

Annex C

Terms of Reference

Background

The mission of the Organization for Security and Co-operation in Europe (OSCE) is to promote security and cooperation among 57 participating States through arms control, preventive diplomacy, confidence and security building measures, human rights, democratisation, election monitoring, and economic and environmental security. It uses the instruments of early warning, conflict prevention, crisis management and post-conflict rehabilitation to facilitate political processes, prevent or settle conflicts, and promote civil society and the rule of law. More information about the Organization can be found on the OSCE web site: www.osce.org

Located in Vienna, Austria, the Communication and Media Relations unit (COMMS) of the OSCE Secretariat is responsible for the development and maintenance of the OSCE public corporate website (www.osce.org). This application is built on the Drupal Open-Source CMS framework (<https://www.drupal.org>), and is hosted by a specialized hosting provider outside of the OSCE facilities.

This RFP is targeted towards international Platform-as-a-Service (PaaS) providers with substantial capabilities, qualifications and experiences in the provision of Drupal CMS PaaS hosting services and Drupal CMS consultative services.

1. Description and Scope of Services

The objective of this tender is to enter into a long-term window contract with a PaaS provider for the provision of web hosting services of the corporate website www.osce.org. The website, currently running on Drupal 10, is hosted on a dedicated cluster and shielded by a 3rd party service provider offering security services, e. g. DDoS, network or web attacks, providing 24/7 support. The main incentives for this tender are:

- Adequate PaaS platform for a multisite architecture, running on Drupal 10 at the time; The further upgrade to Drupal 11 is underway.
- Seeking for budget saving opportunities.

Place of Performance:

Remote / Cloud, in close proximity to the OSCE Secretariat

(a) The Contractor shall ensure that OSCE Data is maintained, stored and/or processed exclusively in a country/countries where the privileges and immunities of the OSCE and its executive structures are recognized, and where the inviolability of OSCE Data is protected, unless otherwise authorized in advance by the OSCE in writing. **In accordance with the foregoing, OSCE Data may only be located in the following countries: Austria, Czech Republic, Germany, Hungary, Italy, the Netherlands, Poland and Slovakia.**

(b) The Contractor shall inform the OSCE of the location of the servers and facilities where OSCE Data may be stored, maintained or processed and the OSCE shall have the right to veto the transfer of OSCE Data to any jurisdiction, at its sole discretion.

2. Specification of the OSCE website applications

The public OSCE websites are implemented as two separate Drupal 10 multi-site instances. These instances offer deployment flexibility and can be configured in one of the following ways:

- **Separate Containers:** Each Drupal instance can be deployed within its own dedicated container, allowing for simple isolation and independent scaling.
- **Single Server, Dual Document Roots:** Both instances may run on a single server / cluster, each assigned its own document root.
- **Separate Hosts:** Each Drupal instance can also be hosted on an entirely separate server, providing maximum isolation and redundancy.

Instance 1: The OSCE public corporate website (www.osce.org) can be defined as an application with the following metrics:

- Drupal 10 multisite with 23+ subsites sharing a common code and database:
 - ~ 180 modules
 - Single theme
- 1M page views and 2 TB bandwidth usage per month
- 99 % anonymous traffic
- 100k nodes (web pages), 45k media entities and 250k files (total: 170 GB) in almost 50 languages encoded in the character sets Latin, Cyrillic, Armenian, Georgian, Greek, Arabic and Persian
- Database size: 8GB
- Multilingual web content and file search
- Search backend: Typesense
- 7M search requests per year
- 75k indexed nodes / media entities
- 1 GB memory consumption

Instance 2: Hosts the sites procurement.osce.org, jobs.osce.org and aarhus.osce.org. This is a smaller Drupal 10 Multisite with the following requirements:

- The sites share a common codebase, but have separate databases
- Database sizes: 100MB / 200MB / 700MB (total 1GB)
- 99% anonymous traffic
- Less than 5GB disk space

3. Expected Services Deliverables

Provided the OSCE website application specification (see above), the Contractor is expected to provide Drupal CMS website hosting services and Drupal CMS consultative services covering the following:

a. Platform

- Managed LEMP stack optimized for Drupal sites
- ISO 27001 certified platform with web application firewall and isolated network
- HTTP accelerator (reverse proxy) providing cache management and invalidation APIs
- Application management console for continuous delivery
- 1 production environment and at least 2 non-production environments (e.g. dev & staging) including Version Control System (VCS)
- Development & Operations (DevOps) tools
- Compatible with third party intrusion detection systems (IDS)
- Rapidly respond to changing traffic conditions and attacks within 1 hour and conduct adequate measures immediately
- Capacity to scale or reduce the infrastructure components dynamically if needed, given a clearly indicated pricing table

b. Infrastructure

- High availability (HA) servers and storage guaranteeing 99.9% uptime
- Dedicated high performance file hosting providing 250 GB disk space
- Dedicated HA and disaster recover hosting of databases having a total size of 20 GB

- Application object caching, such as Memcache, Redis or APC
- Major maintenance windows scheduled outside OSCE Secretariat's business hours (06:00 to 20:00 CET)
- Disaster recovery system for Drupal assets
- On-going security scanning and monitoring
- Supporting TLS encryption

c. Backups

- On-demand database backups
- Platform snapshots, distributed across different physical locations, with the following frequency and retention:
- Daily incremental backups with 1 week retention
- Monthly incremental backups with 3-month retention

d. Search

- Typesense powered and managed search as a service configured for integration with the main website that contains multilingual content for indexing, including the possibility to adapt the search engine's configuration and schema

e. Support

- The 24/7 technical support must include unlimited email, phone and ticketing channels following the response times outlined below:

Urgency	Description of the issue	Required initial response times
Critical	The website is offline or its functioning is severely impacted with no available workaround; Critical security issues	1 hour
High	The website is operational but its performance and functions are severely impacted	4 hours
Medium	The website is operational and impact of the issue to its performance and functions is low	8 hours
Low	Minor issue that does not impact performance and operations of the website in significant way	1 business day

f. Expert consulting

Drupal Administration:

- Drupal core security updates
- Module installation and configuration
- Module security updates
- Performance tuning
- Implementation of revision control

Web Server Administration:

- Review system logs to diagnose issues or upon request
- Assist with setup of database backup routine
- Nginx, PHP & MariaDB/Galera updates and configuration changes
- Changes for service diagnostics, and deploy new sites
- Web server & proxy server / CDN configuration changes

Expert consultancy on the following topics:

- Security best practices
- Drupal modules selection advice
- Migration best practices
- Performance best practices
- Architecture best practices

- Drupal modules development best practices
- Search engine best practices

g. Monitoring, testing and reporting tools

- Set of integrated monitoring and testing tools such as Blitz, Munin, Nagios, Cacti, Traceview, NewRelic or equivalents, and expert assistance to ensure:
 - 24/7 monitoring of all server environment components including SLA and uptime compliance
- 24/7 application performance monitoring including SLA and uptime compliance
- Load performance testing
- Access to real time reporting, notifications and forensics tools covering overall functioning of the platform including, infrastructure and application performance and usage, downtimes, incidents and security based alerts
- Log forwarding to external systems (e.g. Solarwinds Loggly), or alternatively provide an integrated log analysis tool.

h. Consulting service for setup and migration (on-boarding)

- Dedicated expert support in preparing for and implementing the migration of the website from the current infrastructure to the new provider. Full and dedicated support is required for the complete transition period. The migration process should be implemented within 1 month after contract award.

4. List of mandatory Requirements and evaluation criteria

To be deemed technically compliant each Bidder should provide as part of its Technical Proposal its response on the following mandatory requirements and evaluation criteria:

- ✓ Requirement No. 1 – General company details; the Bidder(s) must be a registered firm with a proven track record and experience of Drupal CMS website hosting, support and consulting services;
- ✓ Requirement No. 2 – A statement (maximum 1 page), attesting that the Bidder has the capabilities, qualifications and financial and human resources to perform the services listed under the Expected Services Deliverables;
- ✓ Requirement No. 3 – Bidder should also provide details of intended cooperation with other Bidder (s) to realize the project, including detail of third-party infrastructure providers (servers, monitoring tools, etc.);
- ✓ Requirement No. 4– Confirmation/evidence of the Bidder's capabilities to provide a Drupal hosting PaaS, as defined in 3.1;
- ✓ Requirement No. 5– Confirmation/evidence of the Bidder's capabilities to provide a high-availability hosting Infrastructure as defined in 3.2;
- ✓ Requirement No. 6- Confirmation/evidence of the Bidder's capabilities to provide Backup solutions as defined in 3.3;
- ✓ Requirement No. 7- Confirmation/evidence of the Bidder's capabilities to provide an integrated Search environment solutions as defined in 3.4;
- ✓ Requirement No. 8 - Confirmation/evidence of the Bidder's capabilities to provide 24/7 Technical Support with response time matching the requirements defined in 3.5;
- ✓ Requirement No. 9- Confirmation/evidence of the Bidder's capabilities to provide Expert consulting covering the areas defined in 3.6;

- ✓ Requirement No. 10 - Confirmation/evidence of the Bidder's capabilities to provide integrated Monitoring, Testing & Reporting tools as defined in 3.7;
- ✓ Requirement No. 11- Confirmation/evidence of the Bidder's capabilities to provide Consulting services for the migration/on-boarding of the OSCE web application to the Bidder's hosting facilities as defined in 3.8;
- ✓ Requirement No. 12 – Provision of at least 3 references for services of a similar nature. Client references shall include the following information: Scope and nature of services provided; duration of service contract; client contact person and contact details; preferably, client base should include public sector customers – e.g. international organisations, national or international authorities, etc.;
- ✓ Requirement No. 13 – Written confirmation by the Bidder that in the event of short-listing such Bidder shall – in connection with the provisioning of software specific and sensitive information for the purposes of participating in the tender – be required to execute a non-disclosure statement, authorizing the OSCE to take legal action against any such Bidder in case of non-compliance with the OSCE's non-disclosure provisions;
- ✓ Requirement No. 14– Written acceptance by the Bidder of the Annex B: OSCE General Conditions of Contracting for Services which are available online at <https://procurement.osce.org/key-procurement-documents>