



Date: 10 September 2018

Clarification Note No. 3
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: In the general instruction to bidders, Pt. 16, a bid security is mentioned. Would you demand a bid security for this tender?

Answer 1: *Note: the above refers to: “Instructions to Bidders - Invitation for Bids (Works)” which is used for construction works and therefore; the bid security is not requested for this specific tender.*

Question 2: 5.3. Support requirements: the role out process for the MFA-devices after implementation is not specifically mentioned. Would this be part of the support requirements or not?

Answer 2: No, the rollout of the devices will be done by OSCE

Question 3: Section V - Smartcards —> which type of smart cards are requested and with type of chip/technology is needed on them? If no preference we will provide you with our default smart card and the associate reader.

Answer 3: If possible, please provide all models available.

Question 4: Section V - USB eTokens —> Which model and type would you like to be quoted?

Answer 4: If possible, please provide all models available.

Question 5: Section V - RFID/NFC/Bluetooth - How should this device look like?
Do you need a reader or do you need an authentication device that on-board these technologies?

Answer 5: The authentication device should be able to work with RFID, NFC or Bluetooth. Compatible readers can be offered as well.

Question 6: How important is PKI Management and support?

Answer 6: Both are mandatory requirements.

Note:

The Bidder business practices shall be in accordance with the principles set out in the OSCE Supplier's Code of Conduct available on www.osce.org/procurement

Bids must be received by the OSCE at the address shown in paragraph 9 no later than **27 September 2018 at 12:00 HRS (CEST)**. Bids received after the designated time will be automatically rejected. Submission of bids by fax or email is not accepted.