer to the official EU site on the EU General Data Protection Regulation (GDPR) at www.eugdpr.org. The GDPR implementation date is 25 May 2018. The GDPR will apply to the ERS as the system will contain personal data about citizens in EU countries. The ERS vendor will be in the GDPR role of “data processor” while the OSCE will the “data controller”. The GDPR applies even if the ERS vendor is located outside of the EU.</p> <p>The RFI response should confirm whether the Vendor can meet the obligations of data processors under the GDPR.</p>

<p>5.</p>	<p>Please give us more detailed information about:</p> <p>Security requirements regarding: Certification: The SaaS platform should be ISO 27001 certified. Other cloud security certifications such as SOC2 are desirable</p>	<p>ISO/IEC 27001 is an information security management standard published by the ISO and IEC. It provides the requirements for an information security management system (ISMS). Ideally the vendor will be ISO/IEC 27001 certified, or can confirm that they are compliant with the standard.</p> <p>Compliance with other cloud-specific security standards is desirable, and should be documented in the RFI response. Relevant standards include but are not restricted to:</p> <ul style="list-style-type: none"> • SOC 2 (<i>System and Organization Controls for Service Organisations: Trust Service Criteria</i>) • ISO/IEC 27017 (<i>Code of practice for information security controls based on ISO/IEC 27002 for cloud services</i>) • ISO/IEC 27018 (<i>Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors</i>) • Cloud Security Alliance STAR (<i>Security, Trust & Assurance Registry</i>)
<p>Q&A 6–7 release date: 20 December 2017</p>		
<p>6.</p>	<p>After checking the RFI document:</p> <p>This is in [Name of the Company is removed] area of expertise with the exception of 5.1. User Roles. We have full Administration rights, the Mobile App for presenters/trainers/instructors and automated scheduled reports for full business intelligence reporting for Key stakeholders that require specific information without requiring access to [Name of the Company is removed].</p> <p>That being said User Roles is on our development roadmap and will be completed prior to your deployment.</p>	<p>The ability to assign users to roles granting different system permissions is a requirement of the system. The exact names of the roles are not important, but it must be possible to distinguish the general categories of users and responsibilities listed in the RFI document.</p> <p>Functionality that is still under development but scheduled for release before our deployment timeframe will be considered during the competitive tender.</p>
<p>7.</p>	<p>Comment on the RFI requirements:</p> <p>We do not see a requirement for Multi Lingual functionality anywhere, as you are providing meetings, conferences and events across Austria, Czech Republic, Germany,</p>	<p>There is no requirement at this stage for multi-lingual/localisation functionality, although it should be possible to specify and display event and participant information using non-English character sets, including Cyrillic.</p>

	Hungary, Italy and Sweden will the communication to these delegates not be in the their language?	
Q&A 8–9 release date: 10 January 2018		
8.	What is your timeline to launch the system?	Please see our RFI – SaaS Event Registration System document , Chapter 6, Tentative Timeline
9.	<p>We have the following questions regarding the estimated stats on the usage:</p> <p>Type of Events:</p> <p>Total Number of Events Hosting per year:</p> <p>Average Size of Event:</p> <p>Total Number of Estimated Registration Volume per year:</p>	<p>Meetings, conference, seminars and workshops.</p> <p>There is no total number as this varies depending on decisions taken, extra-budgetary projects etc. around 500 each year.</p> <p>Between 20 and 3000 (e.g. Ministerial Council meetings).</p> <p>Depends on the number of events</p>
	How many event administrators will be using?	<p>We are not sure, what falls under “administrator”, but people dealing with the registration process: approx. 30 persons</p> <p>We are considering the following requirements to be incorporated in the planned tender:</p> <ul style="list-style-type: none"> - The system must support concurrent administration of various events by various registrars; - Support at least 20 concurrent events; - Support at least 500 events per year; - Support at least 10,000 participants per year; - Support at least 30 registrars; - Support events that last from 1 hour to 3 weeks; - Support at least 3,000 new participants per year; - Support at least 100 document uploads to each session or event; - Support the preservation of all data related to finished events, including personal details of participants who might change their details for participation at other events, whether on the system itself or by extracting a copy.

	<p><u>Additional Requirements:</u></p> <p>Access</p> <ul style="list-style-type: none">• The system must be web- based.• The system must run on an <osce.org> web address.• The system must be publicly accessible for registration purposes.• The system must support links from the OSCE public website for registration purposes.• The system must be remotely accessible from the Internet by all registrars. <p>Capacity</p> <ul style="list-style-type: none">• The system must support concurrent administration of various events by various registrars.• The system must support at least 20 concurrent events.• The system must support at least 500 events per year.• The system must support at least 10,000 participants per year.• The system must support at least 30 registrars.• The system must support events that last from 1 hour to 3 weeks.• The system must support at least 3,000 new participants per year.• The system must support at least 100 document uploads to each session or event.• The system must support the preservation of all data related to finished events, including personal details of participants who might change their details for participation at other events, whether on the system itself or by extracting a copy. <p>Security issues to be considered</p> <ul style="list-style-type: none">• Protection.• The system’s storage.• Communication between front- end application.
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Authentication

- Registration forms must be accessible without authentication.
- Registration forms must encourage authentication, if the participation requester is already a system user, before filling in the form, in order automatically populate the relevant form fields.
- The first event participation request performed by a non- system user must automatically create a participant account for the requester.
- The system must use email addresses as user IDs for participant accounts.
- The system must use OSCE user IDs as user IDs for registrar accounts.
- The system must support automated password resets for both participant and registrar accounts.
- The system must support the creation of participant accounts by registrars.
- Participant accounts created by registrars must have random, unknown passwords.

Authorization

- Registrars may create events.
- Registrars may modify event details at any time.
- Any person whether a recognized system user or not, may register for an event and its sessions, if open for registration, thus becoming a participating requester.
- Participating requesters and participants may only access registration forms.
- Participating requesters and participants may modify their personal details and registration details while they are registered for an event.
- Participating requesters and participants may not modify their personal details while they are not registered for an event.
- Registrars may add participants to an event at any time (by picking existing ones or by entering new ones).
- Registrars may modify participation requester and participant details at any time.
- Participants whose accounts have been created by registrars may use the automated password

reset utility in order to obtain a password and authenticate to the system.

- Speakers, moderators and rapporteurs may upload documents to a session (presentations, handouts, speeches).
- Registrars may upload documents to a conference (agendas, hotel registration forms) or session (sitting arrangements).
- Registrars may declare participants as VIPs.
- Registrars may send emails.
- Participants may register for more than one event concurrently.
- Registrars may declare visa support and sponsoring open for every participant or invitational.
- Registrars may invite participants to request sponsoring or visa support.
- Optional: Registrars may import participants from previous events into any event.

Emailing

- The system must allow registrars to send emails to participants.
- The system must record sent emails.
- The system must allow finding emails based on recipient.
- The system must allow emailing to recipients outside the system.
- The system must support changing the FROM addresses.
- The system must support mail-merge functionally to individualize emails.
- The system must treat notifications as email messages, storing them and linking them to the corresponding participant or registrar.
- The system must allow the sorting of email messages.
- The system must allow the searching of email messages.
- The system must allow the filtering of email messages.

Printing

- The system must support the export of participant lists in Excel format for printing badges.
- The system must support direct printing of participant badges.
- Optional: The system must support printing of table signs for participants (sometimes with country, sometimes with participant name).

Reports

The following reports should be displayed online and available as download:

- List of participants with all details.
- List of Delegate participants sorted by country in OSCE protocol order (French alphabet).
- List of participants by affiliation type.
- List of participants for badges.
- List of participants per session.
- List of speakers.
- List of sponsored participants.
- List of arrivals.
- List of departures.
- Hotel list.
- List of VIPs.

The event screen should be able to display these statistics on participant affiliations:

- No of Head of State/Government participants.
- No of Minister participants.
- No of Delegations participants.
- No of MFA participants.
- No of other Ministry participants.
- No of host country embassy participants.
- No of International Organizations participants.
- No of NGO participants.
- No of Academic circle participants.

	<ul style="list-style-type: none">• No of Business circle participants.• No of OSCE Institution participants.• No of OSCE Mission participants.• No of OSCE Secretariat participants.• No of total participants. <p>Notifications</p> <ul style="list-style-type: none">• Upon registration, the registrar creator of an event must be notified.• Upon participant changing own data, the registrar creator of an event must be notified.• Upon registration approval, if the event is so configured, the participant must get a registration confirmation. <p>Screens - Event registration form</p> <ul style="list-style-type: none">• Event registration forms must only be accessible during an event’s registration period.• Event registration forms must be publicly accessible without authentication.• Event registration forms must be the only screen for a participant requester to create a participant account.• Event registration forms must allow participants to edit their existing registrations and registration after authentication.• Event registration forms must require photo upload if the event so requires. If the event does not require photo upload, photo upload must be possible, but optional, if the participant is a speaker.• Event registration forms must allow registered speakers, moderators and rapporteurs to upload documents to their respective sessions.• Event registration forms must be usable by registrars for entering new participants.• Event registration forms must recognize existing participants by first name, last name or email address when used by a registrars or participants in order to avoid duplication.
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Q&A 10 release date: 11 January 2018	
10.	<p>Have you and your team been able to consolidate approximately how much you could spend on an Event Registration System?</p> <p>The budget for the purchase and implementation of the Event Registration System at the OSCE will be based on the outcome of the open competitive tender process</p>
Q&A 11–13 release date: 6 February 2018	
11.	<p>Questions regarding the Event Website:</p> <p>Do you have an example that you can share with us of your existing event website?</p> <p>Do you have brand guidelines in place that [name of the company removed] can review to build event website look and feel from?</p> <p>Are you able to advise how many pages/content sections your event website would need?</p> <p>Will you utilise a standard font or is a custom font on your event website?</p> <p>Will you be using your event website to clone and re-purpose for more than one event?</p> <p>Are you considering using any of the following content elements?</p> <ol style="list-style-type: none"> a. Google Maps b. Image slider c. Countdown timer <p>The OSCE currently has no dedicated event website.</p> <p>Please see www.osce.org website.</p> <p>Note that we are not asking for a website to be built for a single event. The RFI is for an events management system that will be used to manage multiple events. All events should use a common master page that allows us to configure a look-and-feel that conforms to our corporate identity.</p> <p>We require an “events website” that will provide a calendar of all historic and upcoming events in the database, with individual sections for each individual event. Each individual event may have multiple pages describing different aspects of the event. These pages will be created and managed by OSCE event registrars.</p> <p>Our standard fonts are Arial, Helvetica Neue and Noto Serif. Please see www.osce.org website.</p> <p>See response above. We require a website and database with multiple events, not a website for a single event that is copied and reused</p> <p>These are nice-to-have features but are not required.</p>

12.	<p>Product Consultancy:</p> <p>How many in your organisation would you like to be on-boarded and up-skilled on the [name of the company removed] platform?</p>	30 registrars
13.	<p>Could you please send us rough break down of,</p> <p>a) the different types of events you are running;</p> <p>b) How many of each type of event will there be (break down the of the 500);</p> <p>Number of registrations for each of these types of events (how the 10,000 are split up amongst the events).</p>	<p>Based on past experience, we anticipate up to 200 medium/large events (conferences and meetings) with 50-300 participants and up to 300 smaller events with 20-50-participants (meetings, training courses, briefings). The overall estimate in one year for all events is around 10,000 participants. We are, however, looking for a system that has the capability to handle registration for larger events (e.g. with 2000 participants) if required.</p>

END.