



Organization for Security and  
Co-operation in Europe

Date: 11 October 2011

**RFP/18/2011 Provision of Support Services for  
ICT Back-end Infrastructure Systems  
Clarification Note 1**

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The Organization for Security and Co-operation in Europe (“the OSCE”) has received requests for clarification from potential bidders with regard to RFP No. RFP/18/2011.

In accordance with Article 8 “Clarification of Bidding Documents” of Instructions to Bidders - the OSCE would like to provide the following clarifications:

**Question 1**

We found in the General Conditions of Contract ([www.osce.org/procurement/43309](http://www.osce.org/procurement/43309)), under I/16., that there shall be no subcontracting. Is this unalterable, or might a subcontractor be used for minor activities?

**Answer 1**

The General Conditions of Contract specify no subcontracting without the express permission of the OSCE. In this case the express permission is granted, provided that at least 4 of the key personnel are in the employ of the bidder.

**Question 2**

Additionally, there is requested, that at least 4 members of the key personnel are under regular employ of the contractor – thus I’d read, that subcontracting further people is tolerable?

**Answer 2**

That is correct, some subcontracting is allowed.

**Question 3**

Is the unavailability, thus a fail in the Technical Evaluation Stage I, a total disqualification criteria? (e.g.: Not fulfilling the Helpdesk Operation hours requested Mon-Fri, 08.00-20.00 but only Mon-Fri 08.00-18.00.)

**Answer 3**

If a bidder fails one of the mandatory technical requirements in stage 1, then the proposal will be disqualified. Helpdesk Operation hours should be aligned with business hours as defined in the price schedule, eg. Mon-Fri 08.00-18.00. It is not mandatory to offer help desk business hours 08.00-20.00., but please detail exact hours in the compliance remarks. Additional costs for services provided outside business hours may also be specified.