



Date: 24 September 2014

Clarification Note No. 1

Invitation to Bid No. SEC/19/2014 – Provision of an Enterprise Architecture Tool to the OSCE

The Organization for Security and Co-operation in Europe has received the request for clarification from potential bidders with regard to ITB No. SEC/19/2014.

In accordance with the *Instructions to Bidders* the OSCE would like to provide the following clarification in response to questions from potential bidders:

- ❖ Would a hosted/SaaS approach be a possibility for you?
✚ **Yes**
- ❖ We are not yet registered as an OSCE vendor. Is it necessary to register to participate in this tender?
✚ Yes you can register concurrently, i.e submit the vendor registration form together with the proposal.
- ❖ Regarding “Annex E: Pricing Format - Associated Services Section”, the fixed price column refers to the daily person rate fixed price or does it refer to the total price for delivering each item? (Example: If the effort estimation is 10 person days should the "Fixed Price" column have the total cost for the total of the 10 days or the fixed daily rate price.)
✚ The fixed price column should have the total price for the item. This will be a fixed price payable whether or not the actual number of days is greater or fewer than the estimated person days indicated.
- ❖ For item 3, “Consultancy on import...” can we get an idea of the amount of information already defined in Visio, Excel, Word, access? This would help define the effort estimation for this item.
✚ We are talking about a maximum of 100 files in Visio, Excel and Word. We also have one Access DB which contains servers, network devices, applications, org units and their dependencies.
- ❖ For item 4, the meta-model customization, our tool is TOGAF certified and follows TOGAF and has an out-of the box meta-model that can be customized by the client after participating in the customizing training. Do you have an already defined meta-model? If so could it be shared with us to define better effort estimation?
✚ No, we do not have a final meta-model, this would be in-scope for this exercise to finalize.
- ❖ Regarding "Annex D: Technical Compliance Form", where can we find the Application Portfolio Catalogue mentioned in the Terms of Reference 1.15?
✚ On our website here: <https://www.osce.org/procurement/123095>
- ❖ ToR Ref 4.13 – Can you please provide a clear use case of what you mean by exporting multiple documents?

- ✚ For example: Sharing information on architecture with someone not using the tool; Creating architecture documentation for external use; Basically that I can select a group of documents in the tool and create Visio, Excel, Word, PPT files out of them easily.
- ❖ Functional requirement 1.15. What is the “App portfolio catalogue”? Is this just a conceptual reference?
 - ✚ The purpose of this catalog is to identify and maintain a list of all the applications and their related information in the enterprise. This list helps to define the horizontal scope of change initiatives that may impact particular kinds of applications. See TOGAF definitions for more details.
- ❖ Functional requirement 8.3. Defines that it is mandatory to be able to create and maintain EA content including relations in MS Office applications. Is this really mandatory?
 - ✚ Yes. In order to minimize the maintenance resource requirements and enable quick implementation through a steep learning curve, we prefer the use of MS Office applications as an interface.
- ❖ In the associated services it says “Fixed price”. Without knowing the current data available it is close to impossible to give a fixed price.
 - ✚ Currently we have pretty scarce documentation on the architecture. We are talking about not more than 50 documents (Visio, Word, PowerPoint, Excel and Access).
- ❖ Model development interface – Could you specify what do you mean by this?
 - ✚ That is the interface used for architecture meta-model customization (adding / removing meta-model elements, object types, tables and relationships).
- ❖ Support investment management analysis – Could you please specify what kind of investment analysis you’d like to perform?
 - ✚ E.g. reports on investments / costs on architecture elements (e.g. applications, services, infrastructure).
- ❖ Support strategic IT planning – Could you please specify what kind of strategic planning support you would need?
 - ✚ Gap analysis reports (application heatmap, technology alignment, etc.)
 - ✚ Support identification of current issues in IT support of business
 - ✚ Create roadmaps
 - ✚ Show how the impact of changes to the current-state architecture will impact the future state and the road maps.
- ❖ 3.11 Support Technology Analysis – Could you please specify what kind of technology analysis support you would need?
 - ✚ Technology Alignment reports and Technology Roadmaps.
- ❖ 3.12 Technology Alignment – Could you specify what do you mean by this?
 - ✚ Technology alignment is basically our qualitative assessment on how appropriate a use of a certain infrastructure element in our environment. With this point we would like to have reports of infrastructure elements based on their technology alignment.
- ❖ 6.2 Configurability of models - Could you specify what do you mean by this?
 - ✚ That is architecture meta-model customization (e.g. adding / removing meta-model elements, object types, tables, and relationships).

- ❖ 6.3 Support for multiple environments (development, testing and production) for all configuration elements – Do we understand well by saying OSCE wishes to distinguish production / testing / development environments of various applications with their related technology components (e.g. the servers which run the testing environment of an application)?
 - ✚ No. Actually we meant establishing multiple architecture tool environments for testing and development purposes.

- ❖ 8.3 Use of MS Office applications to create and maintain models, objects and relationships - Could you specify how would you like to create these in MS Office and upload in a structured repository? Would you refer to defining new instances in Excel and upload them into the repository?
 - ✚ For example Word input can be done through the use of templates or marking certain text as an architecture object in the repository. Another example is as you mentioned, define new elements in Excel and upload to the repository. Most importantly using Visio to create / maintain diagrams with repository elements and relationships which can be easily synchronized with the repository.

- ❖ 8.9 No additional work or overhead to the organization - Could you specify what do you mean by this?
 - ✚ The use of the tool should not provide additional work for solution designers. When for example a new diagram is created, it should take about the same time with the new architecture tool as it is currently taking with the use of Visio.

- ❖ 9.1 Written maintenance procedures – Would you like us to detail our maintenance procedures in our tender response?
 - ✚ No. This means only that the Bidder should provide the necessary maintenance documents in writing to OSCE which enables us to maintain and operate the tool.