

4 October 2019

Clarification Note No. 2

Invitation to Bid No. ITB/SEC/27/2019 – Supply, Implementation, Support and Maintenance of a Talent Acquisition Platform for the OSCE

The Organization for Security and Co-operation in Europe has received request for clarifications from potential bidders. In accordance with Article 25 of the ITB Document, the OSCE would like to provide the following clarification:

**NOTE! SUBMISSION DEADLINE HAS BEEN EXTENDED UNTIL
16 OCTOBER 2019 AT 12.00 HRS CET (Vienna Time).**

Question 1: Please confirm our understanding on following points; Establish access to secondment authorities (non-OSCE external parties) for processing nominations for international seconded positions at the Secretariat, Institutions and Field Operations

Maintain ability of participating States and their respective nominating authorities to see first and approve (or remove from consideration) whose secondment applications will become available for review by the Recruitment Unit and respective counterparts;

The new recruitment system must be accessible by all participating states, and the applications for seconded positions are only visible to respective participating states for initial approval. Once the applications are approved, they will be visible/available to Recruitment Unit and respective counterparts at OSCE.

Answer 1: Yes

Question 2: Please confirm our understanding on following point and address the questions. Additionally, an interface requirement exists from outside of the OSCE in which delegations have the option to provide the nominations in an electronic file format. This is currently in place for one of the delegations. A file in XML format is provided containing the nominations.....

The new recruitment system should be able to read nomination from XML files published by delegation recruitment systems, and submit the applications for seconded positions. Questions:

- 1) What is volume/size of these files?
- 2) How frequently these files are being sent to new recruitment system?

- 3) How these files are accessible to new unified recruitment system
- 4) Is there any file server available to place these files for further processed by new unified recruitment system.

Answer 2:

- 1) Files are less than 100 KB.
- 2) On average 2,000-3,000 files may be sent to the Secretariat for processing for secondments per year depending on the level of interest in the Secondment positions.
- 3) Currently the XML files containing the nomination data are received by email and then uploaded into the custom DelWeb Secondments website by an HR officer. Delegation users may also upload XML files directly into the DelWeb system. The Secondments website checks in Oracle EBS whether a person matching the nomination already exists. The user can then either import the nominee as a new person, or select an existing person if one exists. The application form data in the XML file is then loaded into EBS using standard APIs, creating the application.

The new Talent Acquisition platform should provide a solution to process nominations by participating States for Secondment positions which would replace the DelWeb Secondments website.

3) The expectation is that the new recruitment platform should provide an alternative website user interface for the submission of nominations by delegations. This website would replace the current DelWeb Secondments website. The new website would support upload and processing of the XML files as well as direct entry of a nomination through application forms.

4) As the new recruitment platform is expected to replace the DelWeb Secondments website it should handle storage of the nomination XML files itself. The new system is to be cloud-based (see mandatory requirement 6) and so it would not be appropriate to use the OSCE's on-premise file servers or document management systems to store the XML files uploaded to the recruitment platform.

Question 3: Please elaborate following requirement: The system should not allow spontaneous applications.

Answer 3: Applications should always be made via vacancy notices however applicants should be able to create a profile at any time. The OSCE does not accepted unsolicited applications. Additionally we intend to allow for people to apply for a roster to be considered for future openings.

Question 4: The 'user account' refers to the account created through self-registration functionality of recruitment application. Is our understanding correct?

Answer 4: Yes

Question 5: Could you elaborate on 'pre-defined business rules' to be verified for submission of the applications?

Answer 5: Certain types of information should be made available as pre-defined business rules for consideration of submission of the application including nationality. Applications are eligible or not eligible based on pre-defined criteria. Plus use of filter questions to support processing of applications at later stage among other items.

Question 6: By default the job applications are available to respective applicants. Could you elaborate what is the term 'main' refers to?

Answer 6: Job Applicants should have access to their own applications.

Question 7: Could you elaborate the role of pr. Applicants? As per our understanding the applicants should not be able to submit applications after deadline is passed for the vacancies. Please confirm.

Answer 7: Confirmed. Applicants should NOT be able to submit applications after deadline is expired.

Question 8: During what stage of workflow the applicant should not update 'post-specific' application form?

Answer 8: Once the deadline has passed, the applicants should no longer be able to edit application.

Question 9: Please confirm our understanding on budget information below. During requisition/vacancy notice approval flow the budget information will be manually entered by Recruitment Unit, and the business rules will be driven based on configured budget limits?

Answer 9: Budget factors are likely to have been addressed prior to the posting of the vacancy. In rare occasions, some vacancies may be posted with a disclaimer stating that process is pending on budget approval.

Question 10: Please provide overview of list of third party sites to be integrated with recruitment system?

Answer 10: Any add-on will be subject to separate funding. For modern recruitment platforms, potential for integration with third party service providers such as SONRU or HireVue for video pre-screening interviews or Testing Management Platforms or event LinkedIn for automatic dissemination of vacancies can be considered in the proposal.

Question 11: Could you elaborate this requirement?

Answer 11: as above.

Question 12: Please confirm our understanding on following requirement

The HR Administrator is able to view the submitted applications:

- a) while the call for applications is open
- b) after the call for applications is closed

The HR Administrator can view all applications except the applications applied for seconded positions (prior to approvals from participating states).

Answer 12: Confirmed.

Question 13: Could you elaborate list of stakeholders ("Other users") who can receive these notifications?

Answer 13: Participating States should have access to information on the progressions of steps via a dashboard.

Additionally dashboard and KPI reporting should be available for executive management and line management in line with the requirements stated in the RFP

Question 14: During what phase of the workflow the application information must be locked? Are there any restrictions (to approvers) to be emphasized during the approval flow?

Answer 14: Once the deadline has passed, the applicants should no longer be able to edit application. Subsequently the recruitment actions will follow by Line managers and HR professionals.

Question 15: Could you provide pre and post conditions for generating compliance rating?

Answer 15: If referring to filter questions to verify eligibility, these should be used by HR administrators to assess eligibility.

Question 16: This requirement is same as question #1. Could you elaborate what is 'pre-defined criteria' to be considered during pre-screen process?

Answer 16: Pre-defined criteria can be considered part of the eligibility criteria to apply for positions at the OSCE including but not limited to nationality/citizenship of participating State for most positions as well as maximum age for consideration for position as per our rules and regulations.

Question 17: During what phase of workflow the applicants shortlist and rankings must be created? Who are the authorized users to enter the numerical evaluations and rankings?

Answer 17: During shortlisting and processing of interviewed candidates, numerical data may (but not necessarily) be entered to be used in final report. HR Administrators should be the ones handling this process.

Question 18: Please confirm our understanding.

1) The HR Administrator/Officer/hiring manager roles can enter/update Comments & Score in the application and this information can be edited by any of these three roles.

2) The OSCE Manager will have a separate section to enter/update his/her Comments & Score and it can be edited by only OSCE Manager

Answer 18: HR Administrator or HR Officer should have ability to make edits upon seeking clarification from originators.

Question 19: Could you provide overview of required business rules for scheduling the interviews?

Answer 19: Scheduling of interviews function could be made available but not a required for automation.

Question 20: Could you elaborate on Collaboration related requirements?

Answer 20: Collaborators would be individuals participating in the process such as Interview Board members and HR Assistants, who need to have access to applicant data for collaboration.

Question 21: During what phase of workflow the attachments need to be added to candidate profile? Could you please elaborate on workflow requirement for attachments approval?

Answer 21: Attachments should be added prior to expiration of deadline. Recruiters may have the ability to add attachments as necessary such as note-to-file like Note Verbale from pS.

Question 22: As per the requirements listed in following sections, the on-boarding process is part of existing Oracle EBS - HRMS. Do we need to consider these requirements in the new talent acquisition system?

Annex C - Terms of Reference.docx: on Proposed Future Business Process
Key Business Requirements - Data Integration(#41)

Answer 22: Onboarding is a separate process and does not need to be considered at this time.

Question 23: By default applicants can be searchable based on the fields available in candidate profile. Could you elaborate the expected functionality of automatic creation of search records?

Answer 23: Searches can be conducted based on multiple factors including data entered in pre-specified fields (such as area of expertise) and also free-text search. It should be possible to apply boolean search modifiers and order results by relevance.

Question 24: Are there any country specific preferences for DR site?

Answer 24: The OSCE prefers that the hosting location of the DR site and the primary site be in a country where the privileges and immunities of the OSCE and its executive structures are fully recognized and where the inviolability of OSCE data is protected. We also recognize that the list of such countries excludes several locations commonly used by cloud providers.

The OSCE will consider sound and responsive proposals from vendors who are not able to host in any of our preferred locations. In such cases, the proposed hosting location will be subject to an assessment that will take into considerations the OSCE's legal status in the hosting country, the type of data being stored and/or processed, and other information security concerns. Some aspects of these requirements may also be addressed at the stage of contract negotiations. It is possible that approval will not be granted for some hosting locations. The OSCE cannot provide advance approval of hosting locations prior to a thorough evaluation of the vendor responses and their responsiveness to our functional and non-functional requirements.

Question 25: Does OSCE have an internal support organization that ensures first and second level support also for applicants? If yes how does this support concept look like?

Answer 25: Yes. There is a dedicated support personnel on site who handles recruitment platform issues on a 40-hour-week basis.

Question 26: Does OSCE Secretariat/Field Operations require only technical support or also functional support? This support (technical and/or functional) must be provided during the working days in Vienna (Mon-Fri 08:00 to 18:00 CET), right?

Answer 26: Yes. The OSCE Secretariat / Field Ops require both technical and functional support. European Hours may be acceptable.

Question 27: Is it expected that the vendor will also provide 24/7 1st level support for applicants in English?

Answer 27: A proposed Post Production support model including first level as well as second level support should be included as part of the vendor response based on which the exact modality and service requirements will be decided upon.

Question 28: What SLAs/response times are required from OSCE?

Answer 28: As per requirement 54, the vendor shall specify in their response the proposed SLAs, response times and processes to be applied to service requests and incidents. The response times should be proportional to the severity of the incidents and requests. For non-critical issues a 4-hour response time would be acceptable. For critical issues (service unavailability, security incidents, data loss etc.) a much shorter response time is expected.

Question 29: Does the OSCE already have Office 365 licenses, or licenses for PowerApps and PowerBI in use?"

Answer 29: The OSCE currently has 3500 MS 365 E3 subscriptions which cover most staff. From June 2020 we will extend the subscription to all OSCE staff in all locations. We do not have licenses for PowerApps and PowerBI, these are only covered by the E5 license. Note that the OSCE do not currently plan to use Office 365 online. On-premises Office 2016 will be used at least until 2022.

Question 30: Will Job Applicants be only external candidates or also internal employees?

Answer 30: Job Applicants will be both external candidates and also internal employees.

Question 31: OSCE number of active employees currently managed in the Oracle EBS system.

Answer 31: Approximately 3,500 total employees.

Question 32: Approx. number of employees involved in the recruiting process (HR administrator, payroll, recruiter, technical interviewers, hiring manager, line manager)

Answer 32: Approximately 130 HR Administrators and an estimated 30% of OSCE Employees are in a Managing role that can be involved in the recruiting process.

Question 33: Can you confirm that the on-boarding process should be covered by the new Talent Acquisition system? The hiring finalization will take place in the new system or it will be performed in the Oracle EBS system?

Answer 33: Not expected at this point in time. On boarding will remain in Oracle EBS system.

Question 34: Regarding the Mandatory requirements document, ID 10: “The solution includes delivery of integration interfaces between the new Talent Acquisition system and the Oracle EBS system used by the HR Services in the OSCE”. Shall the information of the on boarded applicant be transferred to the Oracle EBS system via the interface? What kind of data do you expect to exchange between the new Talent Acquisition system and the Oracle EBS system?

Answer 34: The personal and assignment data of the successful hire shall be transferred from the Talent Acquisition system to Oracle EBS to prevent redundant entry of details in the on-boarding process

Question 35: Functional requirements document, row 130: “For each individual Applicant the default status of the Security Clearance Status is ‘not started’”. Could you please clarify with more details this requirement?

Answer 35: Security Clearance is currently not conducted as part of the recruitment process at the OSCE. The OSCE plan to introduce a security clearance process in the future, this will be conducted outside the recruitment platform. The Security Clearance Status field is simply to be used for recording the status of this process. The HR Administrator will be able to update the Security Clearance Status for the selected Applicant to an appropriate value (in progress, received) as noted in requirement 114. The Security Clearance Status field should not be visible to the applicant.

Question 36: One Functional Requirement looks like it may not have been fully typed. It's question 35. I wanted to see if you want us to leave it blank or if you can clarify:

The proposed solution must support the retention of job application in the solution where the information is available in the main

Answer 36: We would like to maintain the information on applications. Requirement 35 should read: *“The proposed solution must support the retention of job application data after an application is completed.”*

Question 37: There seems to be a missing Section II Bidders Data Sheet that is referenced in the contract for services that is posted on your website (called Annex B terms for services) for reference, should there be a Section II?

Answer 37: The Section II - Bidders Data Sheet is referenced in “Instructions to Bidders - Invitation for Bids (Works)” it is not relevant to this RFP.

Question 38: As far as the SW licenses are concerned, the understanding is that they need to be provided by the candidate in the proposal. That said, is OSCE equally open to procure them either from the candidate or directly from the SW vendor?

Answer 38: The Software license costs would need to be included in the bid however OSCE may opt to procure these separately if this is economically viable.

Question 39: The subscription metric of the Oracle talent Acquisition Cloud Service is hosted employees. What is the total employee number OSCE has right now?

For example: for the existing “Oracle Learning Cloud Service” OSCE has increased the current named user quantities to 3916, but hosted named user can be less than employees.

Answer 39: For more details check:
<https://www.osce.org/whatistheosce/factsheet?download=true>

The total employee number is approximately 3,500.

Question 41: Re. Annex D1 – Technical Compliance Form” Chapter 5 “Team Composition and Task Assignments”: Is it possible to list more than 3 senior staff?

Answer 41: Yes, it is possible.

Question 42: OSCE has iRecruitment licenses on premise in place (installed). In the latest Oracle talent Acquisition Cloud Service proposal from March 2018, we considered the existing licenses as shelving program licenses. This means: from the time the new Cloud Service is up and running, the on premises license are shelved and the support fee for it is suspended. Shall we consider the same in the proposal?

Answer 42: Yes, please consider it in the proposal.

Question 43: Please elaborate the current functionality of DelWeb? The participating states nominate a candidate for a specific vacancy by submitting the application form to the Secretariat via DelWeb system. What specific data does the application form include about the candidate? Which candidate details are sent from the recruiting system to the Secretariat? Is there any other key functionality of DelWeb we need to take into account when considering the future elimination of this system?

Answer 43: DelWeb is the OSCE’s web platform for communicating with Delegations and MFAs. For recruitment purposes, the DelWeb Secondments website allows Delegations/MFAs to nominate Seconded Candidates for OSCE positions. . DelWeb currently provides the following functionality:

- a. Lists all Seconded vacancies that are published by the Secretariat and allows DelWeb users to view the vacancy notice in HTML format. It also lists if any nominations have been made to each specific vacancy.
- b. Shows all applications that were submitted by applicants using OSCE iRecruitment and includes their cover letter for specific vacancies. The application form for each application is available in HTML format. Please note that DelWeb users can only see applications corresponding to their own participating State. For example a DelWeb User from a Secondment authority

in Country X can only see the applications submitted by nationals of Country X and no other applications from other countries. The application form is a snapshot of the applicants iRecruitment profile at the time of applying to the vacancy.

- c. Allows the DelWeb user to be able to Nominate/Reject/Keep for later the application. The DelWeb user can also nominate the application to any other current open vacancy from a different vacancy application.
- d. DelWeb users can add a cover letter for the OSCE from the Delegation/MFA to support the application.
- e. DelWeb user can view the current status of all nominations they have made when they are updated by the OSCE e.g. Long Listed, Short listed, Rejected etc.
- f. DelWeb users can view all currently employed Seconded staff of their Country. The information includes: Status, Contract end date, position etc.
- g. All of the functions in DelWeb includes search and export to excel functionality.
- h. DelWeb also includes the possibility to load a xml file from one participating state which is pre-configured and loads the application and application form data to EBS and create the snapshot to the table.

Question 44: The participating states nominate a candidate for a specific vacancy by submitting the application form to the Secretariat via DelWeb system. What specific data does the application form include about the candidate?

Answer 44:

- a. When a participating State nominates in DelWeb, an application is created against the Candidate/Applicant record in EBS. The snapshot of the applicants application form data (stored in a custom table) that was taken when the applicant applied is then linked to the application in EBS and the application form report retrieves the snapshots. All application form data is stored in the EBS system already when the applicant completes the online profile e.g. Education, Previous Employment, Skills etc. but due to the nature of the Secondment process, the application form data for the recruitment process should be the same as what the participating State put forward when nominating.
- b. The application form is comprised of: Personnel Details, Address information, Skills and competencies, Education Qualifications, Previous Employment, Reference information, Additional skills and Health and driving license information. Also includes the applicants cover letter and participating State cover letter.

Question 45: Which candidate details are sent from the recruiting system to the Secretariat?

Answer 45: As above

All candidate details are sent to the Secretariat for all types of positions, except international seconded positions. In the case of secondment positions, only the applications of nominated candidates by participating States are sent to the Secretariat. As above

Question 46: Is there any other key functionality of DelWeb we need to take into account when considering the future elimination of this system?

Answer 46:

- a. DelWeb allows the participating States to monitor the status updates of the nominations they have put forward to the OSCE and can view all currently employed Secondedes with their contractual data.

Question 47: If the Company is already listed as an OSCE vendor, do we still need to complete the OSCE Vendor Registration Form "VRF"?

Answer 47: If all data remains the same, and is not older than five (5) years, the company does not have to complete the VRF, just please indicate and confirm that VRF data remains the same.

Question 48: Ref Chapter 11 "Technical Proposal" first bullet point: should each of the listed documents on the Vendor Registration Form also be duly signed by the issuing authority (e.g. "Current and valid copy of license to trade") or by companies managing director?

Answer 48: No need to be signed by the issuing authority, managing director signature is enough.

Question 49: If the Company is already listed as a OSCE vendor, do we still need to complete the OSCE Vendor Registration Form "VRF"?

Answer 49: If all data remains the same, and is not older than five (5) years, the company does not have to complete the VRF, just please indicate and confirm that VRF data remains the same.