# ANNEX D

# Technical Compliance Form

Bidders are required to demonstrate compliance with the following technical requirements. These requirements shall be the basis for the Technical Evaluation. For further information on each requirement, please consult the corresponding paragraph of Annex C – Terms of Reference.

## 1. Mandatory Requirements

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Mandatory Requirement** | **Action Required**  *Please provide adequate supporting details for evaluation purposes* | **Bidder’s response**  *Please tick whichever is applicable* | | **Bidder’s Comments / Deviation** |
| **“Yes”** | **“No”** |
| **1.1. General requirements** | | | | | |
| 1.1.1 | A statement (maximum 1 page), attesting that the Bidder(s) have the capabilities, qualifications, and financial and human resources to perform the services listed under the Expected Services Deliverables; | *Please confirm* |  |  |  |
| 1.1.2 | Bidder should provide details of intended cooperation with other Bidder(s) to realize the project, including detail of third-party infrastructure providers (servers, monitoring tools, etc.) | *Please confirm* |  |  |  |
| 1.1.3 | 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 organizations, national or international authorities, etc.; | *Please confirm* |  |  |  |
| 1.1.4 | 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; | *Please confirm* |  |  |  |
| 1.1.5 | Acceptance by the Bidder of the OSCE General Conditions of Contract for services which are available online at <https://procurement.osce.org/key-procurement-documents>. The Bidder confirms review and acceptance of the OSCE Conditions of Contract.  Please check "Yes" if fully accepted. If "No" please provide detailed justification and proposed alternative wording in the "Comments/Details" column.  Should a Bidder be unable to fully accept any specific clause(s), they must clearly identify each such clause in their Technical Proposal (Phase 1) and propose alternative wording that would be legally acceptable to them while aiming to achieve the closest possible intent to the original OSCE clause. Proposed alternatives are subject to the OSCE's review and acceptance; significant deviations or unacceptable wording may impact the evaluation of the proposal or lead to its disqualification. | *Please confirm* |  |  |  |
| 1.1.6 | Offer must include two docroots for two Drupal multisites with different codebases and five databases | *Please confirm* |  |  |  |
| **2.1. Technical requirements** | | | | | |
| 2.1.1 | Bidder(s) must be a registered firm with a proven track record and experience of Drupal CMS website hosting, support and consulting services; | *Please confirm* |  |  |  |
| 2.1.2 | Confirmation/evidence of the Bidder’s capabilities to provide a Drupal hosting PaaS, as defined in 3.1; | *Please confirm* |  |  |  |
| 2.1.3 | Confirmation/evidence of the Bidder’s capabilities to provide a high-availability hosting Infrastructure as defined in 3.2; | *Please confirm* |  |  |  |
| 2.1.4 | Confirmation/evidence of the Bidder’s capabilities to provide Backup solutions as defined in 3.3; | *Please confirm* |  |  |  |
| 2.1.5 | Confirmation/evidence of the Bidder’s capabilities to provide an integrated Search environment solutions as defined in 3.4; | *Please confirm* |  |  |  |
| 2.1.6 | Confirmation/evidence of the Bidder’s capabilities to provide 24/7 Technical Support with response time matching the requirements defined in 3.5; | *Please confirm* |  |  |  |
| 2.1.7 | Confirmation/evidence of the Bidder’s capabilities to provide Expert consulting covering the areas defined in 3.6; | *Please confirm* |  |  |  |
| 2.1.8 | Confirmation/evidence of the Bidder’s capabilities to provide integrated Monitoring, Testing & Reporting tools as defined in 3.7; | *Please confirm* |  |  |  |
| 2.1.9 | Confirmation/evidence of the Bidder’s capabilities to provide Consulting service for the migration/on-boarding of the OSCE web application to the Bidder’s hosting facilities as defined in 3.8, within 1 month after contract award; | *Please confirm* |  |  |  |
| 2.2.0 | (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. | *Please confirm* |  |  |  |
| **3.1. Technical evaluation questions** | | **Comments** | | | |
| 3.1.1 | Please elaborate on your company’s platform/cloud services, architecture design and infrastructure, and provide the OSCE with a test account |  | | | |
| 3.1.2 | Please clarify on security compliance (FedRamp, ISO 27001 and/or SOC 2), processes, controls and monitoring in your company |  | | | |
| 3.1.3 | How will support on infrastructure, platform and application level be provided? |  | | | |
| 3.1.4 | Please elaborate how incident handling, backup and disaster recovery is designed. Include procedures for dealing with DDOS attacks. |  | | | |
| 3.1.5 | Please explain your platforms change management procedures for OS patch cycle, LAMP stack updates and other upgrades |  | | | |
| 3.1.6 | Please provide a typical onboarding plan and timeframe for migrating the OSCE website to the new cloud platform |  | | | |
| 3.1.7 | Bidder’s Team Composition, incl. CVs and Task Assignments in terms of relevant experience and skills of the staff proposed |  | | | |
| 3.1.8 | Quality of the Reference Provided (sector of economy, size, project detail and complexity, etc.) of the reference provided |  | | | |

# Team Composition and Task Assignments

## Key Professional Staff

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Task** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Bidders are requested to provide at least three Customer References. The reference information should include projects related to website hosting and related technical consultancy services. The OSCE may contact the reference(s) provided to inquire information on overall customer satisfaction and quality of services delivered; the OSCE will notify the Bidder concerning its intention to approach the reference provided. For the reference project, it is important to provide brief description, role of the Bidder and technology applied to achieve the customer’s objectives. Services previously provided to the OSCE may be included.

**Table no. 3 – Customer References\***

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Customer** | **Project Description** | **Contact details** |
| 1. |  |  |  |
| 2. |  |  |  |
| 3. |  |  |  |

Company Name:

Name & Title of Authorized Official:

Signature:

Date: