Request for Information (RFI) – Software-as-a-Service (SaaS) Asset Tracking / Barcode Scanning Solution

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 and its presence is available at www.osce.org

The Assets Management Unit at the OSCE is using on-premises system which was developed by a 3rd party company in 2013 based on Microsoft Mobile technology. Even though the current system is functioning correctly and address the majority of the operational needs, there are two issues which need to be addressed in the course of 2018:

1. The current technology in use by the OSCE for asset tracking and barcode scanning is approaching the End-of-life, i.e., Microsoft abandoned its mobile technology, including the technical support; and

2. The OSCE is in the process of preparation for a significant internal upgrade of its Microsoft infrastructure (implementation will take place during Q1 2019) which will affect the existing asset tracking and barcode scanning system in a way that compatibility will be broken.

Given the above, the current asset tracking and barcode scanning system needs to be

a) Upgraded (e.g., re-build the scanners application on Android platform keeping the same functionality and adapt the back-end (SQL server) to enable the synchronisation with the Android devices

   or

b) Replaced by a new system.

The OSCE is aware that commercial products exist to address asset tracking / inventory management and barcode scanning needs in the form of Software-as-a-Service (SaaS).

1. Purpose of RFI

This RFI document aimed towards Vendors that have a SaaS asset tracking and barcode scanning solution in place.

The RFI document shall provide the OSCE with the following information:

- Identify Vendors that can offer SaaS – asset tracking and barcode scanning solution;
- Collect information concerning solution capabilities;
- Collect information on the hardware compatible (mobile readers) with the offered SaaS platform;
- Gather pricing information to estimate budget requirements for the purchase and deployment of a solution, including the recommended equipment.

Subject to the outcome of the RFI process, the OSCE might issue an open competitive tender to issue a contract for the provision of SaaS asset tracking and barcode scanning solution, including the hardware.

2. Current Process Flow

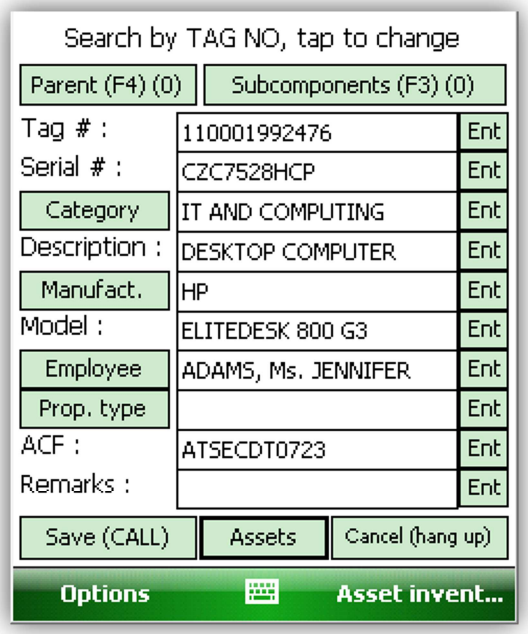
The Fixed Assets Register (FAR) in use at the OSCE is the Asset module of Oracle EBS 12.1.3. Asset details are captured and maintained via the standard "Asset Details" interface (ref. https://docs.oracle.com/cd/E18727_01/doc.121/e13586/T293142T293157.htm, "Adding an Asset Specifying Details (Detail Additions)").

On a yearly basis as a minimum and on an ad-hoc basis whenever required, the OSCE Asset Managers perform physical verifications of assets. The work is performed using the 3rd party software (3PS) mentioned in the "Background" paragraph.

The 3PS extracts from the FAR the list of assets belonging to each office; the following fields are extracted:

#	FIELD NAME	SAMPLE VALUE
1	ASSET LOCATION	BUILDING 1
2	ASSIGNED TO	JOHN DOE
3	ASSET NUMBER	220972M
4	ASSET CATEGORY	IT HARDWARE
5	DESCRIPTION	LCD MONITOR
6	MANUFACTURER	HP
7	MODEL	ZR2440W
8	TAG NUMBER	110000874171
9	SERIAL NUMBER	CNT14202B0
10	ASSET COMMENT FIELD	ROOM 315
11	PROPERTY TYPE	IN USE
12	REMARKS	
13	UNITS ASSIGNED	1
14	PARENT TAG NUMBER	
15	PARENT ASSET NUMBER	
16	PARENT ASSET CATEGORY	
17	PO	250174
18	DATE PLACED IN SERVICE	2/1/2016
19	PURCHASE VALUE	325
20	NET BOOK VALUE	0.00

Data is then downloaded into the Motorola MC55 handheld scanners used to conduct the actual physical verification. During the physical verification, the operator scans the OSCE barcodes (code 128) thereby pulling up the information related to that asset on the screen of the handheld scanner. The screen looks like this:



The operator can update the fields if errors or discrepancies are detected during the physical verification. When the handheld device is connected to its cradle, the data is copied over to the server side of the 3PS.

As the physical verification progresses, the 3PS makes available, on the go, the below reports:

REPORT NAME	MEANING OF THE REPORT
Starting Report	This report contains the complete list of assets to be verified for a certain office. It is a static report, generated at the opening of the activity remains unchanged throughout.
Reconciled Assets	Lists the assets that have been scanned and for which no discrepancy was detected (the case when what we see in the real world confirms our electronic records). This is a report that grows in lines as the physical verification progresses.
Changed Assets	Lists the assets that have been scanned and for which some field was updated (the case when electronic records do not reflect the real world and an update is needed). This is a report that grows in lines as the physical verification progresses.
New Assets	Lists assets that are found in the real world but did not have a corresponding electronic record in the “Starting Report” (things that we didn’t know we had). We apply a barcode sticker and record them in the system for the first time at this point. This is a report that grows in lines as the physical verification progresses.
Assets Not Found	Lists the assets that have not been scanned yet. This is a report that shrinks in lines as the physical verification progresses.
Physical Inventory	Lists the assets that have been scanned. It contains the up-to-date information of every asset. It tells how the data should look like as a result of the physical verification. This is a report that grows in lines as the physical verification progresses.

The operator uses the Changed Asset report to manually perform updates back into the Oracle FAR.

To familiarise with current system setup and related processes flow, please refer to the Appendix – I (available at the end of this document).

3. The OSCE Asset Details and locations where the current system is deployed

Details of the OSCE assets (information dated 2018; provided for the information purpose)

ASSET CATEGORY	NUMBER OF ASSETS
COMMUNICATION EQUIPMENT	21,632
BUILDING HOUSEHOLD OFFICE EQUIPMENT	17,809
IT HARDWARE	17,025
SECURITY AND SAFETY EQUIPMENT	5,394
VEHICLES AND COMPONENTS	2,344
OTHER EQUIPMENT	490
Grand Total	**64,694**

The OSCE locations where the current asset management system is deployed

OFFICE ABBREVIATION (COUNTRY OR LOCATION)	NUMBER OF ASSETS	NUMBER OF SCANNERS IN USE
SMU (Ukraine)	19,708	6
KOS (Kosovo)	11,691	3
ODI (Poland)	5,791	3
SEC (Austria)	5,703	4
BAH (Bosnia and Herzegovina)	5,549	3
KYR (Kyrgyzstan)	3,020	2
TAJ (Tajikistan)	2,708	2
SKP (FYROM)	1,799	2
SRM (Serbia)	1,732	2
ALB (Albania)	1,345	2
UKR (Ukraine)	1,189	2
MOL (Moldova)	1,061	2
UZB (Uzbekistan)	1,058	2

TUR (Turkmenistan)	545	2
KAZ (Kazakhstan)	490	2
MNG (Montenegro)	468	2
HCN (The Netherlands)	352	2
NAK Personal Representative of the C-i-O (Minsk Conf.)	346	2
PRA (Czech Republic)	139	2
Grand Total	**64,694**	**47**

4. Planned Infrastructure at the OSCE

According to the Information and Communications Technology (ICT) at the OSCE, the future planned infrastructure can be described as follows:

- Future Server Operating System will be Windows Server 2016, Database Server will be MS SQL Server 2016 and Client Machines will be Windows 10;
- All back-end systems used for asset management purposes are virtualized;
- Old Microsoft systems will be available during the implementation of the new ones but the two environments will not be connected in any way, so we are talking about two distinct and separate environments (with the exclusion of ERP which remains the same).

5. Requested Information

Interested Vendors are requested to provide the following information in response to this RFI:

1. General company and product information;
2. A statement (maximum 1 page), attesting that the Vendor has the capabilities, qualifications, and financial and human resources to perform services;
3. Access to a demonstration version of the platform 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, etc.);
5. Preliminary pricing information which shall allow the OSCE to estimate budget requirements, including:

   ✓ Initial cost, including licenses (please refer to the number of locations/scanners) and deployment at the OSCE Secretariat in Vienna, Austria and across the organisation;

- ✓ Training package for the staff at the OSCE Secretariat (3-5 staff) which would allow use the system and train others;
- ✓ Any annual running costs;
- ✓ Pricing information for on-site and remote assistance in case of any requests to customise the existing workflow (e.g., price per day for on-site/remote assistance, pool hours, etc.);
- ✓ Price for the recommended mobile scanner(s);
- ✓ Any other applicable costs.

6. Reference information for the projects of a similar size and nature carried out for other customers.

6. Communication

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

7. Request for Information Procedure

Please note that this is not an invitation for submission of a bid or proposal. This RFI intends identifying interested and capable Vendors to provide services as stated above.

Interested Vendors should respond in writing to the points 1 – 6 listed under the Chapter 5 – Requested Information. Please address your response by email to Mr. Yury GOLOVKOV, Associate Procurement Officer at yury.golovkov@osce.org by 31 August 2018 at 17:00HRS.

Please note that there is no specific format designed to provide your response to this RFI.

Should you have any questions concerning this RFI, please address them in writing to the above mentioned email address.

Appendix – I
Bar Coding System Components and Process Flow