

Date: 31 October 2012

**RFP/SEC/20/2012 Provision of Website Design Services to the OSCE Secretariat
Clarification Note 1**

The Organization for Security and Co-operation in Europe has received requests for clarification from potential bidders with regard to RFP/SEC/20/2012. In accordance with Article 8 “Clarification of Bidding Documents” of Instructions to Bidders the OSCE would like to provide the following clarifications:

Question 1

Would it be possible to have the OSCE Visual Identity Manual in order to better estimate efforts on producing mock-ups?

Answer 1

The OSCE Visual Identity Manual has been placed on the OSCE Website next to the Procurement Notice here: <http://www.osce.org/procurement/96595>

Question 2

In the Terms of Reference, in “Contents of the technical proposal,” it says the bidder shall mention “Cost structures: all aspects of work should be broken down and priced individually to allow the OSCE to better ascertain individual component costs.” However, in document “Instructions to Bidders”, it says “10.5 The Technical Proposal shall not include any price information. The Technical Proposal containing price information may be declared non responsive”. Would you please clarify? Where shall we mention cost structure and individual prices?

Answer 2

Please disregard the sentence in the Terms of Reference under ‘Contents of the technical proposal’ that refers to the Cost structures. The technical proposal should not include any financial information. Financial information should only be included on the Financial Proposal Summary of Costs. There you have a choice to provide a lump sum for the complete job or to break the costs down by components if desired.

Question 3

In order to adjust travel and accommodation costs, how many people is OSCE expecting to be interviewed to conduct usability tests and where would these interviews take place?

Answer 3

We would like to avoid telling Bidders what should be their usability testing methodology. However if Bidders would like to perform interviews then those should cover at least one user representing each targeted audience (7 categories, listed in the RFP) plus one or two colleagues from one of the field offices, one colleague from one of the institutions and couple of colleagues from the Secretariat. We can provide logistics for conducting interviews with colleagues in the Secretariat if the company wants to come to Vienna just for that purpose, but interviews can also be done via the phone and that especially

makes sense for interviewing our audiences and colleagues from the field/institutions. For the phone interviews we can provide the winning Bidder with a list of names.

Question 4

In order to better estimate efforts, we would like to know if there's any significant time constraint that would set a deadline to the final delivery of the web site graphic charter.

Answer 4

We do not have a particular deadline for the final delivery, but proposals with a final deadline later than the end of March will be penalized when rating the methodology and work plan.