



Date: 15 August 2018

Clarification Note No. 1
Invitation to Bid - ITB/SEC/17/2018
Provision of “Multi-factor Authentication Services”
and Related Services for the OSCE

The Organization for Security and Co-operation in Europe has received request for clarifications from potential bidders. In accordance with Article 17 of the ITB document, the OSCE would like to provide the following clarification:

Question 1: Deployment: is a pure SaaS solution accepted? (This is what you mentioned)

Answer 1: SaaS is an optional requirement. The on premise installation is as a mandatory requirement.

Question 2: Device requirements: do you want us to provide the physical smart card and smart card readers?

Answer 2: Yes, the bidder shall provide the smartcards. It would also be fine if the bidder adds the readers to the offer as an optional item, if available.

Question 3: Do you want us to provide a physical device to generate OTP

Answer 3: Yes.

Question 4: Do you want us to provide a physical device that support FID/NFC/Bluetooth?

Answer 4: Yes.

Question 5: Can you please clarify what you mean by combined devices?

Answer 5: An authentication device that offers the functionality of a smartcard/eToken as well as OTP.

Question 6: Can you further clarify the use cases you have in mind with Functional Requirements 5 and 6. Is this for administrators connecting to servers using a smart card connected to their laptop?

Answer 6: Correct.

Question 7: Functional Requirement 10 "Multiple certificates from different user accounts can be saved on a single device." Can you please explain the use case you have in mind? What device do you have in mind in this case (Smartcard / phone / other)?

Answer 7: Each administrator will have multiple accounts in multiple Active Directories. To avoid the necessity to use different physical authentication devices, in case only one certificate can be stored, certificates of multiple accounts need to be stored on each device. This device can be any of the requested physical authentication devices that are capable of storing certificates.

Question 8: Functional Requirement 16 "Role Based Access Control (RBAC) for MFA roles." Can you please clarify what use case you have in mind?

Answer 8: The required roles can be (but not limited to): System Administrator, smartcard/token management, user support, etc., which can be assigned to different users based on AD groups of AD OUs.

Question 9: Can you disclose the budget for this project, so we can provide best offer.

Answer 9: We cannot disclose the budget. But you may offer two options, given that they are compliant with technical requirements.

Note:

Further questions to be addressed in writing, by email to the attention of Procurement and Contracting Unit mirjana.janic@osce.org no later than **6 September 2018 at 17:00 hr. CEST**.

Acknowledgement of Receipt of this ITB and participation - kindly return the Acknowledgement Letter by **16 August 2018 at 17:00 hr. CEST** to Ms. Janic mirjana.janic@osce.org advising whether or not your company intends to submit a bid.

Bids must be received no later than **27 September 2018 at 12:00 hr. (CEST)**. Bids received after the designated time will be automatically rejected. Submission of bids by fax or email is not accepted.