Questions and Answers (Q&A)

in relation to the Request for Proposal (RFP) – ICT Backend Support Services

No.	Question from the Market Operator	Answer from the Project Team/Procurement and Contracting Unit
	Q&A – 1. Release date: 28 August 2018	
1.	Annex C – Terms of Reference defines the SLAs for Objective II in Table No. 2. From our understanding the Red Priority SLA should be 3 hours during normal working hours and 6 hours outside business hours. The table shows this the other way round. Please confirm the desired times.	We confirm that the Response times for Mon-Fri and Sat-Sun columns are correct and should not be the other way around. The Response time corresponds to the first acknowledgement response of the incident from the bidder to the OSCE ICT team, including a preliminary analysis/investigation of the problem. The OSCE ICT team is not in the office on Weekends and Holidays, and therefore faster response is requested by the bidder.
2.	The knowledge required is rather broad and the bidder will have Consultants of different skill levels as well as two subcontractors as already mentioned in the RFI response. - Would it be possible to offer different service rates per hour for different skill levels, for example Consultant and Expert? - Would it be possible to offer different service rates or pool hours for the subcontractors? This would allow a lower rate for the majority of services provided by the bidder himself and only a small amount being provided by the subcontractor being charged at a higher rate.	Please offer service rates for two skill levels: "Consultant" and "Expert". Please clearly state which level each rate belongs to. **This rule shall apply to all Bidders.**
3.	As the duration of the contract is 60 months it is hardly possible to offer fixed prices for the whole duration. We kindly ask for the addition of a price variation clause to maintain price stability and remove the risk of inflation over that time. In Austria, the Verbraucherpreisindex (VPI: https://www.statistik.at/web_de/statistiken/wirtschaft/preise/verbraucherpreisindex_vpi_hvpi/index.html) is often used as the basis for such a formula.	Please note that the OSCE is requesting to receive a fixed consultancy price throughout the contract duration.

4.	For objective 1, please specify estimated volume of Pool Hours for the next 5 years as well as the OSCE locations where these pool hours will be consumed.	Estimated annual amount of pool hours: up to 2,000 (average, non-binding). We expect that the majority of hours will be used at the OSCE Secretariat in Vienna, Austria. However, during upcoming projects, a high amount might also be used at any of the OSCE locations.
5.	For objective 2, Please specify an estimate of number of pool hours with a breakdown by OSCE location (for onsite support) and anticipated remote support hours.	Please refer to question 4. At this point, we will not be able to provide a breakdown.
6.	For objective 2, Can remote support be delivered from a location outside the EU (eg. India)?	Please be aware that the preferred support method is onsite support. We expect that the technicians providing the onsite support will also provide remote support. The location is not relevant to us, as long as the technician fulfil the "Timeframe Requirements – Service Level".
7.	For objective 2, Please provide historical data, in terms of ticket statistics for objective 2 by technology area. This would help us estimate support effort required.	This information cannot be provided at this point in time.
8.	For Objective 2, would you be willing to modify the sourcing structure to an alternate model, for instance based on a outsourced managed service where Contractor takes end to end accountability for Operational elements of the service while OSCE retains ownership of functions such as Governance, Demand Management, Design authority etc. The pricing structure will be unit based (eg. price per Server instance) with flexibility to handle increase or decrease in volumes. For services requested in Objective 2, we see such a managed services model as being widely accepted and creating maximum value for our customers.	No, we are not willing to change to an alternate model.

END.