



Date: 29 August 2013

**RFP/SEC/10/2013**  
**Pre-Qualification for Provision of Consultancy Services to the OSCE**  
**for ISO 27000 Certification**  
**Clarification Note 1**

---

The Organization for Security and Co-operation in Europe has received requests for clarification from potential bidders with regard to Request for Proposal No. RFP/SEC/10/2013. The OSCE would like to provide the following clarifications:

1. We would participate together with a subcontractor of us, is there a need to fill out the Vendor Registration form once again?
  - **Normally you only need to register with us once, but you should let us know if there are any updates to contacts, bank details, financial reports etc. But in this case, the pre-qualification evaluation is based mainly on your registration details, so it would be easier for the evaluator if you submit it again this time.**
2. References - security projects (as ISO27000) are very sensitive and secret. In most cases we don't have the permission of customers to name the references of such projects (company and contact name). Others want to be informed before who of the OSCE will contact them. What should we fill out?
  - **If you have enough time please try to obtain permission from previous customers, the information remains confidential with us. Otherwise give as much information as you can. The prequalification process is to assess your competence and experience to do the job, so anything which demonstrates that will be advantageous. On the other hand if the evaluator is not convinced you are suitably experienced you will not qualify.**
3. Annex A: I did not find any document called "Annex A" (as referenced on page 1). Is this the same as the document "Project Information – Terms of Reference"?
  - **Annex A means the "Instructions to Applicants for Prequalification", the title was not updated. That is a list of all documents required.**
4. What will we have to send to OSCE until September 9<sup>th</sup> ?
  - **Registration form, NDA, Copy of Business Registration, Copy of Certifications, Reference Information Sheet, Qualifications of Proposed Key Personnel, together with detailed CVs and copies of certifications.**
5. Phase I and Phase II (see document "Project Information – Terms of Reference", Paragraph "Resources provided by OSCE"). Is Phase I and Phase II the same as Lot 1 and Lot 2?
  - **Yes, Phase I and Phase II are the project stages. Lot 1 and Lot 2 are the tender quotations for those Phases.**

6. NDA (The Applications can be sent by Mail to You) – is the signed NDA valid if we send per Mail?
- **Yes it is valid, just sign it and scan it.**
7. We are required to submit confidential information relating to it and its clients as part of the bidding process. The NDA attached to the PQQ is a one way NDA and therefore only covers the confidential information of OSCE. Please could you supply us with a mutual NDA which would be more appropriate under the circumstances?
- **The NDA included in the pre-qualification is the only template we have. The information requested as part of the bidding process is for the purpose of establishing your competence and experience in providing such services. If you are unable to disclose certain information because of your own confidentiality requirements then please provide as much information as you are able. However if you are unable to provide any evidence of having provided these services to other clients then you may not qualify for the tender.**
8. Can you please clarify what information you are seeking in the Applicant's References? Are we correct in thinking this should be used to demonstrate a selection of similar assignments we have performed in this area? Do you require a certain number of these references?
- **Yes the references are merely to demonstrate expertise and experience and establishment in the marketplace for such services. Ideally you should provide three references.**
9. Do I understand it correctly, for the pre-qualification (besides formal documents: vendor registration form/NDA etc.) it is not necessary to prepare any approach description for this project, but "only" provide a track of our experience with projects of a similar nature (references) including CVs ?
- **Yes that is correct. The reason is that pre-qualified companies will receive further information on the current state of OSCE's security infrastructure in order to make a fully informed proposal for length of time and cost of the project. As this information is sensitive we did not want to publish it in a tender but provide it only to reputable companies that have signed an NDA.**
10. Do we need to select between the lots already now, or in the later stage of the proposal (if pre-qualified)?
- **In the later stage.**
11. Does every qualified bidder need to prepare a proposal for both lots, or can the bidder select which lot to bid for?
- **Qualified bidders may submit a proposal for either one or the other or both lots.**
12. From our experience in similar projects, performing all the tasks within 2013 would be a very tough timeline. Is there any indication that the timeline would be extended?
- **Yes if the project is not completed within 2013 the timeline will be extended, though we would like to aim for completion this year in the first instance.**
13. Is it sufficient to forward German copies of our business registration and any other requested official documents, or do you require any certified translations?
- **German copies are sufficient at this stage, certified translations are not required.**