

## EOI/SEC/04/2021 - Expression of Interest for the Provision of a Vehicle Tracking System with related products and services (Rev.1)

**Date of issuing:** 1st April 2021

**Date of closure:** 19<sup>th</sup> April 2021 (17:00 CET – local Vienna Time)

### General background

1. The Organisation for Security and Cooperation in Europe (OSCE) with its Secretariat in Vienna, Austria and field offices in Europe (Eastern Europe including the Balkans) and Central Asia is the largest regional security organisation in the world. The OSCE is seeking a provider of a Vehicle Tracking System (VTS) with related products and services.
2. Vehicle Tracking Systems are in use by the OSCE and its field missions for years to satisfy security, logistical and fleet management needs. Operating in hazardous, harsh and difficult environments in Eastern Europe and Central Asia, the reliability, endurance and accuracy of the tracking of 800 (plus) vehicles and its telematics is crucial for OSCE operations' success.
3. OSCE locations are: Austria, The Netherlands, Ukraine (including areas currently not under control by Ukrainian government – i.e. Donetsk and Luhansk), Kosovo, Bosnia and Herzegovina, Albania, Montenegro, North Macedonia, Moldova, Turkmenistan, Poland, Serbia, Russian Federation, Uzbekistan, Kazakhstan, Kyrgyzstan, Tajikistan, Georgia, Czech Republic.

### Purpose of this EOI

4. The purpose of this EOI is to **receive information about potential suppliers' verified technical and financial capacity to provide the required goods with related devices and services and to receive information on how they would be able to satisfy OSCE needs in this respect**. Suppliers will be invited to participate in a formal bidding process for a proposed tender later this year.
5. Most important elements of the anticipated tender later this year will be:
  - a. Geographical (Europe, including Eastern Europe, South-Eastern Europe and Central Asia) coverage for installation (in country), warranty and service;
  - b. Cloud solution;
  - c. GPRS/GSM and satellite connectivity;
  - d. Proven track record of successfully delivering similar services at scale.

### Preparing and submitting your Expression of Interest

6. To submit your EOI, potential suppliers are to provide the below filled in EOI Response Form with all information requested and signed by the authorized company representative and company stamp.
7. Documentation requested is to be sent by email to [Procurement-AT@osce.org](mailto:Procurement-AT@osce.org) to the attention of Laurence Roche, Procurement Officer, with subject: **EOI for VTS**, not later than **Monday 19th April 12:00**;



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8. Responses and supporting documentation received will be treated as confidential and will not be made available to the public;
9. This EOI does not constitute a solicitation. The OSCE reserves the right to change or cancel this procurement process or any of its requirements at any time during the process; any such action will be communicated accordingly.
10. In case of questions, please do not hesitate to contact us in writing at [Procurement-AT@osce.org](mailto:Procurement-AT@osce.org) to the attention of Laurence Roche, Procurement Officer, ensuring the email subject: **EOI for VTS**, not later than **Friday 9th April, COB**. A responses to the questions received will be provided by **Tuesday 13th April COB**.

### EOI Response Form

Sketching our Requirements	Yes/No	Comments (including reference to Attachments)
<p><b>Capacity to operate OSCE wide:</b> <i>Note: where an answer is No – please provide details including a list of countries where the service is/is not available.</i></p>		
<p>1. Does your company have the ability to provide services to <b>all</b> OSCE field missions in Austria, Ukraine (including areas currently not under control by Ukrainian government – i.e. Donetsk and Luhansk), Kosovo, Bosnia and Herzegovina, Albania, Montenegro, North Macedonia, Moldova, Turkmenistan, Poland, Serbia, Russian Federation, Uzbekistan, Kazakhstan, Kyrgyzstan, Tajikistan, Georgia, Czech Republic. Further information on coverage to be provided in the comments box as required.</p>		
<p>2. Can your company provide roaming agreements for global SIM-cards?</p>		
<p>3. Does your company have the ability to manage GPS tracking system over GSM and satellite technology OSCE wide? Please detail used technology.</p>		
<p>4. Does your company have the ability to ship devices/hardware to all countries OSCE wide (in compliance with all legal requirements)?</p>		
<p>5. Does your company provide installation and technical support in <b>all</b> countries OSCE wide using English and/or local national language (in country technician or subcontractor)? Please specify modalities.</p>		
<p><b>Hosting and Security of the service:</b></p>		
<p>6. Is your service cloud-based?</p>		
<p>7. Where (in which country/countries) will OSCE Data be maintained, stored and/or processed?</p>		
<p>8. How will data be transferred? If over public channels such as the Internet, are data protected by adequate encryption and authentication methods? Please specify.</p>		
<p><b>Technical Information:</b></p>		
<p>9. Provide information on your tracking solutions;</p> <ul style="list-style-type: none"> <li>a. Operate over satellite;</li> <li>b. Operate over GSM;</li> <li>c. Hybrid, over SAT and GSM with automated switching capability (priority given to GSM)?</li> <li>d. When the main power source is lost?</li> </ul>		

<p>e. In harsh environments (humid, temperature between minus 50 to plus 50)?</p>		
<p>10. Does your system allow for data transfer to other systems and how is this done. Please specify if there is an Application Programming Interface (API) and how this can be accessed, and whether there are push data feeds and the protocols.</p>		
<p>11. Does your service offer solutions for:</p> <ul style="list-style-type: none"> <li>a. Facilitation of Controller Area Network (CAN) Bus integration (or any other method of automated vehicle sensor information exchange);</li> <li>b. Diesel engine vehicles;</li> <li>c. Petrol engines vehicles;</li> <li>d. (Plug in) hybrid vehicles;</li> <li>e. Electric vehicles?</li> </ul>		
<p>12. Does the platform/interface provide capability for:</p> <ul style="list-style-type: none"> <li>a. Automated alerts / notifications;</li> <li>b. SOS / emergency notification from vehicle (manually triggered/panic button);</li> <li>c. Flexible and customisable reporting capability through reports and dashboards/KPIs</li> </ul>		
<p>13. Would it be possible/feasible for your company to re-use existing hardware from current supplier (tracker, antenna, modem, etc.) to avoid full replacement with all associated costs and efforts?</p>		
<p><b>Pricing structure:</b></p> <p>14. Provide information on your <b>pricing structure</b> (including options for leasing of hardware): Which components ( communication and tracking hardware, data transmission fees for the use of satellite and terrestrial networks, cost for processing and storing of customer data, costs for licence fees , cost of support, development, etc.) are listed separately/together and how are they built up? <b><u>Please do not include prices</u></b></p>		
<p><b>Description of current service portfolio and the company's 'road-map'</b></p> <p>15. Provide information on current services and future planned developments, including system upgrades within the next 5 years. Include information on expected market developments and further changes (i.e. new technology or communication mediums/platforms) that could affect deliverables, costs and prices.</p>		
<p><b>Any other</b> applicable/useful information.</p>		



