



Organization for Security and
Co-operation in Europe

Date: 31 May 2018

Clarification Note No. 1
Request for Proposal No. RFP/SEC/07/2018
Provision of IT Skills Training to the OSCE

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

Question 1:

With reference to the “Acceptance Criteria”, will a company be disqualified if it cannot deliver all the trainings with priority “Mandatory”?

Answer 1:

The indicated “priority” relates to the “topic” and not to the individual sample trainings listed against each topic. The trainings are given as examples of such courses only and are not all required.

Nevertheless, it is mandatory to provide the rates for the list of trainings under **Annex J - Price Schedule**. This list is not exhaustive but is needed for price comparison purposes among the bidders.

Question 2:

Is sub-contracting allowed should a feasible learning partner be sourced for some of the mandatory requirements?

Answer 2:

Sub-contracting will be acceptable provided that this is clearly stated in the company’s proposal and is supported by the following information / documentation:

- 1- Name & address of the sub-contractor/s
- 2- List of the proposed staff by the sub-contractor
- 3- The CVs of the staff of the sub-contractor

Question 3:

For the Cisco CCIE R&S requirement, are you after CCIE bootcamp, or associated training that will assist delegates to pursue CCIE R&S. For example, for CCIE R&S, delegates would need to have completed CCNA, CCNP R&S, and in addition, advanced training courses like BGP, QOS, MPLS, IP6FD, MCAST.

Answer 3:

The associated training is required.

Question 4:

For CCNP Wireless, will OSCE be able to supply the required Cisco Wireless equipment in order to eliminate having to ship equipment from the company to Austria and vice versa?

Answer 4:

The OSCE will not be able to provide any equipment.

Question 5:

Can a consortium with a leading company submit a proposal?

Answer 5:

Yes. But the proposal should come from one leading company with explanation if the services will be split among the other members of the consortium.

Full details of the companies and their proposed list of staff and their CVs to be provided for all companies involved in delivering the services.

Question 6:

Could you please advise if any Cisco Unified Communications equipment (9971 IP Phones or better, Cisco POE switches, Cisco 2911 routers with PVDM memory and E1/T1 cards), can be made available at your site , this is to eliminate having to ship equipment to Austria which by itself can be quite a costly exercise?

Answer 6:

The OSCE can provide the necessary equipment on site (not exact model numbers). However, required quantities must be specified and agreed.

Question 7:

In the event that Oracle does not give us the go ahead to quote/deliver, will our proposal for the remaining technology courses still be considered for review?

Answer 7:

The Oracle training courses are listed under the “desired trainings”. Not submitting a proposal for these items, will NOT disqualify the company.

Question 8:

Are you able to elaborate on your exact course requirements under Point 21: “Software Architecture and Engineering”, point 24: “Modern web development”: JavaScript frameworks/libraries, responsive design, progressive web applications”, and point 15 under Annex J - Mobile Application Development.

Answer 8:

“Software Architecture and Engineering”: general courses in this area, not necessarily tied to a specific language or platform. Example topics might be software design patterns, object-oriented architecture and design, functional programming, SOLID principles, service oriented architecture, microservices, automated testing, requirements engineering, software estimation etc.

“Modern web development: JavaScript frameworks/libraries, responsive design, progressive web applications”: this topic is on front-end web development. Sample courses might

include frameworks such as Angular, React, Bootstrap and also topics like service workers, progressive web apps etc.

“Mobile Application Development”: HTML and native mobile app development for iOS and Android.

Question 9:

Would Pivotal’s 4 day Core Spring training course be of any value to OSCE?

Answer 9:

No, we do not do any new Java development and do not use Spring.

Question 10:

How many resources are in scope for the IT training and are they all based at the Secretariat in Vienna, Austria? If not, where else are resources located?

Answer 10:

We are about 200 IT staff located in Europe and Central Asia regions. Please consult <http://www.osce.org/where-we-are> for the list of all OSCE locations.

Question 11:

Method A asks for Instructor-led classroom at vendor premises within Europe. Is there any preference for where within Europe?

Answer 11:

The top three locations of interest within Europe would be Austria, Poland and Kiev in the Ukraine. However, the location of the company in a different European country WILL NOT have an impact on the evaluation of the proposal.

Question 12:

Could you please outline your existing strategy for IT skills training? What has worked well?

Answer 12:

The OSCE is a non-career organization. As such, and with regards to the ICT teams in the organization, there is no link in terms of technical training and career advancement. In addition, ICT teams in every location are a separate entity and do not have a reporting line back to the OSCE Secretariat. There are currently two fundamental trainings for ICT staff: ITIL v3 Foundation and Prince2 Foundation (for those acting as IT Project Managers). Remaining trainings align to the introduction of new services and the ICT overall strategy.

Question 13:

What has prompted you to initiate this RFP process now, as opposed to continue to the existing strategy?

Answer 13:

The tender was issued in compliance with the OSCE internal rules & regulations. Existing training partners are selected locally, whereas we are now aiming for a corporate training contract.

Question 14:

How many people are in the scope for this requirement?

Answer 14:

Please refer to the answer of question (10).

Question 15:

Could you estimate overall volumes of IT skills training you will require per year, and break this down by 'Method A, B, C & D' please?

Answer 15:

The following volumes are estimated:

- Up to one course per year on vendor premises, depending on the actual location
- Up to two courses per year in OSCE premises (most probably Vienna)
- 5-50 participants per year in online courses
- 10-100 SaaS e-learning courses per year

However, the OSCE is a yearly funded organization. The required trainings will depend on the annual funds available for this purpose. Therefore, the OSCE cannot guarantee any minimum business volume. For information purposes, the total expenditures on IT Skills Training during the last 4 years was appr. Eur 130,000.00.

Question 16:

Could you confirm if you intend to award each 'Lot' to a sole supplier, and if not how many suppliers you intend to award a contract too?

Answer 16:

The preferred option would be to award both lots to one company if possible. If this is not possible, one lot per company will be awarded.

Question 17:

Could you confirm your instructor-led online classroom (Method C) request is intended to be for individuals joining a public/open class or whether you wish to run closed events for OSCE on the instructor-led online platform?

Answer 17:

The requirement is for an open class.

Question 18:

Could you confirm whether you require vendors to provide technology training equipment when delivering onsite in Vienna?

Answer 18:

Please refer to the answers of questions (4 & 6) for Cisco equipment. For developer training, the OSCE can provide training laptops and monitors for onsite course in Vienna. The vendor should provide pre-built training virtual machines (or equivalent) that can be run at no additional cost.

Question 19:

Could you confirm that you will be able to provide a VAT exempt certificate to the successful vendor that covers the duration of the contract?

Answer 19:

Yes, we will.

Question 20:

Can you confirm that for Annex H and Annex I (CV's) that you require the details for our trainers as opposed to vendor employees from within the operational and relationship teams?

Answer 20:

A list of the Proposed Staff for delivering the training (the trainers) and their CVs are required (Annex H & I).

Additional Clarification:

Reference to the following paragraph in the RFP document (page 3):

*Bidders who pass the above evaluation stage will be admitted to the second evaluation stage where the “**Optional Requirements**” will be evaluated using a points system. Only the bidders who achieve a pre-established **minimum score** will be admitted to the financial evaluation stage.*

The paragraph to be amended as follows:

*Bidders who pass the above evaluation stage will be admitted to the second evaluation stage where the “**Optional Requirements**” will be evaluated using a points system.*