

Questions for Clarifications Nr. 2

Ref: RFQ 607374 - Provision of Media Monitoring Service for OSCE-RFOM

1. Requirements, bullet point 4: Set-up tailored to match RFoM needs exactly. Would you please clarify what exactly the needs of FRoM are?

Answer 1: Media freedom, defamation. Legal action, online threat, verbal attack, physical attack and threat, access to information, killing of journalist, detention of journalist, harassment, lawsuit, demonstration.... And many more queries that will be negotiated with advisers based on their country specific and thematic needs.

2. Requirements, bullet point 9: Information from worldwide sources. What exactly do you mean when asking for information? If you are referring to News Channels, would you please name those?

Answer 2: Sources include, social and online media, which encompasses online versions of broadcasting media as well. It is impossible to specifically name one as the system works like a google search engine giving you results from all available sources based on information one is looking for.

3. Requirements, bullet point 10: No limit on number of countries or languages covered. What exactly is this requirement about? While languages are mentioned in the bullet point 11, what do you mean with countries?

Answer 3: We want to be flexible and receive, if possible and available, information from all 57 participating States. Moreover, the idea is to try to get relevant information from countries where we don't have capacity to do daily monitoring or don't understand languages. For example some topics that we are interested in are:

- Media freedom situation
- Legal actions
- Detention and arrest of journalists
- Safety of journalists
- Aggression on journalists during demonstrations
- Blocking of media
- Access to information

For monitoring purposes, it would be ideal to have as many languages as possible but the main ones were listed (English, Russian, French, German, Italian, Spanish, Ukrainian, Polish, Turkish, Serbian and Albanian)

4. By sources published in the several OSCE languages, do you mean only TV and Radio, or other news sources as well?

Answer 4:

- Based on specific needs we want to be able to have English queries translated into other local languages as in some regions such as Western Balkans and Central Asia, main sources of information are still in local languages.
- Sources in English as well as any other OSCE language refer only to online media and not TV or Radio.

5. Requirements, bullet point 10 you have requested: Real-time notifications whenever the OSCE, its officials or participating States are mentioned. In order to achieve this requirement, the monitoring system needs to have speed to text detection on its backend running. This service is costly but available and possible for most of the languages you have requested like English, Russian, French, German, Italian, Spanish, Ukrainian, Polish, Turkish etc. Do you request this feature also for Serbian and Albanian language and its sources to be monitored?

Answer 5: Six (6) OSCE official languages (English, Russian, French, German, Italian, Spanish) are enough for real-time notifications concerning mentions of the OSCE RFoM. However, when it comes to queries that will be used for daily monitoring of media freedom violations in the OSCE regions, I would suggest to have as many languages as possible

6. While there is a request for unlimited users - what is the max number of users OSCE expects to leverage the platform?

-How many people would receive the daily curated report/news brief?

Answer 6: Maximum 14

7. Is there is a list of preferred or tier 1 outlets?

Answer 7: No.

8. The RFQ specifies online and broadcast content monitoring only. What countries do you need broadcast coverage for?

Answer 8: all 57 OSCE participating States. According to my understanding, the monitoring tool filters only online media as well as online versions of traditional media.

9. Is the OSCE also interested in receiving information/quotes for a media database for outreach?

Answer 9: At this stage we would not need this.

10. How much coverage is OSCE receiving typically on a monthly basis?

Answer 10: do not have data available

11. What is the anticipated start date of services?

Answer 11: after completion of this solicitation, i.e. July 2021

12. Who is the incumbent vendor?

Answer 12: Cannot be disclosed

13. What is budget for the program?

Answer 13: Cannot be disclosed. Please send your "Best Offer"

14. Can you send the key word list in advance of submission?

Answer 14: First draft (will be changed based on individual needs)

1. Media freedom situation

"Press freedom" OR "media freedom"

Please add: media pluralism; media laws; media regulation; freedom of expression; freedom of speech; media development; public media; Representative on Freedom of the Media

2. Legal actions

Slapps

OR "legal action*"

OR "Criminal trial*"

OR "Defamation*"

OR lawsuit*

OR harassment*

NEAR/5

media OR journalist*

Please add (after media OR journalist): publisher; newspaper; broadcaster; blogger

3. Detention and arrest of journalists

Detention OR arrest

NEAR/4 journalist*

Please add: jail/jailed, prison/imprisonment/imprisoned

4. Safety of journalists

"online attack*"

OR "online aggression*"

OR "online threat*"

OR "online intimidation*"

OR "verbal attack*"

OR "verbal aggression*"

OR "verbal threat*"

OR "verbal intimidation*"

OR "physical attack*"

OR "physical aggression*"

OR "physical threat*"

OR "physical intimidation*"

NEAR/5 journalist*

Add:

killing* OR murder*
NEAR/5 journalist*

gender OR misogyn* OR female*
NEAR/5
violence* AND journalist*

gender OR misogyn* OR female*
NEAR/5
online*
AND safety
AND journalist*

5. Aggression on journalists during demonstrations

aggression*
OR threat*
OR intimidation*
OR attack*
NEAR/5
journalist* AND demonstration*

Add:
police
NEAR/5 violence*
NEAR/5 journalist*

6. Blocking of media

Block* OR "shut* down"
NEAR/8
media OR website*

Please add (after media OR website): newspaper; broadcast; radio; television; blog

7. Access to government information

"Access* to government* information*" OR access
NEAR/10 "government* information"

Please add: transparency